M&R HOLDINGS

Thursday April 25, 2019

Dear residents of 35 Wynford:

Cory and I wanted to take the time to thank everyone that has come down to introduce themselves and made us feel welcomed at 35 Wynford. We know there is still many more that we need to meet, and will do so along the way. We are very pleased to be here and look forward to building partnership with each and everyone of the residents here. Wynford has been our home for a short time, but this building has much to offer and we already feel like it's home. One of Cory and my goal is to build a strong partnership with the residents and build a strong community feeling. We have many plans and ideas that will help this process. If you have a chance please stop by the lobby service desk and see the "COMMUNITY EVENT POSTINGS". These posting will be different events that are happening in the building to date, through the tenant association, but will also include from time to time events that we the site staff will hold for residents. We strongly believe that by building a community environment will allow us to maintain a high level of security, cleanliness and residents to feel home the second they walk in the building before they even walk in their units. At this time Cory and I would like to touch up on a couple of items that we feel can help elevate and enhance the enjoyable living experience that each one of you have here at 35 Wynford. We encourage you to take the time to review everything below and provide us your feedback by, visiting us in the office or via email at rentals@35wynford.com.

COMMUNCATION:

In the efforts to get to know everyone and become efficient in our role, Cory and I ask that you come to us before going through our head office. This will allow us to get to know everyone and learn the needs of the building, along with stream lining the communication. Allow us the opportunity to service your needs in maintaining a positive and enjoyable living experience, by providing a high level of customer service and a faster response to maintenance requests.

Please note that Cory and my schedule is off Tuesday one week and off Thursday the next, switching each week, along with every other weekend for emergency calls. Monday to Friday, office closes at 5:00pm and any phone calls after should be for emergency reason's only, also on Saturday and Sunday's all day. Each day we close from 12:00pm to 1:00pm for lunch and I will be posting something at the office door to inform which days Cory and I are off duty.

POOL:

Our children have been in the pool more then in their beds, lol and they are loving having this amenity available to them. However, in the efforts to keep this pool clean we kindly remind everyone that only **INDOOR SHOES** should be worn on the pool deck and that all **swimmers MUST be in proper swim suits.** This will allow us to provide a safe and clean environment for all swimmers. There seems to be a lot of sand in the bottom of the pool, which Cory is working on getting that cleaned up, but this is due to people wearing outdoor shoes on the pool deck.

GYM:

Currently the gym hours are from 8:00am to 10:00pm, however Cory and I are working towards having the office to allow us to have this amenity accessible 24 hours. We strongly feel this should be available for all residents to use at their leisure. Please note this has not been approved and we will try our best and reminding everyone that pool hours will remain and not be changed.

SERVICE ELEVATOR:

As a reminder to all residents that you must book the service elevator during business hours, by calling, coming to the office or sending me an email at rentals@35wynford.com. Service elevator is meant for move in/out's and deliveries. Please note that M&R's policy is no service elevators on Sunday's and nothing after 8pm. Please give us at least 48 hours notice for any requests. There are other restrictions, based on days and times of garbage/recycling pick up's are scheduled. If your request is during this time you may be asked to change the time or date or may be required to remove your vehicle quickly if the pick up arrives. Being allowed to use the elevator during pick up days will be based on what and how long you will require the elevator.

GARBAGE CHUTES:

Reminder to all residents that you must ensure all your garbage goes in the chute and that the chute doors remain closed when not in use. Please do not leave anything on the floor in the chute rooms. We are waiting on scheduling for the yearly garbage chute cleaning, and once we have that date, we will post notice as the chutes will be closed during this work. By keeping the garbage chute rooms clean, will help keep a pest free environment.

RECYLING:

We are very pleased to see how many residents recycle, as this has a positive impact on the environment. However, you must refrain from placing **BLACK GARBAGE BAGS** in the recycling bins. Bin lids will now remain shut at all times, as this is a safety concern if a lid falls on someone's hands and also keeps the recycling from blowing out of the bins. Each bin has a front flap that opens and allows you to slide your recycling in. In the event you have a large bag of recycling and need help with the lids on top, please come to the office and Cory or I can assist with that. Once a bin has become completely full, we will now be locking them after the fact in order to stop people from over filling and having garbage all over the property.

LAUNDRY ROOM:

Please respect that the laundry room is shared by all residents in the building. We request that you take care of these machines and clean the inside of the washers and dryers once done. If you are washing items that have a lot of pet hair on it, you are expected to have a rag cloth and wipe the inside of the machine after each use. In the event you are washing something that has a heavy soil on it, please rinse this out in the sinks before placing in the machines.

BALCONY/WINDOWS:

As a reminder to all residents it is against City By-Law to throw anything over your balcony or out your window. It is expected that this situation be corrected ASAP, as I was sitting outside with my dog on my area that would be a balcony, on Tuesday April 23, 2019 at 5:30pm, someone threw food out of their window. This is a safety issue for residents with dogs, and these foods can make them sick, along with the fact that food all over the property will attract wild life that is not wanted. If you are caught doing this, please note that further actions may/will be taken.

SCOIAL/CARD ROOM:

This room is mostly used by the tenant association, which is located in the same corridor of the laundry room. If you are interested, please see schedule in the laundry room. Note that they hold many events throughout the week, which would allow you to get to know your neighbours. The social room can also be rented out for residents that want to hold a party or event for their family and friends. There is a form that you will need to review and sign in the office, along with a Security Deposit in the amount of $100.00. If the room has been returned cleaned and no damages you will receive your deposit back. Booking of this room, will be based on a first come first serve and bookings must be completed 3 days in advance or earlier.

REFERAL PROGRAM:

Did you know that if you refer a friend or family member to 35 Wynford and they are approved for a unit, you can earn $300.00. Please speak to me in the office for more information.

EARTH DAY:

Saturday April 27, 2019 is EARTH DAY and there is a sign at the front service desk informing residents about an event for picking up garbage on the property at 10:00am. This will be a great way to meet new people and be part of a positive thing in helping the environment. Garbage bags will be provided by the building. If you want to help, just show up ☺

Christine Racine and Cory Scott

Christine Racine & Cory Scott

Resident Superintendent

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Wynford Tower

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