

LIVING

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NEWS & EVENTS FROM
THE COMMUNITIES OF MINTO

ottawa

WINTER
2012



beinspired

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...AND MORE!

Letter from the Vice-President

The leaves are falling and the snow is not far behind, it's time to start layering up and keeping warm as we look to the winter season ahead. With the changing of seasons comes the excitement of the holidays and inspiration to start fresh.

At Minto, safety is our priority and with the cooler months ahead, we are urging you and your family to take extra care when venturing into the slippery winter streets.

Although our winters have been mild, this raises the risk of thawing and freezing of sidewalks and walkways, making them extremely slippery. Most importantly, be aware of the winter hazards around you and don't forget to look up! Overhead snow and ice can fall and cause injury to you, someone else or property. Please remember to report any maintenance or safety issues to your Resident Services Centre.

We are in the process of converting to a new computer operating system and have experienced some challenges.

We apologize for any delays or inconveniences that this has created. We do regret any negative impact that it may have had on your experience in living with Minto and thank you for your patience. We are developing new ways of communicating with our residents, one of which is our new Resident Portal. Access important information about your community and easily submit work orders and requests all in one place. We're changing to serve you better.

As always, your feedback is extremely important to us. You should have recently received the 2012 JD Power surveys and we look forward to hearing what you have to say about your experience with Minto. We use each piece of feedback as an opportunity to improve for our residents.

Until next time, we wish you and your families a happy and safe holiday season and a great start to the New Year.



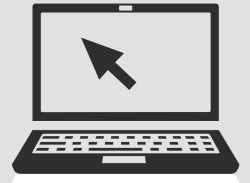
Doug Brunson
Vice-President, Customer Experience

At Minto, we value the communication we share with our residents. We are also very conscious of the impact we leave on the environment. If you prefer to receive a copy of this newsletter via email, please contact 613.782.2227 or contact us at infoline@minto.com and register your email address.

Tenant insurance, it's for your own protection!

We would like to remind you of your duty as a tenant to ensure that your tenant insurance is up to date. Having valid insurance is a requirement of your lease and will help protect you in the event of an emergency or accident. When the unthinkable happens, tenant insurance will protect you, your belongings, your home, and will also protect you from liability.

The Federation of Rental-Housing Providers of Ontario (the province's leading advocate for quality rental housing) makes it easy for you to set up your insurance by providing you the option to access tenant insurance online. Please visit www.marsh.ca/frpo for an instant online quote and to purchase your plan online! As a reminder, please provide our offices with proof of insurance for your home.



Stay connected

Our new Resident Portal makes it easier for you to connect with us, on your own terms. Visit your community Resident Portal to:

- Easily get important phone numbers
- Submit an online service request
- Provide comments and feedback
- Connect with us on social media



Whether it's feedback, a funny story or you have questions about what is happening at Minto, we want to hear from you! Visit your local community at minto.com today to see these great new features!

Celebrating the holiday season together!

Excitement is in the air and we want to celebrate the holiday season with you! Please join us and your fellow residents for some festive fun at our annual holiday parties.

Site	Date	Time
Castleview	December 3 rd	5:00pm – 7:30pm
Carousel	December 4 th	5:00pm – 7:30pm
Castle Hill	December 5 th	5:00pm – 7:30pm
Sophia	December 10 th	5:00pm – 7:30pm
Faircrest	December 11 th	5:00pm – 7:30pm
Carlisle	December 12 th	5:00pm – 7:30pm



Clearing the way!

We want to make sure that you are as safe as possible when out and about during the winter months, so please take note of the following important information:

- We will remove the snow from most common sidewalks, parking lots and driveways. However, residents of garden homes and some town homes are responsible for clearing their own walkways and steps. If you aren't sure whether or not the snow removal is your responsibility, please feel free to contact your Resident Services Centre to clarify.
- When the snow falls – please remember to move your car from the parking lot to allow the snow clearing vehicles to clear the area. The clearer the space, the easier and quicker we can clear the snow.
- Please do not park on the side of the street during a heavy snow storm. The streets need to be clear of cars in order for the City of Ottawa to clear the streets.

7 tips to avoid getting sick this winter



Drink up

Drinking plenty of water is crucial to staying healthy. Dryness, such as that red nose or scratchy throat, decreases your immunity and leaves you susceptible to illness.

Eat healthy

Even a large vitamin C tablet can't guarantee that you're better protected against every nasty bug that floats around, it's far better to eat a balanced diet with a lot of fruits and vegetables. Although a daily multi-vitamin helps, it does not take the place of a well balanced diet.

Sleep well

Washing your hands, staying hydrated and eating well can all go to waste if you're not getting enough shut-eye. Snoozing for a minimum seven to eight hours a night can give your body the downtime it needs to fight off infection.

Stay active

Cold weather, hectic holiday shopping and holiday parties are no excuse to skip out on your workout. Staying active will give your body a fighting chance to take on that nasty flu virus.

Layer it on

When you're venturing outdoors in the cold months, your best option is to layer on the clothing. This will keep you warm when outside, but give you the option to remove your sweater when indoors to avoid sweating.

Keep your defenses up

You're doing everything right, washing your hands and getting lots of sleep but you let your guard down when it's time to see the family! Be sure to keep up these smart habits when seeing friends & family over the holidays. Family can be just as dangerous, in terms of getting sick, as hitting the mall!

Wash your hands – lots!

We say it time and time again—wash those hands! Viruses can live on the most inconspicuous surfaces; keyboards, door handles, anywhere! There is really no better defense against germs than washing your hands with antibacterial soap.

Let's connect!



Want to hear about the latest promotions and events in your community? We're having a great time online and want you to come join us. Connect with us online and you'll be the first to hear about our latest promotions, incentives and contests.



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Ottawa Minto rental properties



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