

ROYAL CITY HOUSING CO-OPERATIVE

**CHARGEBACK and VACATING
UNIT CHARGES
POLICY - 2022.1**

Approve by the Board of Directors _____ 2022

Confirmed by Members _____ 2022

PURPOSE

The purpose of this Policy is to:

- Clarify when members will be charged back for work performed in their unit
- Clarify when members who are vacating will have items charged back to them

POLICY

- When a household moves in or out, there will be an inspection to determine the condition of the unit.
- There will be unit inspections conducted annually at which time it will be determined if any damage has occurred and whether it is ordinary wear and tear or damage caused by the member, their occupants, or guests.
- Members are expected to report any damages or required repair in a timely fashion at which time it will be determined if damages/repairs are a result of normal wear and tear, or damage caused by the member their occupants or guests.
- If it is determined that the damage is caused by the member their occupants or guests, it will be repaired at the member's expense.
- Members have the right to appeal any determination to the board.

COST OF CHARGEBACK

- The Co-op office and maintenance committee will determine whether damages are normal wear or caused by the member their occupants or guests
- All repairs of damage caused by the member their occupants or guests, will be conducted by the maintenance contractor, member or a contractor approved by the Co-op office.

- The amount of chargeback will be determined by the actual cost to the Co-op to bring the unit back to good repair.
- This amount will be paid by the member immediately or will be collected as arrears. If a repayment schedule is required, the household must contact the Co-op office immediately.

WHEN CHARGEBACKS ARE APPLIED

(i) Chargeback's While Residing in the Co-op

- If a drain is clogged by hair, grease, or other abnormal substances, and must be removed more than once in a one-year period
- If a toilet is plugged by an object which should not have been there, and must be removed more than once in a one-year period
- If damage to the unit occurs that compromises the safety of the members household such as broken windows
- If locks are changed without authorization of the Co-op office, the household will be charged for changing the lock back to an authorized lock.

(ii) Chargeback's When Vacating the Unit

- The vacating household is required to return the unit to the Co-op in a clean and well-maintained condition
- The damages and cleanliness that the household will be charged for will be noted in the first move out inspection. Although this may not include all the factors because of furniture and boxes, the Co-op will do it's best to include all items on the inspection form
- Prior to move-out, a second and final inspection will be done to determine whether the member has repaired those damages and cleaned items that were determined to be the member's responsibility. This will also provide information on any damages that were hidden by furniture and boxes that is the responsibility of the household.
- If the household does not clean and/or repair those damages found at this time, they will be charged back for the work. This will be charged back at the actual cost to the Coop.

- The following provides information on what items, the inspections will be looking for:
 - Return of all Co-op keys, including door, mailbox, common area and any other keys in the household possession
 - Cleanliness of the unit, including but not limited to fixtures, stove and oven, fridge, and stove fan. All sinks, floors, toilets, tub, all cupboards and countertops, and windowsills.
 - Removal of garbage
 - If the walls have been painted with dark colours, they must be primed. If there is wallpaper, it must be removed, and the walls primed (unless the incoming household signs a notice that they would like to keep it)
 - Repair or replace all damaged or missing electrical fixtures
 - Repair or replace all damaged or missing appliances and their components