

Royal City Housing Co-operative Inc.

Policy 2017.12 Maintenance

Passed by the Board of Directors of Royal City Housing Co-operative Inc.

at a duly constituted meeting on 08March 2017

Confirmed by a majority at a duly constituted General Members'

Meeting on 29 March 2017

Pauline Busby, President

Niles Normore, Corporate Secretary

Royal City Housing Co-Operative Inc.

Policy 2017.12

Maintenance

ARTICLE 1

The purpose of this Policy is;

1. To set out the respective responsibilities of the Members and the Co-operative for the maintenance, repair and improvement of the Co-operative property;
2. To establish guidelines concerning what repairs and improvements Members may undertake within their individual units
 - a. It is expected and encouraged that Members will be responsible for maintenance of their unit as much as is reasonably possible. Any work done by the Members saves the Co-operative and, therefore, ultimately each individual Member money.
 - b. Preventative maintenance will be a strong focus of the Maintenance Committee.

1.2 Maintenance Objectives

The objectives of this By-law shall include:

1. To maintain a safe and sound building structure and grounds;
2. To maintain mechanical systems and services in functioning order;
3. To respond adequately and responsibly to the short-term and long-term maintenance needs of the Co-operative; and
4. To use volunteer labour when appropriate to reduce costs.

1.3 Maintenance Responsibilities

1. The Co-operative Responsibilities shall include:

To keep all units, Co-operative property, and all services and facilities of the Co-operative in a good state of repair and fit for habitation. It must make sure that it meets all the legal standards of health, safety, maintenance and occupancy.

2. Maintaining and servicing all mechanical and electrical systems, appliances and equipment owned by the Co-operative.
3. Regular testing of smoke detectors and fire extinguishers, community centre, laundry room and common areas.
4. Regular inspections and maintenance of exterior and interior common areas.
5. Exterior maintenance of buildings;
6. Minor repairs where a Member is unable physically to perform them.
7. Major repairs; and
8. Repainting vacant units before new Members move in, if required, unless alternate arrangements are made with the new Members – Painting - see 4.5

(b) Member responsibilities shall include:

1. General vacuuming and cleaning (including windows, appliances, floors, carpets, walls and bathrooms), yearly carpet cleaning, see **Appendix E. Carpet Cleaning procedure**;
2. Routine outdoor work (including grass cutting, weeding and snow shoveling);
3. Minor repairs to the unit; e.g. Patching drywall, painting, replace light bulbs
4. Reporting items needing repair promptly by submitting a Maintenance Work Order form;
5. The cost of replacement or repairs to Co-operative property, if any damage is caused by the Member, other occupants or guests of the Member through negligence or abuse;
6. The cost of replacement of any Co-operative owned property that is removed by the Member, other occupants or guests of the Member; and
7. Draining exterior faucets prior to November 15 each year.

(c) Neglect of Responsibilities

1. Prompt attention to repairs is important to keep the co-operative in good condition. When the Co-operative requires the member to do repairs in their unit, it will be done in writing and give a time limit. The members will have 10 days to make the repairs. If the repairs have not been completed in 10 days, the Co-operative has the right to make the repairs and to charge the members the cost of the repairs, even if the Co-operative has to hire someone to do it.

(d) Maintenance Committee

1. The Co-operative shall have a Maintenance Committee in order to carry out the Co-operatives responsibilities. Should the Committee not be functioning, the Board of Directors or the Board of Director's designate may assume some or all of its duties.

Maintenance Committee Responsibilities shall include:

- A. Establishing and monitoring the Co-operative's maintenance program;
- B. Establishing and monitoring routine maintenance procedures;

- C. Establishing and monitoring unit maintenance procedures;
- D. Conducting and following up on unit and common area inspections
- E. Performing or supervising repairs and improvements;
- F. Establishing and monitoring emergency procedures;
- G. Purchasing, renting, monitoring use of, and performing maintenance of equipment (see Spending Policy)
- H. Educating Members and assisting in routine maintenance procedures, when requested;
- I. Establishing and monitoring a maintenance Budget; and
- J. Administering various other procedures.

2. Maintenance Committee tasks shall include:

- 1. Setting goals and formulating policies concerning maintenance issues;
- 2. Recommending changes or additions to these policies when necessary;
- 3. Reporting to the Board and General Membership on progress and problems (including written reports, newsletter articles and other reports)
- 4. Attending appropriate COCHF workshops
- 5. Monitoring the work of contractors, in conjunction with the staff person; and
 - i. Informing and educating Members about their maintenance responsibilities and simple repairs by:
 - ii. Developing a maintenance handbook;
 - iii. Presenting workshops on specific maintenance topics; and
 - iv. Articles in the Co-operative newsletter.
 - v. Scheduling, organizing and supervising “work parties” for special maintenance projects;
 - vi. Maintaining an inventory and overseeing the use of maintenance equipment and supplies.

1.4 Cleanliness

The Member shall maintain the unit both inside and out, and keep it at all times in a reasonable state of cleanliness and repair. The Member shall comply with all requirements of governmental authorities. Without limiting the generality of the former, this shall include:

- 1. The Member shall not allow any, garbage to accumulate in front yards, flowerbeds, driveways, stairwells, porches or balconies.
- 2. Members shall not store general household items and belongings on front porches, driveways and flowerbeds.
- 3. The Member shall co-operate in the maintenance of common areas
- 4. Members will also not allow garbage to accumulate inside their units

1.5 Garbage

- 1. The City of Guelph manages collection of Garbage through their Waste Management By-law . It also has the authority to levy fines against citizens if they do not follow the City's Waste Management By-law. Any fines from the City for non-compliance of the Waste Management Bylaw will be the responsibility of the group(s) that violated the bylaw.**
- Garbage must be taken out weekly and sorted into the appropriate containers provided by the City of Guelph.
- Garbage system for the Co-Op has been approved by the membership. Each member is part of a group of 4 units. Each member of that group is responsible to work with the group to ensure that the garbage goes to the street weekly. There is no option to not participate in this program. It is the responsibility of each member to ensure that the containers are taken in and out each week.
- Garbage containers must be taken to Home Street no earlier than 6:00pm in the evening of the day before the collection.
- Garbage containers must be removed from Home Street before 7.00pm on the day of Collection.
- Garbage containers are to be stored in the designated area. All garbage must be in the appropriate container and not left in the designated garbage area.
- Members are expected to keep the area associated with their unit inside/exterior free of garbage and to assist the Co-operative by picking up any loose garbage noticed elsewhere on Co-operative property.
- Large items such as mattresses, beds, furniture etc., are not to be placed at the curbside or placed anywhere in Co-operative common areas. The City of Guelph has a Bulky Items Collection program and two annual Goods Exchange Weekends. Unless arrangements have been made through the City of Guelph's Bulky Items Collection or under the Goods Exchange Weekends are when items can be left on the curb.
- At least once a year, providing the members have approved the expense in the annual budget, the Co-operative will bring in a large bin for such items. Otherwise, these items should be discarded properly at the Member's expense.

1.6 Pest Control

- Members must actively discourage mice harborage and pest infestation by maintaining a reasonable level of cleanliness within the unit; including decks and balconies.
- In the event of a serious pest control problem in the Co-operative buildings, the Co-operative will have the right to take such pest control measures, as it considers necessary to deal with the problem.
- Exemptions from a general requirement for chemical pesticides will be permitted for Members who obtain a letter from a doctor confirming allergy or sensitivity to these products. Members

who receive an exemption will be required to co-operate with alternative methods of pest control. Such exemptions apply to unit only, not to common area.

4. Members must co-operate in the preparation of their units for extermination services.

1.7 Fire Safety and Security

1. Members are not permitted to store highly flammable substances within their unit.
2. All units have smoke alarms installed on every floor. The alarms are electrically wired to the main electrical panel. They are not battery operated. When one alarm is triggered, all of the other alarms should sound at the same time. Members are responsible to take part in ensuring that the smoke alarms are operational and to co-operate with the Co-operative in carrying out the necessary testing and maintenance.
3. Members must report any problem with smoke alarms to the Co-operative office immediately.
4. Members must not disable a smoke alarm. This is a provincial offence of the Ontario Fire Code, which may be subject to a fine.
5. Fire extinguishers are available in all common areas and must not be interfered with at any time.
6. Members must report any problems with electrical circuits.
7. BBQ's must not be used or stored on any Balcony or Deck. (see Directive from the Guelph Fire Marshall By-Law)

1.8 Changing Locks

1. Members may not alter or change the locks for any reasons.
2. Members may request a lock change. The maintenance contract person or locksmith will be contracted by the Co-operative on behalf of the Member. The Member will be responsible for paying the bill.
3. The Member is required to pay the bill in full, at the time of the lock change. If the Member is aware of personal hardships that will prevent payment at the time of the lock change, the Member must arrange to make out a payment schedule. The Member will still be responsible to incur all costs.
4. The Co-operative is responsible for regular repair and maintenance for the locking mechanisms. The Member is responsible to report any problems or difficulties with the locks of their unit or common areas by completing a Maintenance Work Order Form.
5. Sliding chain locks are permitted inside the unit. At move-out, the chain locks must remain in place.

1.9 Laundry

1. Laundry may not be hung from the Co-Op's structure outside the front or back of any units. Only portable drying racks are allowed.

2. The Co-op laundry room must be kept clear of all garbage, and members are required to remove laundry in a timely manner, to allow other member access to machines.
3. Any problems with machines shall be reported to the office immediately by work order.

ARTICLE 2

Emergencies

2.1 Purpose

The Emergencies Article is intended to provide direction in a crisis situation when regular procedures will not be adequate.

2.2 Definition

The following conditions constitute an emergency:

1. Life or physical safety is endangered;
2. Immediate health hazard exists;
3. Loss of essential services;
4. Financial loss to the Co-operative will arise if immediate action is not taken; and/or
5. Public or private property may be damaged.

2.3 Procedures

1. In the case of extreme emergency (fire, gas leak, severe accident), the Member should leave the unit (if possible), call the appropriate emergency number and then report the emergency to the staff person, Maintenance Committee emergency contact, Board Member or other appropriate Co-operative representative.
2. In the case of other emergencies (leaking pipes, floods, electrical breakdown), a Maintenance Committee emergency contact person should be involved. She/he will evaluate the situation and may call a tradesperson if needed.
3. In the event of an emergencies,(ie water leaking from one unit to another unit) the maintenance committee, staff or emergency personnel may/will enter a unit to inspect the problem. All attempts will be made to contact the member prior to entering the unit.
4. In the case of other emergencies (leaking pipes, floods, electrical breakdowns), the maintenance committee emergency contact, the Board of Directors or the Staff person can be reached and he/she will evaluate the situation and may call trades person if needed.
5. If neither the Maintenance Committee emergency contacts, the Board of Directors or the Staff person cannot be reached. The Member may call a tradesperson, but she/he may be held responsible for payment of the bill.

6. Repairs not considered to be emergencies should be treated as normal repair work by completing a Maintenance Work Order form.

ARTICLE 3

3.1 Maintenance Work Orders

Members will complete a Maintenance Work Order form and submit to the Co-operative office, if possible during open office hours. Forms are available at the Co-operative office.

1. No Phone orders will be accepted.
2. The staff will note the date received at the top of the form and make a preliminary assessment of which category the Maintenance Work Order falls into and communicate in a timely manner to the member.

3.2 Categorizing and Completing Work Orders

The following process will be followed, depending on the category of Work Order Request:

1. A work order must be completed and delivered to the office.
– *See Appendix C – Work Order & Repair Request Form.*
2. The work will be brought to the maintenance worker's schedule.
3. The work will be completed in a timely manner, except where the member has requested to be at home, Work may take up to 10 days or more to schedule without permission to enter and if parts need to be ordered
4. Long-term replacement item ie. Stove, Refrigerator shall be referred to one or all of the following: Maintenance Committee; Reserve Committee; Finance Committee or Board of Directors.

ARTICLE 4

4.1 Unit Alterations, Improvements & Installations

1. Members will be individually responsible for the cost of any alterations, improvements or installations to their units. However, members must complete Unit Improvement/Alternate Paint Form and submit to the Maintenance Committee, with final approval from the Board of Directors. (see 4.2 below)
2. Fixtures (ie. light fixtures, closet doors) in place are the property of the Co-operative. If such items are removed, they shall be stored by the Member in her/his unit and replaced when the Member leaves the unit.
3. Wallpaper must be dry-strippable. On move-out, the Member must return the unit to its original condition, unless agreement is made with the incoming Member.

4. Any non-permanent fixtures installed by the Member may be removed by her/him at any time, providing the unit is returned to its original or better condition in all respects.

4.2 Application Approval

1. Any unit alteration, improvement or installation requests must be made in writing and submitted to the Maintenance Committee, in care of the Co-operative office.
See Appendix B – Unit Improvement & Paint Colour Request Form
2. The Member seeking to make any alterations, improvements or installation must submit a written proposal to the Maintenance Committee that includes enough detail to assure the Board of Directors or its Designate that the work proposed will be done in a competent and timely manner. The Member should indicate how they would comply with any relevant building codes and provide copies of all building permits and proof of certified inspection if required.
3. Applications should include a description of the work (including drawings, if possible) and who is to do the work.
4. After consideration by the Maintenance Committee, or its designate, the Staff or a Committee representative will contact the Member as to the status of the application.
5. If additional information is required, or if conditions are stipulated by the Maintenance Committee, or its designate the request will be considered again at the next Maintenance Committee Meeting.
6. If a Member initiates any alteration, improvement or installation without the prior written approval of the Maintenance Committee, or if the work is not completed in a satisfactory manner, the Member will be required to rectify the problem or pay the cost of returning the unit to its original condition.
7. If the Maintenance Committee or its designate needs direction (i.e. if the request is without precedent) the request may be referred to the Board of Directors.
8. If the Maintenance Committee or its designate finds it necessary to employ the services of a consultant in order to determine whether an alteration, improvement or installation request should be approved, the Member submitting the request will be responsible for the cost involved. The Member will be advised of the costs and asked whether the consultant should be employed.
9. The Maintenance Committee or its designate may from time to time set standards of design, materials and quality of work for alterations, improvements or installations which Members carrying out such improvements must meet.
10. Fixtures in place are the property of the Co-operative. Members may, on a temporary basis, replace Co-operative owned fixtures with their own, but are responsible for storing the original fixture within their units and replacing them, in good condition before they move out.
11. Members whose requests are turned down by the Committee may appeal this decision to the Board of Directors.

4.3 Inspection Procedure

1. The Maintenance Committee reserves the right to inspect any alterations, improvements or installations at its discretion.
2. If the work is unacceptable, a letter indicating so will be written to the Member. If, after thirty (30) days, the Member has not brought the work up to standard, the Co-operative will, at a time of its choice, endeavour to return the unit to its prior condition and will bill the Member for all costs incurred.
3. At move-out, the Member must restore any alterations, improvements or installations that have been approved (excluding structural alterations and pre-approved paint colours) to their original condition. Failure to do so will result in the Member being billed for the costs incurred by the Co-operative to do so. ***See Appendix E – Member Chargeback Fee Schedule***

4.4 Interior Unit Improvements

1. Interior unit alterations, improvements and installations may include, but are not necessarily restricted to the following:
2. Removal and replacement of existing, plumbing or electrical fixtures;
3. Electrical, plumbing and heating work (ie. installation of dishwashers, water softeners, electrical outlets, etc.); and/or
4. Basement finishing projects.

4.5 Paint and Decorating

1. Members are responsible for, and required to paint their unit interiors according to the Co-op's policies and procedures, as described in this Paint Policy.
See Appendix A – Paint Purchase Order Form.
2. The Co-op is responsible for providing paint, and supplies such as drop cloths and ladders. Member(s) supply their own masking tape, sandpaper, brushes, roller sleeves and trays.
3. The Co-op is responsible for preparing units for new members after a change in occupancy, to ensure that the unit is patched, and walls are ready for paint. The maintenance committee will not undertake painting the unit unless the new member/s is unable to paint their units.
4. The Maintenance Committee will make an effort to provide assistance and advice to members on the painting of their units.
5. Royal City Housing Co-op will provide members a painting kit, provided at our discount price, the kit should contain at least the following: paint tray, roller · handle and covers and a brush. The cost would be approximately \$10 and no more than \$20. Members would then have their own equipment for future use.
6. Units must be painted in White base paint only. Any colour that requires any more than two (2) coats of paint will not be covered, see Office for example of paint colours.

7. Darker colours may be permitted provided that the member agrees to return the unit to a primed white and paintable surface prior to move-out. The cost for the dark paint is to be paid for by the member and on move-out the member will be responsible for the cost of the primer.
– **Appendix B - see Unit Improvement & Paint Colour Request Form**
8. Wallpaper, including borders, must be dry-strippable. It must be removed upon move-out, and wall surfaces must be scrubbed and ready to paint.
9. Members are responsible to leave the unit in proper condition at move-out, as described above. If they fail to do so, they will be responsible for the cost of returning the unit to an acceptable move-out condition.

Paint allotments are as follows:
Two-bedroom apartment
Five (5) gallons Eggshell or Pearl paint
One (1) gallon semi-gloss or Kitchen and Bathroom Paint
Two-bedroom Carriage
Five (5) gallons Eggshell or Pearl paint
One (1) gallon semi-gloss or kitchen & bathroom paint
(1) additional gallon (basement/stairs) .
Three-bedroom Apartment
7 gallons Eggshell or Pearl paint
One (1) gallon semi-gloss or Kitchen and Bathroom Paint
Three-bedroom Carriage
(7) gallons Eggshell or Pearl paint
One (1) gallon semi-gloss or Kitchen and Bathroom Paint
One (1) additional gallon (basement/stairs)
Three-bedroom Townhouse
(7) gallons Eggshell or Pearl paint
One (1) gallon semi-gloss or pearl Kitchen and Bathroom paint
One (1) additional gallon (basement/stairs)
In addition, an extra gallon of semi-gloss paint will be allotted if all doors and door trim will be painted.

Exteriors of unit doors and interior stair treads are not included in these allotments. Members need to obtain further instructions from the Maintenance Committee before painting these items:

If members require additional paint, they may apply to the maintenance committee.

4.6 Procedures

1. The Maintenance Committee will establish a four (4) year unit painting cycle, which will be updated annually and be made available to members upon request. The Co-ordinator will maintain a schedule of paint allocations and purchases made for each unit.
2. All unit interiors are to be painted with latex paint purchased from a single supplier. Paint is to be used for all wall surfaces, except bathrooms and kitchens. Semi-gloss or Bathroom & Kitchen Paint to be used for kitchens and bathrooms, including ceilings, and all doors and trim. Basements may be painted with either paint.
3. Stucco ceilings are not included in the four (4) year paint allocation and should not be painted by members without prior instruction and approval. If stucco ceiling needs repainting, members must apply to the Maintenance Committee and have the ceiling inspected before painting.
4. Members are to apply and complete a Paint Purchase Order, noting paint colours, and submit it to the office. The Co-ordinator or authorized purchasing agent of the Co-op will issue a Purchase Order to members whose units are scheduled for a paint allocation in the current fiscal year, upon the members request for approval of white based colours.
5. Members are required to request to use Co-op equipment e.g. ladders, in writing and submit to the Co-ordinator or Committee Chair before the next scheduled Maintenance Committee meetings. Approvals for requests are guided by the Unit Improvement Policy and Procedure
6. Members may use any portion of their unit's paint allotment in the year it is allocated, and any unused portion in the following three years. Any unused portion of a unit's allotment after the fourth year is forfeited. The co-op requires members to paint their unit when the cost to the co-op to return the unit to its original condition exceeds the member's Security Deposit.
7. Members at move-out are to return the unit to its original or an acceptable condition. . Should the incoming member agree to accept any paint colours deemed not to be in accordance with the paint policy, the incoming member will take on the same responsibility of the previous member. The new member would now be responsible for returning the unit to a primed white on move out, and to accept the cost of doing so.
8. A summary of the Co-op's Paint Policy and Procedures is to be included in Orientation/Move-In Information provided to new members.
9. The Co-op provides equipment and supplies, as detailed in (2) Paint Policy. Equipment is loaned to members. It must be returned in satisfactory condition, or a charge will be assessed by the Maintenance Committee, and levied by the Co-ordinator. To ensure the prompt return of equipment in satisfactory condition, a \$25.00 deposit in the form of a cheque must be provided to the Co-op office. It will be returned to the member on the return of all paint supplies.

4.7 Exterior Unit Improvements

Members are required to submit any ideas of permanent exterior changes to the exterior of their Unit or the Common areas of the Co-Op to the Maintenance Committee for consideration and to be brought forward to the community.

ARTICLE 5

Supplies and Equipment

5.1 Inventory

1. The Maintenance Committee will keep an accurate inventory of all tools, equipment and appliances and a maintenance record of all equipment. In the case of landscape and gardening equipment, this responsibility may be delegated to the Landscape Committee.

5.2 Access to Maintenance Equipment

1. Only the Staff and Maintenance Committee representatives will have access to supplies and equipment.
2. A register of supplies and equipment issued is to be maintained. Supplies and equipment will be checked out and through the Maintenance Committee representatives.
3. Members signing out equipment will be financially responsible for the repair or replacement if the equipment is lost or damaged while they are responsible for it.

5.3 Appliances

1. The Co-operative is responsible for maintaining Co-operative owned appliances in working order and replace them, as necessary.
2. Members are required, on a regular basis, to clean both the interior and exterior of their refrigerators and stoves, in accordance with the recommendations of the manufacturer.
3. Damage to any appliance, which is caused by the failure of the Member to carry out these responsibilities or otherwise caused by the Member's neglect, or abuse, will result in Members being responsible for costs.

ARTICLE 6

Inspections

6.1 Timing of Inspections

1. Inspections will take place when a Member moves out and also annually.

6.2 Inspectors

1. All annual unit inspections will be done by two (2) people; Maintenance contract worker and/or maintenance committee representative.
2. All unit inspectors must sign confidentially forms.
3. Pictures will be taken to document any concerns in the unit
4. ***See Appendix D – Member Chargeback Fee Schedule***

6.3 Moving Out of the Unit

1. When Members move out of their unit, they must leave it clean and in good order.
2. After a Member has submitted a Withdraw of Membership and Surrender of Occupancy Rights for their unit the following will occur:
3. A pre move-out inspection of the unit will be held within 14 days of submission of the Withdrawal of Membership and Surrender of Occupancy Rights form. The results of the inspection will be reviewed and the Member will be sent a letter notifying them of any repairs the Member is responsible for performing before vacating the unit. Repairs must be performed in a good and workmanlike manner.
4. A second move-out inspection, if necessary, will be held.
5. A final move-out inspection will be held on the date of move-out once the unit is completely cleaned and all household belongings have been removed. The Member is required to be in attendance at the final inspection and will turn over all co-operative keys and their Member handbook at that time.
6. If during the final move-out inspection there are any further Member responsibility repairs that were not detected at the previous inspection(s), the Member is responsible to reimburse the Co-operative for the cost of repairs.
7. **See appendix E. Member Chargeback Fee Schedule** for list of fees for items that need to be replaced or repaired.

6.4 Annual Inspections

1. Annual inspections are to be conducted on each unit. The Member will be given at least forty-eight (48) hours notice of the inspection. The purpose of Annual Unit Inspections is to ensure any problems in the Unit and if any remedial work that needs to be completed by the Member or the Co-op.
2. The inspectors will evaluate any damage and inform the Member(s) of any work to be completed by them.
3. Any repairs that are determined to be the Co-operative's responsibility should be done as promptly as possible.
4. A second inspection will be followed up by the Maintenance Committee to ensure work has been completed in a timely manner, if needed. **See Appendix E. Member Chargeback Fee Schedule.**

6.5 Inspection Forms

1. Unit Inspection forms will be approved from time to time by the Maintenance Committee and will be used to document any inspections of Member units. Different forms shall normally be used for each unit size and style.
2. Completed forms shall be kept in Maintenance Unit files.

Appendix A - Paint Purchase Form

Appendix B – Unit Improvement and Paint Colour Request Form

Appendix C – Work Order

Appendix D – Member Chargeback Fee Schedule

Appendix E - Carpet Cleaning Procedure

Appendix A

Royal City Housing Co-op
30 – 33 North St
Guelph ON N1H 5J6

Paint Purchase Order

To: Dulux Paints
19 Speedvale Ave E
Guelph ON N1H 1J2
Ph: 519 836.2540
Fax: 519 836.4312

Sherwin-Williams
106 Silvercreek Pkwy
Guelph, ON N1H 7B4
Ph: 519 763.4555
Fax: 519 763.1577

Unit No	Name	Date of Order

All amounts are determined by the paint policy.

NOTE: All paint ordered must be light based paint only

Amount	Paint Colour & Code	Pearl or Semi-gloss

Authorized Signature:	Print Name:	Date:

1-Copy to File; 1 – Copy to Member

Will pick up on _____

Please deliver on _____ between these hours _____ (Sherwin-Williams only)

Royal City Housing Co-op
Appendix B Unit Improvement and Paint Colour Request Form

Date _____ Unit No _____

Member Name(s) _____

Description of Unit Improvement Request or Paint Colour:

Unit improvement/Paint request forms will be submitted to the Maintenance Committee. A representative of the committee will inform you in writing regarding your request.

Signed Member _____

Maintenance Committee Only:

Date from received: _____ Date of Decision _____

Approval/Disapproval of Unit Improvement	Approval/disapproval of Paint Colours
Is this a permanent improvement? Yes/No	Has the member been made aware that they must return the unit to primed white condition before move out? Yes/No
Are there any alterations to the structure of the building? Yes/No	(It is highly suggested that dark colours such as red/black/dark blue are not used as they require min. 3 coats of primer.)
Has advice been sought from the Maintenance Contract Person/building dept.?	Date: _____
Date _____	Signed: _____
Signed: _____	

Royal City Housing Co-op
Appendix C: Work Order and Repair Request Form

Name: _____ Unit No: _____

Phone No: _____ Date: _____

Description of problem:
 (If this is an emergency* call an Emergency Contact Person)

Location of problem (room): (ie kitchen)
Describe the problem: (ie sink slow to drain)

Permission to enter unit when not home : Yes

(Note: Work may take up to **10-days or more to schedule without permission to enter**)

Member's Signature X _____

For Office Use Only:

<i>Date Received:</i>	<i>Supplies Needed:</i>
<i>Date Started:</i>	<i>Equipment/Tools Needed:</i>
<i>Date Completed:</i>	<i>Special Notes:</i>
<i>No. of people needed for repair:</i>	<i>Member Cost?</i>
<i>Work Completed by:</i>	<i>Co-op Cost?</i>

*** An emergency is:**

- Loss of heat or electricity in all of your unit
- Major roof or wall leaks
- Plumbing failure where water is overflowing on the floor or walls (not a dripping tap or blocked toilet) Please acquaint yourself with where the water shutoffs are to all fixtures in your unit.
- Complete breakdown of an appliance
- Broken Window

NOTE: Never use Drain-o or similar products in our drains; it corrodes the pipes and causes serious damage

Emergencies involving fire, personal safety, violence, serious illness, break-ins, vandalism etc **CALL 911**

Royal City Housing Co-Op

Appendix D – Maintenance Policy – Member Chargeback Fee Schedule

Member Chargeback Fee Schedule	CHARGE
<u>HOUSEKEEPING:</u>	
Disinfect and clean refrigerator completely	30.00
Pull refrigerator out and clean beneath and behind it	10.00
Clean stove and oven completely	30.00
Clean range hood and screen	10.00
Pull stove out and clean beneath and behind it	10.00
Clean sink, taps and counters	10.00
Clean and sanitize cabinets inside and out, including doors and trim	20.00
All keys (unit, mailbox, Common Area) not returned or replacement of all unit locks requested by member	100.00
Individual key cut	10.00
Replace light bulbs (per bulb)	2.00
Clean light fixture (per light)	5.00
Sweep, wash and rinse floors including spot removal:	
-Kitchen	25.00
-Bathroom	25.00
-Hallway	25.00
-Living room	50.00
Wash windows inside and out – charge per window	5.00
Clean closet shelves and doors – charge per closet	10.00
Clean room entrance doors and front and back entrance doors – charge per door	5.00
Sanitize bathtub and taps	20.00
Clean sink and taps	10.00
Clean and sanitize cabinets and medicine chest	10.00

Member Chargeback Fee Schedule	CHARGE
Clean counter and soap trays	5.00
Sanitize toilet bowl and tank	15.00
Missing or broken towel bar	20.00
Missing or broken toilet paper holder	15.00
Sweep Deck and/or balcony	10.00
Clean, sweep and spot clean basement (Unit 1 - 14)	25.00
General vacuuming	10.00
Minimum removal charge for any belongings left behind	100.00
Smoke Detector Replacement-25 / Carbon Monoxide Detector Replacement-40	25.00 / 40.00
Steam clean all carpets at move-out - (Co-op responsibility effective 2014)	
<u>MAINTENANCE REPAIR/REPLACEMENT</u>	
Window Glazing (glass replacement):	
Patio door - Full replacement	1380.00
Patio door - glass replacement/glazing	TBD
Kitchen:	
Glass replacement/glazing	TBD
Full replacement	TBD
Bedrooms:	
Glass replacement/glazing	TBD
Full replacement	TBD
Dining Room Window:	
Full Replacement	TBD
Glass Replacement	TBD
Front Door Light/Patio/Deck Light	50
	230.00
<u>SCREEN REPAIRS:</u>	

Member Chargeback Fee Schedule	CHARGE
*New screening installed in existing frame-any size MINIMUM CHARGE \$45.00 + 25.00 per additional screen	
*New Screening and Frame:	
Small Window	60.00
Large Window	75.00
-New screening and frame – patio door	TBD
Living room:	
- screen and frame	75.00
Kitchen:	
-New screen and frame	60.00
Bedrooms:	
-New screen and frame	60.00
Interior door replacement	85.00
Plastering / drywall repairs – labour per hour + materials	TBD
Wallpaper/border removal – labour per hour	30.00
Painting extra coat due to damage and/or dark colours- labour per room + materials per hour	75.00
Carpet and underlay removal – labour per room	100.00
Tile/Vinyl floor replacement – labour per hour + materials (material cost to be provided by contractor) (Member charge 0.00 as life expectancy is 10- years)	30.00
Sealing floor due to pet damage	As per quote
Replacement of subfloor	TBD
Replacement of laminate floor 4.85 per sq. ft. (as per F.O. depreciation calc.)	TBD
Broken handrails – labour per hour + materials	30.00
Repair broken cupboards, drawers, hinges – labour per hour + materials	30.00
Replace damaged counter tops –(labour per hour + <u>materials (to be advised) life expectancy is 10- yrs</u>)	30.00
Appliance repairs – labour per hour + materials (material to be advised)	42.00

Member Chargeback Fee Schedule	CHARGE
APPLIANCE REPLACEMENT:	
Stove	420.00
Fridge	590.00
Replace switch plates – charge per plate	3.00
Replace electrical plates – charge per plate	3.00
Reinstall light fixture that was removed by member (per light + globe)	20.00
Replace light fixtures: globe only:	10.00
Small / Large	25.00/50.00
Other damages and/or missing items:	TBD
Replace towel bar	20.00
Replace toilet paper holder	10.00
Clean-up of Decks/Patio	
-General mess	30.00
-Animal feces (minimum \$50.00)	50.00
Removal of garbage	30.00- 300.00
Heat Pump Controllers	400.00 ea.
<u>ADMINISTRATIVE FEES:</u>	
Photocopying/Fax (<u>Per Sheet</u>):	
-Photocopy	0.10
-Local Fax	0.10
-Long distance Fax	0.10
<u>OTHER:</u>	
Emergency After Hours Call	As per quote
Toilet Replacement (\$120 + labour)	\$145.00

Appendix E - Carpet Cleaning Procedure

Purpose: to ensure maintenance of unit carpets and to provide assistance to members to care for unit carpets.

History: Previously the Co-op used to own a carpet cleaner and would sell to the member's appropriate soap to be used with the carpet cleaner. The machine finally broke down and it was determined that providing member's with the option to rent a machine it would assist carpet cleaning for the member units, rather than buying an expensive carpet cleaner and paying for the constant repair bills.

Carpet care is member's responsibility. Carpets should be vacuumed regularly and spot cleaned as necessary. Periodically members may wish to clean their carpets or be requested to clean carpets in their units. To provide assistance to members the co-op will reimburse to members up to \$45.00 towards the rental of a steam cleaner, or professional carpet cleaner, once per calendar year.

Members will need to provide to the office an **original copy of rental agreement and/or receipt of payment.** Reimbursement cannot be made unless this is provided.

Staff will arrange to reimburse member the rental of the cleaning machine up to (\$45.00) or \$45 for the use of a professional cleaner. Cleaning products ie Shampoo, spot cleaner, are not included in this amount. No advance from the co-op will be available to members.

A record of the date of reimbursement will be kept on the members file and the member will not be eligible for reimbursement for one calendar year. If an exceptional circumstance occurs, the members may apply to the Board of Directors in writing, with the reason why an exception is being sought.

Upon move-out all members are required to have the carpets in their unit steam cleaned. The Co-op will cover half the cost of a professional carpet cleaning service. Members must call the office to make this arrangement.