

## Section 9: Maintenance Committee Policy &amp; Procedures

**MAINTENANCE POLICY****(June 2005)**

A volunteer Maintenance Committee oversees the maintenance of Helen's Court Coop. A paid Maintenance Coordinator, under the direction of the Committee, carries out routine maintenance and coordinates other maintenance activities as needed. The committee meets once a month, reports to the Board once a month, and reports to members at least once a year. All residents of Helen's Court are welcome to participate.

**Chair:** The members of the committee elect the chair biannually. The chair serves as the Maintenance Committee representative on the Board.

**PURPOSE**

- To ensure the longterm physical stability and integrity of the Coop through responsible maintenance of the buildings, common areas, and grounds.
- To meet the property management obligations set out in the Operating Agreement between the Coop and Canada Mortgage and Housing Corporation (CMHC).

**DUTIES AND RESPONSIBILITIES OF THE COMMITTEE*****Coordination/implementation:***

1. Develop a plan to respond quickly and appropriately to maintenance emergencies.
2. With Maintenance Coordinator, conduct regular unit, building, and movein and moveout inspections and keep appropriate records.
3. Develop and implement an annual maintenance plan, including routine and preventative maintenance and special projects (in consultation with the Replacement Reserve Committee where appropriate).
4. Coordinate maintenance for movein and moveout as per coop policy.
5. Coordinate maintenance work with Maintenance Coordinator.
6. Delegate and coordinate volunteer tasks, including janitorial maintenance of grounds and

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common areas (excluding Common Room and gardens).

7. Hire and coordinate the activities of those individuals paid to clean the laundry, recycling, and garbage areas.

***Finance/planning:***

8. Monitor maintenance operating expenses regularly.
9. Work with the finance manager to develop the draft annual maintenance budget for approval at the annual general meeting.
10. Develop and implement a longterm maintenance plan.
11. Where appropriate, make recommendations to Replacement Reserve Committee for revisions to the coop replacement reserve plan.

***Policy implementation:***

12. Adhere to coop policy, procedures and budget when purchasing, tendering and issuing work orders, etc.
13. Administer maintenance related policies and make recommendations for revisions or new policies.

***Training:***

14. Provide training for maintenance committee members and educate members regarding coop maintenance.
15. Keep confidential all applicants' and members' personal information, except where that information is required by a committee member, the board or other committees to carry out their responsibilities. Each committee member will sign the confidentiality agreement.

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**UNIT MAINTENANCE POLICY**

**Purpose of the Policy:** To identify the responsibilities of members and the Coop in keeping units in good repair.

***Member responsibilities***

16. Units must be kept in a sufficient state of repair and cleanliness to make sure that there is no health or safety risk to members or undue financial risk to coop, and a reasonable life expectancy for capital items.
17. Members must immediately report damage or needed repairs in their unit.
18. Dishwashers must be installed by a licensed plumber, at the expense of the member.
19. Members are responsible for cleaning up after their animals. Cat owners must have a clean litter box in their unit.
20. Members are financially responsible for damages that result from the negligence of the member or of any person or animal for whom the member is responsible.
21. Members must make their units available for regularly scheduled inspections.
22. Members must obey municipal regulations regarding fire codes, emergency access, etc.
23. Members may not perform their own electrical, plumbing, gas, or other repair or renovation covered under the building code without consulting with the Maintenance Coordinator or Committee.

***Coop responsibilities***

24. Units will be maintained to ensure the health, safety and comfort of members.
  25. Appliances and furnishings supplied by the coop will be kept in working order and useable condition.
  26. The coop will use licensed professional tradespeople for necessary plumbing, electrical and other work as required by building codes.
  27. The coop will conduct inspections in accordance with the coop's unit inspection policies
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to identify and schedule necessary maintenance.

**PAINT AND ALTERATIONS (UNITS) POLICY**

**Purpose of the policy:** To maintain coop property and set out coop requirements for members who wish to paint or alter their units.

***Wall treatments***

28. Members must use paint types appropriate to the room (for example, specialized paint for bathroom and kitchen areas).
29. On moveout, the member will paint the unit at the member's expense.

***Minor alterations***

30. Members may attach pictures, paintings, shelving and other objects to the unit's interior. As required by the coop, members will be responsible for any repair or repainting resulting from installation or removal of minor alterations or improvements.

***Major alterations and structural changes***

31. Any major alterations or structural changes must comply with Replacement Reserve Committee Policy, and be approved by the Replacement Reserve Committee.

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**BUILDING AND EXTERIOR MAINTENANCE POLICY**

**Purpose of the policy:** To identify the responsibilities of members and the coop in keeping building exteriors and property in good repair, and to prolong the life of coop buildings and property through planning and routine and preventative maintenance.

***Member responsibilities***

32. Members must immediately report any building or property damage or needed repairs that may pose a health, safety, or financial risk to the coop.
33. Members are responsible for routine exterior maintenance of their unit including: sweeping sidewalks, stairwells and entrance ways, and keeping building foundations and accessible gutters free of plant growth and soil
34. Patios, balconies, decks, and parking areas must be kept clean and tidy.
35. Garbage and recycling must be stored and disposed of as defined in the maintenance procedures.
36. Members must obey municipal regulations regarding fire codes, emergency access, etc.

***Coop responsibilities***

37. Coop buildings and property must be kept in a sufficient state of upkeep and repair to make sure that there is no health or safety risk to people or undue financial risk to the coop, and a reasonable life expectancy for buildings and coop property
  38. Coop tools and equipment will be kept in working order and useable condition.
  39. The coop will clean, paint, maintain, repair or replace coop property and building exterior items to comply with the coop maintenance and replacement reserve plan schedules, and to ensure the health and safety of the coop.
  40. The coop will establish and follow a regular schedule of inspection and preventative maintenance routines for major building components, machinery and fire protection equipment.
  41. The coop will use licensed professional trades people for necessary plumbing, electrical and other work as required by building codes.
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42. The coop will conduct coop property and building exterior inspections, at least annually, to identify and schedule necessary maintenance.

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**ANNUAL UNIT INSPECTIONS POLICY****Purpose of the policy:**

- To set up consistent, standardized unit inspections
  - To identify and complete maintenance needed to keep units in good repair and marketable
  - To gather the information necessary to help prepare the annual maintenance plan and budget, and to provide guidance to the Replacement Reserve Committee regarding the capital replacement plan and funding of the coop replacement reserves.
43. Units will be inspected annually.
  44. Each inspection team will be made up of the Maintenance Coordinator and one member of the Maintenance Committee.
  45. The coop will provide at least two weeks' notice prior to unit inspection.
  46. The coop will make reasonable effort to conduct inspections at a time convenient to the member and with the member present.
  47. Members may request that a unit inspection be done in their absence. They must provide written permission to the coop with the purpose, date and time of access specified.
  48. If a member fails to respond to two attempts to schedule a unit inspection, the board will give 24 hours' written notice that access is required. The coop will inspect the unit at the date and time specified in the notice.
  49. The coop will provide the member with a copy of their completed unit inspection form and an itemized list and timeline showing maintenance responsibilities of the member and/or the coop.
  50. The member must sign the inspection form and the itemized list and timeline to indicate that the member concurs with the assessed condition of the unit and the member and/or coop responsibilities at the time of inspection. In case of disagreement, the member may appeal to the Board.
  51. The Maintenance Committee will verify that all work required is completed according to the time lines established.
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**UNIT INSPECTIONS (MOVEIN AND MOVEOUT) POLICY****Purpose of the policy:**

- To make sure units are in good condition on moveout
  - To assess and schedule necessary maintenance including cleaning, repairs, changes, alterations and restorations
  - To identify who is responsible for maintenance work and related costs.
52. The coop will conduct a minimum of two moveout inspections. The first unit inspection will take place within seven days after a member gives notice.
  53. The inspection team will be made up of the Maintenance Coordinator and one member of the Maintenance Committee.
  54. The coop will make reasonable effort to conduct moveout inspections at a time convenient to the member, and with the member present.
  55. Members may request that a moveout inspection be done in their absence. They must provide written permission to the coop with the purpose, date and time of access specified.
  56. If a member fails to respond to two attempts to schedule a unit inspection, the board will give 24 hours' written notice that access is required. The coop will inspect the unit at the date and time specified in the notice.
  57. Within two days of the first unit inspection, the coop will give the member a written list of cleaning, repairs, changes, alterations and restorations for which the member is responsible. The coop will set time lines for work completion, which will be at least seven days before moveout.
  58. Within two days of the first unit inspection, the Maintenance Coordinator will be provided with a written list of work the coop must do. Time lines for work completion will be set.
  59. A final unit inspection will be done at the deadline for completion date (seven days before moveout) to check the condition of the unit and assess whether satisfactory work has been done by the member and coop as identified in the inspection report and outlined in the written list.
  60. The coop will not charge a member for the replacement or repair of items which are at the
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end of normal useful life, regardless of condition at moveout, and reasonable wear and tear.

61. The coop will charge a member for unit damage caused by negligence and/or wilful damage.
62. Carpets must be cleaned by an approved professional carpetcleaning firm on moveout and receipts must be submitted to the coop for verification. The coop will have the carpets cleaned professionally at the member's expense if either of these conditions is not met.
63. An outgoing member must sign the final inspection form to indicate that they concur with the assessed condition of the unit at the time of moveout.
64. An incoming member must sign an inspection form to indicate that they concur with the assessed condition of the unit at the time of movein.
65. Upon moveout, the coop will give the outgoing member a written schedule of estimated charges for cleaning, repairs, changes, alterations and restorations not carried out, as soon as practical after vacating the unit. The total charges shall be due and payable immediately on written notice to the member and may be deducted from the member share.
66. A member may appeal disagreements to the board.

NOTE: This policy must not be in conflict with the coop's Rules and Occupancy Agreement. Sections 10 and 11 of the Occupancy Agreement cover a number of issues related to this policy.

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**KEYS AND LOCKS POLICY**

**Purpose of the policy:** To protect member and coop property through the control of unit and building access and the issuing of keys.

67. The coop will provide each unit with one set of keys to the unit. Additional copies are the responsibility of the member.
  68. The coop will provide each unit with one mailbox key.
  69. The coop will provide each unit with one key to: the coop's laundry room, garage, and storage room.
  70. The coop will provide a remote garage door opener to each member with a parking spot.
  71. Four master keys will be cut, signed out and issued in the coop as follows:
    - One master key will be kept in a secured location in the coop office, and
    - One master key will be provided to each of two designated members, and
    - One master key will be provided to the maintenance coordinator.
  72. The master key may be used by designated members only to:
    - Access units in an emergency
    - Admit members and residents to their own unit, and
    - Access a unit for repair or inspection with the consent of the member.
  73. A member may not change or add unit door locks without notifying the Maintenance Coordinator. New locks must be keyed to the master key.
  74. A member must immediately report the loss of any coop key to the Maintenance Coordinator and may be charged for additional sets of keys.
  75. A member must immediately report the loss of a remote garage door opener to the Maintenance Coordinator and will be charged for a replacement remote garage door opener.
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