

Board of directors job description

Source of authority: Elected by the members at the Annual General Meeting

Composition: 9 directors in total unless otherwise set at a General Meeting, not less than three directors

Term of office: 3 years, with at least 1 director elected annually

For board composition, director qualifications and terms, election or appointment of officers and filling director board vacancies, refer to Rules 17, 18 and 21.

Purpose

The board of directors is responsible for the overall governance and management of the co-op.

Governance

The board will:

1. Make sure the co-op complies, in order of precedence, with:
 - the *Cooperative Association Act* and other relevant laws
 - the co-op's Memorandum of Association, Rules and Occupancy Agreement
 - policies adopted and approved by board of directors, and
 - decisions taken by resolution of the membership.
 2. Guide and support committees and staff in operational decision-making in all areas including finance, maintenance, member selection and member relations.
 3. Plan, call and make arrangements for general meetings.
 4. Communicate with members and keep members informed.
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5. Develop and implement co-op policy in consultation with members.
6. Approve new members and make sure an effective member selection process is in place.
7. Develop and implement plans to build and maintain a democratic, stable and healthy community and pay attention to the social and community needs of members.
8. Provide education and training to help members manage the co-op.
9. Make sure the co-op works with other co-ops to build the co-operative movement and make it stronger.
10. Have directors sign the ethical conduct, confidentiality and conflict of interest agreements.

Finance/maintenance

The board will:

11. Monitor and manage co-op finances in a fiscally accountable way.
 12. Develop and implement plans to ensure short- and long-term maintenance of buildings and grounds.
 13. Develop and implement plans for the long-term financial viability of the co-op.
 14. Invest co-op funds prudently.
 15. Make sure the co-op is adequately insured.
 16. Make sure the co-op remains an affordable housing option for current and future members.
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Employees/contracts

The board will:

17. Hire and supervise management staff, contractors and/or employees.

Delegation of authority

Committees

The board may:

18. Delegate any parts of its authority to committees of the directors if it thinks fit (refer to Rule 20).
19. Authorize committees to administer policies and budget lines. Committees may make recommendations to the board and/or to the membership for approval, but committees may not assume board responsibilities (see separate committee job descriptions). The board remains accountable for the overall operation and management of the co-op.

Individual directors

20. Directors work as a group or “board of directors.” No one director has more power than another, not even the chairperson or president. Directors make decisions as a group. Individual directors do not have special powers to act alone.
21. Sometimes the board of directors will authorize one or more of the directors to perform a specific duty. That director is then acting for the board, not alone.

Personal information protection

Purpose of the policy

To protect the dignity of members and the security of personal information the co-op may gather on individuals, in compliance with the *Personal Information Protection Act* (PIPA) and its principles.

Definition

“Personal information” under PIPA means information about an identifiable individual. It includes employee personal information but does not include work contact information or work product information.

Policy

1. The general meeting will appoint 1 personal information protection officer (PIP officer).
2. The board will:
 - provide the PIP officer with a job description outlining duties in relation to PIPA and its principles
 - ensure the PIP officer receives appropriate training
 - ensure the PIP officer fulfills their duties, and
 - co-operate fully with the PIP officer in the performance of the officer's duties and in implementation of the policy.
3. The co-op shall only collect the personal information that it requires to ensure sound management of the co-op and to fulfil its obligations to its members, its contractual obligations, and any legal requirements.
4. The co-op shall use and share personal information only with the agreement of the individuals concerned, or as provided for in PIPA.

5. The co-op will store documents that contain personal information securely to prevent unauthorized use. The co-op will destroy personal information when the co-op no longer needs it.
6. Individuals will, on written request, have access to any personal information that the co-op has about them. The co-op will provide the information within 30 days, except where to do so would be in violation of PIPA. The co-op will correct any errors in personal information that the individual brings to its attention.
7. All directors and management staff will sign a confidentiality agreement. Any designated members who have access to some personal information or co-op confidential information will also sign the agreement.
8. Discussion that will result in sensitive personal information appearing in the minutes will be held *in camera*. Minutes of the *in camera* portion of meetings will be kept separate from the regular minutes and stored securely to prevent unauthorized use.

Adapted from *Protecting Personal Information: A Housing Co-op's Guide to the PIPED Act*, Co-op Housing Bookstore.

Policy approved by general meeting:

APPROVED SEP 26 2007

Replaces policy dated:

Procedures needed to carry out this policy

1. Determine how personal information and confidential co-op information will be collected, used, filed, shared and protected.
2. Determine who has the authority to access and release different types of personal information (and confidential co-op information).
3. Develop procedures for routinely destroying personal information that the co-op no longer needs.
4. Develop a personal information complaints procedure.
5. Review and revise, as necessary, forms that ask for personal information, e.g. application form.
6. Develop forms for the personal information protection statement (to be signed by applicants) and memo to current members about personal information.
7. Train management staff and members about their responsibilities for protecting personal information.
8. Establish procedures for keeping the *in camera* portion of minutes secure.

Complaints Policy

Purpose of the policy

To help members deal with conflict through the appropriate channels and protect both the members and WPHC from conflict and liabilities arising out of improperly dealt with complaints.

Definition

“Complaint” expression of grief, pain, or dissatisfaction; something that is the cause or subject of protest or outcry a formal allegation against a party

Policy

Complaints against members, their family, guest or pets

1. When a member has a complaint against a neighbour, their child, pet or guests they are to go to that neighbour and discuss the issue.
2. If the action in point 1 fails to resolve the issue then the member shall submit a written complaint to the appropriate committee. See the section of the policy and procedures manual that covers the complaint and write the letter to the corresponding committee.
3. If the complaint is brought a second time to the committee it shall be referred to the Board for consideration of a plan of solution
4. If the parties of the complaint wish to appeal the decision of the board a 3 member grievance committee will be formed to render a final mediation.
5. The board will attempt to follow their recommendations.
6. Should the complaint come to the Board a third time the board will review the membership and occupancy agreement of the individual in breach of the rules, policies and procedures.
7. For noise violations after 11pm, or before 7 am weekdays and 8 am on weekends

please go to your neighbour and ask them to lower the volume of the sound, voices, music. If the members fail to comply please call the police.

8. The board and committees will not act on verbal, anonymous, hearsay or generic complaints. All complaints must be in writing.
9. All complaints of a criminal action should be reported to the appropriate authorities as well as the board

Complaints about employees, subcontractors, or service providers to WPHC

1. No member is to take it upon themselves to reprimand, harass or slander those who work for or on behalf of WPHC
2. If a member has a complaint about those working for or on behalf of WPHC they are to go to the chairperson responsible for supervising that individual or company and submit their concern or complaint in writing.
3. The Supervisor will make the board aware of the issue and will deal with the situation
4. If the member still feels that the issue is on going they may also appraise the board of the situation and the Board will step in and be a part of the resolution process with the member, the supervisor, and the service provider.
5. All complaints of a criminal action should be reported to the appropriate authorities as well as the board
6. Members that take it upon themselves to reprimand, harass or slander a service provider can have their membership and occupancy agreement reviewed

Complaints about WPHC Policy and Procedures

1. Letters of complaint should be submitted to the committee it pertains to.
2. The committee will review the complaint then recommend to the board any changes to the policy that they feel may need to be made. The board will then present those recommendations to the general membership at the next general meeting.
3. The general membership will decide if a policy is to be changed.

APPROVED SEP 26 2007

Maintenance committee job description

Source of authority:

- committee members are appointed by the board (refer to Rule 20)
- the committee is accountable to the board
- the committee reports to the board and the general membership, and
- committee members may be removed by the board.

Committee size: minimum of [7], maximum of [12].

Term of office: [3] year, no greater than a continuous period of [6] years.

Chair: the members of the committee elect the chair annually.

Quorum: [4] of committee members.

Purpose

To ensure the maintenance and upkeep of co-op property over the life of the co-op.

Duties and responsibilities

Co-ordination/implementation

1. Develop a plan to respond quickly and appropriately to maintenance emergencies.
 2. Conduct annual unit, building, and move-in and move-out inspections and keep appropriate records.
 3. Develop and implement an annual maintenance plan, including routine and preventative maintenance and special projects.
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4. Co-ordinate maintenance for move-in and move-out as per co-op policy.
5. Co-ordinate maintenance work.
6. Delegate and co-ordinate volunteer tasks.

Finance/planning

7. Monitor maintenance operating, replacement reserve and capital expenses regularly.
8. Work with the finance committee and board to develop the draft annual maintenance and capital budgets for approval at a general meeting.
9. Develop and implement a long-term maintenance plan.
10. Review and make recommendations for revision to the co-op replacement reserve plan and other capital plans.

Policy implementation

11. Adhere to co-op policy, procedures and budget when purchasing, tendering and issuing work orders, etc.
12. Review requests for improvements or alterations to units and make recommendations to the board as required.
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 co-op 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.

Membership committee job description

Source of authority:

- committee members are appointed by the board (refer to Rule 20).
- the committee is accountable to the board
- the committee reports to the board and the general membership, and
- committee members may be removed by the board.

Committee size: minimum of 5, maximum of 15.

Term of office: one year, no greater than a continuous period of three years.

Chair: the members of the committee elect the chair annually.

Quorum: 50% of committee members.

Purpose

To ensure the co-op has in place an equitable and consistent process for applying member selection criteria, managing waiting lists, and allocating units.

Duties and responsibilities

Applications

1. Recruit, receive and maintain applications for membership.

Applicant, external and internal lists

2. Maintain, monitor, and manage an applicant list, an external (pre-approved members) waiting list and an internal co-op waiting list.
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Orientation and interviews

3. Conduct orientation sessions and interviews as necessary.
4. Review interview results and recommend applicants to the board.
5. Make sure applicants and new members receive a proper orientation and introduction to the co-op.

Member selection

6. Offer new members and internal move applicants suitable units based on the co-op member selection criteria.
7. Administer member selection-related policies and make recommendations for revisions or new policies.
8. Provide training for membership committee members.
9. Comply with the *Personal Information Protection Act* (PIPA) in the member selection process and the collecting, processing, storing and disposing of member selection materials.
10. 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.

Member selection

Purpose of the policy

- To establish a framework for recruiting, receiving and maintaining applications for membership in the co-op
- To establish a framework for accepting new members by applying member selection criteria in a fair and consistent manner
- To provide guidelines for maintaining and managing an external waiting list of pre-approved members
- To establish an equitable and consistent system for allocating units to internal and external members and/or applicants, and
- To make sure that applicants and new members receive a proper orientation and introduction to the co-op.

Policy

Applicant list

1. The co-op maintains a file of applications for membership. This file is called the applicant list.
2. The co-op advertises for applications as required, indicating the unit size and income level [subsidized or maximum housing charges] for which the co-op is accepting applications.
3. The co-op will charge a non-refundable application fee.
4. Applicants must update information on file with the co-op every 6 months. The co-op will not consider applications that are not updated.
5. Co-op application forms and procedures will conform to the co-op's personal information protection policy.

[External waiting list]

6. The co-op maintains an external waiting list of applicants who have been pre-approved as members, subject to payment of shares and occupation of a unit.
7. The co-op aims to maintain at least three pre-approved members for each category of unit and income level subsidized or maximum housing charges.
8. The co-op will contact pre-approved members every six months to make sure they are still interested and available.
9. Pre-approved members will be offered suitable units as they come available:
 - on a first-come, first-served basis, according to date of board pre-approval
 - without further interview
 - provisional on the pre-approved member confirming in writing there has been no material change in the application information.
10. The board will approve unit allocations to pre-approved members.

Orientation and interviews

11. The co-op will conduct orientation sessions and interviews as needed to ensure the health of the external waiting list.
 12. The co-op will invite applicants in the needed categories of unit and income level to an orientation session on a first come-first served basis, according to their application date.
 13. Four committee or co-op members will interview applicants using interview procedures and will bring their results to the full committee.
 14. No member may interview or participate in discussions or decisions on any applicant who is a relative or close friend or acquaintance.
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15. Using the member selection criteria, the committee will select and recommend two applicants per opening on the external waiting list for board pre-approval as members, subject to payment of shares and occupation of a unit. The successful applicants will have a “pre-approved” status and will be placed on the external waiting list.
16. The membership committee will make sure that applicants, pre-approved members and new members understand the rights and responsibilities of co-op membership.

Member selection

17. The co-op’s ability to offer subsidy is limited.
18. Applicants must receive positive references from their previous landlord(s) and a credit check rating revealing no outstanding rent arrears to be eligible for pre-approval as members.
19. Member selection criteria are based on the following:
 - household income and size meet the co-op requirements
 - special needs units are only offered to households who meet the criteria for those units
 - understanding of co-operatives and willingness to participate in the co-op
 - date of application and time on the applicant list
 - skills and experience
 - degree of housing need
 - commitment to co-operation and community living
20. The co-op will make sure that selection criteria and all aspects of the member selection process are applied equitably, consistently and in compliance with human rights laws.

Internal moves and unit allocation

21. Members who wish to apply for an internal move must notify the membership committee in writing. The membership committee will place their names on an internal waiting list.
22. Subject to Points [#24 and #25], the membership committee will select, and the co-op will offer, vacant units in the following order of priority to:
 - members on the internal waiting list if there are any
 - members who respond to a posted notice advertising an upcoming vacancy within the timeline provided, and
 - pre-approved members from the external waiting list. If the co-op has sufficient subsidy a subsidized unit available, it will select the pre-approved member from the subsidized eligible income external waiting list.
23. Internal moves will be offered using the following criteria:
 - household income and size meet the co-op requirements and availability of subsidy
 - special needs units are only offered to households who meet the criteria for those units
 - the member is in good financial standing with the co-op for the last 12 months
 - over- and under-housed households
 - date of request and time on the waiting list
 - The condition of the current unit resided in. Member must pay the costs of repairing any damages to current unit before move will be approved.
24. The board may limit the number and timing of internal moves.
25. Internal moves and unit allocations are approved at the discretion of the board.

Policy approved by general meeting:

APPROVED SEP 26 2007

Replaces policy dated:

Procedures needed to carry out this policy

Procedures needed to carry out this policy include the items listed below:

1. Co-op application form to comply with PIPA and ways to maintain security of personal information on applicants and members.
2. Information from the board, bookkeeper, finance committee on income level required.
3. System for collecting, using, filing, sharing and protecting applications and other personal information in compliance with PIPA and PIP policy, and separation of financial information from rest of application form, etc. A procedure for accessing, sharing and protecting applicants' information from The Housing Registry's central list in compliance with PIPA.
4. If your co-op uses The Housing Registry, detail the procedures for applications, referral to the Registry, and the different ways to treat applications for subsidized units and market units, etc.
5. Establish a database or manual system to manage the applicant list.
6. Reminder system for contacting pre-approved members on the external waiting list and a form letter and/or email.
7. Orientation "script".
8. Interview questions "script" corresponding to the member selection criteria.
9. Interview team package with completed application form and interview questions "script".
10. Scoring system interview report form.
11. Defined list of acceptable proof of income from the board, bookkeeper or finance committee based on CMHC's standards to give to applicants before coming for an interview.
12. Method and responsibility for doing credit and reference checks.

13. Standard format for reporting recommendations to the board.
14. Welcoming and orienting new members: welcome package, buddy system, member handbook, workshops, etc.
15. Member file set-up, once accepted.
16. Internal move request form and waiting list set-up for internal moves.
17. Verify compliance with over- and under-housing policy and subsidy requirements for internal moves.

Social committee job description

Source of authority:

- committee members are appointed by the board (refer to Rule 20).
- the committee is accountable to the board
- the committee reports to the board and the general membership, and
- committee members may be removed by the board.

Committee size: minimum of 5, maximum of 7.

Term of office: 1 year, no greater than a continuous period of 3 years.

Chair: the members of the committee elect the chair annually.

Quorum: 50% of committee members.

Purpose

To ensure that all new members are greeted and that social events are held throughout the year to create a welcoming and friendly environment where neighbours can get to know one another.

Duties and responsibilities

The committee will plan at least four social events each calendar year including the BBQ's after the spring and fall clean up.

To spend and function within their budget allotment.

To publish the monthly newsletter and calendar

To meet and greet all new members and provide them with a welcoming package. To present a positive perspective of WPHC and answer any questions the new member may have or directing them to the appropriate committee.

Finance committee job description

Source of authority:

- committee members are appointed by the board (refer to Rule 20).
- the committee is accountable to the board
- the committee reports to the board and the general membership, and
- committee members may be removed by the board.

Committee size: minimum of 5, maximum of 11.

Term of office: 1 year, no greater than a continuous period of 3 years.

Chair: the members of the committee elect the chair annually.

Quorum: 50% of committee members.

Purpose

To ensure effective, efficient management of the co-op's finances and the long-term viability of the co-op by overseeing the financial operations.

Duties and responsibilities

The committee will work with the treasurer, bookkeeper, board and auditor as needed on the following:

1. Financial policies and procedures:
 - make sure members, committees and bookkeeper, follow financial policies and procedures
 - propose new policies or policy revisions for board and general meeting
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- approval, and
- make sure that procedures are in place as needed and inform the board and members about them.

2. Carry out financial planning in consultation with other committees, the board and bookkeeper, including:

- annual operating and capital budgets, and
- long-range planning, including future reserve requirements, investment of reserves and surplus funds, special project proposals and research on proposed financial initiatives

for approval by the board and members as required.

3. Monitor the financial system.
4. Review and analyze monthly budget control reports, report significant variances to the board and recommend budget amendments, when necessary.
5. Ensure that regular reports are made to the board, as set out in the financial reporting policy.
6. Report at each regular general meeting on the financial situation of the co-op.
7. Assist the board in ensuring that the audited financial statements are prepared, presented and explained to the members at the Annual General Meeting.
8. Monitor, without having access to personal information, the subsidy status report and the method for setting subsidized housing charges. Recommend changes to policy or procedures where needed. Work with the bookkeeper and the board to ensure that the co-op makes the necessary reports to the funding agency, CMHC.
9. Monitor the co-op's investments and make recommendations to the board.
10. Inform and educate the membership about the co-op's finances and the activities of the committee through articles in the newsletter and special workshops and presentations at general meetings.

11. Keep confidential all information it receives from applicants or members except where that information is required by the board or other committees to carry out their responsibilities. Each committee member will sign the confidentiality agreement.

Financial reporting

Purpose of the policy

To set clear expectations about the content and frequency of financial reports in order to monitor the co-op's financial situation, receive information and meet the co-op's legal requirements.

Policy

1. Audited financial statements must be presented to the members of the co-operative at the Annual General Meeting (refer to Rule 14.2).
2. The bookkeeper will provide monthly financial reports to the directors that include:
 - [a] a statement of revenue and expenses for the year to date, together with explanations of any significant over- or under-spending from budgeted amounts (monthly budget control reports)
 - [b] a list of vacant units and the length of time they have been vacant
 - [c] a complete report on any arrears including total amounts, breakdown per unit, status on any late payment agreements, and bad debts
 - [d] any expenditures made or payable from the reserve fund(s)
 - [e] a subsidy status report including overall monthly and cumulative use of the subsidy pool and status of the subsidy surplus fund
 - [f] cash position report
 - [g] investment report
 - [h] any capital budget control reports, and
 - [i] bank reconciliation.

3. The directors will report to members as needed on the financial situation of the co-op.

APPROVED SEP 26 2007

Policy approved by general meeting:

Replaces policy dated:

Procedures needed to carry out this policy

1. Assign financial reporting responsibility to an officer or committee for Point #2.
2. Design a standard format for the financial report.
3. Assign an officer or committee member to review the bookkeeping source documents and bank reconciliation with bookkeeper on a regular basis.

Budgeting

Purpose of the policy

To establish a process for producing annual operating and capital budgets.

Definitions

Operating budget: sets out the income and expenses the co-op expects for its operation in the coming year.

Capital budget: sets out the cost of purchases or renovations which:

- involve items with a useful life of more than one year, and
- are not paid for entirely from the income of one operating year.

Policy

1. Board, Treasurer, Finance Committee, Maintenance committee delegates and the Bookkeeper will prepare a draft annual operating budget for approval by the board.
2. The operating budget will include any proposed housing charge changes.
3. The draft operating budget approved by the board will be presented to the members for approval at a general meeting two months prior to the fiscal year end.
4. Treasurer and Bookkeeper and appropriate committee chairs will prepare a draft annual capital budget for spending from reserves for approval by the board.
5. The draft capital budget approved by the board will be presented to the members along with the operating budget for approval.
6. The approved operating budget will be distributed to members within 30 days of approval.

7. The board will report to the general membership at the next general meeting on actual costs compared to the budget.

Policy approved by general meeting:

Replaces policy dated:

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Procedures needed to carry out this policy

1. Annual finance calendar.
2. Budget worksheets.
3. Current replacement reserve plan and budget.

Spending

Purpose of the policy

- To put in place adequate controls and authorization for the co-op's spending
- To provide board, committees, members and staff with a framework for spending on behalf of the co-op
- To ensure the co-op meets budget projections.

Definitions

A **purchase** is any commitment to buy goods or services, or have work done at the co-op's expense.

Expenses are either discretionary or non-discretionary:

- The co-op can control or choose to spend money on **discretionary** items, or not. For example, it can decide each year to plant some trees, paint the common room or hire a handy person. Even though an expense is defined as discretionary for purposes of this policy, it may still be critical to the co-op's operations.
- You have no choice when it comes to **non-discretionary** expenses. You must pay the mortgage and taxes, replacement reserve allocations and renew your insurance.

Emergency expenses are unbudgeted purchases of work or materials that must be made immediately because a delay can:

- result in property damage
- endanger the safety of people or property, or
- disrupt essential services to members.

Policy

Spending authorization

1. Persons spending or purchasing on behalf of the co-op must do so in accordance with this policy and have written authorization.

2. Non-discretionary items

The board will identify and authorize spending on budgeted non-discretionary expense items and authorize the Bookkeeper, Treasurer and one other Board signing officer to make payment.

The Board Chairperson or Treasurer must report any expense that goes over budget to the next board meeting.

3. Discretionary items

- The Board Chairperson or treasurer can authorize spending on and approve payment for budgeted discretionary expense items.
- The Board Chairperson or treasurer can authorize spending on and approve payment for unbudgeted discretionary items up to \$250.
- Unbudgeted items must be reported to the next board meeting.
- The board must approve spending on unbudgeted items over \$250.
- The general meeting must approve spending on unbudgeted items over \$8,000 before the purchase is made.

4. Emergency expenses

- Authorized persons will authorize unbudgeted spending required to deal with emergencies.
- Emergency expenses must be reported to the next board meeting.
- Emergency expenses over \$4,000 must be reported to the next general meeting.

5. Budget revisions

The board may revise the budget as necessary during the fiscal year. Revisions must be reported to the next general meeting as follows:

- any difference in one budget category over 10%
- any overall change of more than \$8000 in total expenses, and
- for a discretionary expense, any overall change to the budget of more than \$8000 must be approved by the general meeting before the purchase is made.

6. Committee budgets

- The board authorizes the committees to spend for committee items included in the co-op's approved budget.
- Any unbudgeted items must be brought to the board for approval before spending.
- No committee may overspend in any one budget category without board approval.
- No committee may overspend its annual budget without board approval.
- Where a committee member is authorized to spend any part of the committee budget, the member's name and the dollar amount authorized shall be recorded in the committee's minutes.

Purchases

7. Authorized purchases for the co-op must be made using a:

- purchase order
- written co-op authorization to a selected supplier or contractor, or
- tendering process for major items.

Payment

8. Payments must be made following procedures set by the co-op.

9. Persons who authorize a purchase or payment by cheque requisition or other method cannot sign the cheque nor be the payee.

10. There must always be two signatures on a cheque with one being either the Board

chairperson or treasurer. As much as possible, none of the signees will be the payee.

APPROVED SEP 26 2007

Policy approved by general meeting:

Replaces policy dated:

Procedures needed to carry out this policy

1. Identify type of purchase that may be made by purchase order or written authorization and the type of written authorization required (board or committee minutes, etc.).
2. Identify pre-approved suppliers, spending limits and agreed method of purchase.
3. Identify authorized persons and spending limits for dealing with emergencies.
4. Identify how payments will be made. For example:
 - up to [\$50] from petty cash with petty cash voucher and receipt, or by cheque
 - over [\$50] by cheque, and
 - pre-authorized withdrawal from the co-op's bank account for identified expenses.
5. Identify documentation required before payment will be made for different types of expenditures. For example, reimbursing an individual for a purchase, paying invoices, etc.
6. Check list for signing officers, including the following:
 - is the cheque filled out in full?
 - does the amount agree with the spending policy?
 - has proper approval been given if required?
 - does the cheque match the details in the documentation?
 - have the purchase orders been checked against deliveries, delivery slips and invoices?
 - has the work been checked against the contract and invoice? etc.

Pet committee job description

Source of authority:

- committee members are appointed by the board (refer to Rule 20).
- the committee is accountable to the board
- the committee reports to the board and the general membership, and
- committee members may be removed by the board.

Committee size: minimum of 5, maximum of 7.

Term of office: 1 year, no greater than a continuous period of 3 years.

Chair: the members of the committee elect the chair annually.

Quorum: 50% of committee members.

Purpose

To ensure that all members abide by the pet policy.

Duties and responsibilities

Process and approve new pet application before pet is brought into WPHC

Keep up-to-date records on members pet

To ensure all members follow the Pet policy and deal with any complains where members have failed to abide by it.

To refer to the board any situations where a complaint is ongoing

To propose and suggest new policies or policy changes to the Board

Pets

Purpose of the policy

To regulate the number, type and behaviour of pets in our co-op, and to stress member responsibility for pets.

Policy

1. Members are allowed one cat or one dog per unit. They may also have contained pets that are non-dangerous. These are pets that do not pose a danger to the health and safety of WPHC members due to the normal physical characteristics or habits of the species and are contained in a cage, tank or other restrictive container as living quarters. This category includes fish, birds, gerbils, hamsters or guinea pigs (no mice or rats). The board may permit other contained pets but may reasonably withhold permission. Contained pets must remain inside their tank or cage at all times whether inside or outside the unit.
2. Guide dogs and other assistance dogs are not counted in the number of pets per unit in Point #1.
3. Animals not listed in Point #1 and Point #2 are not allowed.
4. Animals or breeds defined as “vicious” or banned by municipal or regional bylaw are not allowed in the co-op.
5. Members must have had their pet application approved **before** bringing the animal to reside in WPHC. Members who do not obtain prior approval will be asked to remove the pet from WPHC and will not be considered for having a pet reside with them for one year.
6. Members that do not follow the pet policy and procedures may be asked to remove their pet from WPHC and failure to comply may result in membership being reviewed or their occupancy agreement cancelled.
7. All pets must be registered with the co-op.
8. The co-op reserves the right to refuse any pet it considers dangerous or excessively hyper or inappropriate for WPHC and to require the member to remove any pet that causes persistent noise, damage or other problems.

9. All cats and dogs must:
- not be tied up and/or left unattended for unreasonable periods of time when outside
 - be spayed or neutered. Owners must provide proof on move-in, and
 - be vaccinated with first vaccinations. Owners must provide proof on move-in.

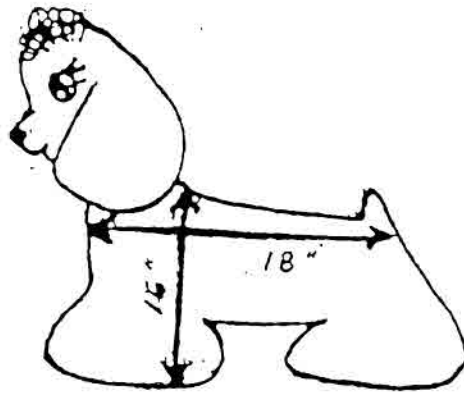
The directors may grant exemptions to spaying, neutering or vaccinations where reasonable.

10. Dogs and cats must be on a leash or secured by a stake or other such restraint that it cannot free itself from when outside on co-op common property. Cats and dogs must not be left out at night or when their owner is not at home.
11. Owners must immediately pick up any animal droppings left by their pet.
12. Members are responsible for any damage caused by their pet.
13. The Board and Pet Committee reserve the right to limit the size and number of the pet population in WPHC if needed.
14. Pets coming to visit regardless of the duration of stay must follow WPHC policies and standards. Out of town guests may receive an exemption to size limits subject to prior approval of the Pet Committee.
15. NO pets in the play ground.
16. Only small breeds are permitted. Note maximum size measurements in the diagram below.

Policy approved by general meeting:

Replaces policy dated:

APPROVED SEP 26 2007



MAXIMUM SIZE OF PETS
ALLOWED

Procedures needed to carry out this policy

1. Procedure for declaring pet(s) on member application form or when pet moves in. Information to all applicants and members about the policy.
2. Where members must register pets.
3. Registration form including proof of neutering or spaying and vaccination.
4. Pet records will be included in a member's unit file.
5. A registered training certificate if required for an assistance dog.
6. Permitted size of fish tanks and/or required water damage liability insurance.

Arrears

Purpose of the policy

To protect the financial viability of the co-op by:

- collecting housing charges and other debts on time
- dealing with arrears promptly, and
- setting out what happens when members do not pay.

Definitions

Arrears: Arrears are unpaid and overdue debts. If any housing charge, share instalment or other debt due to the co-op is not paid by the required date, the member is in arrears. When members are following an arrears payment agreement, they are not in arrears. A returned cheque is unpaid and in arrears.

Returned cheque: A cheque returned because there are not sufficient funds (NSF) or other reasons.

Policy

1. Members are responsible for paying their housing charges, share instalments appliance rentals (if applicable), levies and any debts to the co-op on time.

Payment

2. Housing charges are due in full on the first banking business day of each month, the “due date”.
3. Members will pay housing charges by one of the following means: post-dated cheques, submitted annually, or monthly by preauthorized debit, money order or personal cheque. **The co-op will not accept cash for any payment.**
4. New members will pay their share purchase by bank draft, cheque or money order when the co-op accepts them as members. However, keys will not be issued to the new member until the cheque has cleared the bank and the unit is ready for occupancy.

Late payment and fees

5. Arrears payments are due by 9:00 a.m. of the date set out in an arrears payment agreement.
6. The co-op will charge a late fee of \$50 for any housing charges not paid in full by the due date unless the member has submitted a request for an arrears payment agreement before the due date.
7. Members in arrears must:
 - pay the full balance due including any fees, no later than the 5th day of the month, or
 - submit a written request for an arrears payment agreement as set out in Point #8.
8. Members who cannot pay their arrears balance in full by the 5th of the month, must submit a written request for an arrears payment agreement to repay the balance over time. The member must:
 - send the written request to the Board and Finance Committee via the co-op office no later than 11:59 p.m. on the 4th of the month
 - explain what special circumstances require them to ask for this agreement
 - provide details of the steps they have taken to obtain funds from other sources, and
 - provide payment, if needed, of the excess on the maximum amount of arrears set out in Point #9.
9. A member may use a payment agreement to repay an amount of arrears no greater than 1 months' housing charges, plus any fees. If the arrears balance is greater, the member must pay the excess by bank draft or money order with the request for a payment agreement.
10. The Board and Finance Committee may authorize payment agreements to a maximum of three months, meaning all arrears must be paid in full within a three month term, with minimum monthly payments of not less than 1/3 of the arrears balance.

11. The Board may, at its discretion, authorize payment agreements for a longer term than set out in Point #10 only in cases of genuine hardship or extraordinary circumstances and if the term is no longer than six months.
12. On the 5th of the month, if a member has not paid the full arrears balance or submitted a written request for a payment agreement, the treasurer will report this breach to the board and send a demand for payment notice to the member.
13. The board will decide how to proceed including:
 - arrears payment agreement
 - termination of membership
 - termination of Occupancy Agreement, and
 - other appropriate steps.
14. While an arrears payment agreement is in effect:
 - the member must pay all housing and other charges in full and on time, and
 - the member must make all payments, including housing charge payments, by bank draft or money order only.
15. If the member fails to meet any of the terms or conditions of their payment agreement, the board may:
 - immediately cancel the payment agreement, and
 - issue a demand for payment notice for immediate payment of the full balance outstanding.

If the member fails to meet the board's demand for payment, the board will begin termination proceedings.
16. The Board may waive any or all fees at its discretion. A member who receives a demand for payment notice from the co-op has seven days in which to submit an appeal in writing.

Returned cheques

17. The co-op will charge members all administrative costs and a late penalty for any cheque that is returned.
18. Members who have a housing charge cheque returned must make future payments by bank draft or money order, unless excused in writing by the board (refer to Occupancy Agreement 4.10).

Collection of other arrears

19. The Bookkeeper, Board, Board Treasurer and Finance Committee are also responsible for collecting any other debts from members in addition to housing charges. Where a member fails to make payment for any amount the Bookkeeper will inform the board.

Note: This policy must not be in conflict with our co-op's Rules and Occupancy Agreement. Sections 4 and 5 of the Occupancy Agreement cover a number of issues related to this policy. The co-op will not change anything in the policy before checking its own Rules and Occupancy Agreement.

Policy approved by general meeting:

APPROVED SEP 26 2007

Replaces policy dated:

Procedures needed to carry out this policy

1. Notice period required for changes in annual housing charge.
2. Number and date requirements for post-dated cheques, including new member requirements.
3. Form notices:
 - late payment notice at the beginning of the month
 - demand for payment, and
 - [other notices].
4. Arrears payment agreement.
5. For share purchase:
 - information about loans from outside sources, and/or
 - guidelines for acceptable instalment plans.
6. Monitoring system for arrears payments.
7. Refer to the Co-op Act, *Guide to the Co-op Act* and co-op Rules, and obtain legal counsel as needed, for termination of membership or Occupancy Agreement.
8. Administrative costs or fees for returned cheques.
9. All directors to be informed when a demand for payment notice is issued.
10. Communication to the Bookkeeper about other debts such as maintenance repairs.

Share Repayment and Penalty Policy

Purpose of the policy

To make members aware of costs, damage, maintenance, penalties and arrears that can be charged against their shares when they cease to be members of WPHC

Definition

Share repayment is the reimbursing of the shares value to a vacating member less any money due WPHC

Policy

1. Members will be repaid their share monies once they vacate the unit
2. WPHC must refund the members shares within six months of the member vacating the unit.
3. Members that vacate their unit having lived there for less than one year will have the costs of transferring the utilities back to WPHC charged against their shares. Co-operative living is not short term housing.
4. Damages to the unit will be charged against the shares. The costs of materials and labour to repair the unit will determine the amount charged.
5. If the unit is not cleaned to the standards on the information bulletin in the maintenance policies, the cleaning of the unit will be charged against the shares based on the hourly rate of the current maintenance person's contract plus supplies.
6. The cost of re-tumbling the unit locks will be charged against the shares.
7. Units with carpet will be charged the costs of carpet cleaning upon vacating.
8. All outstanding housing charges, fines, and other monies due WPHC will be charged against the shares.

APPROVED SEP 26 2007

HOUSING CHARGES

Woodland Park Housing Co-operative receives from CMHC, assistance to subsidize housing charges for low – or middle-income members. Housing charges are calculated on the member's income; therefore, every member can pay a different amount. Housing charges are calculated on the **gross** monthly income of the adult members (19 or over) of the household. However WPHC has a policy to not provide subsidy to members over the amount which is given to it by CMHC. As such members may apply for subsidy but will only receive it if there is subsidy dollars available.

Because the WPHC is not classified as "fully serviced accommodation" the members pay their own utilities and provide their own stoves and fridges, any member who receives subsidy assistance is entitled to a further deduction from housing charges as calculated below.

Our Operating Agreement with CMHC also provides a deduction of \$2.00 per child per month for members receiving subsidy assistance, except for members receiving social assistance.

To calculate housing charges:

Method 1: For all incomes, including CPP Disability Pensions, but excluding Social Assistance:

35% of Gross Income

Less: Allowance for Gas Heating and Hot Water Heater according to the most recent CMHC Monthly Heating Utility Allowance Schedule; if subsidy assistance money is available. In our case, this amount is either:

- \$68.00 for a 3 bedroom unit, or
- \$50.00 for a 2 bedroom unit,

Less: \$2.00 per child allowance.

OR:

Method 2: For those members on Social Assistance:

Shelter Portion received

Less: - Allowance for Gas Heating and Hot Water Heater, as above: \$68.00 for a 3 bedroom unit or \$50.00 for a 2 bedroom unit.

- Allowance for Electricity - \$21.00 for a 3 bedroom unit or \$ 19.00 for a 2 bedroom unit.
- Allowance for Telephone - \$28.00 per unit.

If a member is on Social Assistance, but has other income as well, the housing charges will be the **greater** of the two calculations.

NOTE: This is a CMHC requirement – not a policy established by the WPHC.

Other requirements of CMHC to keep in mind:

1. Verification of income is required by the WPHC if you receive subsidy assistance. If members do not provide proof of income when required, the member will be required to pay market rent on the following month.
2. Subsidized members must provide an income tax Notice of Assessment for the previous year's taxes, as well as proof of **present** income.
3. The \$2.00 per child per month deduction only applies to members receiving subsidy assistance, who are not on Social Assistance.
4. Members who pay market rate for housing charges do not need to verify their incomes.

Included in CMHC'S Definition of Income:

1. Salary/wages
2. Commissions or bonuses
3. Tips
4. Other earned income
5. Self-employed income (provide details of all income and business expenses)
6. Old Age Pension (including Supplement)
7. Canada Pension
8. Disability Pension
9. Other Pension income
10. Workers' Compensation or other wage loss or disability insurance
11. Social Assistance (GAIN etc.)
12. Alimony and child support payments
13. Interest/dividend income
14. Student grants, scholarships and bursaries.

Not included in CMHC'S Definition of Income:

1. Child Tax Benefit
2. B.C. Tax Credit
3. Insurance settlements
4. Income Tax refunds
5. Inheritances
6. Living out/travelling allowances
7. Student loans (but grants, scholarships and bursaries are included)
8. Any lump-sum settlement (but streamed amounts; i.e. monthly payments, are included)

Note: Inheritances are not classified as income; however, any interest earned on an inheritance or any other bank account or investment is classified as income.

Unit inspections (move-in and move-out)

Purpose of the policy

- To make sure units are in good condition and marketable on move-out
- To assess and schedule necessary maintenance including cleaning, repairs, changes, alterations and restorations, and
- To identify who is responsible for maintenance and maintenance charges.

Policy

1. The co-op will conduct a minimum of two move-out inspections. The first unit inspection will take place within seven days after a member gives notice.
2. The inspection team will be made up of two people.
3. The co-op will make reasonable effort to conduct move-out inspections at a time convenient to the member, and with the member present.
4. 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.
5. 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 (refer to Occupancy Agreement Section 25.03). The co-op will inspect the unit at the date and time specified in the notice.
6. Within two days of the first unit inspection, the co-op will give the member a written list of cleaning, repairs, changes, alterations and restorations for which the member is responsible (refer to Occupancy Agreement Section 11.07). The co-op will set timelines for work completion, which will be at least seven days before move-out.

7. Within two days of the first unit inspection, the maintenance committee and the maintenance person will be provided with a written list of work the co-op must do. Timelines for work completion will be set.
8. A final unit inspection will be done on day of move-out to check the condition of the unit and assess whether satisfactory work has been done by the member as identified in the inspection report and outlined in the written list.
9. 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 as defined in maintenance procedures criteria.
10. The co-op will charge a member for unit damage caused by negligence and/or wilful damage.
11. The co-op will have the carpets cleaned professionally at the member's expense and costs will be deducted from the member's shares.
12. 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 move-out.
13. An incoming member must sign an inspection form to indicate that they concur with the assessed condition of the unit at the time of move-in.
14. The co-op 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 (refer to Occupancy Agreement Section 11.08).

15. A member may appeal disagreements to the board.

Policy approved by general meeting:

APPROVED SEP 26 2007

Replaces policy dated:

Procedures needed to carry out this policy

1. Letter scheduling move-out inspection.
2. List of member maintenance responsibilities before move-out.
3. Inspection forms:
 - for both the first and final move-out inspections, to be signed by the co-op and departing member
 - for the initial move-in inspection, to be signed by the co-op and incoming member, and
 - that will document any disputes.
4. Method to document unit damage (especially if disputed), e.g., photos.
5. Unit maintenance file.
6. Procedure if the member is not present or available.
7. Criteria for assessing and apportioning costs for “damage” as opposed to “reasonable wear and tear”. The standard for defining reasonable wear and tear may be lowered in units where a wheelchair has been in use.

Unit inspections (annual)

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
 - review, when needed, the capital replacement plan and funding of the co-op replacement reserves.

Policy

1. Units will be inspected annually.
2. Each inspection team will be made up of two people.
3. The co-op will provide at least one week's notice prior to unit inspection.
4. The co-op will make reasonable effort to conduct inspections at a time convenient to the member and with the member present.
5. Members may request or allow 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.
6. 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 (refer to Occupancy Agreement Section 25.03). The co-op will inspect the unit at the date and time specified in the notice.

7. The co-op will 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.
8. 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 co-op responsibilities at the time of inspection.

APPROVED SEP 26 2007

Policy approved by general meeting:

Replaces policy dated:

Procedures needed to carry out this policy

1. Letter scheduling unit inspection.
2. List of member and/or co-op maintenance responsibilities.
3. Standard forms to be signed by co-op and member:
 - rating system and inspection form, and
 - itemized list of repairs that identifies co-op and/or member responsibilities and documents any disputes over the necessary work or responsibility.
4. Unit maintenance file.
5. Filing, reporting and scheduling.
6. Training inspection team members.

Unit maintenance

Purpose of the policy

To identify the responsibilities of members and the co-op in keeping units in good repair and marketable.

Policy

Member responsibilities

1. 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 co-op, and
 - a reasonable life expectancy for capital items.
2. Members are responsible for minor repairs and maintenance as defined in the maintenance procedures.
3. Members must immediately report, in writing, damage or needed repairs in their unit which may pose a health, safety or financial risk to the co-op.
4. Members are responsible for carpet cleaning.
5. Hazardous materials must **NOT** be stored in a unit as defined in the maintenance procedures.
6. Garbage and recycling must be stored and disposed of as defined in the maintenance procedures.
7. Members must obey municipal regulations regarding fire codes, emergency access, etc.

Co-op responsibilities

8. Units will be maintained to ensure the health, safety and comfort of members and the continued marketability of units.
9. Appliances, equipment and furnishings supplied by the co-op will be kept in working order and useable condition.
10. The co-op will replace capital items according to the replacement reserve plan schedule. Capital items may be replaced sooner:
 - to improve unit marketability
 - where move-out makes replacement convenient and cost effective, and
 - as needed due to extraordinary wear or damage.
11. The co-op will use maintenance person or trades people for necessary plumbing, electrical and other work as required.
12. The co-op will provide each unit with a list that describes unit items, necessary maintenance and whether the member or co-op is responsible for maintenance and associated costs.
13. The co-op will conduct inspections in accordance with the co-op's unit inspection policies to identify and schedule necessary maintenance.

Policy approved by general meeting:

APPROVED SEP 26 2007

Replaces policy dated:

Procedures needed to carry out this policy

1. Itemized list of unit items, necessary maintenance, and whether the member or co-op is responsible for maintenance and associated costs.
2. Storage and disposal of hazardous materials.
3. Storage and disposal of garbage and recycling.
4. Designated contacts for emergencies, repairs.

Paint and alterations (units)

Purpose of the policy

To maintain co-op property and set out co-op requirements for members who wish to paint, alter or improve their units.

Policy

Wall treatments

1. Members must use paint types and colours specified by the co-op.
2. Wallpaper is not permitted.
3. Members may request that their unit be painted after occupying the unit for five years at the co-op's expense.
4. On move out, the co-op will paint units as necessary, at the co-op's expense, however if painting is made necessary by damage repair, then the member leaving the unit will be charged. Units must be restored to paint types or colours specified by the co-op.
5. Members who choose to paint with coloured paint and leave their unit before the 5 year life span will be required to either repair the walls and repaint or will have the repainting cost of labour and materials charged against their shares.

Minor alterations

6. Members may attach pictures, paintings, shelving and other objects to the unit's interior. Members will be responsible for any repair or re-painting resulting from installation or removal of minor alterations or improvements, as required by the co-op.

Major alterations and structural changes

7. Any major alterations or structural changes must comply with the Occupancy Agreement Sections 10 and 11.06.

APPROVED SEP 26 2007

Policy approved by general meeting:

Replaces policy dated:

Procedures needed to carry out this policy

1. Process and forms for applying to do wall treatments (if allowed).
2. Process and forms for applying to make changes or improvements (if allowed).
3. Recommended methods of attaching pictures, etc.
4. Co-op approved paint types, colours and application methods.
5. Process for the purchase, disbursement or reimbursement of paint, if supplied to members.

Keys and locks

Purpose of the policy

To protect member and co-op property through the control of unit and building access and the issuing of keys.

Policy

1. The co-op will provide each unit with three keys to the unit. Additional keys requested by a member will be issued at the member's expense.
2. The co-op will provide each unit with one mailbox.
3. Four 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, and
 - one master key will be provided to each of board chair, maintenance chair and maintenance person.
4. The master key may be used by designated members:
 - to access units in an emergency
 - to admit members and residents to their own unit
 - to access a unit for repair or inspection with the written consent of the member, and
 - for non-emergency access (refer to Occupancy Agreement Section 25.03).
5. A member may not change unit door locks without written permission of the board of directors. New locks must be keyed to the master key.

6. The co-op will not provide members with keys to office or maintenance sheds.
7. A member must receive written permission from the board of directors to install additional security locks or devices. The member will be responsible for any damage or replacement costs that result from accessing their unit in an emergency.
8. Unit door locks will be changed when a unit becomes vacant. Previous member will be charged the cost of rekeying against their shares.
9. When a member transfers to another unit, their previous unit door locks will be transferred to the new unit.
10. A member must immediately report the loss of any co-op key to the co-op and may be charged for additional sets of keys or rekeying of unit.

Policy approved by general meeting:

APPROVED SEP 26 2007

Replaces policy dated:

Procedures needed to carry out this policy

1. Key register for sign-out and sign-in.
2. Charges for key and lock replacement, and re-keying.
3. Protocol for issue of master key.
4. Request form for lock changes or key replacement.
5. Identification of co-op locks which require keys that cannot be copied without co-op permission.
6. Other relevant co-op policies, e.g. inspections.
7. Election and/or appointment of designated key holders.

Screen door

Purpose of the policy

To allow members to install a screen door on their front entrance, at their own expense.

Policy

1. The screen door must meet the specifications, colour and style pre-approved by the board.
2. The member must make an application to the maintenance committee to install the door and receive prior approval before installation.
3. The installation of the screen door must be done by a professional door installer or the co-op maintenance person at the members own expense.
4. Upon vacating the unit, the screen door will become the property and responsibility of the co-op.
5. Normal maintenance of the screen door is the responsibility of the purchasing member.
6. All screens must be kept in good repair with no tears.

APPROVED SEP 26 2007

Building and exterior maintenance

Purpose of the policy

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

Policy

Member responsibilities

1. WPHC is responsible for minor repairs and maintenance to building exteriors as defined in the maintenance procedures.
2. Members must immediately report, in writing, any building or property damage or needed repairs that may pose a health, safety, or financial risk to the co-op.
3. Members are responsible for routine exterior maintenance of their unit including: window washing, cleaning window wells, sweeping sidewalks, keeping building foundations free of plant growth and clearing snow off sidewalks around their units and community sidewalks.
4. Patios, balconies, decks and parking areas must be kept clean and tidy.
5. Patios, balconies, decks and parking areas may not be used for storage.
6. Changes to unit exteriors such as signs, or any other alterations may not be made without application to maintenance committee and board permission.
7. Garbage and recycling must be stored and disposed of as defined in the maintenance procedures.
8. Members must obey municipal regulations regarding fire codes, emergency access, etc.

Co-op responsibilities

9. Co-op 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 co-op
 - a reasonable life expectancy for buildings and co-op property, and
 - an enhanced and continued marketability of the co-op.
10. Co-op tools and equipment will be kept in working order and useable condition.
11. The co-op will clean, paint, maintain, repair or replace co-op property and building exterior items according to the co-op maintenance and replacement reserve plan schedules or to ensure the health, safety and marketability of the co-op.
12. 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.
13. The co-op will use qualified people for necessary plumbing, electrical and other work as required by building codes.
14. The co-op will use qualified people for: gutter cleaning, parking area repair, resealing, line painting, power washing, painting and staining, duct cleaning chimney cleaning as specified in building envelope repair or other maintenance warranties.
15. The co-op will provide each unit with a list that describes building exterior items, necessary maintenance and whether the member or co-op is responsible for maintenance and associated costs.
16. The co-op will conduct co-op property and building exterior inspections, at least annually, to identify and schedule necessary maintenance.

APPROVED SEP 26 2007

Policy approved by general meeting:

Replaces policy dated:

Procedures needed to carry out this policy

1. Itemized list of building exterior items, necessary maintenance and whether the member or co-op is responsible for maintenance and associated costs, e.g. changing exterior light bulbs, washers in taps, hose maintenance, etc.
2. Storage, use and disposal of hazardous materials.
3. Storage and disposal of garbage and recycling.
4. Inspection and maintenance schedules for major building components, machinery and fire protection equipment, in compliance with warranties or service contracts.
5. Inspection and maintenance schedules for co-op property and building exteriors.
6. Current Workers' Compensation Board (WCB) coverage for contractors.

Grounds maintenance

Purpose of the policy

To manage and maintain co-op grounds to:

- ensure the health, safety and comfort of members
- protect and extend the life of the grounds and landscape materials, and
- enhance the co-op and increase its marketability.

Policy

Member responsibilities

1. Members are responsible for the care and upkeep of the grounds and landscape materials in 'private' areas attached to units as defined in grounds procedures.
2. Members are responsible for lawn mowing, spring and fall clean up, snow clearing or any other tasks as assigned by the co-op. The co-op will be responsible for snow clearing of the back road and parking areas.
3. Members may volunteer to take responsibility for the care and upkeep of the grounds and landscape materials in co-op common areas.
4. Garden refuse and compost must be stored and disposed of as defined in grounds procedures.
5. Members or co-op maintenance may not use landscape chemicals without written permission from the board.
6. Members must receive written permission from the board for tree or shrub plantings or removal, tree pruning, installation of fish ponds, erection of structures like latticework, sheds or gazebos or patios and decks on any co-op property.

7. Members must obey municipal regulations regarding plantings, tree removal, use of chemicals, etc.

Co-op responsibilities

8. The co-op will purchase grounds materials as per the co-op landscape plan and budget.
9. The co-op will limit use of landscape chemicals on co-op common areas and will give members advance notice of the date of application, chemical to be used and reason.
10. The co-op will put procedures in place for the storage and removal of garden refuse.
11. The co-op will use professional trades people for tree removal and handy persons, volunteers for pruning, lawn cutting and maintenance.
12. The co-op will conduct grounds inspections to identify and schedule necessary grounds maintenance.
13. The co-op will provide, maintain and inventory the following tools for grounds maintenance: lawn mower, lawn tractor, gardening tools, snow blower and tractor.
14. The co-op will organize and notify members of clean-up days.

APPROVED SEP 26 2007

Policy approved by general meeting:

Replaces policy dated:

Procedures needed to carry out this policy

1. List of tools.
2. Schedule for inventory, maintenance and loan of co-op tools.
3. Instruction in the safe and proper use of co-op tools.
4. Storage and disposal of garden refuse.
5. Grounds inspection form.
6. Schedule and tasks for clean-up days.
7. Grounds maintenance schedule.
8. Criteria for the care and upkeep of co-op private and common areas.
9. Criteria for approving and/or denying a member's request for the use of landscape chemicals.

CLEANING GUIDELINES

1. Linoleum and Laminate Floors:
 - A. All floors must be washed.
 - B. If wax has been used (not necessary on our non-wax floors), all old wax must be stripped.
 - C. Be sure to clean under your appliances, if renting.
2. Carpets:
 - A. Must be professionally steam cleaned – WPHC does this and the cost deducted from the member's shares.
3. Walls and ceilings:
 - A. All marks must be washed off all walls and ceilings, including the closet areas.
4. Light Fixtures:
 - A. Must be cleaned and all missing or burnt-out bulbs should be replaced.
5. Smoke Detectors:
 - A. Must be cleaned and in working order.
6. Cupboards:
 - A. Must be thoroughly cleaned, including the inside and outside of cupboard doors and the tops of the kitchen cupboards.
7. Range Hood and Fan :
 - A. Must be thoroughly cleaned, including the filter.
 - B. Grease must be cleaned off.
8. Fridges and Stoves (if renting from WPHC):
 - A. Fridge must be emptied of all food items and cleaned thoroughly inside and outside.
 - B. Stove must be cleaned thoroughly, including oven and inside of burners.
9. Bathroom:
 - A. Must be left clean and any mildew or soap scum must be cleaned off of bathtub and sink area.
 - B. Any water damage due to not using the shower curtain or not having proper repairs done to leaking toilets or taps while living in the unit will have the cost of repairing the damage deducted from the member's shares.

C. Cupboard under the sink must be cleaned.

10. Basement:

A. Must be clean, with nothing left behind.

11. Windows:

A. Must be thoroughly cleaned, inside and out.

B. Window wells must also be cleaned.

12. Steps and Outside Area:

A. Must be swept clean and free of refuse front and back.

B. No garbage or papers left around.

C. If there is any garden area, it must be left clean and tidy.

13. Fire Extinguisher:

A. Must be left fully charged.

14. Members will be charged if WPHC has to clean their unit upon move out

15. Member Handbook and Policy and Procedures manual :

A. Must be left in the unit in good shape,

B. Members will be charged to replace lost or damaged books

Temporary Occupant Policy

Purpose of the policy

- To make the member aware of their liability and responsibility to ensure that all subleetees, visitors and guests follow the rules and policies of WPHC
- To make the member aware that they are liable for all damages or messes that their subleetees, visitors or guests may cause to their unit or any other co-op or neighbour property
- To ensure all subleetees, visitors and guests abide by WPHC rules and policies
- To ensure that all subleetees, visitor and guests respect the other occupants and follow the good neighbour policy
- To ensure the safety of all emergency personal entering a unit

SUBLETTING

- See rule 14.01 in Occupancy Agreement
- Members who wish to sublet their units must apply in writing to the Board for approval.
- Once approval has been received the subletee must fill out an application form and be processed and interviewed by the Membership Committee.
- The subletor is responsible for damages or unpaid rents should the subletee fail to abide by the signed agreement.
- The subletee(s) must agree to sign a commitment to assume the usual responsibilities of the absent Co-Op member, including participation. They will however not have a vote at General or Committee Meetings unless they take out associate membership.
- The maximum sublet period shall be at the discretion of the Board.
- No more than 10% of the units may be sublet at any one time (6 units).
- Subleetees have an option to become an Associate Member by paying \$10.00.

APPROVED SEP 26 2007

GUESTS AND VISITORS

- All members having a guest or visitor stay longer than 15 days in aggregate are required to complete a visitor/guest registration form
- The visitor/guest must sign the form along with the member agreeing to abide by the rules and occupancy agreement.
- Guest or visitors residing longer than 30 days in aggregate must make application to the co-op for residence and be interviewed by the membership committee. (see rule 24.01 [c-d] in occupancy agreement)
- Guest or visitors may be asked to participate in the co-op if they plan on residing longer than 30 days (see rule 24.01 [e] in the occupancy agreement)

APPROVED SEP 26 2007

WOODLAND PARK CO-OPERATIVE
VISITOR/GUEST REGISTRATION FORM

I, _____, of Block _____, Unit _____
am notifying the WPHC that _____ [Name(s) of Guest(s)]
will be staying/visiting at my Unit from _____ 200__ to _____ 200__.

During their stay I will insure that my guest(s) comply with the Rules, Occupancy Agreement and Policies of the Co-Op; failure to do so will mean they will have to leave the Co-Op property immediately. If said guest(s) do not leave, I understand and agree that my membership will be reviewed, with the possibility of termination of my Occupancy Agreement.

In the event my guest(s) stay longer than mentioned above, I will notify the Membership Committee for an extension of their visit.

DATED this _____ day of _____, 200__.

Principal Member's Signature

I, _____ hereby agree to all of the above:
(Principal Guest)

Signature of Principal Guest

(Sample Form)

Policy approved by general meeting:
Replaces policy dated:

MEMBER'S RESPONSIBILITIES

Each member is responsible for:

1. Paying your housing charges on time each month, or you will be fined a \$50.00 late penalty and could have your Occupancy Agreement terminated.
2. Making sure your income verifications are completely accurate.
3. Paying for electricity, heating, telephone and cablevision charges for your unit.
4. Cost of repair of any damage or excessive wear and tear while the member occupies the unit.
5. Snow removal from front and back steps and sidewalks around your unit.
6. Cleaning of interior and exterior windows, interior walls, ceilings, floors, carpets and outside steps and around your unit.
7. For member protection providing adequate insurance coverage for personal effects, liability, etc., at your own expense.
8. Waterbed insurance is mandatory for the protection of our townhouses. Member must provide proof of insurance annually.
9. Seeking the Board's or Maintenance Committee's approval for installations, structural modifications and/or additions according to the maintenance policies.
10. Becoming involved in WPHC by serving on a committee.
11. Promoting WPHC, therefore aiding in the ongoing job of filling vacant units.
12. Familiarizing yourself with the WPHC rules, occupancy agreement and policies.
13. Registering all pets with the Pet Committee; and not bringing a pet onto the premises until it is approved (registration form available at the office).
14. Keeping your pet retrained, abiding by the policies as laid down by the Pet Committee, and cleaning up after your pet.
15. Maintaining consideration for others and communicating with your neighbours prior to any situations that might cause inconvenience to them.

16. Co-operating with your neighbours, resolving any differences in an amicable fashion, if possible.
17. Keeping the noise level from your unit at a reasonable level at all times. There is a “quiet time” from 11:00 p.m. to 7:00 a.m. weekdays and 11:00 pm to 8: 00 am weekends. This is in conjunction with the Noise By-Law issued by the City of Castlegar.
18. Keeping your children under control and not allowing them to break the rules. It is understood by the people living in the WPHC that when children do something to hurt other children or break the rules of our WPHC, an adult from the WPHC might speak to them instead of waiting to contact the child’s parents. If the problem is a large one, the Board of Directors will deal with the matter.
19. Picking up your children’s toys from the common areas of the WPHC, including the lawn areas around your unit. Sidewalks should be kept clear of hoses, toys, bikes, rocks, flower pots, etc.
20. Respecting your neighbours’ property and making sure your family does, as well.
21. Attending all general meetings, or submitting a written letter stating reason for non-attendance prior to the meeting.
22. Placing curtains or blinds on windows no later than one month after moving in. These must reasonably fit the windows. (No flags, bed sheets, pornographic or artistic nudity or drug culture banners).
23. Unused and non-licensed vehicles must be removed from the WPHC after 30 days. Failure to do so will result in vehicle being removed at member’s expense.
24. Each unit is provided with one parking spot. Members are responsible for their visitors parking. All members must make sure that they, their family and friends do not park in the parking spots assigned to other WPHC members. The back lane must not be obstructed by vehicles and must be kept clear at all times. There is some parking available behind units or on the street.

25. Members are responsible for removing their vehicles from the parking areas in order to facilitate proper snow removal.
26. Do not leave garbage, either in paper or plastic bags or in garbage cans outside your unit. Close the dumpster lids after putting garbage into them and lock the clips to secure the lids. Bears, racoons and other animals patrol this complex every year, and must be discouraged by not finding anything to eat here.
27. Outside clothes driers are allowed as long as they are removable and put away when not in use. Laundry must not be left outside overnight.

Playground Policy

Purpose

To ensure that all children are supervised and safe when using the playground equipment and to establish usage guidelines so as to prolong the viable lifespan of playground equipment.

Policies

1. All children under the age of 12 may use the playground. This is at their own risk and WPHC is not liable for any injuries a member or their guests may sustain while using the equipment.
2. All children must be supervised by an adult when using the playground equipment.
3. Children are to refrain from eating and drinking on the playground equipment.
4. Children are to refrain from climbing on the outside of the playground structure and slides.
5. Children who do not abide by the WPHC playground policy may be prohibited from using the playground till such time as they are willing to abide by this policy.
6. No pets are allowed in the playground area.
7. Parents must understand that neighbours may speak to their children when a child is misusing the equipment or causing a disturbance at the playground.
8. The playground hours are from 9:00 am to 9:00 pm during the summer or until dusk during the other seasons.
9. The playground is for co-op inhabitants and guests only. If a child does not live here nor is a guest they will be asked to leave to protect WPHC from liability.
10. Individuals using the playground are to ensure the area is kept free from garbage and debris. A garbage can has been provided for that purpose. Please pick up any litter you see.
11. No bikes in the playground area.
12. WPHC will not water the playground area in the evening before 9:00 pm

APPROVED SEP 26 2007

Garden/Compost Committee job description

Source of authority:

- committee members are appointed by the board (refer to Rule 20)
- the committee is accountable to the board
- the committee reports to the board and general membership, and
- committee members may be removed by the board.

Committee size: minimum of 3, maximum of 5.

Term of Office: 1 year, no greater than a continuous period of 5 years.

Chair: the members of the committee elect the chair annually.

Quorum: 50%

Purpose of the policy

To ensure that all members abide by the garden/compost policies.

Responsibilities

To maintain and upkeep the common gardens and compost but is not responsible for the looking after and maintaining of any trees such as pruning, spraying, removing, etc. on the co-op property.

APPROVED SEP 21 2009

To develop a green house and self-reliant seed system.

To maintain a compost program and distribute the compost first and foremost to the common gardens and then to the individual units.

Duties

Spring – preparing and planting of beds and start-up of compost.

Summer – general maintenance of beds and planning fall planting.

Fall – putting beds down for season, moving or dividing plants that need dividing, planting spring bulbs, picking out seeds for winter growing.

Winter – plant bedding plants for spring.

Policy approved by general meeting:

Replaces policy dated:

Participation

Purpose of the policy

To make clear that all members have an obligation and responsibility to share in the management and operation of the coop.

Policy

1. All co-op members must participate. This begins in the first month of occupancy.
2. The co-op recognizes that members may have different abilities, skills, limitations and availability. The co-op will encourage and foster member participation. It will provide opportunities for participation that are appropriate to the member.
3. In order to meet their obligations under the Occupancy Agreement, and unless exempt for medical grounds or reasons subject to approval of the board, members must:
 - attend general meetings or contact the Board secretary with regrets if unable to attend in writing prior to the meeting;
 - participate in major clean-ups and maintenance work parties in the spring and fall each year.
 - be a member of a WPHC committee and attend the monthly meetings
 - members will be fined \$ 50.00 non-participation fee for the first three absences from their monthly committee meetings, member meetings (AGM GM) and spring and fall cleanup over the course of the current fiscal calendar, and \$ 150.00 for any further missed member participation commitments/meetings.
 - if a member cannot attend their committee meeting, a member meeting, or the spring and fall cleanup and have submitted a note prior to the meeting or clean up can be excused for 3 missed commitments by the board without being fined the \$ 50.00, any further absences receive the \$ 150.00 non-participation fine.
 - Upon receiving three non-participation fines in a twelve month period the Board will conduct a membership review and that member's occupancy agreement may be terminated for failure to fulfill the obligations therewith in.
 - Exemptions for holidays or health reasons must have Board approval.

Procedures needed to carry out this policy

1. Who and how to notify if unable to attend a meeting.
Through members section of website woodlandcoop.ca
Email note to info@woodlandcoop.ca
Drop in office mail box Prior to 6pm of meeting date.
2. A doctor's letter will establish medical grounds for exemptions.
The member is responsible for any fees associated with
3. Monitor participation (sign-in sheets, participation audit, etc.).
Sign-in sheets are supplied at every meeting and cleanup.
4. Method(s) of recognizing participation and dealing with non-participation.
Sign-in sheets are verified by Finance Committee. Fines are assessed and sent to the Board for approval. Fines billed by bookkeeper.
5. Task and work party scheduling (see also Maintenance policies).
Spring Cleanup held in May
Fall Cleanup held in October

Housing charge assistance

For co-ops funded under the CMHC Section 95 (56.1) program.

Purpose of the policy

- To set out members' rights and responsibilities for receiving housing charge assistance, and
- To establish a framework for:
 - managing and allocating the subsidy pool and subsidy surplus fund in a fair and consistent way in compliance with the CMHC operating agreement
 - monitoring and assessing the impact of any policy application on all member households and on the economic viability of the co-op, and
 - planning for changes in subsidy and housing charges in response to household changes.

Policy

The process for members and the co-op

1. The co-op will verify household income and assess housing charges (income testing) twice per year and when needed as households report changes in income or make new applications for assistance.
2. Households applying for assistance must complete the co-op's housing charge assistance application form and provide the required proof of household income.
3. Households that do not submit an application form and appropriate income verification will be assessed the maximum housing charge for the unit.
4. The co-op may ask for further proof of income as required.

5. Bookkeeper, Board Member or Finance Committee will:
 - verify that applicants qualify for assistance
 - calculate the amount required for each applicant
 - notify the applicant of the assessed housing charge, and
 - administer the subsidy waiting list.
6. After the annual income testing, the co-op will give 30 days' notice of the assessed housing charge.
7. The co-op may stop providing housing charge assistance to a household for any or all of the following reasons:
 - an increase in income disqualifies the household
 - failure to report increases in household income at the semi-annual income testing, or when a change in income occurs
 - wilful falsification of the housing charge assistance application form or proof of income, and
 - failure to abide by the housing charge assistance policy.
8. Any member denied assistance or disputing the amount of assistance granted may appeal the decision to the board. The decision of the board is final.

Planning and managing housing charge assistance

9. The co-op will use the annual income testing and an estimate of members' changing needs and demographics to develop annual and longer-term plans for:
 - use of housing charge assistance
 - ability to fill vacant units with members requiring assistance, and
 - possible ways to create more funds for the subsidy pool.
10. The co-op will monitor the subsidy status reports monthly. The board will monitor the amount of funds available in the subsidy pool and maintain the subsidy surplus fund in a manner to be considered sufficient.

19. The co-op will provide notice of any change in housing charge resulting from a mid-year change in income.

For an increase in housing charge: 28 days' notice, the time being calculated from the last day of the month in which the income increase occurred. For example, if a household's increase in income was in mid-September, the housing charge increase would take effect on November 1.

For a decrease in housing charge: the decrease will take place on the first day of the month after the change is reported.

20. When households apply for assistance during year, the co-op will allocate assistance:
- only if sufficient funds are available in the subsidy pool or subsidy surplus fund, and
 - Need basis
 - on a first-come, first-served basis if qualifying members have an equal need.
 - a member who has been approved to receive subsidy at the beginning of the fiscal may not be removed from that fiscal year's subsidy pool even if another member shows greater need at some other point during the fiscal.

Subsidy waiting list

21. When there are not sufficient funds in the subsidy pool and households paying full housing charge apply for assistance, the co-op will establish a subsidy waiting list of members who are eligible for assistance.
22. Households on the subsidy waiting list will receive assistance when it comes available. Assistance will be given in the following order of priority:
- households that comply with the over- and under-housing policy, and
 - on a first-come, first-served basis.

Note: This policy has to comply with the co-op's operating agreement with CMHC, including Schedule B.

Policy approved by general meeting: February 26, 2018
Replaces policy dated: September 22, 2008

Procedures needed to carry out this policy

1. System for collecting, using, filing, sharing and protecting personal information in compliance with PIPA and PIP policies.
2. Forms and documentation required to comply with PIPA.
3. Required proof of income (see CMHC Income Definition Handbook).
4. Co-op's income eligibility guidelines (see CMHC operating agreement, including Schedule B).
5. Schedule for annual income testing and housing charge assessment notices.
6. Grievance process for members to follow when they think their assessed housing charge has been miscalculated.
7. The amounts of mid-year increase and decrease in income specified by the board (Points #15 and 16).
8. Information sheet on eligibility requirements for housing charge assistance.
9. Utility allowances supplied annually by CMHC.
10. Method to annualize income before decreasing or increasing housing charges.
11. Other relevant policies such as the over- and under-housing policy.
12. Method of communication with membership committee, board and bookkeeper
13. Subsidy status reporting format, including overall monthly and cumulative use of the subsidy pool and status of the subsidy surplus fund.
14. Review any policy changes with bookkeeper prior to approval.

Parking

Purpose of the policy

To provide members, guests and visitors with rules for the use of co-op parking spots.

Policy

1. All households parking vehicles on co-op property must register their vehicle(s) with the co-op. The co-op will assign one parking spot per household/unit in the paved parking lots. A second vehicle can be parked behind the unit in the back lane where space permits.
2. Members may only park in their assigned spot. The co-op may assign or re-assign parking spots based on member needs.
3. Guests and visitors may only park in designated spots. Members may not park in visitor or guest spots.
4. Vehicles obstructing the back lane may be towed without notice. The co-op may tow other illegally parked or unregistered vehicles after giving 2 warnings. The co-op will tow at the member's expense.
5. All vehicles parked on co-op property must be driveable and insured or drivable and insured for storage if not in use.
6. Oversized vehicles are not allowed; nothing larger than a one tonne truck.
7. When there is not enough parking for all households, the co-op will assign or re-assign spots on the basis of need and availability.
8. Temporary parking spots or areas are identified by signs specifying time limit.
9. All season Vehicles must be removed from co-op property during winter season Oct 1 to Mar 31 so they do not impede snow removal.

Policy approved by general meeting: September 25, 2008

Replaces policy dated: September 26, 2007

Procedures needed to carry out this policy

1. How to apply for a parking stall and register a vehicle – including proof of insurance.
 3. Who handles parking complaints and has the authority to issue notices and call the towing company.
 4. Ensure that parking policy and procedures conform to local fire regulations.
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Over- and under-housing

For co-ops that do not have government requirements for occupancy standards – CMHC programs Section 61 (34.18), Section 95 (56.1), FCHP (ILM) market units.

Purpose of the policy

- To make sure that members are provided with a suitable unit of appropriate size
- To balance member households' wants and needs with the co-op's objective to provide affordable and adequate housing to current and future members, and
- To maintain the economic viability of the co-operative.

Definitions

Over-housing means having too many bedrooms for the size of the household.

Under-housing means having too few bedrooms for the size of the household.

Policy

1. The co-op will use the following standards in determining the appropriate unit size for each household:
 - Maximum residents per unit should be no more than two times the number of bedrooms in a unit. Bedroom allocations are left to the discretion of the parent/s.
 - There should be no fewer than one resident per bedroom
 - There should be enough bedrooms so that parents do not have to share a bedroom with a child.
 - A unit may be cohabitated by the immediate family of the member which include a spouse, children by blood, marriage, adoption, guardianship or fostering or a parent of the member or their spouse.

2. Members will be provided with sufficient bedrooms to house:
 - children on a part-time basis (at least [50% of the month] due to custody arrangements
 - foster children or family members on an interim basis (at least 25% of the year)]
 - care-givers for members with special needs
 - members with medical conditions requiring an additional bedroom
3. Members must provide documentation acceptable to the co-op as outlined in the procedures.
4. Members must advise the co-op of any change in household size.
5. The board may approve a request by an over-housed or under-housed member for an exemption to the requirement to move:
 - where age or poor health make a move inadvisable
 - for 18 months following a bereavement, or
 - for other reasons at the discretion of the board.

Any exemption approved by the board must be reported to the members.
6. In other cases, the co-op will require a household that is over- or under-housed to move to an appropriate sized and suitable unit when one comes available. The household will be permitted to stay in the current unit until that time.
7. Members required to move may turn down one offer of an appropriate sized and suitable unit. Members must accept the offer of a second appropriate sized and suitable unit, unless there is a valid reason acceptable to the co-op.

Policy approved by general meeting: March 26, 2008

Replaces policy dated: September 26, 2007

Procedures needed to carry out this policy

1. Determining acceptable custody documentation for children residing part time.
2. Criteria for documentation required in Point #2.
3. Member selection policy for internal waiting list and moves.
4. Other relevant policies such as subsidy or housing charge assistance, and personal information protection.