

This form must be completed in full for the issue to be addressed. Once complete, drop it off in the Co-op office mail slot. IN EMERGENCY (FIRE, FLOOD, OR LIFE SAFETY HAZARD ONLY) CALL 911.

Date Reported: _____ Time: _____

Name: _____ Unit: _____

Preferred Contact: Phone: _____ or Email: _____

Describe the Issue	Location (e.g. dining room)	Urgency Level

Urgency Levels:

- **Near Emergency** (e.g. refrigerator stopped working) – Next day
- **Urgent** (e.g. running toilet) – This week
- **Important** – Can be scheduled within 2-3 weeks
- **Request** – Placed on waiting list for replacement as Co-op funds allow

Unit Access:

- As per Co-op rules, you will be provided with 24 hours notice for entry to your unit. Access to the unit is essential to be able to address the issue properly.
- If arrangements are made with you and scheduled trades cannot access the unit at the arranged time, you will be responsible for any charges for the visit at the going rate.

Who will open the door to the unit? _____ Contact #: _____

Do you give permission for a handyman or tradesman to enter your unit if you are not present?

Circle one: Yes / No and Initial _____

Pet in Residence? Circle one: Yes / No Type of pet: _____

OFFICE USE ONLY:

Date Assigned: _____ Time: _____

Assigned to: _____ Assigned by: _____

WORK COMPLETE:

Date Complete: _____

Member Signature: _____

Co-op Signature: _____

TAKEN FROM: Nova Vita Housing Co-operative Schedule A to the Rules Occupancy Agreement

11 Interior Maintenance and Repair of Unit

11.01 Interior condition

The Member shall at the Members own expense, keep the interior of the Unit in good condition and repair and in keeping with the character of the rest of the Development.

11.02 Damage caused by leakage

The Co-op shall not be answerable or chargeable for any decorations nor for any damage caused to contents of the Unit by leakage or overflow of water, electricity, gas, oil, steam or vapour from any water, steam, drain, or gas or oil pipes or electrical conduits, or from any other source, belonging or appertaining to any other part of the Development.

11.03 Liability for damage

The Member shall be liable for any damage to any part of the Lands, Unit, or the Development caused by a pet of the Member or by those for whom the Member is responsible in law or caused by the willful negligent act or omission of either the Member or the Member's family, guests, agents, employees or any other occupant of the Unit.

11.04 Repairs as required

The Member shall make all repairs as required by the Occupancy Agreement in a manner acceptable to the Directors, and if the Member at any time fails, refuses or neglects for a period of ten (10) business days after having received written notice from the Directors to make repairs, or to maintain the Unit in good condition, the Directors may cause the repairs to be made, or place the Unit in proper condition, and may enter or cause its agents or servants to enter the Unit for that purpose, and all expenses and costs incurred by the Co-op in doing so shall be due and payable by the Member to the Co-op immediately upon written notice to the Member.

11.05 Reports defects

The Member shall immediately report in writing to the Directors any failure or defect of electrical, mechanical, or structural components or systems of the Unit or the Development of which the Member has notice or knowledge.

11.06 Repairs on leaving

The Member shall surrender and deliver up to the Co-op vacant possession of the Unit, including all additions thereto, upon withdrawal from or termination of membership in the Co-op, or upon the termination of the Occupancy Agreement, in the same condition and state of repair as at the date of execution of the Occupancy Agreement, (reasonable wear and tear and damage or loss by fire, tempest, earthquake, the Queen's enemies, and acts of God excepted) and upon such surrender, the Co-op is hereby authorized to make decorations, repairs, changes, alterations or restorations to the Unit as may be necessary or convenient in the Co-op's sole discretion, to put the same in the required condition and state of repair, whereupon the Member will, upon demand, pay to the Co-op all costs and expenses of such decorations, repairs, changes, alterations and restorations, which costs and expenses shall be due and payable by the Member to the Co-op immediately on notice in writing to the Member.

11.07 Inspection on termination

The Directors shall cause the Unit to be inspected on, before, or within a reasonable time after notice of termination of the Occupancy Agreement and provide the Member with a written list of cleaning, repairs, changes, alterations and restorations which the Co-op requires to be carried out at the Member's expense.

11.08 Cost of repairs and cleaning

The Directors shall provide the Member as soon as practical after the Member vacates the Unit with a written schedule of estimated charges of cleaning, repairs, changes, alterations and restorations not carried out prior to vacating the Unit by the Member, and the total of the said charges shall be due and payable by the Member to the Co-op immediately on written notice to the Member and the Directors may deduct the charges from the amount paid on account of the Member's Shares.