

# TRICAR NEWS

## RESIDENT BULLETIN

[www.tricar.com](http://www.tricar.com)

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### Happy New Year

Wishing everyone a safe, healthy and happy new year. Our Winter Bulletin provides some important reminders, safety tips, maintenance updates and a new property highlight and building manager appreciation.



**Effective Wednesday, January 5, 2022 all building amenity spaces (except guest suites) are temporarily closed as per the current provincial COVID-19 guidelines.**

### New Property Highlight Westmount Estates IV



**Coming Soon** - Westmount Estates IV is the fourth phase of our Westmount Estates community conveniently located at the corner of Southdale and Wonderland Rd. Construction is set to resume in early 2022.

For more updates on the progress, please visit the Westmount Estates IV page on the Tricar website to register the required information and to receive future email updates: [tricar.com/westmount4](http://tricar.com/westmount4)



### Christmas Charity Donations

This year, in lieu of the regular holiday festivities, Tricar made a charitable donation of \$500.00 per building on behalf of our residents to the charity of their choice. The following charities were supported on your behalf:

**The London Food Bank: \$2,500**

**London Humane Society: \$2,000**

**The Inn of the Good Shepherd (Sarnia): \$500**

In addition, as a community effort we donated 1,228 lbs. of non-perishable goods to the London Food Bank, **A HUGE THANK YOU** all for your generosity.



### Security

Please do not open any door to any unknown person; visitors must be buzzed in by the tenant they are visiting. When entering the parking garage please wait for the door to fully close behind you. In addition, please keep all valuables (license, registration, insurance card, etc.) in a safe place. If your vehicle is broken into, you will need to contact the police at 519-661-5670 to file a report. You will also need to contact your insurance company should you be making a claim to have the damage to your vehicle repaired.

### Have Feedback for Tricar?

If there are any items you would like to see included in our next newsletter, or if you have questions you feel many other residents would benefit from having answered in this forum, please let us know by emailing [ttg@tricar.com](mailto:ttg@tricar.com)

# Building Manager Appreciation



**Dennis Semenzin**  
Building Manager  
325 & 317 Southdale Rd., London

Tricar would like to take this opportunity to recognize a member of our on-site building management team.

**Dennis Semenzin** has been representing Tricar as the Building Manager of both 325 and 317 Southdale Road West for almost two years. Dennis is a loyal and reliable member of the Tricar team who has an excellent relationship with tenants, colleagues and trades alike. His willingness to complete maintenance and/or repair items keeps tenants satisfied as their needs are met on a much more

immediate basis. The building is always kept in immaculate condition, inside and out. Dennis goes above and beyond in his position as Building Manager, exceeding expectations in the process and has been described by many as someone “who never stops working”.

The Tricar Group is pleased to recognize Dennis for his efforts and appreciates all his hard work and continued dedication to both the company and the residents.  
***Thank you Dennis!***

## Fire Safety

Every resident should plan to be fire safe. If you hear the building fire alarm and you do not detect fire in your apartment you can either evacuate the building or remain in your apartment. If you stay in your unit and require assistance to evacuate due to a medical issue we ask that you ensure your name and contact information is on the list included in our building Fire Safety Plan. If you would like your name added to this list, please contact your Building Manager.

If you have a fire in your unit, leave the apartment, close your unit door behind you. Pull the fire alarm and head to the nearest exit stairwell. Do not use the elevators. Exit the building and wait outside. Please do not wait in the lobby. If you cannot exit your apartment into the hallway, go out onto your balcony and call 911.



The following are some fire safety tips to help keep you and the other tenants safe in your building.

- Look while you cook. Never leave cooking unattended.
- When using candles always use heavy, glass candle holders. Make sure you blow the candle out before you leave the room.
- If you smoke, never put cigarette butts down the garbage chute and always soak your cigarette butts under running water prior to disposal.
- Do not use balconies for storage. This can block a means of escape.

## NEW Maintenance Work Order Request System



Tricar is excited to confirm that our new online system Yardi RENTCafé has been live since December 1st. This online maintenance work order system provides our residents and maintenance staff with a streamlined maintenance request, tracking and resolution system. If you do not have computer access, a signed Request for Service form (available from your Building Manager) can be submitted. If you would like to sign up for Yardi RENTCafé, please provide your on-site Building Manager with your preferred email address to receive an invitation.

Tricar will respond to all maintenance and repair requests according to priority. Our maintenance technicians will do their best to attend to your request as promptly as possible and may have to enter your unit if you are not available. COVID safety protocols remain a priority and we will limit access to suites based on urgency.

### WELCOME TO RESIDENT SERVICES

\* indicates required fields.

Email\*

Password\*

[Sign In](#)

[Forgot password?](#)  
[Click here to register.](#)  
[Send Verification Email](#)



#### MAINTENANCE REQUESTS

Submit online maintenance requests.



#### TECHNICAL SUPPORT

For technical support please email [yardisupport@tricar.com](mailto:yardisupport@tricar.com) or call (519) 652-8900.

