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WINTER 2009



B.O.M.A. BEST



University Centre

ABOUT YOUR BUILDING



Best wishes for a successful and prosperous 2009, from everyone on the Property Management Team.

WELCOME

Welcome Ann Andrzejewska, who joined our Property Management Team recently as our Receptionist. Ann looks forward to assisting you with your inquiries and requests.



ELEVATOR UPGRADE IN PROGRESS

In response to our Tenant Surveys, we are upgrading all of the elevators at 393 University. This project will begin in the highrise elevator lobby. Only one elevator will be refurbished at a time to minimize any reduction in service.

PARKING GARAGE

Surface repairs to the underground parking garage are continuing, with the goal of extending its life for many years to come.

HOLIDAY HOURS REMINDER

Family Day • Monday, Feb. 16

The Property Management Office will be closed on Family Day. Contact us to arrange for after-hours temperature control (HVAC) for that day.

TENANT SATISFACTION SURVEY



YOUR OPINION COUNTS

Manulife Financial owns and operates the building in which you work. As an industry leader, we pride ourselves on combining quality buildings with unsurpassed property management. Periodically, we like to ask our Tenants how we're doing in order to provide you with the best possible office building environment.

Last summer, we hired InSite Real Estate Information Systems Inc. (InSite) to conduct a Tenant Satisfaction Survey in several of our buildings across North America. Leaders in Real Estate market research, InSite has developed a comprehensive Building Performance Rating System to help determine overall Tenant satisfaction and measure the performance of our buildings and management relative to industry benchmarks and against other top ranked office building managers.

The results were very favourable, and we are pleased to share them with you. Overall, Manulife properties continued to post high marks against industry benchmarks in all key areas and in some instances, considerably outperformed these. "Over the last ten years, our Building Performance Rating Surveys have been completed in more than 1,200 buildings, and we're very impressed that Manulife Financial continues to receive some of the highest Tenant Satisfaction ratings we've ever recorded," said Sandy McNair, President, InSite.

In terms of finding opportunities for improvement, we learned through your responses that areas to focus on included Cleaning, HVAC (Heating, Ventilation and Air-Conditioning) and Elevators. The following action plans for these areas have been implemented and will continue to be monitored for further improvement:

- There will be an increase in the frequency of cleaning inspections and random checks by our Property staff, together with our cleaning staff and Tenants.
- HVAC issues are coordinated directly with our Tenants and more rounds to check the overall building temperature have been added by our Operations Staff.
- Concerns pertaining to the elevators will be alleviated once the elevator modernization is complete which include new "call" buttons, directional indicators, new controllers and door operators, which will result in a smoother ride and a more efficient operation overall.

Your comments are important to us, and we are committed to developing programs to enhance our performance. Our goal is to continuously provide you with better service. Thank you for taking the time to answer our questions – your feedback will undoubtedly make your building a better place to work.

EVENT FLASHBACK

BOX OFFICE EXPO

Tenants found out which shows and attractions were going to be the hot ticket this past October. Congratulations to the following draw winners:



(left to right) Wendy Lewis (Arthritis Society), Wendy Furtenbacher (OPA) and Maria Guida (Bellmore & Moore)



Wendy Haine (College of Physiotherapists) and Lydia Sheridan (Law Chambers)

SUSHI MAKING

Many came out to our lunchtime Sushi seminar and enjoyed a taste of this delicacy while learning the basics of making it.



WORKSITE WELLNESS

DE-STRESS WITH A MASSAGE

Experts estimate that 80–90% of disease is stress-related. While we can't avoid stress in life, we can take some steps to manage it. Massage Therapy can be used to combat stress. It lowers your blood pressure, increases circulation and improves recovery from injury. Massage Therapy also helps you sleep better, can increase your concentration, reduces fatigue and gives you more energy.

Massage therapy, provided by a Registered Massage Therapist (RMT) is available at the University Centre Fitness Club, located on the P1 Level of 393 University Ave. You don't have to be a member of the fitness centre to book an appointment. For more information call 416.341.7668 or come down to the fitness centre.

Caron Shepley is a corporate health consultant for Personal Best Health and Performance Inc.

Mark Your Calendar for the Open House Tour on February 11th and get your name entered into a draw for a free massage therapy treatment.



GREENING THE WORKPLACE: BOMA GO GREEN PLUS BECOMES BOMA BEST

Look for the new logo featured on our banner at the top. Now called BOMA (Building Owners and Managers Association) BEST, the new look comprises the Go Green Best Practices and the Go Green Plus assessment our building undertook for certification, and has been the industry standard for environmental management in commercial buildings since 2005. As a further initiative, we are reducing the number of print issues and remind you that the newsletter is available online on the building website.

TENANT PROFILE

BELL TEMPLE

Bell Temple is a full service civil litigation law firm located on the 15th floor of 393 University Avenue. Since becoming a Tenant in 1992, the firm has grown from 14 lawyers to 30, with 60 professional and support staff. Bell Temple specializes in a wide variety of litigation matters including personal injury, property damage, professional liability, and insurance related disputes. The firm prides itself on providing exceptional client service and results in an efficient and cost effective manner. For more information, visit www.belltemple.com.



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ONLINE BUILDING INFO:

By becoming a member of the University Centre website, you can obtain building, contact and general information with the click of a mouse.

Check online Ticket Service regularly for value added deals and the most up-to-date box office ticket information at: www.universitycentre.com.

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