

Customer Service is Personified at 88 Erskine Avenue

What separates the average from the exceptional when it comes to rental residences? It's customer service, plain and simple.

At 88 Erskine Avenue in the Yonge and Eglinton neighbourhood service has been embodied in the person of a Customer Service Representative who is dedicated to full-time to serving the residents of almost 500 suites.

The Customer Service Representative spends most working hours responding to the needs of residents.

What are the typical luxuries enjoyed by these fortunate residents? They need not worry about deliveries in the early morning or during their workday and can rest easily knowing their package is safe and sound until they are able to personally take delivery.

Imagine the comfort of knowing that when Rogers Cable or Bell Canada promises to be at your address between nine and five, you don't need to sit at home and wait. This is particularly helpful when the tenant is busy with the other demands of managing a successful move the technician can be let right into their suite and escorted by the trusted customer service person.

Residents also enjoy the ease of changing a parking space to accommodate a broken ankle that temporarily places them in a wheel chair, the annual Resident Appreciation BBQ and even the moving company recommendations to local people or someone transferred from across the country. talk about a wide variety of services offered to these customers!

Having a Customer Service Representative around is a real convenience, says resident Howard Rensler. They are willing to help in any way they can, essentially acting much like a concierge at a condo or hotel.

The incredible level of service is not the only thing that's new about 88 Erskine. Built in 1970, the 27-storey highrise is now looking better than ever before.

Set on a tree-lined residential street, just three blocks north of Yonge and Eglinton (and an easy stroll to the shops, restaurants, cinemas and subway), the building is undergoing a major refurbishment that begins the moment you step from the vestibule into the lobby.

The lobby features newly painted and paneled walls with new granite tile flooring that leads to four brand new high-speed elevators with cabs with mirrored walls.

Elevator lobbies at each floor also feature tile, new broadloom, freshly painted doors, frames, walls and brighter lighting.

Major improvements can also be seen and appreciated in the building's beautiful rooftop pool and adjacent sun deck, along with sauna and change rooms. The building's laundry facilities are being enhanced and updated, as is the exercise room.

88 Erskine Avenue was built by Greenwin principal Harold Green in 1970 when he was the company's construction manager. It continues to be managed by Greenwin Property Management Inc. and is just one of many Greenwin properties that have recently undergone or are now undergoing extensive renovations, in choice locations around Toronto.

They all reflect not just an improved cosmetic appearance but the company's commitment to offering residents a higher standard of living and a greater degree of personal service.