

# OLD GRACE HOUSING CO-OPERATIVE

## MAINTENANCE AND REPAIR POLICY

### Contents

1. Background and purpose
  2. Administration
  3. Division of maintenance responsibilities
  4. Maintenance equipment
  5. Emergency repairs
  6. Suite maintenance requests
  7. Common area maintenance requests
  8. Annual suite inspections
  9. Move-out responsibilities
  10. Move-in responsibilities
- Schedule 1: Member's and Co-op's Responsibilities**

### 1. Background and purpose

- a) All members of Old Grace Housing Co-operative share the costs of, and responsibility for, 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 both costly and disruptive.
- b) The co-op's maintenance program involves inspection, maintenance, repair and improvement of the two buildings' interiors, exteriors and grounds in order to:
  - i. ensure that the buildings are structurally sound, safe and secure;
  - ii. keep mechanical and electrical systems and appliances in good working order;
  - iii. provide property-related services and facilities to meet the needs of members;
  - iv. maintain and enhance the appearance of the properties;
  - v. present the co-op as an attractive, well-maintained housing option to potential members.
- c) This policy documents the responsibilities of the co-op and co-op 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 in the attached *Schedule 1*.

### 2. 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. Its key tasks are to:
  1. Provide advice to the board on maintenance and repair spending priorities or other matters which may be referred to it by the board;
  2. Set goals and formulate policies concerning co-op maintenance and repair, suite renovation, and energy conservation. It will also recommend changes or additions to the policies when necessary.
  3. 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;

4. Review the implementation of the maintenance program to ensure that procedures are effective. Recommend changes to procedures when necessary;
5. 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;
6. Plan, implement and supervise maintenance and repair work, in coordination with the Property Manager;
7. Follow the Maintenance Committee Terms of Reference, as approved by the board of directors. Report monthly to the board of directors and on a regular basis to co-op members;
8. Inform and educate co-op members about their maintenance, repair and energy conservation responsibilities by:
  - i. assisting in the development of point-of-use guides for co-op equipment
  - ii. contributing "how-to" information for members on the co-op website
  - iii. providing information on specific energy conservation or maintenance topics.
  - iv. involving members in system monitoring activities and preventive maintenance work.
- b) Co-op members, as residents, are responsible for maintenance of their own suites and the co-op property.
- c) Co-op 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.

### **3. Division of maintenance responsibilities**

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

#### **a) *Maintenance Committee responsibilities***

To meet the maintenance program 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 detectors 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 building exterior, 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 members' suites and in the common areas.
9. Implementation of pest control measures in suites or in common areas, when necessary.
10. Exterior cleaning of inaccessible suite windows and regular cleaning of common area windows (both interior and exterior surfaces).
11. Scheduled repainting of suite interiors, interior common areas and the building exterior. Scheduled replacement of fixtures and fittings.

12. Review of member requests to supply their own appliances, in addition to, or in place of those provided in suites by the co-op. Approve models with acceptable energy-efficiency (see *OGHC Alterations and Improvements Policy*).
13. Review of member requests for renovations or additions to their suites or private outdoor spaces. (see *OGHC Alterations and Improvements Policy*).

b) **Member responsibilities**

To meet the maintenance program objectives, members will:

1. Keep their suites clean and in general good repair.
2. Maintain purchased appliances (washers, dryers, dishwashers) and repair these, when necessary.
3. Clean interior suite windows and screens, and exterior windows accessible from a balcony or porch.
4. Keep balconies free of rubbish, leaves, pooling water and snow build-up
5. In winter, keep porches and front steps free of snow and ice
6. Promptly report their need for:
  - i. repairs to suite fixtures or co-op supplied appliances
  - ii. pest control in their suite
  - iii. assistance with annual cleaning tasks

c) **Member liability**

1. Each member is liable for any damage to co-op property that is not considered to be normal wear and tear. The member will also be held responsible for damage and loss to co-op property caused by another member of their household, or by the member's guests, visitors or employees.
2. 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.
3. If members do not fulfill their maintenance and repair responsibilities in a timely manner, the Maintenance Committee will arrange to correct the situation. Members must pay all the costs incurred by the co-op in doing so.

#### 4. Maintenance equipment

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

#### 5. Emergency repairs

- a) Emergency repairs to co-op property may be required in order to:
  - i. protect members from health or safety hazards
  - ii. restore essential services
  - iii. limit the extent of the property damage
- b) In the case of flooding, equipment failure, electrical breakdown, or similar situations requiring urgent attention, the member should telephone the property management company's 24-hour emergency service. Each suite has been provided with the telephone number on a fridge magnet.

- c) In the case of extreme emergencies (gas leak, fire, explosion, injury to any person), the member should first call 911 for assistance, then telephone the property management company's 24-hour emergency service.
- 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 co-op 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.

## **6. Suite maintenance requests**

- a) Members should submit requests for suite maintenance, repairs and pest control to the contracted property management company, using the online form provided. During business hours, request can also be made by phone.
- b) Maintenance requests from members will be prioritized by the Property Manager, in consultation with the co-op Maintenance Committee, based on the following factors:
  - i. threat to the health or safety of suite occupants
  - ii. potential to cause further damage within the suite, to adjacent suites, or to common areas
  - iii. inconvenience to suite occupants
- c) If the work cannot be done, or cannot be done within a reasonable timeframe, the Property Manager will inform both the Maintenance Committee and the member as soon as possible.
- d) The Property Manager, in consultation with the Maintenance Committee, is responsible for obtaining quotes, managing work orders and ensuring that invoices and all related documentation are retained.
- e) Maintenance requests that require spending authority beyond that of the Property Manager will be referred to the co-op Finance Committee by the Chair of the Maintenance Committee for approval.

## **7. Common area maintenance requests**

- a) Members should report common area maintenance and repair problems to the Property Manager, using the same online form, but adding information about the common area location.
- b) Common area maintenance requests will be prioritized by the Maintenance Committee, in consultation with the Property Manager, based on the following factors:
  - i. threat to the health, safety or security of building occupants
  - ii. potential to cause further damage to adjacent common areas
- c) If the work cannot be done, or cannot be done within a reasonable timeframe, the Property Manager will inform both the Maintenance Committee and the member as soon as possible.

## **8. Annual suite inspections**

- a) The Maintenance Committee will arrange for an inspection of all suites 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 necessary.
- b) Suite inspections will be carried out by property management staff accompanied by a member of the Maintenance Committee, and all findings documented.

- c) Since members themselves are most familiar with the condition of their suites, they will be asked to make note of any problems or concerns in advance of the inspection (using the *Suite Self-inspection Form* or a similar tool).
- d) Each household will be given at least 48 hours' notice of the annual inspection visit. If the member cannot be present, the member should leave the completed *Suite Self-inspection Form* on the kitchen counter.
- e) The Property Manager will provide the member with a copy of the completed report within six (6) weeks of the inspection, listing the cleaning and repairs required (if any) to bring the suite up to a good condition. The report will identify the work to be carried out by the co-op and the work required of the member.
- f) Whenever possible, the Maintenance Committee will group service calls of the same type to save the co-op time and money. The Property Manager will prepare work orders for all tasks to be performed by the co-op.
- g) Upon written request from a member, the Maintenance Committee can arrange for assistance with cleaning or minor repairs that the member is unable to carry out. This assistance will be provided at cost.
- h) Unless there are mitigating circumstances, all remedial cleaning and repair work should be completed within six (6) weeks of the date the member received the suite inspection report. Re-inspection of the suite may be required.

#### **9. Move-out responsibilities**

- a) Two members of the Maintenance Committee will inspect the member's suite within fifteen (15) business days of the member giving a written *Notice of Withdrawal*. The member (or the member's representative) must be present during the inspection.
- b) Findings will be noted on the *OGHC Suite Condition Report* which will be signed by both the member (member's representative) and one member of the Maintenance Committee.
- c) A copy of the inspection report will be provided, indicating the cleaning and repairs required (if any) to bring the suite up to a good condition.
- d) If requested, the Property Manager will provide an estimate of the cost of any repair work needed and the estimated charge for complete suite cleaning if the departing member chooses not to do this work personally. These charges will be deducted from the amount originally paid as the Member Shares.
- e) After the suite is empty, the Maintenance Committee will determine if it was adequately cleaned.
- f) If the repair work needed will prevent a new occupant moving into the suite, the Property Manager will arrange to have the work done as soon as the suite is vacated. The Property Manager will arrange for the suite entry door locks to be rekeyed.
- g) If the departing member agrees to move out before their 90-day notice expires, 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 the charges to be levied against the Member Shares.
- h) The Property Manager will provide the departed member with an itemized list of deductions from their Member Shares. If the cost of remedial cleaning and repair exceeds the value of the Member Shares, the Property Manager will report this to the board of directors for further action.

**10. Move-in responsibilities**

- a) Information about any repair work that could not be completed, prior to move-in, will be communicated to the new member by the chair of the Maintenance Committee. The Maintenance Committee and new member will agree on a timetable for this work to be carried out.
- b) Within fifteen (15) business days of move-in, a suite inspection will be carried out by a member of the Maintenance Committee, in the presence of the new member.
- c) The suite inspection will be documented on an *OGHC Suite Condition Report*. This will be signed by both the new member and the Maintenance Committee representative.
- d) A copy of the report will be given to the member. The original will be scanned and retained by the Property Manager.

### SCHEDULE 1: MEMBER'S AND CO-OP'S 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	MEMBER	OGHC
<b>General</b>		
Building structure	Report cracks, leaks or moisture problems.	Repair of any structural faults is the co-op's responsibility.
Walls and ceilings	Clean marks from walls. 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.
Baseboards Interior doors, door frames	Dust baseboards. Clean scuff marks from baseboards, doors and frames.	Repaint according to schedule.
Vinyl plank flooring	Apply protective pads to furniture to protect floor surface. Vacuum or sweep floors regularly to remove grit. Wash as required.	Replace flooring according to schedule.
Windows (including screens and sills)	Clean window interiors, sills, screens, and tracks. Clean window exteriors if accessible from porch or balcony. Member is liable for torn screens and broken windows, if caused by suite occupants.	Clean inaccessible 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	In winter, keep free of snow to prevent seepage to suite below. At other times, clean off rubbish, leaves and pooled water.	Arrange assistance if resident unable to sweep area or clear snowfall.
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	Keep sill and track free of grit. Clean screen surface as necessary. 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. Block entry points, if found.
<b>Electrical</b>		
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 (co-op supplied)	Report burnt-out bulbs or any malfunction.	Repair or replace co-op standard lighting fixtures as necessary.
Smoke detectors	Report beeping sounds to the Maintenance Committee. Do not paint the cover.	Test annually. Maintain 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
<b>Bathrooms</b>		
Water supply and drain pipes	Know location of shut-off valve. Keep area accessible for maintenance or repair. 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 according to schedule or 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. Replace fixture according to schedule.
Bath tub or shower stall Tub or shower surround	Keep surfaces clean using non-abrasive products. Report damaged or stained caulking.	Caulk as necessary. Repair or replace fixture according to schedule.
Shower stall	Use a full-length shower curtain. Mop up any water on floor. Member is liable for water damage to sub-floor or baseboard.	Repair or replace fixture according to schedule.
Faucets and shower-heads (co-op supplied)	Report leaks immediately.	Repair or replace standard fixtures as necessary.
Counter-top and basin	Keep drain clear of hair and debris. Keep basin surface clean using non-abrasive products. Member is liable for damage to counter-top from cuts, burns or chemicals.	Clean blocked drains when necessary. Repair or replace fixture according to schedule.

<b><i>Kitchen</i></b>		
Stove (co-op supplied)	Keep stove-top and oven clean. Report appliance malfunction.	Maintain supplies of oven light bulbs. Repair or replace appliance according to schedule, or as necessary.
Fridge (co-op supplied)	Keep interior & exterior clean. Replace internal fittings if necessary. Report appliance malfunction.	Maintain supplies of light bulbs. Repair or replace fridge according to schedule, or as necessary.
Range-hood / microwave (co-op supplied)	Regularly clean grease from metal filters. Keep interior of microwave clean. Report appliance malfunction.	Maintain supplies of light bulbs. Repair or replace appliance according to schedule, or as necessary.
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.	Clean blocked drains when necessary. Repair or replace sink according to schedule, or 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, burns or chemicals.	Repair or replace as necessary.
Dishwasher (member supplied)	Ensure professional installation. Arrange and pay for service calls when needed. Member is liable for water damage to floor or sub-floor.	Inspect initial installation.
Washer/dryer (member supplied)	Ensure professional installation. Arrange and pay for service calls when needed. Member is liable for water damage to floor, sub-floor or baseboards.	Inspect initial installation.