

**GLEN OAKS CO-OPERATIVE HOMES INC.**

**MAINTENANCE POLICY**

This policy governs the general maintenance & upkeep of the development, by the Co-op and its members.

**A1 GENERAL OVERVIEW**

The following are the main objectives that shall be observed in the implementation of the maintenance program:

- i) improving the appearance of the building and grounds;
- ii) maximizing the performance of all systems and ensuring the dependability of performance;
- iii) correction of defects;
- iv) avoiding of emergency situations;
- v) minimizing the occurrence of accidents; and
- vi) maintaining cost effective control over ongoing maintenance program.

**B1 MAIN ATTACHMENTS WHICH FORM PART OF THIS POLICY**

- i) **Decorating & Housekeeping Policy**
- ii) **House Rules Policy**
- iii) **Incoming Inspection Form**

All members are required to complete an Incoming Inspection Form. This must be completed and returned to the Co-op office within 1 (one) month of the member taking possession of the keys to the unit. This will ensure that the members will not be held responsible for any damages which occurred prior to their taking possession of the unit. A copy of this Form is attached.

- iv) **Improvement Policy**

All members will receive approval from the Board of Directors, prior to having any improvements and/or additions done to their unit, including the raising of any structure (e.g. a storage shed) in their outdoor space. This approval will be in the form of the Improvement Agreement and Waiver of Lien, which is attached. Members must complete this Agreement prior to any work taking place.

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**C1 MEMBER'S RESPONSIBILITIES**

**i) General Member Responsibilities:**

Members are generally responsible for the upkeep and cleaning of their units, including:

- carrying out minor repairs;
- reporting maintenance problems to the Co-op promptly;
- voluntary decorating.

Members will be responsible for any costs resulting from repair and/or replacement of the Co-op property which is necessitated by:

- the removal by the member of property or equipment owned by the Co-op;
- undue wear and tear caused by the member, and/or their guests;
- damage caused wilfully, or through negligence, by the member.

**ii) Specific Member Responsibilities:**

- Members shall maintain insurance to protect themselves against fire, theft, water damage and comprehensive liability.
- Replacing light bulbs in the unit and in the appliances (e.g. fridge, stove and range hood);
- Replacing fuses in the stove;
- Unplugging toilets and sinks;
- Owning a shovel or broom for clearing snow and debris from entrance sidewalks and patios;
- Keeping their unit in general good repair and clean (to be monitored by the Co-op's Annual Unit Inspection);
- Members are responsible to check their smoke detectors twice a year and report any problems to the Co-op;
- Members are encouraged to do their own unit repairs insofar as possible, a maintenance request form must be filled out and placed in the Co-op's mail box for repairs which are beyond the expertise of the member, or for repairs to any common area of the Co-op;
- Members are responsible for the reasonable maintenance and orderly appearance of their rear amenity areas and the walkways leading to their units. These areas must be maintained to at least the standards of the local community. This includes clearing the snow at their front entrance way and the sidewalk leading up to it, up to and including 25 feet from their front entrance, unless unable to do so due to health reasons (this release is at the approval of the Board).

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**iii) Reimbursement for Expenditures by a Member:**

The Co-op will reimburse a member for maintenance expenditures, which he or she has made, only if that member has received the prior written approval from the Board of Directors for the expenditures. Proper receipts must be provided, prior to receiving reimbursement.

**iv) Tools and Equipment:**

Maintenance tools and supplies owned by the Co-op may not be borrowed or used by members for their own use outside the Co-op;

The Maintenance Committee will determine from time to time what Co-op equipment, if any, may be loaned to members on an assigned basis;

Members will be responsible for loss of, or damage to, any equipment borrowed from the Co-op, on a sign-out basis, while in their custody, however caused.

**v) Storage:**

The Co-op will assume no responsibility for items stored in the member's areas.

Members are not allowed to store their personal belongings in the Co-op's common storage areas, without the written consent of the Board.

**D1 MAINTENANCE COMMITTEE'S REQUIREMENTS**

**i) Maintenance Schedule:**

The Maintenance Committee shall review the Maintenance Schedule and perform all relevant requirements as the need arises. The Maintenance Schedule is attached.

**ii) Inspection Procedure:**

The Co-op will follow the Inspection Procedure when entering units to do any maintenance inspections. The Inspection Procedure is attached.

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### **iii) Annual Unit Inspections:**

As a part of the preventative maintenance program, the Co-op may carry out an annual inspection of all units to identify present and potential future maintenance problems.

The member is responsible for Co-operating with the Maintenance Committee and to allow the representatives in to make the annual inspection, upon proper notification.

Following the inspection, the member will be given a list of the repairs required (if any) and a date for a follow-up inspection to be set. If the member fails to carry out the necessary repairs within thirty days, (or any such mutually-agreed-upon time period) the Co-op will arrange for the work to be completed and the member will be charged for the expenses incurred.

### **iv) Pest Control:**

In the event of a pest control problem in the buildings, the Co-op will have the right to take such pest control measures as it considers necessary to deal with the problem. When determining what measures to take the Co-op will have regard for the health of the members.

Exemptions to the general requirement that chemical pesticides be used in units, will be allowed to members who obtain a letter from a doctor confirming an allergy or a susceptibility to these products. Members who are exempted from the use of chemical pesticides will be required to Co-operate with the implementation of an alternative method of pest control recommended by the pest control company. Such exemptions will only apply to the member's unit, and not to the common areas of the buildings.

Members must Co-operate in the preparation of their units for the extermination services. If members are incapable of preparing for extermination services, the Co-op will provide assistance.

### **v) Community Centre:**

The Maintenance Committee is responsible for the general upkeep and maintenance of the community centre, but members are responsible for reporting maintenance problems, vandalism, breakdowns, missing materials, etc. to the Maintenance Committee.

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**vi) Emergency Maintenance Procedure:**

When the Co-op's office is open, the office will receive all regular and emergency calls from members. There will also be an Emergency Contact on site at the Co-op at all times. The unit & telephone number(s) of the Emergency Contact Person and their alternate will be made available to all members. The Emergency Contact Person, or their alternate, will receive all emergency calls when the Co-op office is closed. If either the Emergency Contact Person or their alternate is not on site, then the Board Executive should be contacted starting with the President.

The Co-op will establish an emergency contract with a local firm, who will respond in case of emergency, such as heating, electricity, plumbing, etc.. When a call comes in and it is determined to be of an emergency or urgent nature, the Office Coordinator or the Emergency Contact Person will contact the emergency company to look into the matter right away. The Work Order Procedure for recording all actions taken is listed in the regular Maintenance Schedule, which is attached.

**vii) Maintenance of Air-conditioning Sleeves:**

A maximum of one air-conditioning sleeve per dwelling unit will be permitted provided the following conditions are adopted and guaranteed by the Co-op.

All air-conditioners must be removed from their sleeve no later than October 31 and all insulation and covers properly replaced.

All units to be inspected by a member of the Maintenance Committee to ensure that the sleeves are properly insulated for the winter months. Deficiencies to be corrected as required.

Re-installation of air-conditioners must not commence prior to April 30.

To maintain aesthetics and to ensure proper sleeve performance, alterations must only be performed by professionals and in general, are discouraged. (The Group should be aware that the use of air-conditioning sleeves may preclude the use of side-vented air-conditioners without making major alterations to the sleeves first).

Exterior cover plates to remain in place at all times.