



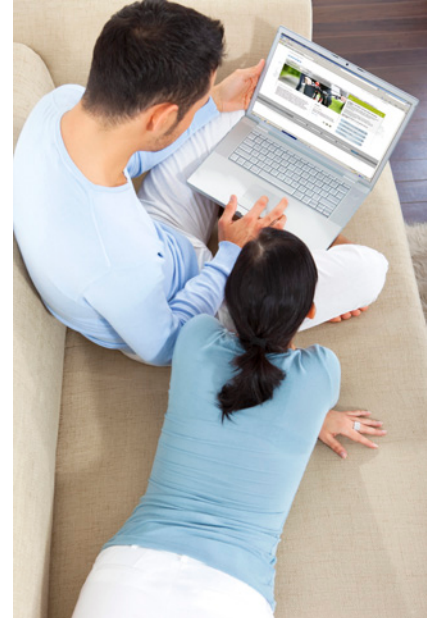
## A Message from your Resident Managers

Welcome to the winter edition of our Oxford resident newsletter. We always look forward to this opportunity to share ideas and community news with you.

But, more so, we want to hear from you – the residents who make up our great Oxford communities. To make it easier for you to communicate with us, we have created a new Resident Corner on [www.oxfordresidential.ca](http://www.oxfordresidential.ca). We invite you to share your living experience with us on our feedback forum. Whether good or bad, we promise to listen and respond to you.

We hope you will enjoy this issue. As always, we are available to address any questions or comments you may have. You are welcome to drop by the management office or call us at 902.461.929.

Kevin Russell  
Property Manager, Highfield Park Apartments



If you have any questions, or concerns, please call us at 888.697.1542

[www.oxfordresidential.ca](http://www.oxfordresidential.ca)

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## Highfield Park Bulletin Board

We would like to welcome our new snow removal company, East Cost Asphalt. With over 15 years experience, all residents can count on their fast response and diligence in keeping our property safe this season.

Did you know that you can pay your rent with debit at our rental office in 96 Highfield Park Drive? We are open Monday to Friday, from 8 a.m. to 6 p.m. and Saturday, from 11 a.m. to 4 p.m.

## Paying Your Rent with Electronic Funds Transfer

Electronic funds transfer (EFT) is an easy, reliable way to pay your monthly rent through pre-authorized debit. The benefits are endless – no more cumbersome cheques and service fees!

To sign up, visit the management office today with a blank cheque or account information. After that, just leave the rest to us.

## Your New Oxford Residential Website

This August, we launched the newly re-designed Oxford Residential website. We have a dedicated Resident Corner to you, our current residents. We have created a one-stop shop where you can find all the information you need for easy apartment living.

Visit [www.oxfordresidential.ca](http://www.oxfordresidential.ca) today to browse the new design and content.



## What is Sustainable Intelligence?

Oxford recognizes our responsibility to develop, operate and invest in sustainable buildings – buildings that conserve natural resources, minimize environmental impact and promote a healthy environment for our residents.

Oxford is committed to being an industry leader in sustainable practices. From identifying opportunities and establishing goals, to implementing plans and assessing results, Oxford maintains environmental accountability through Sustainable Intelligence.

## What does Sustainable Intelligence mean to Oxford residents?

You can count on innovative in-suite and common area improvements that reduce the consumption of natural gas and electricity while limiting emissions. These “green” features include: low-flow shower heads, compact fluorescent light bulbs, photocell exterior lights, motion sensors and efficient thermostat controls.

## We can't do it without you.

As a resident of Highfield Park you can do your part to help reduce our impact on the environment. Take advantage of the recycling programs available in this building and use electricity wisely by turning off your lights when you leave your apartment. Small steps can make a big difference.

## Congratulations to the Highfield Park Team on their OMERS Ovation Award!

OMERS (Ontario Municipal Employees Retirement System) recognizes and celebrates special achievements in our industry every year. Colleagues make submissions on behalf of individuals or teams who they feel deserves to be recognized and an independent committee reviews all submissions to decide on a winner.

This year, Highfield Park was presented with the prestigious Ovation Award. For lowering vacancy from 10% to under 2%, building a strong customer focused team, and creating a warm, safe community, please join me in congratulating the entire Highfield Park team for their exceptional achievement.

## Refer Your Friends and Family and Receive \$200

The best compliment you can pay us is by referring friends and family to rent with Oxford. With our Choose Your Neighbour program, you can complete a referral form online at the Resident Corner, or by visiting the management office. Upon your referral's successful move-in, you will receive \$200 as a thank you.

There is no limit to how many people you can refer, so refer often!



## 310.maxx makes life easier

Did you know that you can submit your maintenance request online with 310.maxx? Simply go to [www.310maxx.com](http://www.310maxx.com), log in and complete the pertinent fields. There is even a detailed history of your service call tickets so you can track the progress.

If you are a first-time user, all you have to do is call 310.maxx for your personalized username and password. After that, you can do it from your computer or smart phone 24 hours a day, 7 days a week. For added convenience, we have also included a link from the Resident Corner of the Oxford Residential website.

And, as always, you can place your request by dialing 310.maxx from any area code.

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