Interim dispute resolution policy

All matters that would normally be referred to the Member Relations Committee are to be referred to Brydges Property Management.

Brydges will investigate and recommend steps to be taken; these measures can include referral to outside mediation services. While Brydges may attempt to resolve disputes, Brydges will not attempt to carry out mediation.

Between Board meetings Brydges will report member disputes to the Executive if Brydges deemed this. Brydges will report on current disputes to the Board in the in camera portion of Board meetings. If a dispute involves a board member, that member will recuse themselves from the discussion and will not receive a copy of any report provided to the Executive or the Board.

Brydges may ask an Executive member to communicate information to members involved in the dispute.

If approached by a member with a complaint about another co-op member, a Board member will encourage the member to discuss their problem directly with the member they have a dispute with, and, if that fails to resolve the issue, will recommend that the member report the issue to Brydges Property Management. Board members will not discuss the details of complaints with the person making a complaint or the person about whom the complaint is being made.

Adopted by the Board of Directors, December 9, 2025.