

NOVA VITA

HOUSING CO-OP

POLICIES MANUAL

Updated June 8, 2001

POLICY - PARTICIPATION

That, all members are expected to contribute a minimum of 6 hours time per month, excluding attendance at General Meetings.

Members will sign up for tasks on Co-Op task roster and report completion to Task Co-Ordinator.

Committee work counts as tasks.

Co-Op will furnish task descriptions and roster with clear expectations and direction.

Members can request task reassignment from Co-Ordinator.

Requests may be made to the Board for Leave of Absence from Tasks, in writing.

Nova Vita Housing Co-operative

A. General

As noted in Section A, Subsection 4, of the Nova Vita Occupancy Agreement, it is a condition of residence in the Co-operative that all adult Members (*eighteen (18) years or older*) participate in the running of the Co-op affairs. This includes contributing a specified number of hours of work each month, to meet the operational requirements of the Co-op, and attendance at all General Meetings. The purpose of this Policy is to outline the procedures that must be followed in regard to the allocation, reporting and performance of these hours (herein called "Participation Hours"). This Policy will ensure that the workload in the Co-op is both fairly and reasonably distributed among all its Members. This Policy will also ensure that the expenses of the Co-op are held within a set budget, protecting the Members from increasing Housing Charges.

B. Definitions

For the purpose of this document, the following definitions will apply:

Participation Duty:

any unpaid work that is done for the Co-op, on behalf of the Members of the Co-op

Participation Hours:

any time spent participating in an assigned duty, including attending Committee meetings

Participation Sheet:

the form on which the Member records participation duties and hours

Participation Fund:

a pool of funds contributed to by non-participating Members, as outlined in Section I

Participation Committee:

any Co-op Member charged with administering this policy

Committee Head:

a Co-op Member selected by their peers to administer and participate on a Committee

Board:

a Co-op Member who is an elected participant on the administration Board of the Co-op

Nova Vita Housing Co-operative

E. Requirements

As noted in Section A of this Policy, each Member is under an obligation to perform a specified number of Participation Hours each month. As noted in Section D of this Policy, the minimum number of hours is four (4) per month. Members should be aware that this number may vary, based upon recommendations from the Co-op's Committee Heads. Members will be informed promptly of all changes in monthly requirements. As outlined in Section I of this policy, members who complete less than the required number of hours may be fined for non-performance.

Children under eighteen (18) who wish to contribute to the Co-op may have their own participation duty assigned to them. The child must be physically and intellectually able to participate, must be supervised by a parent while performing the participation duty and must have his/her parents' permission before volunteering to a Committee. Children's Participation Hours can not be applied to their parent's participation hours and, as such, children are not permitted to complete participation duties assigned to the adult Members of their household.

F. Participation Duty Allocation

All Committees will be regularly posted and it is the responsibility of each Co-op Member to be aware of their assigned Committee. It will not be the Committee's responsibility to contact Members concerning participation duty allocation.

In assignment of duties to individual Members, the Participation Committee and Committee Heads will make every reasonable effort to ensure that Co-op duties are allocated according to the interests and abilities of the Members. Members will not be assigned duties that they are unable to perform. Any Member(s) not responding to requests for participation assignment will be placed on a committee as deemed necessary by the Committee Heads and Participation Committee.

Nova Vita Housing Co-operative

I. Penalties

Any Member who fails to fulfill the requirements of this Policy in a given month will, on the first occasion of non-performance, be fined an amount of \$30.00 by the Co-operative.

Repeated instances of non-performance will be fined at the following rates:

- | | |
|--|---------|
| ➤ Second occasion within a twelve month period | \$60.00 |
| ➤ Third occasion within a twelve month period | \$95.00 |

Upon the third occasion of non-performance within a twelve (12) month period, a Member will also be served a notice to appear before the Board. The Member will be notified that expulsion proceedings will be initiated against that Member, if a fourth occasion of non-performance should occur during the same (12) month period.

Fines which are not paid within one (1) month of being levied against a Member will be treated as arrears and handled under the Co-op's Arrears Policy and in accordance with the terms of Nova Vita's Occupancy Agreement.

J. Penalty Exemptions

Penalties may not be applied if:

- Member has contacted their Committee Head, in writing, with arrangements for Holidays, leave of absence, etc.
- Member has a permanent disability that prevents him/her from participating. This Member will need to be excused by the Board, with a letter placed in the Member's file.
- Member experiences extraordinary circumstances. These circumstances must be explained to the satisfaction of their Committee Head and the Participation Committee.

MEMBERSHIP COMMITTEE: NOVA VITA - POLICIES

COMMITTEE OPERATION POLICY

1. Maximum committee size of nine (9). The 9th being the chairperson.
2. Meetings are closed except to Board members wishing to attend due to confidential nature of material discussed.
3. Suggested number of committee members conducting interviews is two (2).
4. For reasons of practicality, interviews should be held in homes of committee members or the Co-op office.
5. Liaison (Board member) does not have the option to vote.
6. Chairperson will vote ONLY to break a tie vote.

MEMBERSHIP COMMITTEE: NOVA VITA - POLICIES

APPLICATION AND SELECTION POLICIES

The following policies will be followed when processing applications:

1. THE APPLICANT
 - a) must attend an orientation session;
 - b) shall submit an application including proof of income in a form determined to be appropriate by the Co-op;

2. THE BOARD OF DIRECTORS OR THEIR APPOINTEE:
 - a) shall receive applications and fees;
 - b) shall ensure applications are complete;
 - c) may conduct credit and checks on previous landlords and current landlord when applicant gives permission;
 - d) may, if there are concerns arising out of the application or the above checks, conduct a bank and rent check;
 - e) may review household income and credit history and determine whether the applicant's financial background is satisfactory, requires review, or is unsatisfactory according to guidelines to be established by the Board of Directors and Membership Committee; and
 - f) shall inform applicants, in writing, of the Board's decision to accept or reject the application.

3. THE MEMBER SELECTION COMMITTEE:
 - a) shall conduct membership interviews in accordance with the Interview Policies and Nova Vita Co-op criteria; and
 - b) shall recommend to the Board that applications for membership be accepted or rejected.

Approved: June 26, 1985

MEMBERSHIP COMMITTEE: NOVA VITA - POLICIES

INTERVIEW POLICIES

1. The purpose of the membership interview is to:
 - a) give the Committee the opportunity to access applicants as potential members;
 - b) clarify how the Co-op is organized and the rights and responsibilities of membership;
 - c) answer applicants' questions about the Co-op and provide information on the units available;
 - d) allow applicants to visit the Co-op.
2. The following policies will govern interviews:
 - a) Two Committee members will conduct the interviews. Members who are part of the same household shall not participate in the same interview.
 - b) Interviewers shall not interview friends or relatives.
 - c) The areas outlined in the Interview Forms will be covered in each interview to ensure that the interviews are consistent and complete.
 - d) Interviewers will report, in writing, to the Committee, making a recommendation based on selection criteria. Interviewers will attempt to come to a recommendation agreement.
 - e) Interview locations: in a Co-op unit, the Co-op office or meeting room, or at the applicant's home.
 - f) The Committee shall decide, by a majority vote, what to recommend to the Board.

Approved: June 26, 1985

EXTERNAL WAITING LIST POLICY

1. An external waiting list will be maintained by the Membership Committee and will consist of eleven (11) subsections:
 1. one bedroom - standard
 2. one bedroom - disabled
 3. two bedroom - standard
 4. two bedroom - handicapped
 5. two bedroom - townhouse
 6. three bedroom - standard
 7. three bedroom - handicapped
 8. three bedroom - townhouse
 9. four bedroom - standard
 10. four bedroom - handicapped
 11. four bedroom - townhouse
2. The external waiting list consists of people who have applied to become members of NOVA VITA.

The external waiting list will be subordinate to the internal waiting list except in instances which are subject to the requirements of the Occupancy and Unit Allocation Policy.
3. Applicants may request to be placed on a different subsection of the waiting list, according to the guidelines of the Occupancy and Unit Allocation Policy. Selection procedure would still follow the Occupancy and Unit Allocation Policy.
4. Seniority date will be determined by date of receipt of application.
5. Applications will be considered by factors other than seniority date, subject to the needs of the Co-op as a whole.
6. An applicant must update his/her application form once every six (6) months to be kept on the waiting list.

Approved: June 26, 1985

UNIT ALLOCATION AND OCCUPANCY POLICY

The needs of the Co-operative will be given precedence over all other considerations in interpreting and carrying out this policy. The needs of the Co-op include: the needs of the members, financial obligations and our responsibility to persons in the community who require affordable, accessible housing.

1. The size of the unit allocated will be determined by the following formula:
 - minimum one person per bedroom, maximum two persons per bedroom.
2. Household size will be determined by the number of members of the household judged to be permanent by the Membership Committee. Permanent members may include household members who are only periodically resident in the unit (eg. children).
3. Units will be allocated to new members on the following basis:
 - need for subsidy or housing
 - seniority
4. Members who feel that their unit requirements should receive special consideration must direct their concerns, in writing, to the Membership Committee. The Committee will discuss the request promptly and report to the Board.
5. Non-members sharing a unit with a member, may apply for membership after three (3) months. The new member may not apply, as an individual, for a new unit for one (1) year after becoming a member. In the event of separation this may be waived. There is no automatic right of succession to the unit in this instance.
6. In the event of a death, the surviving person(s) will be given six (6) months grace before they may have to relocate. The Membership Committee will exercise similar compassion for special cases: such as martial separation and sudden family additions.
7. All households must fill out the Unit Allocation Form and return it to the Membership Committee. This form provides the Co-op with general information about the residents of each unit and affirms that each member understands the Unit Allocation and Occupancy Policy.

UNIT ALLOCATION AND OCCUPANCY POLICY (cont'd)

8. Units with wall ovens, cooktops and/or wheel-in showers will be allocated to wheelchair users only, unless none can be found.
9. Disabled members with a live-in attendant will be allocated a unit large enough to accommodate the attendant. The attendant will not be required to join the Co-op, but will be welcome to participate in the life of our community.

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Approved: June 26, 1985

UNIT RE-ALLOCATION (INTERNAL WAITING LIST) POLICY

1. This policy will govern unit re-allocations and the internal waiting list.

Members applying for unit re-allocation will have priority for a given unit over applicants on the External Waiting List, subject to the Occupancy and Unit Allocation Policy.

2. The Internal Waiting List will be maintained by the Membership Committee and will consist of eleven (11) subsections:

One Bedroom Standard Apartment
One Bedroom Disabled Apartment

Two Bedroom Standard Apartment
Two Bedroom Disabled "
Two Bedroom Townhouse

Three Bedroom Standard Apartment
Three Bedroom Disabled "
Three Bedroom Townhouse

Four Bedroom Standard Apartment
Four Bedroom Disabled "
Four Bedroom Townhouse

3. Members may apply, in writing to the Membership Committee, to re-locate to any size or type of unit for which they qualify, according to the guidelines set out in the Occupancy and Unit Allocation Policy.
4. When a household size increases or decreases, the member will be required to re-locate to an appropriately sized unit, as soon as one become available. The rule of one person minimum, two person maximum per bedroom will apply here. It will be the members' responsibility to notify the Membership Committee, in writing, of changes in household size.
5. Application for re-allocation must be made in writing and will date from time of receipt by the Membership Committee. Re-allocation will be determined first by need, second by seniority and in the event of equal needs and seniority, by a draw. All re-allocations are subject to the approval of the Co-op, and must be channelled through the Membership Committee.
6. The member wishing to re-locate will be notified in writing when a unit becomes available. The member will have forty-eight hours after they have been shown the unit to notify the Membership Committee in writing of their decision regarding the unit. Failure to notify the Membership Committee in the prescribed manner will be construed as a rejection of the unit and the members name will automatically go to the bottom of the Internal Wait List.

UNIT RE-ALLOCATION (INTERNAL WAITING LIST) POLICY - cont'd

7. If a household turns down a unit that meets all the conditions specified on their re-allocation application, including unit number, they will lose their seniority. An exception to this policy will take place in cases where the household would require housing charge assistance to move into that unit, and no assistance is available.
8. If a re-allocation request is refused by the Membership Committee, the member may appeal the decision, in writing, to the Committee. The Committee will discuss the appeal promptly and will report to the Board.

The unit in question will be reserved during the appeal as long as it is financially viable.
9. Once a member's re-allocation application is approved, the member's name will come off the internal waiting list. The member must make a new application for any further re-allocation.

Approved: June 26, 1985

July 10, 1986

NOVA VITA LANDSCAPE POLICY

PREAMBLE

The purpose of this policy is to:

- a) Set out respective responsibilities of both the Nova Vita Landscape Committee (herein referred to as "the Committee" and the members of the Nova Vita Co-op, with regard to the maintenance and/or improvement of the co-op landscape.
- b) Establish guidelines covering which improvements and/or maintenance of the co-op grounds either immediately surrounding members units or to areas designated as "common".
- c) This policy is to run in conjunction with the Landscape Committee policy passed on February 17, 1986.

RESPONSIBILITIES

COMMITTEE: Responsible for the general upkeep of all areas designated as common which is noted on the landscape map posted in the common room. For specificity of Committee responsibilities refer to "Landscape Committee Policy" (Appendix 1) under the heading "Committee Responsibilities".

MEMBER: For specificity of member responsibilities please refer to "Landscape Committee Policy under the heading "Member Responsibilities".

NOTE: If a member is unclear as to which area is designated as member's responsibility the member should contact the Landscape Committee.

COMMON AREAS

If a member wishes to maintain any "common" area the member requires consent in writing from the Landscape Committee prior to undertaking the maintenance of common areas. If such consent is granted it will be subject to the following conditions:

- 1) Priority given to members in units which do not have garden access;
- 2) Common areas must be maintained on a regular basis - ie: weeding light cleanup, pruning, watering, etc. (see list under Member Responsibilities listed in the "Landscape Policy" Appendix 1.

- 3) If "Common" area becomes unkempt the Committee, subject to Board approval and open to individual member appeal, will notify member(s) in writing of the Committees intent to resume responsibility of the area in question.
- 4) Common areas will be designated on a first come / first served basis; however in fairness to all members the "Common" area applied for will be for a period of not more than one year. Exceptions to be made only if there is no other applications for the common area in question. All applications for common areas must be in no late than February 25th of each year.
- 5) At the end of the members application period the member will be responsible for returning the common area to its original condition and/or to the satisfaction of the Landscape Committee.
- 6) No vegetable plants are to be planted in areas designated as common without acquiring written consent from the Committee prior to planting.
- 7) No co-op owned trees, shrubs, plants or foliage are to be removed without written consent from the Committee. If a member removed co-op owned trees, shrubs, plants or foliage without this written consent then two members of the Committee will approach the individual member(s) and if mutual agreement cannot be reached between the Committee and the member(s) the matter will be refered to the Board for their perusal and/or action.

MEMBER UNITS

- 1) Members will be responsible for the routine upkeep of grounds immediately surrounding unit both in front of unit and area surrounding patio. If member is unsure of which areas are designated as his/her responsibility they should contact the Committee.
- 2) If member wishes to remove, transplant, or plant co-op owned plants, with the exception of trees or shrubs, within and around member designated landscape areas, the member may do so without consent of the committee.
- 3) Any planting of vegetables, trees, or shrubs in areas designated as members responsibility must be approved by the Committee prior to any undertaking.

- 4) Members are free to plant any flowers, foliage or plants (with the exceptions noted under #3 above) within the areas designated as members responsibility

THE TRANSPLANTING, PLANTING, AND REMOVAL OF ALL TREES & SHRUBS

The Committee will be responsible for the removal, transplanting or planting of all co-op owned shrubs and trees throughout the co-op grounds.

COMMON AREAS & MEMBER AREAS

- 1) If member wishes to have co-op owned trees or shrubs removed transplanted or planted from common areas, to member designated areas or from member designated areas to common areas the member must acquire consent from the committee prior to the undertaking of any action.
- 2) No trees or shrubs either co-op owned or member owned may be planted, transplanted or removed either within common areas or member designated areas unless written consent is acquired from the Committee prior to any action.
- 3) If it comes to the attention of the Committee that a member has removed, transplanted or planted trees or shrubs either on co-op common areas or member designated areas without first following the above procedure listed under #1 then the member will be approached by the Landscape committee. If a mutual agreement cannot be reached between the member and the Committee the matter will be referred to the board for their perusal and/or action.

NOVA VITA HOUSING CO-OPERATIVE
Key Policy

- MASTER KEYS
- one will be kept in a safety deposit box
 - one will be locked in the key vault in the office
- OFFICE KEYS
- one will be given to each Board member
 - one will be given to each Chairperson
- MAINTENANCE ROOMS
- mechanical and electrical keys will be held by the Maintenance Chairperson and stored in the key vault
- COMMON AREA KEYS
- should be held by adult members only, where possible
- UNDERGROUND PARKING
REMOTE CONTROLS
- allocated one per unit (taken out of share purchase). Members to pay for extra remotes, refunded when returned.
- NORMAL ENTRY
- The member agrees to permit entry to his unit by two members of the Maintenance Committee with, if needed, authorized repairmen (plumbers, electricians, etc.) for the purpose of inspection, repair and maintenance upon 48 hours written notice. If the member wishes to deny entry, he must submit this in writing to the Chairperson of the Maintenance Committee. He then assumes all liability for any damage incurred due to neglect. However, all members must agree to a yearly inspection of their units, at a mutually agreeable time.
- EMERGENCY ENTRY
- In case of emergency (fire, plumbing leaks, etc.) a Maintenance Committee member, along with another Co-op member or authorized person (police, fire, etc.) when possible, may enter the unit without notice by use of a master key or by forcible entry. Members who have denied access (changed locks or written instructions) will be liable for all damages.
- SECURITY
- If a member loses the key to his unit and wishes the lock changed for security reasons, he must absorb this cost, replacing the lock with one acceptable to the Maintenance Committee and submitting a copy of the new key to the Maintenance Committee.
 - Upon termination of the Occupancy Agreement, the member must return all keys, allowing entry to any areas of the Co-op, to the Maintenance Committee.

THESE KEY POLICIES WILL BE AMENDED AND ENLARGED AS THE NEED ARISES.

POLICIES & PROCEDURES PERTAINING TO THE PERSONAL USE
OF THE COMMON ROOM

1. No damage deposit will be required by the Co-Op Members when requesting use of the Common Room.
2. The Common Room should be booked by a Member at least two weeks and not more than three weeks prior to their scheduled event. Requests for the Common Room are to be made to the Social Committee.
3. A deficiency check will be made with the signing Member who wishes to use the Common Room before the scheduled event and all damages already in evidence will be noted. This check list will be made with one Member of the Social Committee and with the signing Member who wishes to book the Common Room.
4. A deficiency check will also be done the following day after all major clean-up has been done by the signing Member who had booked the Common Room. One member of the Social Committee and the signing Member who used the room will cover all areas for damages arising from the scheduled event. All garbage must be removed from the area.
5. If there are damages arising from the planned event, the signing Member who had booked the Common Room will be responsible for payment of repairs. The same will be responsible for obtaining, within 30 days, a minimum of three quotes for the repair of the damages. These will be presented to the Maintenance Committee for review, and the Committee will render a decision and proceed with the repairs.

The signing member who had booked the Common Room will be billed for the cost of repairs. If the member cannot afford these costs then the amount owed will be treated as an arrears case, and arrangements to pay must be made with the Finance Committee

Revised at Board Meeting--Nov.20/85

ADDENDUM

- a. According to the Municipal By-law regarding noise, 11:00 p.m. is the time to cut down the noise, if the noise persists after 11.00 p.m. and there are complaints the R.C.M.P. can be called and a fine levied on the signing member.
- b. The heat must be turned off ^{except during cold weather.} after a planned event and all windows shut and doors locked.

ATTENTION NOVA VITA MEMBERS

On September 22, 1985 at a General Membership Meeting the following motion was passed:

"Skateboards, bicycles, and bigwheels are prohibited on co-op walkway in the following areas: the south side hill, the northwest hill and all areas of the underground parking lots and the driveway approaches to the parking lots. Members are responsible for enforcing this decision."

It has been brought to the attention of the Board that some children continue to play in these prohibited areas. In addition to this a number of the older children have been playing football in and around the Co-op. Due to the limited space and closeness of the units, the possibility of damage and danger, the Board feels it necessary to recommend that this particular activity be confined to areas outside the Co-op.

In view of the fact that a number of members have been disturbed by the noise of the older children congregating outside and around member units it has been suggested that the firelane be designated as an area where in these teens could meet and socialize. Another suggestion was for parents to encourage their teens to get together at each individual's home. It was further suggested that the Common Room be available one night a week for a teen get-together.

All of the above suggestions are valid and as possible solutions to these teenage concerns we would like to see some discussion at the General Membership meeting on Sunday night. However, the Board has already decided that none of these recommendations or suggestions should be seen to negate our firm position that parents are responsible for the behaviour of their children.

Respectfully yours,

Nova Vita Board

Nova Vita Task Policy

A. General

As noted in section A., subsection 4. of the Nova Vita Occupancy Agreement, it is a condition of residence in the co-operative that Members participate in the running of co-op affairs, and contribute a specified number of hours of work each month to meet the operational requirements of the co-op. The purpose of this policy is to outline the procedures which must be followed in regard to the allocation, reporting, and performance of these hours (herein called "task hours"), to ensure that the co-operative's work load is both fairly and reasonably distributed among all its Members.

B. Task Allocation

1. "Task period" will here refer to the time period for which a particular task is allocated or assigned to a Member.
2. Each Member will be given the opportunity, at regular intervals to be determined by the Task Committee and the Board, to either show up in person or send a representative to the area designated for this purpose, and at the specified time, to formally choose a particular task which that Member will perform in the subsequent task period.
3. At these sign-up times, the Task Committee representative will explain to each Member the nature of the task chosen by that Member, and will inform the Member of its required frequency of performance during the task period.
4. Members who do not attend the designated task sign-ups will be allocated a task by the Task Committee.
5. All task assignments will be regularly posted by the Task Committee, and it is each Member's responsibility to be aware of which task has been assigned to him or her. It will not be the Committee's responsibility to contact Members individually concerning task allocation.
6. In all assignments of tasks to individual Members, every reasonable effort will be made by the Task Committee to ensure that co-op tasks are allocated according to the interests and abilities of the Members. Members will not be assigned tasks which they are unable to perform.

C. Monthly Task Hours

As noted above, each Member is under an obligation to perform a specified number of task hours each month. This number will be determined by the Board, based upon recommendations from Nova Vita's committees, and Members will be informed promptly of all changes in monthly requirements. Members who complete fewer than the required number of hours, may be fined for nonperformance as elaborated in section D. below, but on a pro-rated basis.

D. Performance

Members who do not perform those tasks which are assigned to them will be subject to fine, in accordance with section F. The Task Committee will be responsible for determining cases of "nonperformance", but if disputes arise concerning whether a particular task has been performed or not, decisions of the Committee may be appealed to the Board.

E. Reporting

1. Each Member must submit to the Task Committee in writing, in a manner and at a time to be specified from time to time by the Committee and the Board, a breakdown of all co-op task hours performed during each month. These reports will allow the co-op to assemble records concerning the hourly requirements for smooth operation of each facet of co-op business, and will also allow the co-op to anticipate seasonal shifts in work load, and to adjust the total monthly required task hours, etc. Failure to comply with the current reporting requirements will cause a Member to be fined for nonperformance of the task, in accordance with section F.
2. Members will be promptly notified of any changes to the task hour reporting requirements.

F. Penalties

1. Any Member who fails to perform an assigned co-op task in a given month, will in the first instance be fined an amount of \$30.00 by the co-operative.
2. Repeated nonperformance of assigned co-op tasks will be fined at the following rates:

Second time within a twelve month period ----- \$50.00

Third time, and each additional time beyond the

third within a twelve month period ----- \$75.00

3. Upon the third occasion of nonperformance of an assigned co-op task within a twelve month period, a Member will also be served with a notice to appear before the Board. The Board will inform the Member that expulsion proceedings will be initiated by the co-op against that Member, if four occasions of task nonperformance should accumulate within any twelve month period.
4. Fines which are not paid within one month of being levied against a Member by the co-op, will be treated as arrears cases, and handled under the co-op's arrears policy and in accordance with the terms of Nova Vita's Occupancy Agreement.

G. Exemptions

In extraordinary circumstances, a Member may be exempted from penalty in regard to a particular occasion of task nonperformance. In the event of family illness or death, for example, Members may be unable to fulfill task obligations, and should therefore inform the Task Committee in writing in order that the Committee can make recommendations to the Board. Requests for such exemption will be decided by the Board after careful consideration of the Member's circumstances. Members will be informed in writing of the outcome of any such requests that they make.

H. Leave

In order to allow for annual vacations, etc., each Member will have the right to refrain from performing co-op tasks for one month out of every twelve. Members must indicate to the Task Committee in advance, either in writing or at the specified sign-up times, if they wish to exempt themselves from co-op task performance in a particular month for leave purposes. If leave periods of longer than one month are required, or if it is necessary that more than one leave period in a particular twelve month period be taken, then application must be made in advance and in writing to the Task Committee, in order that special arrangements can be made for the performance of the hours in question.

AMENDED BY THE BOARD OF DIRECTORS
MAY 22, 2001

Members are required to sign an agreement stating they will follow the current Task Policy. Members will be given the option to opt out as long as they pay a monthly fee:

- Single adult \$25.00
- Additional adult + \$20.00 (total \$45)
- Additional 2 adults + \$35 (total \$60)
- Additional 3 adults + \$50 (total \$70)

NOVA VITA HOUSING CO-OPERATIVE

Arrears Policy

APPROVED BY BOARD OF DIRECTORS

April 11, 2000

Overview

The Occupancy Agreement requires members to pay all housing charges, in full, on the first day of each month, without exception. Late payments, partial payments, dishonored cheques and ongoing arrears balances are not acceptable. Members in arrears are in breach of their Occupancy Agreement, and must take immediate steps to correct the breach. Members who do not abide by the arrears policy are subject to termination of membership.

This policy sets out the Co-op's administrative policy for dealing with members in arrears, including the limited repayment arrangements the Co-op may permit to assist members in arrears. Under certain conditions, terms for repayment of arrears over longer periods of time may be approved by Board of Directors, but will only be considered under extraordinary circumstances.

Details

1. Housing charge payments are due, in full, on the first day of each month.
2. Housing charges not paid in full by the first of the month are subject to a late penalty of \$10.00.
3. Cheques, including housing charge payments, returned dishonoured for any reason, are subject to a penalty of \$25.00.
4. Appeals regarding late or returned cheque penalties must be submitted, in writing, to the Board of Directors, within 7 days of receiving notice from the Co-op's management service provider.
5. Members in arrears must pay the full balance due, including any penalties, no later than the 15th day of the month, except under the special provisions regarding repayment agreements noted below.
6. Members who cannot pay their arrears balance in full by the 15th of the month must submit a written request to arrange for a repayment agreement to repay the balance due over time. Such requests must be submitted to the co-op's management service no later than the 15th of the month.
7. The member's request must include an explanation of the special circumstances which require them to seek a repayment arrangement, along with details of the steps they have taken, if any, to obtain the required funds from other sources.

NOVA VITA HOUSING CO-OPERATIVE

Arrears Policy

APPROVED BY BOARD OF DIRECTORS

April 11, 2000

8. The maximum arrears that may be repaid through a repayment agreement is one month's housing charges, plus any penalties assessed for that month. If the arrears balance is greater than one month's housing charge and penalties, payment for the excess, by certified cheque or money order, must be submitted with the member's request for a repayment agreement.
9. The Co-op's management support service may authorize repayment agreements to a maximum term of four months, with minimum monthly payments of not less than 25% of the arrears balance.
10. The Board of Directors may consider authorizing repayment agreements for longer terms only in cases of genuine hardship or extraordinary circumstances. For example, if a member is temporarily without income due to delays in receiving payments such as overdue wages, Employment Insurance, Workers Compensation benefits, GAIN, or the like, or where there are other special, compassionate reasons, the Board may permit repayment over more than four months. However, in no instance will the term of the repayment agreement exceed six months. The decision to authorize any extended repayment agreement shall be at the sole discretion of the Board of Directors.
11. Any member who, by the 15th of the month, has not paid their full arrears balance or submitted a written request for a repayment agreement, will be reported to the Board of Directors, who shall begin proceedings to terminate their membership.
12. While the repayment agreement is in effect, the member must pay all housing and other charges in full and on time, and all payments, including monthly housing charge payments, must be made by certified cheque or money order only.
13. If a member fails to meet any of the terms or conditions of their repayment agreement, the Board may immediately cancel the repayment agreement and demand immediate payment of the full balance outstanding. If the member fails to meet the Board's demand for payment, the Board shall begin proceedings to terminate their membership.
14. Any change to the terms and conditions of a repayment agreement require the prior consent of the Board of Directors.
15. If the member ceases to reside in the Co-op, the repayment agreement shall be terminated and the full remaining balance of the arrears shall be due and payable immediately.

NOVA VITA HOUSING CO-OPERATIVE

SPENDING POLICY

Ultimate control of spending rests with the Membership who must approve the annual budget each year. At the same time, staff, committees and the Board of Directors must have sufficient flexibility to manage the Co-operative. This policy outlines how spending control is to be achieved.

1. Annual Budget

Prior to the beginning of each fiscal year, an annual budget for the year will be presented to a General Meeting. The Members have the right to question and, if necessary, alter the budget. The budget should be presented separately for each major category of revenue and expense. These categories should be accompanied by sufficiently detailed notes to allow meaningful discussion by the members.

Once approved by the General Meeting, the budget authorizes staff, committees and the Board of Directors to incur expenses according to the provisions of the following sections.

During the course of the fiscal year, the Board may revise the budget if necessary. These revisions must be reported to, or approved by, a General Meeting as follows:

- (a) any revision in one budget category exceeding \$500 must be reported to the next General Meeting;
- (b) any revisions to the approved operating budget which results in an overall change of more than \$1,000 must be reported to the next General Meeting;
- (c) any change in housing charges as a result of revisions to the operating budget must be approved by the Members in a General Meeting.

2. Non-discretionary Expenses

Non-discretionary expenses are those that are incurred by the Co-op automatically and are not the result of a specific purchase or order. They include such things as municipal taxes, utilities (cable TV, electricity, water and sewage), salaries (once a position salary has been approved), insurance (if the coverage is being changed), mortgage payments, and any contracted services, once a contract has been signed.

Non-discretionary expenses may be approved by the Treasurer or a staff person designated by the Board of Directors. If a non-discretionary expense is over-budget, it must be reported to the next meeting of the Board.

SPENDING POLICY3. Discretionary Expenses

Discretionary expenses are those where the Co-op has an option as to when (or if) to incur them. They include such things as equipment purchases, maintenance supplies, office supplies, professional or consulting services, education for staff, Directors or Members, membership in other organizations, new staff positions, changes in insurance coverage and signing new contracts for any goods or services.

A budgeted discretionary expense up to \$300 may be approved by the Treasurer or Committee designate assigned by the Board of Directors. In all cases, authorization for budgeted discretionary items must be within the authorization guidelines established for each category.

An unbudgeted discretionary expense up to \$150 may be approved, by the Treasurer or designated staff person, but must be reported to the next meeting of the Board of Directors. All unbudgeted discretionary expenses over \$150 must be approved by the Board.

All discretionary expenses must be authorized by means of a purchase order. Before approving a discretionary expense of more than \$1,000, the Co-op will normally obtain three bids or quotes.

4. Emergency Expenses

Emergency expenses are those that have to be incurred immediately because a delay will cost the Co-op more money, risk property damage or endanger personal safety.

Notwithstanding sections 1, 2 and 3, an emergency expenditure may be approved by two (2) members of the Board of Directors.

All emergency expenditures must be reported to the next meeting of the Board of Directors.

5. Signing Officers

All cheques drawn on a Co-op account must be signed by two of the President, Vice-President, Secretary and Treasurer.

The person responsible for preparing cheques shall not sign them.

6. Miscellaneous

No person may approve any purchase or payment that substantially benefits that person.

DIVISION OF RESPONSIBILITIES FOR UNIT MAINTENANCE POLICY

The following is a preliminary division of the responsibilities for the units, between the individual member, and the Co-operative. The Maintenance Committee will provide recommendations for the care and cleaning in the units; and hopes to hold education sessions to teach members how to handle basic repairs, in the future. There will also be an annual inspection of all units.

Member Responsibility -- (General Cleaning, Maintenance & Reporting Problems)

KITCHEN: Windows
Sinks (blockage and scratches, etc.) and Taps
Refrigerator (external and internal surfaces)
Stoves (external and internal surfaces)
Fan and Light (to prevent fire from lack of cleaning)
Linoleum
Cupboards
Countertops (Corning Ware Cleaner recommended - NO ABRASIVE CLEANERS)

BATHROOM: Sink (blockage and scratches, etc.) and Taps
Tub (blockage and scratches, etc.) and Taps
Shower-Head
Toilet - Tank floats and valves
Bowl
Linoleum
Cupboards
Countertop
Medicine Cabinet - Mirror; Light Fixture

BEDROOM(S): Windows
Closets - Doors, Shelves, Pole
Carpeting
Baseboard Heaters

LIVINGROOM: Windows
Carpeting
Baseboard Heaters

PATIO/BALCONY: Decking
Railing

ROOF DECK - COMMON AREA

DOORS: Any changes to be to Maintenance Committee Guidelines.

LOCKS: Any changes to be approved and recorded by Co-operative.

The purpose of these inspections will be to assess wear and tear and repairs of units. These inspections will be held at mutually agreed times.

Co-operative Responsibility --

The Co-op is never liable for repair, replacement or maintenance caused by member neglect or abuse.

- KITCHEN:** Sink - drain pipes (leaks)
Refrigerator - freezing unit, doors, shelves, drawers
Stove - burners, pull-out drawer, oven door, oven, dials
Fan Motor
Linoleum
Cupboards
Windows (breakage and mildew)
Countertops
Light switches and outlets
- BATHROOM:** Sink - drain pipes (leaks)
Tub - drain pipes (leaks) and caulking
Bathroom Tile
Toilet - leaks (Tank, Bowl, Pipes)
Linoleum
Cupboards
Countertops
- BEDROOM(S):** Windows (breakage and mildew)
Skylights (cleaning, breakage and mildew)
Baseboard Heaters
Carpeting
Outlets and Light Switches
- LIVINGROOM:** Windows (breakage and mildew)
Carpeting
Baseboard Heaters
Thermostats
Outlets and Light Switches
- PATIO/BALCONY:** Decking
Railing
- ROOF DECK:** Decking
Railing
- DOORS:** Locks
- CARPETING:** The Co-operative is responsible for replacement, and in the case of member neglect or abuse, the cost will be pro-rated and the member will be responsible for the difference.

PREAMBLE

The purpose of this policy is to:

- A) set out the respective responsibilities of Nova Vita Housing Co-operative (hereafter referred to as "the Co-op") and its Members with regard to the maintenance, repair, and improvement of the Co-op property;
- B) establish guidelines concerning which repairs and improvements members may undertake within their units, and the responsibilities of members when doing so.

This policy does not deal with maintenance-related procedures that will be used to carry out the policy. The Maintenance Committee of the Co-op, in consultation with the Board of Directors and staff of the Co-op, is responsible for putting in place such procedures.

1. GENERAL

A. Responsibilities

The Co-op

1. The Co-op is generally responsible for the routine maintenance, repair and improvement of the buildings interior, exterior and grounds in order to:
 - a) ensure that buildings are structurally sound, safe, and secure
 - b) provide property-related services and facilities to meet the needs of members
 - c) keep mechanical systems and appliances in good working order
 - d) maintain and enhance the attractive appearance of the property

Members

1. Members are generally responsible for the upkeep and cleaning of their units, including:
 - a) carrying out minor repairs
 - b) reporting maintenance problems or potential problems promptly to the Maintenance Committee, example: by submitting a "Work Request" form for non-emergency problems occurring in the member's unit
 - c) re-decorating, in accordance with established procedures (submitting a "Request for Changes To Unit" form when applicable)
 - d) where applicable, grounds-keeping and general maintenance of private yards
 - e) maintaining their unit in a clean and safe manner
2. Members will be responsible for any costs resulting from repair or replacement of Co-op property which is necessitated by:
 - a) the removal by the member of Co-op owned property or equipment
 - b) undue wear and tear caused by the member
 - c) damage caused willfully or through negligence by the member

2. UNITS

A. Decorating

The Co-op

1. The Co-op will be responsible for repainting each unit every four (4) years with the consent of the member) or when a vacancy assessment calls for repainting. Colours will be selected by the Co-op.

Members

1. Members may repaint their units at any time (at their own expense) without permission from the Maintenance Committee, providing they match the original Co-op colours. Living-rooms, bedrooms, hallways, etc. must be painted with good quality flat latex paint ONLY. Kitchen and bathrooms must be painted with good quality oil-based paint ONLY. Members may only paint surfaces PREVIOUSLY painted. Members are expected to take due care when painting. Dropcloths or similar protective coverings MUST be used. Coverplates on electrical or other outlets must be removed before painting, and all hardware, controls, fixtures, etc. are to be protected with masking tape. See your Members Maintenance Handbook for more information about painting equipment, preparation, and procedures. If Members wish to depart from the original colour schemes, they must contact the Maintenance Committee for approval of the new colour. If approval of the new colour is denied, the Member may still use this colour in his unit, but may be required to restore the unit to its original colour (at Member's expense) upon leaving the Co-op.
2. Members may only use wallpaper that is dry-strippable, and such wallpaper must be removed when the Member vacates the unit, unless the incoming Member has requested in writing, to the Maintenance Committee, that the wallpaper be left in place. Members are responsible for all costs associated with wallpapering. If the Member is required to remove the wallpaper, he is responsible for returning the wall surface to its original condition.
3. Members must submit a "Request For Change To Unit" form attached, also available from the office or a member of the Maintenance Committee) if they wish to apply any permanently affixed wall finish such as cloth, tiles, mirrors, wain-scotting, etc. If approval is denied, such wall coverings may have to be removed by the Member upon move-out, and the wall surface returned to its original condition by the Member.

4. Members may not apply textured spray, stucco, or textured paint to any wall or ceiling. Also, any holes or other damage to walls or ceilings caused by a member, must be corrected by the member upon move-out.
5. Members wishing to install additional curtain or drapery rods should closely match those already installed by the Co-op. Any other types of rods may have to be removed upon member's leaving the Co-op; and the wall surface restored to its original condition. Members may remove Co-op drapery rods, if desired, but must repair the wall surface and turn in the rods to the Maintenance Committee for storage.
6. Members may install lighting fixtures which are C. S. A. approved, as replacements for those supplied by the Co-op. Fixtures belonging to the Co-op must then be turned in to the Maintenance Committee for storage. Such fixtures must be replaced by the member upon move-out; or the member must leave the replacement as the property of the Co-op. Dimmer switches and switchplates must also be C. S. A. approved.
7. Members may not install any permanently affixed shelving without the prior written permission of the Maintenance Committee.
8. Members must not puncture the surface of any outside wall, or any other wall containing a vapour barrier, as this will damage the vapour barrier. Members may use devices other than nails or screws to hang pictures, etc. on these walls.

B. Floor Coverings

The Co-op

1. The Co-op may, from time to time, and with the consent of the member, replace the Co-op provided floor coverings.

Members

1. Members are expected, on a regular basis, to clean and maintain floor coverings, as needed.
2. Members may not remove or install permanent floor coverings without the prior written permission of the Maintenance Committee. Submit a "Request For Changes To Units" form to the Maintenance Committee.
3. Carpets installed by members must be installed in such a way as to not cause permanent damage to any underlying flooring.

C. Appliances

The Co-op

1. The Co-op is responsible for maintaining Co-op owned appliances in working order and replacing them, as necessary.

Members

1. Members are responsible for replacing all fuses and light bulbs, including exterior light bulbs controlled by the member.
2. Members may not remove any Co-op owned appliances or their accessories, or move them from one unit to another, or replace them, without prior written permission from the Maintenance Committee.
3. 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. Any Co-op owned appliance which is damaged by the member's neglect or abuse will be repaired or replaced at the discretion of the Maintenance Committee and at the member's expense.
4. Members may install additional appliances without consulting the Co-op provided that no structural alterations are required to do so. If structural alterations are required, the member must obtain prior written permission from the Maintenance Committee.

D. Windows and Screens

The Co-op

1. The Co-op is responsible for the replacement of all broken windows and torn screens.
2. The Co-op will provide garden hose extensions and a long squeegee for use by members to clean the exterior windows of their unit that are above the ground floor.

Members

1. Members will be charged for the cost of repairing broken windows or torn screens if the damage is judged by the Maintenance Committee to be the members fault.
2. Members are responsible for cleaning their unit's windows, both interior and exterior.

E. Pest Control

The Co-op

1. The Co-op has the right, in the event of a serious pest control problem, 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 members. The Co-op will notify members of any dates for spraying and the chemicals to be used. Any action necessary by the members will also be advised at this time.

Members

1. Members may obtain exemptions to any requirements that chemical pesticides be used in their units by obtaining a letter from a medical doctor confirming an allergy or a susceptibility to these products. Members who are exempt from the use of chemical pesticides will be required to co-operate with the implementation of an alternative method of pest control. Such exemptions will only apply to the member's unit.
2. 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.

F. Locks

The Co-op

1. The Co-op will maintain all locks on entrance doors to common buildings and areas, and individual units.
2. The Maintenance Committee will maintain a set of keys for all units in the Co-op. The use of these keys will be in accordance with the rules set forth by the Board of Directors in our Key Policy.

Members

1. Members may not alter the locking system of their units without the prior written permission of the Maintenance Committee, except as noted in our Key Policy.
2. Members must immediately deliver to the Maintenance Committee a copy of the key to any lock that is changed or added to the member's unit, except as noted in our Key Policy.
3. Members may install locks on windows and sliding doors, which must be left as the property of the Co-op upon move-out.

G. Hazards

The Co-op

1. The Co-op will maintain smoke detectors in all units.

Members

1. Members are not permitted to store highly flammable substances within their units.
2. Members may not paint, disconnect, remove, turn off, or otherwise make inoperative any smoke and/or fire detection or alarm devices installed by the Co-op.
3. Members may not cause any electrical circuits to be overloaded.

H) MOVE-OUT / MOVE-IN

The Co-op

- 1) The Co-op, on receipt of notice from a member of intention to vacate, will conduct an inspection of that member's unit. The purpose of this inspection, which will be conducted by members of the Maintenance Committee, will be to evaluate the condition of the unit. This inspection will be done one month prior to move-out.
- 2) The Co-op, on completion of the inspection, will provide the member with a list of repairs and/or cleaning required (if any) that are the responsibility of the member. These, and any repairs and cleaning that are deemed the responsibility of the Co-op, will bring the unit up to a condition which, in the opinion of the Co-op, is acceptable.
- 3) The Co-op will conduct a follow-up inspection within two weeks prior to the member's move-out. Any repairs and/or cleaning which were the responsibility of the member, and which have not been completed, will be completed by the Co-op, and the member will be charged for the expenses incurred.
- 4) The Co-op may apply all or part of the member's share amount against costs of repairs or cleaning that were deemed the member's responsibility.
- 5) The Co-op will conduct a unit inspection, in the presence of the new member, on move-in. A report on the condition of the unit will be signed by both the new member and the Co-op.

Members

- 1) Members will co-operate with the Co-op in establishing times when the Co-op can conduct move-out or move-in inspections of their units, keeping in mind that such inspections must be done promptly.
- 2) Members will arrange to have any repairs listed as their responsibility, completed before they move out.
- 3) Members will remove any wallpaper that they installed, unless the member moving in has requested in writing that it remain.
- 4) Members who painted walls using paint that was not approved by the Maintenance Committee will repaint those walls to conform to Co-op standards; unless the incoming member has requested in writing that they remain as is.

I) ANNUAL UNIT INSPECTIONS**The Co-op**

- 1) The Co-op will conduct annual inspections of the Co-op grounds, common buildings, and member's units to determine if repairs are required.
- 2) The Co-op will be responsible for giving each household at least one week advance notice of inspection. The exact date and time will be mutually agreed upon by the Co-op and the member.
- 3) The Co-op will submit to the member, within one week of the inspection, a list of those repairs and/or cleaning required that are the responsibility of the member. In cases where inattention to such repairs or cleaning could result in further damage to the unit, a time period will be established by the Co-op within which such repairs must be effected by the member. A follow-up inspection will be conducted upon completion of such repairs.
- 4) The Co-op will arrange for the completion of any repairs and/or cleanings which were listed as the member's responsibility, but which the member did not complete by the date specified. The member will be charged for the expenses incurred.

Members

- 1) Members will arrange to have any repairs and/or cleanings for which they are responsible completed by the date specified.

INTERIOR COMMON ELEMENTS

A) GENERAL

The Co-op

- 1) The Co-op is responsible for the routine maintenance, repair, and periodic re-decorating of all interior common areas, including offices, laundry room, electrical/telephone rooms, and common rooms.
- 2) The Co-op is responsible for maintaining and servicing all common mechanical systems and equipment.
- 3) The Co-op is responsible for relamping lights in common areas.
- 4) The Co-op is responsible for regular testing of all common safety systems.

Members

- 1) Members must not permit anything to block fire exits or public thoroughfares.

B) MECHANICAL AND ELECTRICAL SYSTEMS

The Co-op

- 1) The Co-op is responsible for the routine maintenance and repair of mechanical and electrical systems to ensure their effective functioning.

Members

- 1) Members are responsible for reporting any mechanical, electrical, plumbing, structural, etc. problems to the Co-op as soon as possible.

EXTERIOR ELEMENTS

A) GARBAGE

The Co-op

- 1) The Co-op is responsible for maintaining garbage bins in a sanitary condition, and for arranging for regular pick-up.

Members

- 1) Members must only place garbage in the garbage bins provided. All garbage must be contained in properly secured plastic bags.
- 2) Members are responsible for disposing of large (e.g. unwanted furniture) items. Such items are not to be placed in Co-op-provided garbage bins.

B) BUILDING MAINTENANCE

The Co-op

- 1) The Co-op is responsible for the routine maintenance, repair, and improvement of the exterior of buildings (e.g. roofing, gutters, masonry, windows, etc.) and grounds lighting.
- 2) The Co-op will carry out annual maintenance inspections of the exterior of all buildings.
- 3) The Co-op has responsibility for all exterior painting.
- 4) The Co-op will annually clean all roof gutters, including those on car ports.

C) GROUNDS MAINTENANCE

The Co-op

- 1) The Co-op is responsible for the following common area grounds maintenance:
 - a) routine maintenance of common ground lawn, trees, and other plantings. (To be carried out by the Landscape Committee.)
 - b) routine maintenance and improvement of driveways and steps.
 - c) removal of litter from common areas.
 - d) routine maintenance, repair, and replacement of exterior common area lighting, including re-lamping.
 - e) regular removal of snow and ice, and sanding of common walkways and stairs.
 - f) routine maintenance, including painting, of all fences and gates. (The cost of repair will be charged members if damage was caused by neglect or abuse.)

Members

- 1) Members are responsible for the reasonable maintenance and orderly appearance of their private yards.
- 2) Members must receive prior, written approval from the Maintenance Committee, if members wish to erect any structure in their private yards. (e. g. dog house, storage shed)

5. IMPROVEMENT POLICY

The following policy regarding Changes to units has been developed by the Maintenance Committee. It is still being reviewed and will continue to be upgraded and adapted to fit our changing needs.

Policy

We are NOT considering reimbursements for improvements to units, for two main reasons:

1. The Co-op does not have the resources
2. Asking a new Member to pay for the improvements of the previous member could create a financial hardship for that member.

A. Changes To Units

1. No changes may be made outside those already specified in these guidelines (see #2-Units) without prior approval of the Maintenance Committee. Any other types of changes, any design or structural alterations, such as changes to balconies and patios, changes to electrical wiring or plumbing, must be approved by the Maintenance Committee before the work is started.
2. Members MUST call for inspection of all changes requiring prior approval, on completion of changes. If, after inspection by the Maintenance Committee, the changes are not of a professional quality, the member will be responsible for costs of additional work to meet the Co-op's standards.
3. Some approvals may be given, conditional on restoration of the unit to its original condition upon the member's move-out.
4. Costs for restoration of unapproved changes will be charged against the member, or, if discovered on move-out inspection will be charged against the member's share purchase.
5. The Co-op will become responsible for properly executed permanent improvements, even though the initial costs are the responsibility of the member.

B. Procedure To Apply For Approval

1. Fill out the "Request For Changes To Unit" form attached. (Additional forms are available from the office or a member of the Maintenance Committee). Submit the form to the Maintenance Committee, for approval before you start work on your proposed changes.

2. You will be notified in writing whether your request is denied). What, if any, conditions are attached to the approval, will be specified. you may be requested to supply further information to the Committee.
3. Once approval is given, you may begin work, after notifying the Maintenance Committee of your starting date.
4. The Maintenance Committee will assist you in any way it can with information and advice.
5. You will be asked to provide copies of any Municipal or Provincial Inspection Reports where required.
6. All work must be inspected and approved by the Committee.

WHAT TO DO IF YOU CAN'T DO IT YOURSELF

If you have tried without success to repair something using this manual, or if you have a problem that you can't deal with (like cleaning eavestroughs) how do you proceed?

Well, if its not an emergency (more on emergencies later), notify your maintenance rep of the problem in writing and he/she will bring it up at the next maintenance meeting. If you are available, you yourself may bring it to the maintenance meeting. If you can't make it to the next meeting, your request in writing will be there. All requests must be in writing -- it's impossible for maintenance reps to remember all the verbal requests of minor items. Maintenance request forms are available from the office for this purpose and must be completed if you want action from the Co-op.

EMERGENCIES

Emergencies are handled by calling or getting your maintenance rep to call someone in right away. Maintenance reps have a list of emergency phone numbers to call. Of course, real emergencies, like fire, you deal with directly by calling the Police, Fire Department, or whatever.

An emergency is something that you can't possibly live with for even one day -- no heat, no water, no hydro, flooding, large areas of broken window in the winter. Before you assume you have an emergency, take a moment and think about it. Make sure that lack of heat isn't because of a blown fuse or a turned off switch. Be sure that fridge is plugged in before you get someone in to repair it. Because, if the maintenance committee later decides that your problem was not an emergency they might decide you should pay for the service call. And it costs a small fortune to get a plumber out of bed at 3 a.m.

The most important thing to remember with maintenance problems is to remain calm and to realize that you can handle almost anything yourself and that if you can't there's someone around who will be able to. Remember, you're a homeowner now so you can't blame it all on the rotten landlord -- you are the landlord!

MAINTENANCE HANDBOOK

Introduction

A maintenance handbook for members is an invaluable tool for the maintenance team of a housing co-op. In addition to ensuring that all members are aware of the co-op's policies and procedures with respect to care of units and to the general maintenance program, it is also extremely useful as an educational tool. The members not only need to know what their responsibilities are, but also how to carry them out. Too often in co-ops, the Maintenance Committee members and/or superintendents are called on to do simple repairs in units which could or should have been done by the members if they knew how. Developing a member's Maintenance Handbook which includes instructions on basic repairs as well as the maintenance policies and procedures will not only help the functioning of the maintenance program, but will also protect the maintenance team from continual and unnecessary work requests. Such information can be included in the Co-op's Member Handbook or developed separately.

Unfortunately, many maintenance teams have found it too large a task to start from scratch and develop such information. In the Co-op Housing Foundation manuals, *Maintaining Our Homes: A Guide to Maintenance for Housing Co-operatives*, and *Getting It All Together: A Sample Member Handbook*, we have included outlines of what should be covered in a Member's Maintenance Handbook, to assist groups in developing their own.

However, since those outlines do not include the "how to" tips which are an important component of the Maintenance Handbook, we have produced this sample as a supplement to further assist maintenance teams.

The sample is a reproduction of Riverdale Co-op's Maintenance Handbook based on the book "How To Live Cheap But Good". It covers general tips on the care of units and instructions on basic repairs. As a sample, it is by no means complete: each co-op in developing their own handbook will want to include its own maintenance policies and procedures as well as tips and repair instructions unique and necessary to their co-op. However, it is our hope that by using this sample along with the outlines in the other manuals, maintenance teams will find that developing a member's maintenance handbook for their co-op is not such a difficult task after all.

Sample: Members Maintenance Handbook
Distributed by the Co-operative Housing Federation of
Toronto Inc.

From How to Live Cheap but Good by Morton Poriss Copyright © 1971
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GENERAL TIPS

Desmelling the Fridge

If your refrigerator emanates fragrant "remembrances of things past", exercise such foul odours in the following way: place a small amount of uncompressed charcoal in the freezer and in the refrigerator itself; remove the old charcoal and add a new supply each day until all the bad odours have been absorbed.

The same results can be accomplished by washing refrigerator innards with hot water spiked with baking soda. Empty vegetable bins of their customary assortment of apples, carrots, and the like, and use them (empty bins, that is) as buckets in which to mix about 1/2 gallons of water with more or less 1/4 cup of baking soda. Then, start scrubbing with a sponge.

Bugs, Mice and Other Mascots

Many kitchens nowadays, as always, come equipped with a full assortment of pests eager to greet you. Some carry diseases; all are unappetizing to the eye as well as to the palate.

Here then, is a bit of preventive and curative advice which may help to stave off the day when an expensive professional extermination is necessary.

MICE seem to be a less common nuisance than cockroaches, but they are a nuisance nonetheless. If you notice one of these critters scurrying across your floor, invest in a couple of small mousetraps. Almost any kind of bait -- from sharp cheese or raw meat to chocolate bars -- will seem appetizing to your furry visitors.

Examine the pipe beneath your sinks and radiators. Should you find that the pipes do not fit snugly into walls or floors, pack the cracks with fine steel wool. Mice and bugs often live behind such cracks, but they are unable to eat through steel wool.

PAINTING

You can either do the painting yourself or hire a professional. If you are going to be doing it yourself, first measure the area to be painted. With that information the paint salesman can determine the quantity of paint you will need. Once at the store, buy all necessary supplies:

1. Brushes. The co-op has some good quality brushes which you can borrow, but you will have to clean these thoroughly before they are returned. Since cleaning brushes is a lot of work, you

might prefer to buy some cheap brushes and discard them after the day's work. Be sure to buy a small, angled brush for corners. If you can only afford one, buy a two-inch brush.

2. Rollers. Again these can be borrowed. If you are buying one, get a sturdy roller than can be attached to a roller extension. Buy, also a roller extension for use on the tops of walls and ceilings. The roll itself should be of a synthetic fibre.
3. Turpentine for cleaning up oil base paint. Soap and water handle latex.
4. Sandpaper, redi-quick drywall mud, putty and a two to three inch putty knife -- all for preparing the surface.
5. Masking tape and dropcloths (borrow dropcloths from the Co-op) to prevent paint from going where it's not wanted. Razor blades and vaseline for windows.

Preparing the Surface

Having returned home, ladden with painting supplies, you are now ready to prepare the walls and ceilings.

Move your furniture to the centre of the room, and if you can, cover it with paper or plastic dropcloths (available at hardware and department stores) or with old sheets. Use Vaseline to coat the windows and metal hardware with a film that can be easily rubbed off, taking with it any paint that might have splattered.

Using a broom, sweep any dirt and cobwebs from walls and ceilings. Scrap any flaking paint off with a putty knife. Then, wash down the surfaces (especially the moldings, which have a shiny, difficult-for-paint-to-adhere-to-surface) with a damp sponge and TSP spiked wash water. Rinse. If this preliminary cleaning is omitted, your paint won't stick to the walls and the job will have been done in vain. Smoke, oils and other air pollutants are on the wall even if you can't see them.

Patch cracks with redi-mix drywall mud, mixing only a little at a time (it dries quickly). Remove all loose plaster from the crack by scraping it with a knife or can opener. Blow or rinse out the dust and spread the drywall mud over the crack or hole with your handy-dandy putty knife. For a smooth surface, use criss-cross strokes over the drying mud. For super-deep holes, a second layer of drywall mud may be needed, but that's not too much of a chore since it is cheap and dries quickly. Wide cracks and holes require plastering and should be brought to the attention of the Maintenance Committee. Sand your patch smooth with fine grade sandpaper.

WALLPAPER. Only dry stripable is acceptable. After removing wallpaper, wash wall(s) thoroughly.

Remove all electric switch and outlet cover plates, door handles and light fixture covers. It truly takes less time than masking them or removing paint blobs afterwards. Mask edges of protrusions you can't remove such as thermostats, doorbells, etc. Mask or vaseline windows and all other metal things like baseboard heaters, window frames, door hinges.

Order of Painting

Paint your room in the following order:

1. Ceilings: Use a paint roller, attached to an extension and apply paint with a fairly dry roller.
2. Walls: Always start in one corner near the top and work down, making long vertical strokes from ceiling to floor. Use a roller for large areas and brushes for the corners and trim. Do moldings and woodwork last.
3. Windows: Paint woodframe windows in the following manner, after coating the panes with Vaseline or masking tape:
 - (a) Raise bottom half of window
 - (b) Lower top sash more than half way down. Paint the wood on this section first
 - (c) Lower bottom sash nearly to the sill, while raising the top sash almost to the top. Paint the remainder of both sashes, checking for runs.
 - (d) Paint frame and sills.

Use a cardboard shield, in addition to the film of Vaseline, to protect the glass from paint. A shield of this sort is also good for protecting floors when painting baseboards. Wipe the shields frequently.

4. Paint doors in the following order: frame, edges, panels, face. Avoid brush marks by finishing with light, parallel strokes along the length of each piece.
5. Paint the baseboards, using a cardboard shield as described above. Mask the drip cloth to the carpet or vinyl.

A Few Tips

1. Roller: Keep the roller uniformly covered with paint, which should be applied with slow, steady strokes. On walls, make your first roller stroke upward. On ceilings, the first stroke should be away from you to minimize the amount of paint that drips on you. Wrapping a cloth around the top of the roller handle may keep your hand and arm reasonably clean.
2. Brush: Dip brushes about one-third of their length into the paint; tap off the excess. Don't scrub the paint on: be gentle.

3. Try to complete the painting of one wall or ceiling without stopping, and don't allow the edges of paint path to dry before applying the next strip of paint. Otherwise, marks may remain when the work is done.
4. Paper plates make good trays for paint cans, rollers and brushes to rest on.
5. During temporary halts, slip the roller or brush into a plastic bag. This will keep the paint from drying out.
6. Rubbing your hands and face with cold cream will allow you to wash up more easily later one.

Cleaning Up

Clean up messy paint spatter while you work, before they dry.

Brushes: Wipe off excess paint by rubbing the brush against newspaper. Wash brush with water, cleaning the centre of the brush as well as the outside. Shake brush to remove water; several rinses may be necessary. Comb out bristles and store brushes flat, wrapped in newspaper or plastic. This procedure is only for expensive brushes (like the ones you borrowed from the co-op); throw cheap one away!

Rollers: Roll out excess paint onto newspaper. Remove the cover of the roller and wash it thoroughly. Then wring out the cover, wipe it with a clean rag, and store it in plastic.

Paint Cans: Never slam the cover on while there is paint in the lid channel. Before throwing away the last, nearly empty paint can, put a little paint into a small jar for later touch-ups.

The Room: When the paint is dry, remove dropcloths and wipe the film off windows and hardware. Any miscellaneous paint specks can be scraped off glass and metal with a single-edged razor blade. Remove all masking tape. Old tape baked onto a baseboard will be very difficult to remove.

REPAIRS

The Handy-Dandy Tool Kit

One of the nicest aspects of doing your own repairs is that you get to use some simple and very handy-dandy tools. It pays to invest in a few of the more basic tools. Here is a list of the items that your tool kit should contain:

1. A small hammer.

2. Screwdrivers; either a plastic handle with several types of metal attachments, or one regular screwdriver and one Phillips screwdriver.
3. Two wrenches; one a monkey wrench, the other an adjustable crescent.
4. Lubricating oil.
5. Assorted nails, screws, and picture hooks.
6. BAND-AIDS.

In addition to the basic tool kit suggested above, it's wise to keep a few extra items around in case specific problems arise. The Maintenance Committee will have these on hand.

For Plumbing Repairs:

1. A "plumber's helper", or suction cup.
2. A wire snake.
3. A kit of assorted-sized washers (around 49 cents per kit).
4. Plastic tape, small wooden plug -- for leaking pipes.
5. Rubber gloves.
6. A big bucket or two.

For Electrical Repairs:

1. Electrical tape.
2. Electrical cord ("lamp cord").
3. Extra fuses.
4. Extra plugs.
5. Flashlight and candles.

For Radiators:

1. Small wood blocks.
2. A pot.

Equipped with modern-day equivalents of lance, shield, chain mail, you are now ready to face fearlessly the dragons that threaten household happiness.

Now for the battle...

THE FINE ART OF PLUMBING, OR
- HOW TO DAMN THE FLOOD -

Problems with that intricate creation of modern engineering -- the plumbing system -- are common enough and dramatic enough to add trauma to everyone's life. They are also very costly to repair professionally -- plumbers charge \$18.00 per hour. So let's not get professional help unless it's absolutely essential.

The most common plumbing problems you will face are:

1. Toilet troubles
2. Clogged drains
3. Leaky faucets
4. Leaking pipes

Each of these problems may appear intimidating at first. But, as we'll soon see, your plumbing system consists of a few, very simple elements that are easy to understand. And even easier to keep in top working condition!

First, let's discuss some basics. A plumbing system is simply a system for circulating water: it comes in, then it goes out. That's all. If you have a plumbing problem it can be due only to:

1. Water coming in.
2. Water going out.
3. Water staying in when it should be going out.
4. Water going out when it should be staying in.

When you move into a new home or an old apartment, take a few moments to locate your water shutoff valve for the whole system and the valves for individual fixtures. These should be labelled -- if they aren't, label them yourself.

Should a plumbing emergency arise, and the water level in sink, tub, or toilet rise with it:

1. Turn off the water controls for the troubled fixture, or for the whole system, depending on how wide-spread the problem is.
2. Quickly bail out (even a few buckets full will suffice) the afflicted fixture(s), so they won't overflow and to reduce the water level to the point where it is low enough to allow you to work at repairing the problem
3. Now that you have things more or less under control, repair the fixture by choosing and following the appropriate procedures from the ones that follow.

Toilet Troubles, or You, Too, Can Have Fun in the John!

Have you ever wanted to flush your troubles away and been frustrated by an unco-operative toilet? Well, you need never suffer that frustration again. Although most of us regard the toilet tank as a semmi-magical system of complex physics principles, it is in fact, an extremely simple gadget to understand and repair. A bit of toilet training will dispel the awe too often inspired by this fixture and make repairing it a simple matter.

Toilet-Tank Theory:

First things first. There are two parts to a home toilet: the bowl and the tank mounted above and behind it. The tank holds the mechanism that regulates water flow. Two control valves -- one to empty the tank and one to refill it -- are the crux of this system. All other parts work to close or open these valves at the right time.

Valve System No. 1: The flush-valve seat, which is kept closed by the rubber flush ball. When you press the lever that flushes the toilet, all you are doing is raising a tri-lever that yanks the flush ball of the flush-valve seat. The water in the tank can then rush out through the flush valve into the toilet bowl, forcing the contents of the bowl out through the bowl drain.

Water pressure is responsible for holding the flush ball tightly over this valve. But when the flush handle triggers the flush ball, the ball rises to the top of the water, sinking back on the valve seat as the water empties from the tank. Once the flush ball is back on the flush valve seat the tank is "plugged" and being refilled.

Valve System No. 2: The inlet valve, or ball cock (that's really what they call it!). As the water level in the tank drops through the flush valve, the hollow metal or plastic "float ball" sinks with it, pulling the float arm down, too. Inside the ball cock is an inlet valve that is opened by the sinking of the float arm. When the float ball reaches its lowest point, the inlet valve is fully open -- and water will flow from the supply line back into the toilet tank via the refill tube.

As the water rises in the tank, it carries the float ball up with it. As the float ball rises, it slowly closes off the inlet valve. When the tank is filled, the flow of incoming water stops because the inlet valve is fully closed.

If, for any reason, the inlet valve does not close completely, a special overflow pipe will drain excess water from the tank.

So there we have it: the toilet tank is either emptying, filling, or enjoying a comfortable equilibrium! However, as you might have guessed, either of these two systems can malfunction. If it does,

here's how to doctor it.

For a Toilet that Cries and Refuses to Flush:

If water keeps running from the tank into the bowl, thereby causing the tank never to refill (check this by lifting off the tank cover), your toilet will refuse to flush.

The rubber FLUSH-BALL VALVE is responsible. Since it is rubber, it can in time become spongy, in which case it won't fit tightly into the valve seat and must be replaced. To install a new flush ball:

1. Turn off the toilet tank's water supply by tightly closing the water valve on the wall behind, under, or alongside the toilet tank. Tie a string to the flush-ball arm. Tie the other end of the string to a high object (like a shower curtain rod or a shelf above the tank). This assures that the inlet valve is closed and that the tank will not refill when flushed.
2. Flush the toilet to empty the tank.
3. Holding the ball stem in one hand, unscrew the flush ball from the ball stem.
4. Rub the exposed valve seat lightly with fine steel wool. This will clean the valve seat.
5. Check the ball stem for bending or corrosion, and replace it if necessary.
6. Screw the new flush ball onto its stem.
7. Turn the water supply on, so that you can check out the flushing operation. Should you find that the new flush ball does not fit tightly into the flush valve after the tank empties, the problem is either that the BALL-STEM ROD is bent or that the stem guide is not properly aligned. In the case of a bent stem, it is easier to replace it than to try and straighten it.

In the case of a misaligned STEM GUIDE, adjust it as follows:

1. Loosen the control screw that holds the stem guide.
2. Jiggle the guide until the ball drops directly onto the centre of the flush-valve seat.
3. Tighten the control screw. This will hold the stem guide and flush ball permanently in the correct position.

Sometimes a tank will refill after flushing, but water will then continue to enter the tank and be forced to drain the overflow pipe. If this happens, the fault lies in either the float mechanism or the inlet valve controlled by the float mechanism.

To locate the culprit, lift the float arm up slightly. If the hissing and flow of water into the tank stops, either the float ball is leaking and needs replacement, or the float arm supporting the ball is in need of adjustment. If this test fails to cut off the inflowing water, the ball cock (inlet valve) needs repair.

To test for a defective FLOAT BALL:

1. Unscrew the float ball from the float arm.
2. Shake the ball. If there is water inside, the ball is leaky.
3. Buy a new plastic float ball and screw it on to the float arm.

If, however, you find that the float ball is not leaking, try readjusting the FLOAT ARM:

1. Hold the wire arm in the middle and bend it so that the float ball sinks one-half inch or an inch lower in the tank.
2. Turn on the water and flush the tank. The water should stop flowing before its level reaches that of the overflow pipe.
3. If the water continues to run, bend the float arm a little more and flush again.

Let's assume that, alas, both these simple remedies have failed miserably and that you are still tormented by a hyperactive toilet tank. By process of elimination, if I may be permitted that phrase, we know that the ball cock is to blame. So, undaunted, we tackle this innocent-looking mechanism.

Tackling the BALL-COCK:

To check for worn-out washers and clogged or rusted plungers within the ball cock:

1. Disassemble the mechanism by first removing the two pins or screws that hold the float mechanism to the ball-cock unit.
2. Lift the stem and plunger from the ball cock.
3. Locate the leather washer at the bottom of the plunger, which may be either forced or screwed in place.
4. Replace this washer with a new one.
5. In most mechanisms there is another washer, called an O-ring, that fits around the plunger. Replace this also.

Should you discover that the ball cock is corroded, that parts of it crack or crumble in your hand like a stale cookie, or that the inside seems in poor condition, the wisest thing to do is to install a completely new ball-cock assembly.

Clogged Drains and Toilets:

Drains become clogged when people throw crud into them. Kitchen crud includes such delectables as grease, coffee grounds, and chicken fat. Bathroom crud consists mostly of hair, cosmetics and children's toys. Toilets are stopped up by paper other than toilet paper, sanitary napkins, and other miscellany.

Remember, if several fixtures (toilet, tub, sinks) back up simultaneously, the trouble lies in the main line. Call City Water Emergency immediately and they will send someone around right away.

Usually, however, drain problems are localized. If you don't want clogged drains, try not to clog them. But if they do become clogged, here's what to do about them.

1. If a fixture is so badly clogged that it is overflowing, first bail out a pot or two of excess water until it stops overflowing.
2. For kitchen and bathroom sinks, and for tubs and showers, first try cleaning the top of the drain. Remove and discard all solids -- including (ugh!) congealed grease and fat. Use a screwdriver, putty knife, or similar instrument to aid you in your labours. If this doesn't help, two tools may:
 - (a) The plumber's helper, or plunger. This is the first tool to try.
 - (b) A wire snake: either a flexible steel coil, which you buy especially for the occasion, or an unbent wire coat hanger, which you've unbent especially for the occasion.

The Plunger Prance:

1. Fill sink, tub, or shower with about three inches of water. Clogged toilets will already be quite full enough. In fact, sinks and tubs might be too. But if not, add water before stirring.
2. Fit the rubber suction cup of the plunger over the clogged drain.
3. Press the plunger down and jerk it up quickly about a dozen times. Rest. The suction created should dislodge the barrier, and the system should now drain correctly. If this doesn't work, then try:

The Snake Dance:

1. Insert the snake into the drain and push it as far into the pipe as possible, twisting the snake as you go.

2. Jiggle the snake to dislodge the obstruction.
3. Push and pull the snake free.

For Sinks Only:

Let's assume that both the plunger and the snake techniques fail you and your clogged sink. Escalate to a more high-powered strategy: chemical warfare. Use liquid drain cleaners only -- such as Liquid Drano or other approved products from a hardware or plumbing-supply store. Follow the directions on the bottle.

DO NOT USE POWDERED DRAIN CLEANERS: they will eat through the plastic pipes and result in a costly professional replacement being needed.

INTO THE TRAP!

If you've strained your muscles by using plungers and snakes, and strained your patience waiting for chemicals to work, and your sink drain still holds water when it shouldn't, either you or a plumber will have to clean out the sink's trap. The trap is the U of the U-shaped pipe beneath your sink.

To clean it:

1. Wear rubber gloves -- you never know what residual chemicals may be lurking in ambush for you.
2. Empty the sink basin of water, by bailing it out with pots and bowls.
3. Place a bucket beneath the U-shaped pipe.
4. Remove clean-out plug -- which is at the exact bottom of the U -- by using a wrench to turn the plug counterclockwise.

If your sink has no plug, remove the entire U-shaped pipe by loosening the nuts that hold it in place. CAREFUL: Don't bend anything -- it'll all have to be put back in place later.

A little water, and many other goodies, will drop into the bucket.

5. Wiggled a snake (commercial or coat hanger variety) from the drain through the pipe that leads into the wall. Jiggle and shake that snake until all the malicious glop dislodges and drops into your bucket. If you've had to remove the entire U, clean it with soap, water, and a long-handled brush.

Leaking Faucets

Leaking faucets can be a bit irritating -- the modern version of the ancient water torture technique -- and very expensive, since

more water is used than should be. Here's how to take a leak gracefully.

Leak from Faucet Base:

If the leak occurs at the base of the knob that turns the water on and off:

1. Tighten the metal cover through which the stem protrudes. (The stem is the piece that connects the faucet handle to the sink basin.)
2. If the leak persists or the faucet handle won't turn, a procedure called "repacking" is in order. Get in touch with your maintenance rep for this.

Drip from the Spout:

Sometimes water will drip from the spout, even when the faucet is turned off. In this circumstance, there is a faulty washer at the bottom of it all. The washer must be replaced.

1. Shut off the water supply to the individual faucet. (Shut off entire water supply to the apartment if you can't find the fixture's control knob.)
2. Use a crescent wrench to loosen the nut directly beneath the faucet handle by turning it counterclockwise. You may want to wrap a small rag or adhesive tape around the nut first, to prevent scratches.)
3. Turn the faucet handle as if you were turning on the water. With a few twists the whole faucet unit will come loose. Pull it out.
4. Locate the washer, held in place by a screw at the base of the unit.
5. Use a screwdriver to remove the screw and the old washer.
6. Insert a new washer of the same size, shape and thickness as the old one. (Bring the old washer to the hardware store when buying your new one, or buy a package of assorted sizes.) Screw the new washer into place, using a new screw if the old one was rusty or corroded.
7. Replace the faucet unit by twisting the faucet handle as if to turn off the water. Twist firmly, but not too tightly. Then retighten the nut that holds the unit in place.
8. Finally, turn the water supply back on.

Should you find that, despite both your patient efforts and a new washer, you still have a leak (this will happen only very rarely),

get in touch with your maintenance rep, since the valve seat will need grinding.

Leaking Pipes

Leaking pipes can be an even greater disaster than leaky faucets. Pipes are bigger and hold more water, which means they can squirt forth much water when they leak. As soon as you notice a leaking pipe, get your maintenance rep to call the plumber. While you wait for him you can try the following:

For a Tiny Leak:

1. Shut off the water supply at the main control valve.
2. Dry the pipe thoroughly.
3. Wind plastic electrician's tape spirally over the leak, so that each turn of the tape overlaps the last. Apply several layers of the tape in this way.
4. Turn the water supply on.

For a Big Leak:

1. Run and turn off the water at the main control valve.
2. Press a piece of cloth or rubber (e.g., rubber glove, sponge, tire tube, cut-up bathtub mat) against the hole.
3. Use a C-clamp to secure it tightly until the plumber comes.

ELECTRICAL PROBLEMS

Most electrical problems should be referred to the Maintenance Committee. However, there are two things you should be able to do:

1. Make sure the fixture in question is plugged in.
2. Replace fuses and reset circuit breakers.

Safety First

Circuit breakers are safety devices. When so much electrical current is flowing through a circuit that there is a chance of an electrical fire, a fuse or circuit breaker will automatically stop the flow of electricity in the overloaded circuit.

For example, a circuit breaker will sometimes "blow" when one appliance too many is plugged into an outlet. When this happens, it is necessary to reset your circuit breaker.

Cord Care

The following rules for the use and care of cords will prolong their service and help prevent malfunctions, shocks, and/or FIRES.

1. Never run cords over or under doors or rugs. The chance of abrasion is great -- and of fire, even greater.
2. Never let cords rest on radiators, pipes or any type of metal that might conduct electricity.
3. Never yank a cord to unplug an appliance. Instead, hold into the plug itself and gently pull it from the socket.
4. Never try to convert a flexible extension cord into a permanent outlet by tacking or stapling it to wall or floor -- the cord's insulation can easily crack and result in short circuits or fires.
5. Finally, replace frayed cords immediately!

NOVA VITA HOUSING CO-OPERATIVE

PLANNING ON MOVING? A GUIDE FOR CLEANING

No one likes to move and find they are faced with surprise costs, and no one likes to move into a new suite and find that it is not clean. This guide was prepared to help you know what is expected in the cleaning of your suite before departure and, we hope, will assist you to make the job of cleaning and fixing easier.

We have also listed the **minimum** charges if the necessary work is not done, so that you know the kind of costs you will be assessed for cleaning work. This list will also help you to know what you can save if you wish to do the work yourself.

This list does not include assessment for the costs of damages to your suite which have happened during your stay with us, but if you follow the checklist, the costs of cleaning and repairing will be reduced, and the Co-operative will have a happier new member.

Thank you for your help.

NOVA VITA MAINTENANCE COMMITTEE



Nova Vita Housing Co-operative

7166 Barnet Road
Burnaby, BC V5A 1C8

265 Duthie Avenue
Burnaby, BC V5A 2P3

MEMBER MOVE OUT -- CLEANING GUIDE

The unit must be cleaned thoroughly upon move-out. Please see checklist below.

ALL items to be completed by 1:00pm on the last day of the given notice.

Check off items as you complete them BEFORE the check-out walk through:

- Clean Fridge and Stove, inside and outside
- Clean behind and under both, fridge and stove
- Clean stove burners
- Clean fan from kitchen and Bathroom
- Clean entry door and all door handles
- Clean All cupboards, shelves & closets (kitchen, bathroom, bedroom, etc...) inside and outside
- All linoleum or laminate floors are washed
- All carpets must be professionally clean-shampooed (provide during move out, a copy of the invoice from the hired carpet cleaning business showing proof of cleaning)
- Carpets (if Pets must be fumigated)
- All bathroom fixtures (tub, shower, shelves, tiles, sink, vanity, mirror, toilet) must be completely cleaned free of stains
- Make sure all light bulbs are in working order
- All light fixtures are clean
- All walls are clean, free of dirt and grease
- All holes repaired and sanded
- Paint restored to the original Color (unless prearranged)
- Windows and screens are clean both insides and outside
- Window tracking cleaned and slats are properly hanged
- Clean all the Blinds
- Report the Co-op of any damages caused to the property, fixtures, or appliances.
- Garden area to be weeded
- Stall area to be swept and empty of cars
- Please return all keys and Fobs to the Co-op at the moment of the inspection

All utilities (hydro) and other service connections (cable TV, internet, etc...) must be terminated as of the date of move-out. Do not dispose or discard unwanted furniture into the dumpster or leave any items around the dumpster. To dispose those items contact the City of Burnaby in advance.

The member is responsible for all the above upon move-out. If this is not done all expenses to restore the unit will be charged to the member.

NOVA VITA CO-OPERATIVE

Appliances

- Fridge & freezer cleaned inside & out _____
- Oven & racks cleaned _____
- Range & burners cleaned _____
- Fan & housing cleaned _____

Cupboards & Closets

- All cupboards cleaned inside & out _____
- Closets & doors cleaned and in working order _____
- Shelving cleaned _____

Windows & Blinds

- Windows cleaned inside and out _____
- Window tracking cleaned _____
- Window ledges cleaned _____
- All blinds cleaned and hung _____
- Curtain rods cleaned _____

Lighting Fixtures

- All lighting fixtures cleaned & in place _____
- Bulbs in working order _____

Carpets & Floors

- Carpets professionally cleaned (if pets must be fumigated) _____
- Floors washed (fridge & stove to be pulled) _____
- * Damage to carpet & tiles will be charged to the member.

Walls

- All walls to be washed and free of dirt and/or grease _____
- All holes repaired and sanded _____
- Paint restored to the original colour (unless prearranged) _____
- ** If unit is in need of painting and has been painted in the last four (4) years, it will be the members responsibility to ensure unit painted prior to move out.

Tub & Tiles

- Tub and tiles cleaned _____

Garden & Balcony

- Garden to be weeded _____
- Balcony to be swept _____

The member is responsible for all of the above upon move-out. If this is not done all expense to restore the unit will be charged to the member.

Member Signature

Date



Adopted: June 16, 2022

Video Surveillance Policy

Purpose of the policy

To outline surveillance and recording activities that balance protection of property, security, and Member privacy rights.

Policy

The following refers to the Co-op video surveillance system and applies to all Gop staff, Board of Directors, and Members:

1. The Co-op has installed video cameras on the property to promote security of high traffic main areas. The camera system runs 24 hours a day but records video only when motion is detected.
2. A Board Member, the Caretaker, or the Block Watch Captain may review footage for possible crimes, illegal activity, and security and safety issues.
3. A Board Member or the Caretaker may review footage to ensure the Co-op's rules, occupancy agreement, and policies are being followed.
4. The Co-op shall keep a written log that details (in chronological order) whenever the Co-op's surveillance footage is accessed due to an incident. The log will detail a description of the reported incident, who reported the incident, who accessed the surveillance recordings, and the outcome.
5. Video recordings will be kept for one (1) month, after which they will be erased, deleted, or recorded over.
6. Personal information contained in the recordings shall not be used or disclosed for purposes other than those for which it was collected, except with the written consent of the individual or as required by law.

Video surveillance rules for Members:

1. Members may install video surveillance equipment in or outside their units, as well as in their vehicles as long as it does not violate another Member or guest's reasonable expectation of privacy.
2. Members must limit use and viewing range. Cameras should not record where a person would have a reasonable expectation of privacy, such as view into the interior of a Member's unit.
3. Video surveillance recording of the Co-op's playground is not permitted.
4. Unit signage is not required as there is signage on Nova Vita's property.
5. Information collected through video surveillance should only be used for the purpose that surveillance is being undertaken, or for purposes permitted by law.
6. When video surveillance is removed, any damage caused by the installation / removal of

the equipment will be the responsibility of the Member who had it installed. The area of installation must be returned to its original condition.

The Co-op reserves the right to review the placement and/or installation of any video surveillance equipment to ensure installation meets the requirements of this policy.



Adopted: December 8, 2022

Pets policy

Purpose of the policy

To regulate the number, type and behaviour of pets in our Co-op, and to stress member responsibility for pets.

Policy

1. Members are allowed one cat or one small dog (max 50lbs full grown) per unit. They may also have contained pets: fish, birds, gerbils, hamsters, or guinea pigs. The board may permit other contained pets but may reasonably withhold permission. Contained pets must remain inside their tank or cage when outside the unit.
2. Guide dogs and other assistance dogs are not counted in the number of pets per unit in Point #1 and are not restricted by the weight limit. Medical documentation outlining the assistance animal's role is required for these exemptions.
3. Animals not listed in Point #1 and Point #2 are not allowed.
4. Animals or breeds defined as "vicious" by municipal or regional bylaw are not allowed in the Co-op.
5. All pets must be registered with the Co-op by submitting the pet registration form within 7 days of attaining the pet. Members are also required to pay a \$250 pet deposit for cats and dogs.
6. The Co-op reserves the right to refuse any pet it considers dangerous, and to require the Member to remove any pet that causes persistent noise, damage, or other problems.
7. All cats and dogs must:
 - wear identification tags when outside
 - be spayed or neutered within 1 year of age, and owners must provide proof, and
 - be vaccinated for rabies. Owners must provide regular proof of vaccination as determined by current standards.
8. Dogs must be:
 - kept on a leash 2-meters or less when on Co-op common property, and
 - walked off of Co-op property.
9. Cats and dogs:
 - are not permitted in indoor common areas expect for direct movement between the unit and exterior doors, and

- must not be tied up and/or left unattended for unreasonable periods of time when outside.
10. Owners must immediately clean up any mess made by their pets, including animal droppings, both on Co-op grounds and within the Member's yard.
 11. Members are responsible for any damage caused by their pet.
 12. Members are responsible for pets in their temporary care and are responsible for the pet's conduct as though it was their own pet. Temporary pet care is permitted to a maximum of 14 days per occurrence.



Adopted: December 8, 2022

Appliances policy

Purpose of the policy

To maintain Co-op property and set out Co-op requirements for members who wish to alter or improve their appliances.

Policy

Unit fridges and stoves are Co-op property whereas unit dishwashers, washers and dryers are Member property. This distinction results in the following responsibilities for upkeep and care:

Unit Appliance	Owned by:	Co-op Responsibility	Member Responsibility
Fridge	<i>Co-op</i>	All operational and function parts	Cleaning and care
	<i>Member</i>	N/A	Cleaning, care, and all operational and function parts
Stove	<i>Co-op</i>	All operational and function parts	Cleaning and care
	<i>Member</i>	N/A	Cleaning, care, and all operational and function parts
Dishwasher	<i>Member</i>	N/A	Cleaning, care, and all operational and function parts
Washer	<i>Member</i>	N/A	Cleaning, care, and all operational and function parts
Dryer	<i>Member</i>	N/A	Cleaning, care, and all operational and function parts

Fridge / Stove Replacement

1. Fridges and stoves are replaced on a regular cycle as per the Capital Plan. The Co-op is responsible to ensure that these appliances continue to function and will complete operational repairs as required. If a fridge or stove become unrepairable before it is due for replacement due to Member abuse or neglect, the Member will be responsible for the pro rated cost of replacement.
2. If a Member wishes to personally replace the fridge or stove in their unit, they can submit

this request to the Board for consideration. Fridges and stoves cannot be replaced without pre-approval as this is considered an alteration to Co-op property. If approved, the replacement date must be coordinated with the Co-op Caretaker.

3. If a Member's fridge or stove is due for replacement through the Capital Plan, the Member can request to pay for an upgrade from the basic Co-op model. If the Member chooses this option, the fridge is still considered Co-op property, and there is no reimbursement due to the Member at the time of move out.

Move-out Procedure

4. Member purchased appliances are Member property and can be either sold to the incoming Member, sold privately, or moved out. Members are responsible for negotiating these arrangements themselves and must keep the Co-op Caretaker informed as this can affect move out requirements.