

OLD GRACE HOUSING CO-OPERATIVE

MAINTENANCE AND REPAIR POLICY

1. Purpose of this policy

To document the responsibilities of the co-operative and resident members for the maintenance and repair of the co-op's property. These responsibilities are outlined in Article 5 of the *OGHC Occupancy Rules*. More specific information is provided in this policy and related schedules.

2. Background

All residents of Old Grace Housing Co-operative share the costs of maintaining the co-op property. A carefully planned and well-managed maintenance program can reduce the need for emergency repairs which are likely to be costly and disruptive.

3. Administration

- a) The Maintenance Committee is a standing committee appointed by the board of directors to plan, implement and monitor the co-op's Maintenance Program, namely to:
- Provide advice to the board on maintenance and repair spending priorities or other matters which may be referred to it by the board;
 - Set goals and formulate policies concerning co-op maintenance and repair, suite renovation, and energy conservation. Recommend changes or additions to the policies when necessary;
 - In consultation with the contracted Property Manager, determine which activities must be assigned to co-op staff or outside contractors and which activities can feasibly be completed by co-op members;
 - Review the implementation of the Maintenance Program to ensure that procedures are effective. Recommend changes to procedures when necessary;
 - Plan and implement annual preventive maintenance activities such as suite inspections, interior and exterior building inspections, and regular inspections and servicing of all the co-op's mechanical and electrical systems;
 - Plan, implement and supervise maintenance and repair work, in coordination with the Property Manager;
 - Report monthly to the board of directors and on a regular basis to the co-op members;
 - Inform and educate residents about their maintenance and repair, and energy conservation responsibilities by:
 - assisting in the development of point-of-use guides for co-op equipment
 - contributing information to the Resident Handbook
 - providing information to residents on specific energy conservation or maintenance topics.
 - involving residents in system monitoring activities and preventive maintenance work.
- b) Complete terms of reference for the Maintenance Committee will be developed by the committee members and approved by the board of directors.
- c) The members, as residents, have responsibilities for maintenance of their own suites and the co-op property, which are detailed in *Schedule 1*.

- d) The members, as volunteers, will be called upon by the Maintenance Committee to participate in seasonal activities such as spring and fall clean-up and scheduled work days.

4. Maintenance and repair responsibilities

- a) The co-op is responsible for the routine maintenance, repair and improvement of the building' interior, exterior and grounds in order to:
- ensure that the buildings are structurally sound, safe and secure.
 - keep mechanical and electrical systems and appliances in good working order.
 - provide property-related services and facilities to meet the needs of members
 - maintain and enhance the attractive appearance of the property.
- b) To meet these objectives, the Maintenance Committee, in collaboration with the contracted Property Manager will arrange for:
1. All mechanical and electrical systems in the building to be monitored. Systems and equipment will be serviced according to recommended schedules.
 2. All building safety systems such as smoke and fire alarms to be tested according to recommended schedules. Any deficiencies identified will be corrected.
 3. Annual inspections of members' suites and move-in / move-out inspections. Any necessary repairs and/or suite repainting will be completed before new occupants move in.
 4. Regular inspection of all interior common areas, the exterior of the co-op property, and the site.
 5. Maintenance, repair or replacement of interior common area lights and building exterior lights.
 6. Maintenance, repair or replacement of locks and security systems throughout the building.
 7. Repairs to suite fixtures and fittings, as necessary. Repair work may be initiated by a member request, or identified during annual suite inspections.
 8. Maintenance, repair or replacement of all co-op owned equipment and appliances in residents' suites and in the common areas.
 9. Exterior cleaning of inaccessible suite windows and regular cleaning of common area windows (both interior and exterior surfaces).
 10. Scheduled repainting of suite interiors, interior common areas and the building exterior. Scheduled replacement of fixtures and fittings.
 11. Reviewing resident requests to supply their own appliances, in addition to, or in place of those provided in suites by the co-op. Approving acceptable models.
 12. Reviewing resident requests for renovations or additions to their suites or private outdoor spaces. Approving acceptable proposals and arranging for inspection of completed work.
 13. Implementing pest control measures in suites or in common areas, when necessary.
- c) To meet these objectives, resident members will:
1. Keep their suites clean and in general good repair
 2. Carry out minor repairs within their suites (such as replacing lightbulbs)
 3. Clean interior suite windows and screens
 4. Keep balconies free of rubbish, leaves, pooling water and snow build-up
 5. In winter, keep porches, front steps and walkways free of snow and ice

6. Promptly report their need for:
 - repairs to suite fixtures or appliances
 - pest control in their suite
 - assistance with annual cleaning tasks

Keeping suites in good repair is a task that involves both the Maintenance Committee and co-op residents. *Schedule 1* describes the division of maintenance responsibilities in more detail.

- d) Each resident member is liable for any damage to co-op property that is not considered to be normal wear and tear:
 - If a member damages co-op property, either accidentally, wilfully or through neglect, the member is responsible for repairing the item(s) to the co-op standard, as determined by the Maintenance Committee.
 - If co-op property is lost, or damaged beyond repair, the member is responsible for replacing the item(s), to the co-op standard, as determined by the Maintenance Committee.
 - The member will be held responsible for damage and loss to co-op property caused by any other member of his/her household, or by the members' guests, visitors, employees or anyone else permitted on the co-op grounds by the member. (*OGHC Occupancy Rules Article 5.1c*)
 - If members do not fulfill their maintenance and repair responsibilities in a timely manner, the co-op will do what is necessary to correct the situation. Members must pay all the costs incurred by the co-op in doing so. (*OGHC Occupancy Rules Article 5.1d*)

5. Maintenance equipment

- a) The Maintenance Committee will keep a supply of hand tools and other equipment for residents to use in maintaining their suites and private outdoor spaces.
- b) Equipment can be signed out by residents, who are responsible for returning the item promptly.

6. Emergency repairs

- a) Emergency repairs to co-op property may be required in order to:
 - protect residents from health or safety hazards
 - restore essential services
 - limit the extent of the property damage
- b) In the case of extreme emergencies (gas leak, fire, explosion, injury to any person), the resident should first call 911, and then follow the instructions for reporting emergencies to the Property Manager.
- c) In the case of flooding, equipment failure, electrical breakdown, or similar situations requiring urgent attention, the resident should follow the instructions for reporting urgent maintenance issues to the Property Manager.
- d) The Property Manager may contact the Maintenance Committee Chair, or on-call designate, for additional information regarding urgent maintenance requests. Once the situation is evaluated, a tradesperson will be called, if needed.
- e) No resident member may call a tradesperson on behalf of the co-op, unless explicitly authorized to do so. Members must pay the full cost of any unauthorized service calls they make.

7. Annual inspections

- a) Professional inspection of the co-op's building systems will be carried out according to the frequency recommended by the manufacturers and installers.
- b) The Maintenance Committee will inspect all suites and common areas (interior and exterior) each year to identify any maintenance problems, or fixtures and fittings in need of repair or replacement. Seasonal inspections may also be carried out, where appropriate.
- c) Suite inspections will be carried out by two members of the Maintenance Committee, and their findings documented using the *OGHC Suite Condition Report*. Each household will be given at least 48 hours' notice of the annual inspection visit.
- d) It is preferable, though not essential, for the resident member to be present. The member should point out or make note of any needed repairs in the suite, especially those that may not be immediately obvious to the inspection team.
- e) Within five (5) business days of the inspection visit, the Property Manager will provide the resident member with a copy of the completed report, listing the cleaning and repairs required (if any) to bring the suite up to a good condition. The report will identify what work will be carried out by the co-op and what work is required of the member.
- f) Upon written request, the Maintenance Committee will arrange for assistance with minor repairs that the member is unable to complete personally. This assistance will be provided at cost.
- g) The Property Manager will prepare work orders for each task to be performed by the co-op, arrange for the task to be done, and file the completed work orders in the Suite File.
- h) Unless there mitigating circumstances, all cleaning and repair work should be completed within six (6) weeks of the date the suite was inspected. Re-inspection of the suite may be required.

8. Annual preventive maintenance

- a) The Maintenance Committee will establish an annual preventive maintenance calendar for the co-op.
- b) Tasks may be carried out by hired professionals, Maintenance Committee members or by co-op volunteers, according to the skills, time and equipment required.

9. Maintenance requests & work orders

- a) Suite repairs that are required may be identified by residents themselves at any time, or by members of the co-op Maintenance Committee during annual suite inspections.
- b) Residents must fill out the *OGHC Maintenance Request Form* when requesting repairs to their suite. This form will be available in both electronic and paper format. Maintenance requests may be delivered to the Property Manager electronically, or dropped off at the co-op office.
- c) Maintenance requests will be prioritized by the Property Manager, in consultation with the Maintenance Committee, based on the following factors:
 - threat to the health or safety of suite occupants
 - inconvenience to suite occupants
 - potential to cause further damage within the suite
 - potential to cause damage to other suites, or to common areas
- d) If the work cannot be done, or cannot be done immediately, the Property Manager will inform the resident.

- e) Maintenance requests that require spending authority beyond that of the Property Manager, or that are too demanding in scope for the resources available, will be referred to the Maintenance Committee.
- f) The Property Manager, in consultation with the Maintenance Committee, is responsible for the management of work orders and ensuring that all related documentation is retained.
- g) A copy of every completed *OGHC Maintenance Request Form*, together with the related work orders and purchase orders, must go into the appropriate Suite File in the co-op office. Documents will be converted to electronic format for long-term storage.

10. Move-in responsibilities

- a) Within seven (7) days of move-in, a suite inspection will be carried out by two members of the Maintenance Committee, in the presence of the new resident. The resident will be held responsible for any damage to the suite and surrounding areas caused by third parties (moving company, relatives or friends of the member) during the move-in process.
- b) Any repair work that could not be completed by the co-op prior to move-in will be communicated to the incoming resident. The Maintenance Committee and resident will agree on a timetable for this work to be done.
- c) The suite inspection will be documented by filling out an *OGHC Suite Condition Report*. This will be signed by both the new resident and the co-op representative. A copy will be given to the resident, the original will be retained in the Suite File.

11. Move-out responsibilities

- a) An inspection of the resident's suite will be carried out by two members of the Maintenance Committee within fifteen (15) business days of the resident giving notice of withdrawal from the co-op. If possible, the resident should be present during the inspection.
- b) Within five (5) business day of the inspection, the Property Manager will provide the member with a copy of the completed *OGHC Suite Condition Report*, listing the cleaning and repairs required (if any) to bring the suite up to a good condition.
- c) The report will identify what work is required of the member, and what work is required of the co-op. In addition to the report, the Property Manager will provide a list of the co-op's charges for repairs and cleaning if the departing member chooses not to do the work personally. These charges will be deducted from the amount originally paid as the Member Share. If the co-op's repair work will require down-time, the Property Manager will arrange to have the work done as soon as the suite is vacated.
- d) As soon as the suite is empty, it will again be inspected (ideally by the same Maintenance Committee inspection team). The inspectors will determine if cleaning has been done adequately by the member. They will also assess any damage to the suite and surrounding areas caused by third parties (moving company, relatives or friends of the member) during the move-out process.
- e) The Property Manager will review all charges to be levied against the Member Share for cleaning and repairs and will supply the departed member with an itemized list of deductions. If the cost of cleaning and suite repairs exceeds the Member Share, this will be reported to the board of directors for further action.
- f) If the departing member agrees to moves out early to help the co-op manage a chain of moves without vacancy loss, and the member is therefore unable to complete all the cleaning and repairs required, the Property Manager will take account of this in determining any charges to be levied against the Member Shares.

SCHEDULE 1: SUITE MAINTENANCE – DIVISION OF RESPONSIBILITIES

The following list covers most components and situations but it is not exhaustive. Co-op policies and procedures may change over time, in which case this list will be updated.

ITEM	RESIDENT	OGHC
General		
Building structure	Report cracks, leaks or moisture problems.	Repair of any structural faults is the co-op's responsibility.
Walls and ceilings	Maintain adequate ventilation and air circulation to prevent condensation or mould. Touch up non-standard colour paint as desired.	Patch small nail holes, dents, scratches and scuffs resulting from normal wear and tear. Touch up with standard colour paint as necessary.
Vinyl plank flooring	Apply protective pads to furniture to protect the floor surface. Vacuum or sweep floor regularly to remove grit. Wash as required.	Replace flooring according to schedule.
Windows (including screens and sills)	Clean windows, screens, sills, tracks. Member is liable for torn screens and broken windows, if caused by suite occupants.	Clean window exteriors as scheduled. Replace deteriorated screens. Replace windows broken from external causes.
Entrance door (including hardware, lock, weather stripping)	Clean surface, inside and out. Report any problems with locking system.	Adjust door fit and closing mechanism. Repair or replace standard hardware as necessary.
Porch / balcony	Sweep off pooled water. Keep free of rubbish, leaves or snow.	Provide assistance if resident unable to sweep area.
Porch / balcony door	Clean glass and door surface. Member is liable for glass breakage caused by occupants.	Repair or replace standard hardware as necessary. Replace glass broken from external causes.
Retractable screen doors	Clean as needed. Member is liable for torn screens.	Repair or replace according to schedule, or as necessary.
Insects, mice or other pests in suite	Report to Property Manager immediately. Prepare suite for extermination services.	Engage exterminator, as per co-op's <i>Pest Control Policy</i> .
Electrical		
Electrical outlets, switches, cover plates	Avoid overloading outlets. Do not paint cover plates.	Repair or replace as necessary.
Circuit breaker box	Know location of breaker box. Keep this box accessible for inspection. Know how to reset a tripped breaker.	Show breaker box location, and how to reset a tripped breaker.
Telecommunications wiring box	Know location of box. Keep this box accessible for inspection.	Show wiring box location.
Lighting fixtures	Replace bulbs as necessary, using same size/type of bulb.	Repair or replace co-op standard lighting fixtures as necessary.

Smoke detectors	Report any malfunction eg beeping sound. Do not paint the cover.	Test according to schedule. Obtain supplies of batteries.
GFCI outlet	Know location of outlet and how to test it. Report any malfunction.	Show location and how to test. Repair or replace as necessary
Nu-air Heat Recovery Ventilator	Report any malfunction. Keep unit accessible for replacing filter, routine maintenance, or repair.	Clean internal filters according to schedule. Repair or replace unit as necessary
Ductwork filters	Report any malfunction. Keep locations accessible for replacing filters.	Replace filters according to schedule.
Emerson thermostat	Report malfunction. Do not paint. Do not attempt to repair.	Repair or replace as necessary
<i>Bathrooms</i>		
Water supply and drain pipes	Know location of shut-off valve. Keep area accessible for maintenance or repair. Keep drains clear of hair and debris. Report leaks and drainage problems immediately.	Show shut-off valve location. Repair water and drainage pipes as necessary.
Nu-air control	Use system to reduce humidity and avoid condensation. Report any malfunction.	Repair or replace as necessary.
Toilet	Know location of shut-off valve. Keep toilet clean and free of blockage. Report leaks or flushing problems immediately.	Show shut-off valve location. Repair or replace toilet flush mechanism as necessary.
Bath tub and stopper Shower stall	Keep tub or shower clean using non-abrasive products. Member is liable for water damage to floor.	Repair or replace as necessary or according to schedule.
Tub or shower surround, caulking.	Keep clean using non-abrasive products. Report any damaged or stained caulking.	Repair or replace as necessary, or according to schedule.
Faucets and shower-heads	Report leaks immediately.	Repair or replace standard fixtures as necessary.
Counter-top and basin	Keep clean. Member is liable for surface damage due to burns and cuts.	Repair or replace as necessary.
<i>Kitchen</i>		
Stove (co-op supplied)	Keep stove-top and oven clean. Replace oven light bulb when necessary. Report any malfunction.	Repair or replace according to schedule, or as necessary. Obtain supplies of light bulbs.
Fridge (co-op supplied)	Keep interior & exterior clean. Replace internal fittings if necessary. Replace interior light bulb when necessary. Report any malfunction.	Repair or replace fridge according to schedule, or as necessary. Obtain supplies of light bulbs.

Range-hood / microwave (co-op supplied)	Regularly clean grease from metal filters. Replace interior light bulb when necessary. Report any malfunction.	Repair or replace according to schedule, or as necessary. Obtain supplies of light bulbs.
Faucet	Report leaks immediately	Repair or replace as necessary.
Water supply and drain pipes	Know shut-off tap location. Keep area accessible for maintenance or repair. Report leaks immediately.	Show shut-off valve location. Repair leaking pipes as necessary.
Sink	Keep drain free of blockage. Report leaks or drainage problems immediately.	Repair or replace as necessary.
Cabinets and counter-tops	Keep clean. Use a chopping board to protect surface when preparing food. Member is liable for surface damage due to cuts and burns.	Repair or replace as necessary.
Dishwasher (member supplied)	Ensure proper installation, maintenance and repair. Member is liable for water damage to floor.	Inspect initial installation.
Washer/dryer (member supplied)	Ensure proper installation, maintenance and repair. Member is liable for water damage to floor.	Inspect initial installation.