

Helen's Court Co-op Handbook
Section 09. **Maintenance Committee**



A volunteer Maintenance Committee (“the Committee”) oversees the maintenance of Helen’s Court Co-op (“the Co-op”). A paid Maintenance Manager and a paid Handyperson, under the direction of the Committee, carry out routine maintenance and coordinate 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 Co-op members (“members”) are welcome to participate.

Chair: The members of the Committee elect the chair every two years.

Board Representative: At least one member of the Committee will serve as a representative on the Board.

COMMITTEE PURPOSE

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

DUTIES AND RESPONSIBILITIES

Coordination and Implementation:

- Coordinate maintenance work with the Maintenance Manager and Handyperson.
- Delegate and coordinate volunteer tasks, including janitorial maintenance of grounds and common areas (excluding Common Room and gardens).
- Hire and coordinate the activities of those individuals paid to clean common areas.
- Facilitate regular unit, building, and move-in and move-out inspections.
- Develop a plan to respond quickly and appropriately to maintenance emergencies.
- Coordinate maintenance for move-in and move-out.
- Develop and implement an annual maintenance plan, including routine and preventative maintenance and special projects.
- Develop and implement a long-term maintenance plan.

Finance and planning:

- Work with the Finance Manager to develop the draft annual maintenance budget for approval at the annual general meeting.
- Monitor maintenance operating expenses regularly.
- Recommend revisions to the Co-op capital plan, to the Board.

Policy Implementation

- Adhere to Co-op procedures and budget when purchasing, tendering and issuing work orders, etc.
- Administer maintenance related policies and make recommendations for revisions or new policies.

Training

- Provide training for Maintenance Committee members and educate members regarding Co-op maintenance.

Confidentiality

- 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 a confidentiality agreement.

UNIT MAINTENANCE POLICY

Purpose: To identify the responsibilities of members and the Co-op in keeping units in good repair.

Member responsibilities:

- Members must keep their units in a sufficient state of repair and cleanliness to make sure that there are no health, safety, or undue financial risks to Co-op, and to ensure a reasonable life expectancy for capital items.
- Members must immediately report damage or needed repairs in their unit.
- Dishwashers must be installed by a licensed plumber, at the expense of the member.
- Members are responsible for cleaning up after their animals both within their units and in

common areas. Cat owners must have a clean litter box in their unit.

- 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.
- Members must make their units available for regularly scheduled inspections.
- Members must obey regulations regarding fire codes, emergency access, etc.
- Members may not perform any electrical, plumbing, gas, or other repair or renovation covered under the building code without consulting with the Maintenance Manager and Committee.

Co-op responsibilities:

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

BUILDING AND EXTERIOR MAINTENANCE POLICY

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

Member responsibilities:

- Members must immediately report any building or property damage or needed repairs that may pose a health, safety, or financial risk to the Co-op.
- 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.
- Members must keep patios, balconies, decks, and parking areas clean and tidy.
- Members must ensure garbage and recycling are stored and disposed of using the appropriate bins.
- Members must obey regulations regarding fire codes, emergency access, etc.

Co-op responsibilities:

- The Co-op will ensure buildings and property are 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 Co-op, and to ensure a reasonable life expectancy for buildings and Co-op property.
- The Co-op will ensure tools and equipment are kept in working order and useable condition.
- The Co-op will clean, paint, maintain, repair or replace exterior Co-op property and building items to comply with the Co-op maintenance and capital plan schedules, in consultation with the Exterior Design subcommittee, to ensure the health and safety of the Co-op and the continuity of design.
- The Co-op will establish and follow a regular schedule of inspection and preventative maintenance routines for major building components, machinery and fire protection equipment.
- The Co-op will use licensed professional trades people for necessary plumbing, electrical and other work as required by building codes.
- The Co-op will conduct Co-op property and building exterior inspections, at least annually, to identify and schedule necessary maintenance.

ANNUAL UNIT INSPECTIONS POLICY

Purpose: To identify the responsibilities of members and the Co-op regarding annual unit inspections.

Member responsibilities:

- Members must provide access to their unit for unit inspections. 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 Co-op will inspect the unit at the date and time specified in the notice.
- Members may request that a unit inspection be done in their absence. They must provide written permission to the Co-op with the purpose, date and time of access specified.

Co-op responsibilities:

- The Co-op will arrange consistent and standardized unit inspections annually.
- The Co-op will provide an inspection team to conduct inspections, made up of either an external inspection company and/or the Maintenance Manager and the Handyperson.
- The Co-op will provide at least two weeks' notice prior to unit inspection.
- The Co-op will identify and complete maintenance needed to keep units in good repair and marketable.

- The Co-op will gather the information necessary to help prepare the annual maintenance plan and budget, and to provide guidance regarding the capital replacement plan and funding of the Co-op replacement reserves.
- The Co-op will make reasonable effort to conduct inspections at a time convenient to the member and with the member present.
- The Co-op will, at the request of the member, provide the member with a copy of their completed unit inspection form and an itemized list showing maintenance responsibilities of the member and/or the Co-op.
- The Co-op will verify that all work required is completed.

MOVE-IN AND MOVE-OUT POLICY

Purpose: To identify the responsibilities of members and the Co-op with respect to move-in and move-out.

NOTE: This policy must not be in conflict with the Co-op's *Rules and Occupancy Agreement*. Sections 10 and 11 of the *Occupancy Agreement* cover several issues related to this policy.

Member Responsibilities:

- Members will provide access to their unit for move-out inspections. 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 Co-op will inspect the unit at the date and time specified in the notice.
- Members may request that a move-out inspection be done in their absence. They must provide written permission to the Co-op with the purpose, date and time of access specified.
- Members will complete cleaning, repairs, changes, alterations and restorations, as directed by the Committee, for which the member is responsible.
- Members will comply with the Painting and Alteration Policy.
- Members must arrange for carpets to be cleaned by an approved professional carpet cleaning firm on move-out and receipts must be submitted to the Co-op for verification. The Co-op will have the carpets cleaned professionally at the member's expense these conditions are not met.
- Outgoing members must sign the final inspection form to indicate that they agree with the assessed condition of the unit at the time of move-out.
- Incoming members must sign an inspection form to indicate that they agree with the assessed condition of the unit at the time of move-in.

- Members may appeal disagreements to the Board.

Co-op Responsibilities:

- The Co-op will provide a move-in move-out inspection team, made up of at least one member of the Maintenance Committee and one member of the Membership Committee. The Maintenance Manager and Handyperson may participate at their discretion.
- The Co-op will conduct a minimum of two move-out inspections. The first unit inspection must take place within seven days after a member gives notice.
- The Co-op will make reasonable effort to conduct move-out inspections at a time convenient to the member, and with the member present.
- Within two days of the first unit inspection, the Co-op will complete an inspection report and give the member a written list of cleaning, repairs, changes, alterations and restorations for which the member is responsible. The Co-op will set deadlines for work completion, which will be at least seven days before move-out.
- Within two days of the first unit inspection, the Handyperson will be provided with a written list of work the Co-op must do. Deadlines for work completion will be set.
- A final unit inspection will be done at the deadline for completion date (approximately seven days before move-out) to check the condition of the unit and assess whether satisfactory work has been done by the member and Co-op as identified in the inspection report and outlined in the written list.
- The Co-op will not charge a member for the replacement or repair of items which are at the end of normal useful life, regardless of condition at move-out, and reasonable wear and tear.
- The Co-op will charge members for unit damage caused by negligence and/or willful damage.
- Upon move-out, as necessary, the Co-op will give the outgoing member a written schedule of estimated charges for any outstanding 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.

KEYS AND LOCKS POLICY

Purpose: To identify the responsibilities of members and the Co-op through the control of unit and building access and the issuing of keys.

Member Responsibilities:

- Members will not rekey or add unit door locks without notifying the Maintenance

Manager. New locks must be keyed to the master key.

- Members who wish to electively rekey the lock on their unit door must do so at their own expense. New locks must be keyed to the master key.
- Members must immediately report the loss of any Co-op key to the Maintenance Manager and may be charged for additional sets of keys.
- Members must immediately report the loss of a remote garage door opener to the Maintenance Manager and will be charged for a replacement remote garage door opener.

Co-op Responsibilities:

- The Co-op will provide each unit with one set of keys to the unit. Additional copies are the responsibility of the member.
- The Co-op will provide each unit with one mailbox key.
- The Co-op will provide each unit with one key to: the Co-op's laundry room, dumpster, and garage.
- The Co-op will provide one remote garage door opener, at no cost, to each unit, at the member's request. Extra garage remote openers will be provided at the member's expense.
- Master keys will be cut, signed out and issued in the Co-op as follows: one master key will be kept in a secured location in the Co-op office, one master key will be issued to the Maintenance Manager, one master key will be issued to the Handyperson, and any remaining master keys will be held by Board members. A current record of master key holders by name will be maintained by the Committee.
- The master key may be used by designated key holders only to access units in an emergency (including but not limited to fire, flood, emergency responder access, etc.), admit members and residents to their own unit, and access a unit for repair or inspection after appropriate notice and with the consent of the member.

PAINTING AND ALTERATION POLICY

Purpose: To set out the requirements for painting and unit alterations.

Interior Painting:

- Prior to move-in, the Co-op will paint the interior walls of the unit a neutral shade of white, at the Co-op's expense, unless the move-in/move-out inspection team determines the paint at time of move-out is in excellent condition. If the member moving in wishes to paint the unit a custom colour, the coordination, and any additional labour and paint costs associated with the custom colour(s) will be incurred by the member moving in, not the Co-op.

- Any subsequent interior painting after move-in is the member's responsibility.
- Members must use paint types appropriate to the room (for example specialized paint for bathroom and kitchen areas).
- The Co-op recognizes that there will be members who wish to paint their units but are not able to due to significant financial limitations. The Co-op will consider, on a case-by-case basis, providing Co-op approved paint and painting supplies to these members no more often than once every ten years. Should the member face financial and physical limitations, the Co-op will also pay for the required labour. This opportunity is dependent on money being available in the Committee budget and sufficient proof of need. To avail themselves of this opportunity, members should approach the Committee.
- Prior to move-out, members must prime walls that are painted a dark colour at their own expense.

Minor alterations:

- Members may attach removable pictures, wallpaper, paintings, shelving and other objects to the unit's interior.
- Members may change light fixtures and switches at their own expense, however, to ensure a standard of quality of work and safety, all lighting fixtures and switches must be installed by the Handy person or a delegate trade at the expense of the Co-op.
- Members are responsible for removal, any repair, priming and/ or repainting resulting from installation or removal of pictures, wallpaper, paintings, shelving and other minor alternations.

Major alterations and structural changes:

- Any major alterations or structural changes must be approved by the Maintenance Committee
- Members may not perform any electrical, plumbing, gas or other repair or renovation covered under the building code without consulting with the Maintenance Manager and/or the Maintenance Committee.

COMMUNITY BUILD AND PROJECT MANAGEMENT POLICY

Purpose: to describe the principles used by the Committee when deciding whether to engage a member(s) in significant maintenance projects.

From time to time, the Committee facilitates maintenance-related repairs or projects that are beyond the scope that of the Maintenance Manager or Handy person. For such repairs or projects, the Committee may consider engaging a member(s) to complete the work on a volunteer basis (such as for "project management" or a "community build"). The Committee will consider each project on a case-by-case basis and use the following principles when considering engaging a member(s) for such repairs or projects.

- Availability, reliability, skills and previous experience of the member(s).
- Scope of repair/project.
- Liability issues and risks specific to the repair/project.
- Applicability of the Co-op's liability insurance and WorkSafe coverage.
- Warranty requirements.
- Relevant building codes and/or safety standards to be met.
- Cost, if any.
- Conflict of interest, financial or other.

Any decision made by the Committee to engage in a community build must be ratified by the Board.

APPLIANCE, PLUMBING FIXTURE AND FLOORING UPGRADE POLICY

Purpose: To identify the responsibilities of members and the Co-op when members wish to upgrade co-op issued appliances, plumbing fixtures and flooring.

As appliances, plumbing fixtures and flooring are replaced at the Co-op, the Co-op aims to match or exceed the specifications of the original appliances, plumbing fixtures and flooring. The Maintenance Manager and/or Committee, in consultation with the Beautiful Things Subcommittee will choose new items based on current availability, cost and quality. Members will be offered the opportunity to upgrade new appliances, fixtures and/or flooring in their unit at their own cost prior to Co-op purchasing. Members may also request to upgrade appliances, plumbing fixtures and/or flooring in their units, at their own cost, at any time.

If members wish to upgrade appliances, plumbing fixtures and/or flooring supplied to their units they may do so, provided:

- They get prior approval from the Committee, to ensure overall conformity of design and quality. The Committee will consider each request on a case-by-case basis. In the event of a dispute between the member and the Committee, the member may appeal to the Board.
- They pay the difference in actual costs (materials and labour) between what they would like and what the Co-op will provide.
- In the case of upgraded flooring, they agree that the upgraded item remains the property of the Co-op on member's move-out.
- In the case of an upgraded appliance or fixture, they agree that the upgraded item remains the property of the Co-op on member's move-out OR that they will remove the upgraded item and replace it with a new model or fixture, commensurate with what would be installed by the Co-op, as directed by the Committee, at the member's expense.

On move-out, the Co-op will accept alterations made to the unit (i.e.: the unit does not have to be returned to original condition), provided:

- Permission for the changes made had been previously given by the Board; or
- The Board considers the changes made to be improvements to the unit's original condition; and
- Alterations have not changed the number of bedrooms in the unit.

Otherwise, the unit must be returned to its original condition at the member's expense.

FLOORING POLICY

Purpose: To identify and provide rationale for the Co-op's flooring standards.

When the Co-op was built in 1984, carpet was installed in all bedrooms, hallways, staircases, and living/dining areas. Black/gray and white linoleum tiles were installed in all kitchens, bathrooms, front door entryways, hot water tank storage closets and laundry closets. Attic floors in the upper units were unfinished.

Over time, flooring within each unit has been replaced on an ad-hoc basis: by the Co-op due to product lifespan, and by members for reasons of choice. As a result, every unit has a different combination of original and new flooring, including but not limited to carpet, linoleum, ceramic tile, laminate, vinyl, hardwood, and polished concrete.

It was long practiced that floors located directly above other units must be carpeted to minimize sound transfer. However, a 2022 analysis between upper and lower units concluded that sound transfer on the North side of the Co-op was similar between those with carpet, and those with vinyl plank and special underlay installed. Unfortunately, sound transfer between upper and lower units on the South side of the Co-op was much more pronounced in those where vinyl plank and special underlay were installed, when compared to carpet. It is thought that this discrepancy in sound transfer is due to different joist and room configuration in the North vs. South units.

Policy: All flooring materials are selected and/or approved by the Co-op.

As flooring is replaced at the Co-op, the Co-op aims to (in order):

- match or exceed the specifications of what was originally installed;
- ensure fiscal responsibility;
- minimize water damage to flooring in susceptible areas;
- minimize noise transfer between upper and lower units;
- maximize practicality and lifespan of flooring in entryways; and
- recognize members' personal and aesthetic flooring choices.

Approved Flooring for Lower Units (All):

- Carpet in dining/living areas, bedrooms, hallways and stairs.
- Vinyl plank in all entryways and ground floor rooms with doors to the outside.
- Vinyl tile or vinyl plank in bathrooms and kitchens.
- Members may upgrade carpeted areas to vinyl plank, laminate, or hardwood flooring and from vinyl tile/plank to ceramic tile or linoleum in bathrooms and kitchens, in accordance with the flooring upgrade policy.

Approved Flooring for Upper Units (South Side)

- Carpet in dining/living areas, bedrooms, hallways, and stairs.
- Vinyl tile or vinyl plank in kitchens, bathrooms, and front entryways.
- Members may upgrade carpeted areas to vinyl plank, laminate or hardwood flooring in bedrooms, upper hallways, and all stairs, and from vinyl tile/plank to ceramic tile or linoleum in bathroom and kitchens, in accordance with the flooring upgrade policy.

Approved Flooring for Upper Units (North Side)

- Carpet in dining/living areas, bedrooms, hallways and stairs.
- Vinyl tile or plank in kitchens, bathrooms, and entryways.
- Members may upgrade carpeted areas to vinyl plank, laminate or hardwood flooring in dining/living areas, upper hallways, and stairs, and from vinyl plank to ceramic tile or linoleum in bathrooms and kitchens, in accordance with the flooring upgrade policy.
- Members may upgrade from carpet to vinyl plank in lower bedrooms and lower hallways so long as they agree to:

- install special sound-minimizing flooring underlay and flooring materials as specified by the Maintenance Committee;
- install area rugs and runners as directed by the Maintenance Committee;
- follow the flooring upgrade policy.

Approved Flooring for Stairs (all units)

- Members have a choice in the style of carpet installation, i.e., waterfall or French cap.
- Front entryway stairs are typically carpeted. Should a member wish to upgrade their front entryway stairs to vinyl plank, they may do so in accordance with the flooring upgrade policy.
- Members who receive subsidy who wish to upgrade their front entryway stairs may apply to the Maintenance Committee to have the cost of the upgrade partially or completely waived; approval will be contingent on the flooring budget available at the time.

Approved Flooring for Storage Closets and Atriums (all units)

- The Co-op does not routinely re-floor these areas.
- Atriums are considered outdoor spaces. They are susceptible to water issues and should only be floored with water resistant materials such as vinyl plank.