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# Member Manual – Interim Update



Issued February 2011

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*Note: The Rules and Occupancy Agreement are not included in this electronic manual. Please obtain a printed copy from the management company or visit the Pine Ridge web site at: [www.pineridgeco-op.bc.ca](http://www.pineridgeco-op.bc.ca).*

## REVISION LOG JANUARY 2011:

### **Added:**

- *International Co-operative principles (Sect. 1)*
- *Motion to adjourn (Rules of Order - Sect. 1)*
- *Leave of Absence Policy (Sect 4)*
- *Personal Information Protection Policy (Sect 4)*

### **Updates:**

- *References in all sections*
- *General information in all sections*
- *Definitions of commonly used terms (Sect. 1)*
- *Board & Committee Job Descriptions (Sect. 2)*
- *General Financial information (Sect 3)*
- *Arrears policy (Sect. 3) and one change to Finance policy*
- *Investment policy (Sect 4)*
- *Membership policies (Sect 4)*
- *Member complaint form (Sect 7)*
- *Policy name change: from: \$500 Unit Improvement to: Unit Gift – One time \$500 Unit Improvement (Sect 4)*

### **Deleted:**

- *Any policy or procedure that does not comply with the law, Rules or Occupancy Agreement*
- *Forms that are no longer used*

### **Under Board review as of January 2011:**

- *Reorganization of Section 4 (Policies and procedures) and the integration of House Rules & policy motions into policies*
  - *Reorganization and update of the Finance policies*
  - *Updates to other policies as noted*
- 

This interim update to the manual incorporates approved policies or changes that have been made since the 2001 update. Changes to policies have become necessary because of changes to the Co-operative Association Act and subsequent adoption of new Rules. This also presented a golden opportunity to do a complete revamp of the manual itself.

Because the manual consists of both updated and yet to be updated material, there is an untidy mix of formatting. Please excuse this as the manual is still a work in progress. It will be extensively re-organized to make it easier to find information and read in an electronic format.

**Your suggestion on any changes you think would be helpful is most welcome!**

Catherine Porter  
For the Policy Review Task Force

# **SECTION 1**

## **GENERAL INFORMATION**

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## MEMBER MANUAL – INTERIM UPDATE 2011

This is your personal copy of the Member Manual for Pine Ridge Housing Co-operative. It is your responsibility as a member of this organization to be familiar with its contents.

**This is an interim update.** Many policies are still under review as updates resulting from changes in the Co-operative Association Act and Pine Ridge Rules & Occupancy Agreement have not yet been approved.

As policies are approved, this electronic manual will be updated and a new issue made available.

One purpose of the manual is to present highly technical information in a more readable form. This required that information from the Co-operative's Rules & Occupancy Agreement, the Cooperative Association Act and the 56.1 Operating Agreement be interpreted and summarized.

Original sources have been cited wherever they could be verified, but it was not always possible to locate sources. Members should not infer that a policy or practice is invalid or improper simply because it could not be referenced to original documents.

*In case of any difference between the interpretation in this Manual and the wording in a source document, the source document is always right. If in doubt, refer to the source document.*

Members' suggestions for information to be included in the Member Manual are always welcome. Also, please report any errors or omissions that you note. Contact the person named in the Co-op Contacts List in the newsletter.

Catherine Porter  
January 2011

The following members are currently involved with the update to this manual:  
Linda Allen, Glen Armstrong, Shelley Filiatreault, Margaret Flaherty, Laural Martin, Catherine Porter and Glen Porter.



## REPLACEMENT COSTS

### Printed manual:

- Full replacement: \$15.00
- single pages: \$0.25 per page (forms and updates are free)

### Electronic manual (.PDF file format):

- Replacement CD: \$3.00
- Sent by email or transferred by other electronic means: free.

## **EARLY HISTORY OF PINE RIDGE HOUSING CO-OPERATIVE**

Pine Ridge Housing Co-op was incorporated in 1981. The original mortgage was for approximately 7.7 million dollars and was held by the Co-operative Trust Company of Canada.

The first orientation meeting was held at the Boilermakers' Hall in Burnaby on June 10, 1981. One hundred and twenty-four families signed in at the meeting. This was followed by a meeting held in the Killarney High School gym on June 24, 1981. Participants at this meeting volunteered for a number of initial committees and an interim Board, and chose the name of "Pine Ridge" for the co-operative. The interim Board met for the first time on July 9, 1981 at the offices of Columbia Housing.

On August 11, 1981, there was a zone hearing by Burnaby Council to rezone our parcel of land to multiple dwelling; this passed without challenge.

The project was overseen by Mark Bostwick of Columbia Housing Advisory Association. The design was by Brian Palmquist for Howard-Yano Architects. Bobsein Construction was selected to build the project.

The ground-breaking ceremony was held on-site on January 16, 1982. Present were Senator Ray Perrault, representing the federal government, and dignitaries from Burnaby Council, C.M.H.C., Columbia Housing, Howard Yano Architects and Bobsein Construction, along with prospective members of Pine Ridge Housing Co-operative.

Construction on the project was started In February 1982 with a completion time of approximately 12 months. Due to a perfect spring, however, construction proceeded ahead of schedule and the project was officially ready for occupancy on December 1, 1982. The first members began moving in on November 27, 1982 — a very wet Saturday.

*Compiled by Catherine Porter from material written by:*

*F. W. Chapman*  
*First President*  
*Pine Ridge Housing Co-operative*

*Mark Bostwick*  
*Columbia Housing Advisory Association*

## **INTERNATIONAL CO-OP PRINCIPLES**

1. **Voluntary and Open Membership:** Without discrimination, membership is open to all who can use the services and accept the responsibilities of membership.
2. **Democratic Control:** The Co-op is controlled by the members who are given information to enable good decision making.
3. **Member Economic Participation:** Members contribute financially to the Co-op and share in the benefits of membership.
4. **Autonomy and Independence:** Co-ops are independent associations controlled by their members who follow the applicable laws and government agreements.
5. **Education Training and Information:** Education and training are provided to enable everyone involved to play a full role in the life of the Co-op.
6. **Co-operation among Co-operatives:** Co-ops organize together in federations to build a healthy co-op movement.
7. **Concern for Community:** Co-ops work to build strong communities, help to improve the lives of others and take care to protect the environment.

## **PINE RIDGE GUIDING PRINCIPLES**

1. To provide open and voluntary membership to all persons willing to accept the responsibilities of membership without artificial restriction or any social, political or religious discrimination.
2. To provide democratic control so that affairs are administered by persons elected or appointed in a manner agreed to by the members and accountable to them through equal voting rights (one member, one vote).
3. To ensure that when a member leaves, he/she does so without financial loss or gain.
4. To ensure that surplus or savings, if any, arising out of the operations of the Co-op are distributed in an equitable manner to benefit all members.
5. To make provision for the education of members, officers and employees of Pine Ridge Housing Co-operative in the principles and techniques of co-op housing.
6. To best serve the interest of Pine Ridge Housing Co-operative members by actively co-operating in practical ways with other co-operatives at local and national levels.
7. To provide members and individuals with freedom and privacy while maintaining standards and regulations agreed upon by the members themselves.
8. To provide member residents with security of tenure comparable to that of private ownership.
9. To maintain a secure and responsible financial position.
10. To create a community in which people can live comfortably regardless of income, age or ethnic background.

## **RIGHTS AND RESPONSIBILITIES OF MEMBERS**

<b>RIGHTS</b>	<b>RESPONSIBILITIES</b>
One vote per member or associate	To attend meetings — especially General Membership meetings
Any adult living in the Co-operative may apply for an associate membership	To help in administering the Co-operative
To participate in the operation of the Co-operative	To join the committees which help to run the Co-operative
To change or introduce rules for governing the Co-operative	To obey all Co-op rules and regulations
To pay a fair housing charge	To ensure that housing charges are paid on time
To have security of tenure	To supply income verification when requested
Not to be liable for damage done to Co-op property by other members	members are liable for damage done to a unit or community property by themselves, their children or guests
To have the development well maintained	To keep their unit in good repair with regular maintenance and participation in work projects required by the Co-operative
To complain in writing if necessary	To have the complaint fairly adjudicated
To have privacy in your unit while respecting your neighbour's privacy	Unit is to be used as a private single family dwelling and must not be sublet without the Co-op's consent
To have a good working and living relationship with neighbours	Not to alter or add to the unit unless pre-authorized by the Board To prevent anything that might increase fire insurance rates

**\*\*\*\*TO BE A GOOD NEIGHBOUR AND MEMBER \*\*\*\***

## MISSION, VISION AND VALUES STATEMENT

### **VISION**      **Our vision for Pine Ridge is:**

- a nurturing community where family and friends find comfort, joy, peace and happiness

### **MISSION**      **Our mission is:**

- to provide appropriate, affordable accommodation;
- to build a healthy and harmonious community through the unique contributions of each member

### **VALUES**      **We value:**

#### ***Co-operation:***

- We are committed to co-operative principles.
- We are proactive in meeting the needs of our members and our community.
- We value, encourage and support our volunteers and staff.
- We build our community through collaboration.
- We value consensus.
- We like having fun.

#### ***Open communication:***

- We are willing to listen and hear.
- We listen to both sides of an issue before making our decisions.
- We base our decisions on reliable and verifiable information.
- We accept the responsibility for keeping ourselves informed.

#### ***Our natural environment.***

- We value living in harmony with our environment.
- We value responsible stewardship of our grounds.

#### ***Respect for each other:***

- We respond to issues, not to personalities.
- We treat others as we desire to be treated.
- We value trust in each other.
- We allow the benefit of the doubt.
- We are tolerant of dissent and varied points of view.
- We honour diversity, dignity and equality.

#### ***Compassion:***

- We are compassionate and caring of each other.

#### ***Integrity:***

- We build our relationships on honesty and fairness.
- Our processes are democratic and open.
- We share accountability for the well-being of our community.
- We behave in ways that generate trust and build confidence.
- We accept responsibility for our words and actions.

#### ***Creative and inclusive solutions.***

- We value the input of everyone.

*Adopted February 2001*

## **ORGANIZATION:**

Pine Ridge is a non-profit housing co-operative, incorporated under the *Cooperative Association Act* of British Columbia and defined under section 95 of the National Housing Act. The co-operative is a member-based participatory democracy and is collectively owned by the members.

There is one principal member per household. Other members of the household over the age of 19 may apply for associate member status. Membership confers the right to vote at meetings and serve on the Board of Directors. Each member has one vote. Proxy voting is not permitted.

The Co-operative is managed by a management company. Members elect a Board of Directors to govern the co-op and oversee the management. Volunteer advisory committees research options and make recommendations which assist the Directors in their decision-making. The co-operative endorses the principles of Good Governance, Sound Management and Principled Leadership.

It is the expectation that members will involve themselves in co-op operations by participating and voting at general meetings and volunteering time in co-op activities. (See Section 2 for more information.)

Robert's Rules of Order are used at meetings. (Refer to page 1.7 for simplified Rules of Order.)

## **MEMBER SELECTION CRITERIA:**

Member selection is based on the following:

- household income and size meeting the co-op requirements
- the co-op's ability to provide accommodation appropriate to the applicant's needs
- satisfactory credit rating and positive references
- willingness to engage in the community life of the co-operative
- willingness to participate in the democratic decision-making of the co-op
- willingness to support the co-op's mission statement and co-operative principles
- willingness to be good neighbours and good residents and to maintain their home (inside and outside) in good condition
- stable residence patterns
- tolerance for differences
- volunteer experience
- date of receipt of application and length of time on the applicant list

**SHARES:**

Members purchase shares in the Co-operative. Share purchase amounts are as follows:

1 bedroom .....	\$2,000
2 bedroom .....	\$2,800
3 bedroom .....	\$3,300
4 bedroom .....	\$3,500

There is one principal member share per unit. Associate members on approval by the Board, are entitled to one share at the par value of \$10.00. Please note that associate membership does not confer automatic rights to a unit (Rule 2.2, 2.3 & 11.2).

Each share purchase forms part of the share capital pool, which is currently invested under full professional management with Odium Brown Limited. Earnings from the shares are used as directed by membership vote. Uses of the earnings have included building playgrounds, re-landscaping, funding a satellite TV system, providing improvements to the units, and rebating a portion of members' housing charges.

On move-out, the original share purchase is returned (less any amounts owed to the Co-operative) and the Co-op then decides who will occupy the unit. As legislated by the Co-operative Association Act, SBC 1999 [section 38(4)] and 173 [1], neither interest nor cost of living adjustment is paid on member shares.

**UNIT / HOUSING CHARGE INFORMATION:**

The Co-op is made up of 88 townhouse units:

- 10 One-bedroom units
- 30 Two-bedroom units
- 32 Three-bedroom units with 1 bath
- 12 Three-bedroom units with 1 1/2 baths
- 4 Four-bedroom units with 1 1/2 baths

Each unit is equipped with a refrigerator and stove, is wired for both cable and satellite TV and has laundry hook-ups. There is zonal heating provided by electrical baseboard heaters.

Housing charge rates are usually adjusted on an annual basis as required to meet the fiscal obligations of the Co-operative.

There is both a minimum and a maximum housing charge for each of the four unit types.

If income test subsidy is available, individual households may pay a housing charge between the minimum and maximum levels based on a percentage of their gross annual household income.

**PROPERTY TAX GRANT:**

Pine Ridge Co-op will apply for the B.C. Homeowners Grant on behalf of each entitled member. Each grant so obtained will be credited to Pine Ridge Co-op's property tax account. The portion of the seniors' grant that is actually used to offset taxes payable on the unit may be refunded to qualifying members.

**COMMUNITY BUILDING:**

The Community building is a separate building containing the Co-op office, meeting/party room (Community Hall) and coin laundry.

The Co-op Community Hall is available for private gatherings. There are full kitchen and bathroom facilities as well as tables and chairs.

To book the hall, call the number listed on the Co-op Contact Page of the newsletter. Community Hall Rental Rules and Regulations can be found in the policy section.

**CO-OP AFFILIATIONS:**

The Co-operative is a member of both the Co-operative Housing Federation of Canada (CHF/Canada) and Co-operative Housing Federation of British Columbia (CHF/BC).

**PINE RIDGE PERSONAL INFORMATION PROTECTION POLICY**

The policy can be found in section 4 – Policies and Procedures

The provincial government's Personal Information Protection Act came into effect on January 1, 2004. Housing co-ops are considered to be subject to the Act. This legislation covers the collection, use and sharing with others of the personal information you disclose to Pine Ridge Housing Co-operative. Applicants and Pine Ridge members are asked for information to establish their eligibility to become members or be offered a unit and to be assessed a graduated occupancy charge or other benefit that may be offered.

A member's consent must be obtained by the Co-operative for it to collect and use the information provided by the member. The consent will cover various pieces of information for example; financial information, phone numbers, information gathered to address a complaint.

To permit Pine Ridge to maintain the relationship it has with each adult resident of the Co-op, signed consent is required from all household residents who are nineteen years or older and the Co-op will obtain this necessary prior consent from individuals.

## **VACATING A UNIT:**

All moves that result in a unit being vacated are governed by the same policies. Whether making an internal move to another unit or leaving the Co-operative, members have the same maintenance and cleaning responsibilities. Points 1 and 2 below refer to members moving out of the Co-operative. All other points refer to both types of moves. Members making an internal move should also refer to the Internal Move Policies in Section 4.

1. Notice of move-out must be submitted in writing. The form to be used can be found in Section 7 of this manual. If it is missing, contact the Management Company for a copy.
2. Under the terms of the Occupancy Agreement, section 18.01, you are required to give two months notice of move-out in writing the time being calculated from the last day of the month in which notice is given. This means you should give your notice by the last day of the month immediately prior to the two month period. You are responsible for housing charges for the full two months, whether or not you live in the unit the whole time.
3. Once your move-out notice is received, you will be given a letter of acknowledgement containing your move-out date.

Whether you are making an internal move or leaving the Co-operative, you are expected to vacate your unit by 12 noon on the move-out date unless you have negotiated some other arrangement with the Board of Directors.

4. Under the terms of the Occupancy Agreement, section 11.6, you are responsible for ensuring that your unit is properly cleaned and repaired at move-out. To help you identify what needs to be done, the unit will be inspected and you will be provided with a list of items which you are responsible to repair or replace.

Refer to the following:

- House Rule VIII (p. 5.7) for a detailed list of the cleaning requirements
  - the Unit Renovations Policy (section 4) for an explanation of responsibility regarding changes you may have made in your unit
  - the Unit Paint Policy (section 4) for an explanation of responsibility and costs regarding painting of the unit
5. Your unit will be inspected twice: once prior to move-out, and again after you have removed your belongings.
  6. Processing your share refund will usually take 30 days or more after your official move-out date. You can help speed up your refund by making sure your unit is completely ready for occupancy when you move out. Additional information on the share purchase refund is in section 3.

We hope your move will go smoothly. Please contact the Board or management company if you need additional information or assistance.

## DEFINITIONS OF COMMONLY USED TERMS:

*Disclaimer: The definitions below are provided for your convenience only. These are not legal definitions.*

<b>Advisory Committee:</b>	a working group of volunteers who report to and operate under direction of the Board of Directors to perform a particular service or function.
<b>Ad hoc Committee</b>	a committee created for a special purpose or task which disbands once the task is complete.
<b>Agency for Cooperative Housing:</b>	the not-for-profit administrator of federal co-operative housing programs
<b>Arrears:</b>	a debt to the Co-operative that is not paid by the date due.
<b>Board of Directors:</b>	the governing body of the Co-operative.
<b>CHF/BC:</b>	Co-operative Housing Federation of British Columbia.
<b>CHF/Canada:</b>	Co-operative Housing Federation of Canada.
<b>CMHC:</b>	Canada Mortgage and Housing Corporation.
<b>Committee of Directors</b>	A committee made up entirely of Directors
<b>Cooperative Association Act:</b>	an act of the Provincial Legislature that defines the powers of the Co-operative and set out the duties and responsibilities of its Directors.
<b>Director:</b>	a Co-op member who is either appointed or elected to the governing body of the Co-operative — i.e. the Board of Directors.
<b>Extraordinary Resolution:</b>	<i>Replaced by “Special Resolution” in the Cooperative Association Act SBC 1999.</i>
<b>Graduated Occupancy Charge:</b>	a subsidized housing charge based on the income of the occupant. Also known as Rent Geared to Income (RGI).
<b>House Rules:</b>	(see “Policy”).
<b>Housing Charge:</b>	the amount of money paid to the Co-operative for occupancy of a unit.
<b>Income Test Subsidy:</b>	a subsidy provided by the federal government to lower the housing charge for income-tested members.
<b>Income-tested Member:</b>	a member receiving Income Test Subsidy.
<b>Lease:</b>	(see “Occupancy Agreement”).

<b>Maximum Housing Charge:</b>	the actual housing charge that is established for each type of unit. This is the amount paid by non-income tested members. Also called “Regular Occupancy Charge”.
<b>Memorandum of Association:</b>	a document setting out the basic terms of association of the Co-operative.
<b>Minimum Housing Charge:</b>	the least amount of housing charge that a member may pay for occupancy of his or her unit.
<b>Occupancy Agreement:</b>	schedule A of the rules — an agreement between the Co-operative and an individual member defining the obligations of each.
<b>Officers:</b>	the President, Vice President, Treasurer and Secretary of the Board of Directors (also called “signing officers”).
<b>Operating Agreement (56.1):</b>	an agreement between the Co-operative and the Federal Government for mortgage insurance and subsidy.
<b>Policy:</b>	an agreement between members on acceptable procedures and behaviour.
<b>Procedure:</b>	The steps to be taken or manner of proceeding in an action
<b>Regular Occupancy Charge:</b>	see “Maximum Housing Charge”.
<b>RGI (Rent Geared to Income):</b>	see “Graduated Occupancy Charge”.
<b>Rules:</b>	the regulations or bylaws adopted by the Co-operative and filed with the Province of B.C.
<b>Signing Officers:</b>	the officers of the Board of Directors who may sign legally binding documents on behalf of the Co-operative. See “Officers”.
<b>Special Resolution:</b>	a resolution passed by a majority that is specified in the Co-operative’s rules (if not otherwise specified in the rules, at least $\frac{3}{4}$ of the total votes cast). The resolution must have been submitted to all members entitled to vote and appropriate notice* of the meeting given. <i>*The required notice is at least 14 days</i>
<b>Task Force</b>	a group of people created for a special purpose or task and who disbands once the task is complete.

## **RULES OF ORDER**

### **A BRIEF GLIMPSE AT PARLIAMENTARY PROCEDURE**

*Ref: Robert's Rules of Order - the Standard Guide to Parliamentary Procedure, Bantam books 1986*

#### **Preamble:**

Housing co-operatives are democratic organizations in which members make the important decisions. Meetings are held to give everyone the opportunity to share ideas and opinions and participate in the decisions that affect us all. It is therefore important for members to speak up at meetings.

So that decisions are made fairly and with clarity, the business of any meeting is conducted in line with standard parliamentary principles. Pine Ridge Co-operative uses Robert's Rules of Order at meetings. The following information provides a very basic outline of those principles.

#### **The agenda:**

The agenda sets out the order in which the business of the meeting will be handled. It may be varied according to circumstances by membership vote at the start of the meeting.

*If you have something you would like discussed at a meeting, either ask the Board ahead of the meeting to put the item on the agenda, or ask the members at the start of the meeting for permission to add the item to the agenda.*

#### **Role of the chairperson:**

It is the duty of the chairperson to guide the flow of discussion to ensure that:

- everyone has a chance to participate
- debates do not develop between members in an unregulated fashion.

Speakers must be recognized by the chairperson before addressing the meeting and should address their remarks to the chair. It is also the duty of the chairperson to state and put all questions properly brought before the meeting to a vote, and to announce the result of the vote once it is taken.

#### **Members' questions and comments:**

As each item on the agenda comes up for discussion, it is introduced by the chairperson or a presentation is made by a member or committee representative. Only one item at a time should be discussed. Members should stick to the topic under discussion and try to keep their comments brief. A comment or question not associated with an item on the agenda should be raised under "New Business".

### **Conduct of business:**

When a decision by the members is required, the procedure is as follows:

- a motion about the item is made
- the chairperson will ask for a member to second the motion
- the motion is debated and possibly amended by the members present
- members vote on the motion (only members may vote)

#### **1. Motions:**

A motion is simply a proposal to the members at the meeting.

*To make a motion, hold up your hand until acknowledged by the chairperson. When the chairperson calls on you, stand up and speak your motion. If possible, submit your motion in written form to the chairperson.*

At least one other person in the room must support the motion before the members can discuss it. *To support a motion, say "I second the motion".*

#### **2. Speaking on the motion:**

Once a motion has been made and seconded, it is debated by the members present at the meeting. The debate is regulated by the chairperson. Speakers must speak for or against the proposal and the chairperson may rule a speaker out of order if his or her comments are not relevant to the motion. All remarks should be addressed to the chair, rather than to any particular member of the meeting.

The chairperson will maintain a list of all persons requesting to speak and will allow them to speak in order. It is your turn to speak when recognized by the chairperson. At the discretion of the chairperson, no person may speak more than once on the same item until all members present who wish to speak on the item have done so.

*To speak on a motion, hold up your hand until acknowledged by the chairperson. When the chairperson calls on you, stand up and say what you think as clearly and as briefly as possible. It helps to start with "I want to speak in favour of the motion because....." or "I want to speak against the motion because....."*

#### **3. Amendments — changing the motion:**

During debate on a main motion, amendments to the motion may be introduced. An amendment can add, subtract or change parts of the main motion, but cannot go against the motion. If you do not like the motion at all, vote against it. If the motion is defeated, you can then make a new motion.

Like the main motion, an amendment must be moved and seconded. If the mover and seconder of the main motion agree to the amendment, it immediately becomes part of the main motion. If they do not agree, a vote must be taken on the amendment.

Once the amendment has been moved and seconded, all speakers must address the amendment rather than the main motion. The chairperson will keep a separate speakers list for debate of the amendment.

When the meeting has finished debating the amendment, the chairperson will review it and then hold a vote on it. If it passes, it is incorporated into the main motion and debate continues on the main motion *as amended*, using the main speakers list, until the meeting is ready for the vote on the main motion or another amendment is proposed.

#### **4. Withdrawing a motion:**

The mover of a motion may withdraw the motion from the floor if no one objects. If there is any objection to the withdrawal the meeting must vote on whether or not to allow the withdrawal.

Occasionally a member may wish to amend a motion by replacing it with a whole new motion. This is not allowed as a valid amendment. However, the member may briefly outline the substitute motion and either ask the mover to withdraw the motion on the floor or urge the meeting to defeat it so that the substitute motion can be proposed.

#### **5. Closing debate (“calling the question”):**

During the debate of a main motion or an amendment, any speaker, other than the mover or seconder of the main motion, *when it is his or her turn to speak*, may call for a vote on the motion under discussion. This is an attempt to end debate on the motion and vote without allowing any more discussion.

*NOTE: You can not call for a vote to end debate if you have already spoken to the motion being discussed.*

A motion to close debate must be seconded and may not be debated. The chairperson must immediately call a vote on whether or not debate will stop. In order to be carried, the motion requires a 2/3 majority. If the motion is defeated, debate on the main motion or the amendment continues.

If the motion to close debate is carried, then the meeting must vote on the main motion or amendment on the floor without further debate.

To “call the question”, hold up your hand until acknowledged by the chairperson then say *“I move to close debate”* or *“I move that the question be put”*.

#### **6. Deferring the question:**

During the debate on a main motion or an amendment, any speaker, when it is his or her turn to speak, can move to *defer the question* to a subsequent meeting or *refer* it to another group, either to make a decision or obtain further information. This is an attempt to postpone a decision until a future date or until after a specific action or decision has happened.

If the motion carries, the proposal is deferred (or referred) as per the motion. If it is defeated, debate continues on the main motion or amendment.

Use the words: “*I move to defer the question to [the next general meeting]*” or “*I move to refer the question to [the committee name] for .....*”.

## **7. Interruptions:**

Members may only speak out of turn if they wish to raise a *point of order*, a *point of information* or a *point of privilege*.

The chairperson may accept or reject such an interruption at his or her discretion. If the chairperson acknowledges the member, the point should be stated simply and briefly.

A *point of order* should be raised when a member feels that an incorrect procedure is being followed or that the chairperson has made an incorrect ruling. (Examples: a speaker is straying completely from the motion under debate, or a motion is accepted by the chairperson while there is another motion on the floor.) Once the point of order has been stated, the chairperson will rule on its validity and, if appropriate, act on it.

A *point of information* should be raised to ask a question relating to the motion, or when a member feels he or she has an important piece of information relating to the item under consideration that may save needless debate if it is raised immediately instead of at the member’s turn to speak.

A *point of privilege* can be raised for issues such as the room being too cold or too hot, or if you are unable to hear what is being said.

## **8. Motion to adjourn:**

A motion to adjourn is just what it says – it ends the meeting. It must be the member’s turn to speak and it must be seconded by another member. It is neither debatable nor amendable and requires a simple majority to carry it.

## **9. Dilatory motions:**

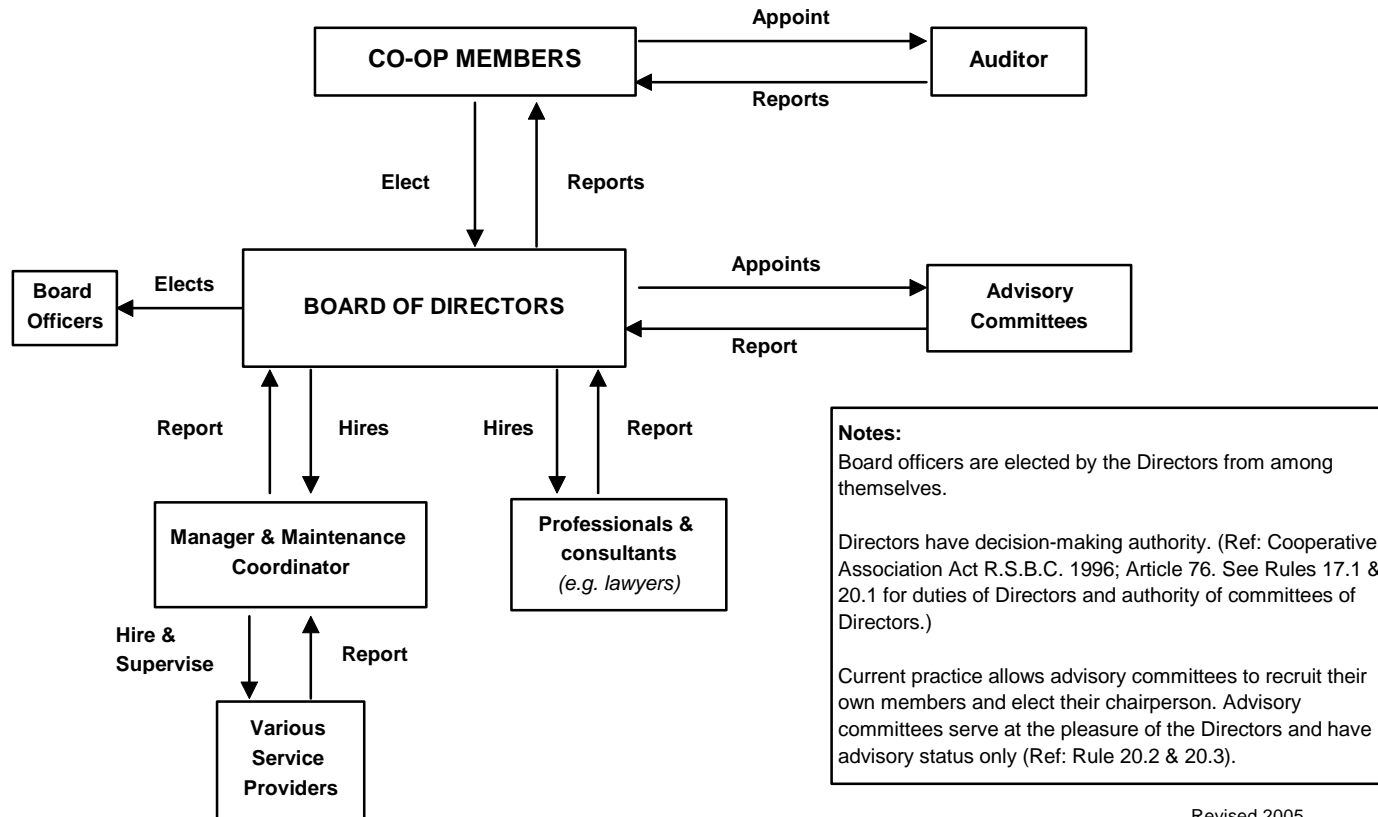
The chairperson may rule a motion out of order on the grounds that it is absurd, frivolous, obstructive, delaying or otherwise dilatory.

## **SECTION 2**

# **ORGANIZATION**

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**PINE RIDGE HOUSING CO-OPERATIVE ORGANIZATION CHART**



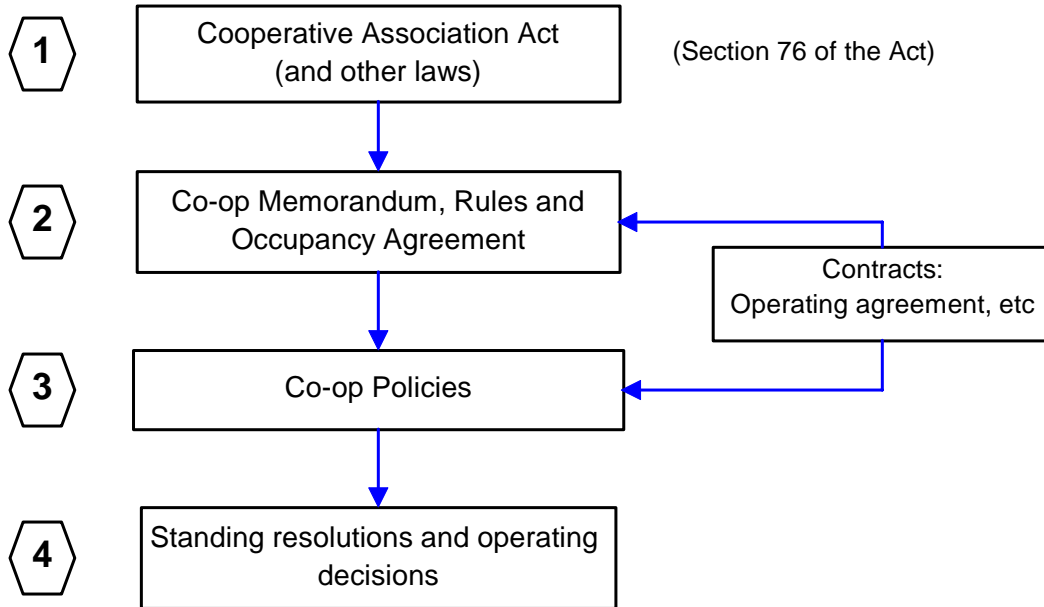
**Notes:**  
 Board officers are elected by the Directors from among themselves.  
 Directors have decision-making authority. (Ref: Cooperative Association Act R.S.B.C. 1996; Article 76. See Rules 17.1 & 20.1 for duties of Directors and authority of committees of Directors.)  
 Current practice allows advisory committees to recruit their own members and elect their chairperson. Advisory committees serve at the pleasure of the Directors and have advisory status only (Ref: Rule 20.2 & 20.3).

Revised 2005

## LEGAL FRAMEWORK

*Disclaimer: The information in this section is a simplified explanation of the legal framework and does not define legal rights and/or responsibilities.*

### Hierarchy of Legal Authority



**NOTE: Nothing in the co-op's rules or policies can override the Act or other laws, even if the members approve it unanimously.**

An item higher in the hierarchy takes precedence over those below it.

### Cooperative Association Act:

The Co-operative is incorporated under the *Cooperative Association Act* of the Province of British Columbia. This act and other acts of the provincial legislature define the powers of the Co-operative and set out the duties and responsibilities of its Directors. *All references to the Cooperative Association Act in this section are to the Cooperative Association Act, SBC 1999, Chapter 28, updated to February 1, 2001.*

### **Memorandum of Association:**

This is a document, registered with the Province of British Columbia, which sets out the terms of the association. It:

- *names the Co-operative and describes its purpose*
- *defines the Co-operative as non-profit and establishes shares*
- *defines the types of distributions or allocations the Co-operative may make*

### **Rules:**

Filed with the Province of B.C., the Rules are like a constitution that governs the Co-operative. The Rules define:

- *structure and procedures*
- *membership requirements, duties and powers of Directors*
- *procedure for withdrawals, expulsion, transfer of shares and changing the rules*
- *how meetings are conducted*

### **Occupancy Agreement:**

This is schedule A to the rules and defines the agreement between the Co-operative and an individual member. It describes the responsibilities and obligations of the member to the Co-operative and the Co-operative to the member.

### **Policies:**

These are agreements between members on acceptable behaviour and procedures.

### **The Co-operative is also a signatory to the following documents:**

#### ➤ **Section 95 (56.1) Agreement:**

This is the *operating agreement* between the Co-operative and the Federal Government. It:

- *is a contract with C.M.H.C. for mortgage insurance and subsidy*
- *establishes the Co-op's eligibility for subsidy when the Co-op acts in accordance with other governing documents*
- *sets out the conditions for receipt of subsidy and the amount of subsidy that may be provided to reduce monthly housing charges*

#### ➤ **Mortgage:**

This is a contract between the Co-operative and a lending institution covering borrowing and repayment of money to build the Co-operative.

#### ➤ **Management Contract:**

This is a contract between the Co-operative and a management company to provide administrative services to the Co-operative.

*Excerpted from material provided by:*

- *Mark Bostwick, Columbia Housing Advisory Association, January 1983*
- *Orion Enterprises, Property Management Services, October 1998*
- *CHF BC workshop on legal issues, June 2008*

## BOARD OF DIRECTORS – GENERAL INFORMATION

The Board of Directors is usually made up of nine Co-op members. Directors are elected by the members (*Rule 18.1*), report to the members and may be removed from office by a special resolution of the members (*Rule 18.12*).

Section 105 of the *Cooperative Association Act* defines the duties and responsibilities of Directors. Notably, every Director must “act honestly and in good faith with a view to the best interests of the association”, and “exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances.”

By law, it is the responsibility of the Directors to manage the business of the Co-operative. The *Cooperative Association Act (Section 76 (1))* states: “The directors must manage or supervise the management of the business of the association and may exercise all the powers of the association.” (See also *Rule 17*)

The Act provides the Directors with the authority and responsibility to make decisions and set policy to ensure that the Co-operative is well managed and is able to meet all of its legal and contractual obligations. They must carry out their responsibility within the framework of provincial legislation, the Operating Agreement, CMHC guidelines, and the rules and regulations of the Co-operative itself.

In order to fulfill this extensive mandate, the Directors may delegate any of their powers to committees made up of directors (*Cooperative Association Act, Section 76 (2); Rule 20.1*). They may also assign duties and responsibilities to committees consisting of non-directors (*Rule 20.2*).

Implicit in the Directors’ mandate is the duty to retain control over the operations for which they are accountable — including the duties which are assigned to committee of non-directors (*Rule 20.3*). The Board of Directors therefore retains authority over all committees, since ultimately it is legally responsible for their actions. Committees are not able to assume powers that belong by law to the Board of Directors.

The authority to admit new members to the Co-operative is vested in the Board of Directors (*Rules 2.2 & 2.6*). The Directors are also empowered to terminate membership under certain conditions outlined in *Rule 5.1*. (See also withdrawal of membership, *Rule 4*.)

Elections for the Board of Directors takes place each year at the Annual General Meeting (AGM) (*Rule 18*). The AGM is held before April 30<sup>th</sup> each year. Casual vacancies on the Board may be filled by Board appointment (*Rule 18.10*).

Directors are elected for a two year term (*Rule 18.8*). *Rule 17.5* lists the provisions that disqualify a member from serving on the board. As long as Directors remain qualified, they may serve for four consecutive years (two terms) unless removed by a special resolution of the members.

A Director may again serve after an absence of at least one year (*Rule 18.9*). This Rule also allows an additional two year term to be approved by an ordinary resolution of the members.

To minimize the possibility of a complete Board of nine Directors with no experience of Board matters, elections are staggered so that four Directors are elected one year and five the following year.

The Board officers — President, Vice-president, Treasurer and Secretary — are appointed by the Directors from among themselves (*Rule 21.1*). This is usually done at the first scheduled meeting of the new Board. A Board Officer may be removed from their position by a resolution of the Directors (*Rule 21.4*)

Directors ceasing to hold office:

Rule 17.5 describes conditions that would disqualify persons to act as Directors

Rule 18.11 describes conditions that would cause a Director to cease to hold office

Rule 18.12 outlines the procedure for removing a Director from office



#### **TREASURER'S SUB-COMMITTEE:**

This is a subcommittee of the Board of Directors which was formed by extraordinary resolution on February 6, 1988 (Policy motion 880206 01) to work within the Co-operative's current policies, and be responsible for confidential financial matters pertaining to members.

#### **MANAGEMENT COMPANY:**

The management company is selected by, reports to, and acts under the direction of the Board of Directors and provides the Co-op with the services negotiated in the service contract.

#### **CHF DELEGATE:**

Is a delegate or alternate to the regional and/or national Cooperative Housing Federations and keeps members informed about upcoming workshops and activities within CHF Canada and CHF British Columbia.

## **BOARD OF DIRECTORS — JOB DESCRIPTION**

**Source of authority:** The Co-operative Association Act  
**Accountable to:** The members. Directors may be removed by the members  
**Composition:** Nine (9) directors in total  
**Quorum:** Four (4) directors  
**Term of office:** Two (2) years, with at least four (4) directors elected annually at the Annual General Meeting

**Date Job Description Approved:** April 22, 2009

[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 of Directors 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 the co-op, and
  - decisions taken by resolution of the board or members
2. Make sure the co-op meets its obligations and enforces its rights under any contract or agreement, including any agreement with CMHC.
3. Guide and support committees and staff in operational decision-making.
4. Plan, call and make arrangements for general meetings.
5. Communicate with members and keep members informed.
6. Develop and implement co-op policy in consultation with members.
7. Approve new members and make sure an effective member selection process is in place.
8. 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.
9. Provide education and training for members, committees, directors and staff.
10. Make sure the co-op works with other co-ops to build the co-operative movement and make it stronger.
11. All Directors sign the ethical conduct agreement annually.

## **FINANCE/MAINTENANCE**

The Board of Directors will:

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

## **EMPLOYEES/CONTRACTS**

The Board of Directors will:

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

## **DELEGATION OF AUTHORITY**

### **Committees:**

The Board of Directors may:

19. Delegate any parts of its authority to committees consisting of directors as it thinks fit (refer to Rule 20.1).
20. Permit advisory committees to perform particular tasks that do not impinge on the Board's authority.

### **Individual directors:**

21. 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.
22. If the Board of Directors authorize one or more of the directors to perform a specific duty, that director is then acting for the board, not alone.

## **DIRECTOR RESPONSIBILITIES**

- Attending board and membership meetings
- Being prepared for meetings by reviewing relevant material ahead of the meeting
- Being familiar with relevant provincial legislation, policies and by-laws of the co-op and following these in any dealings with the membership
- Ensuring prudent fiscal management of the co-op funds
- Maintaining strict confidentiality of members' personal financial information
- Keeping in touch with the needs and concerns of members

- Putting the welfare of the co-op as a whole ahead of personal issues at all times

In addition to these responsibilities, individual Directors may be assigned specific tasks, such as:

- Acting as a board liaison to co-op member committees
- Investigating a particular assigned problem
- Representing the co-op to other organizations

### **BOARD OFFICERS (Signing officers)**

The President, Vice-president, Secretary and Treasurer are the officers of the co-operative.

#### **PRESIDENT:**

- Provides leadership for the co-op and makes sure that the Directors, committees, members and staff work together for the benefit of the co-op
- Makes sure that the Directors are carrying out all their responsibilities
- Makes sure that the Directors, staff, committees and members co-operate and keep each other informed
- Makes sure that all legal obligations of the co-operative are fulfilled
- Calls and chairs the board and membership meetings
- Prepares the agenda for board and membership meetings
- Represents the co-op to the public and to other co-operatives

#### **VICE-PRESIDENT:**

- Fills in for the President as appropriate
- Fulfils other duties as assigned by the board or the president

#### **SECRETARY:**

- Makes sure that the co-op's records are properly organized and stored
- Records and distributes minutes of board and membership meetings
- Keeps the minute book up to date
- Amends the minutes in the minute book when corrections are made
- Ensures that Directors carry out their assigned tasks

#### **TREASURER:**

- Oversees the co-op's financial health in partnership with the other Directors and the Finance Committee
- Acts as the board liaison with the management company

- Oversees housing charge assessments
  - Regularly reviews the co-op's financial statements, invoices and cheques
  - Provides Directors with facts, background and advice on co-op financial matters
  - Oversees screening of membership applications for financial suitability and is the liaison with the Membership Committee regarding the selection of members.
  - Is an *ex-officio* member of the Finance Committee
- 

## ADVISORY COMMITTEES

### GENERAL INFORMATION

Any committee that is not comprised entirely of Directors is an advisory committee. Advisory committees contribute to the administration of the Co-op by carrying out specific tasks, making recommendations on various courses of action and providing information for Board and membership decision-making.

Advisory committees report to, and acquire their authority from the Board of Directors (*Rule, 20.2*) and must operate and act within the limits set by the Directors (*Rule 20.3*). These committees have advisory status only.

- The policy governing advisory committees is in section 4: Policies and Procedures - **PENDING**
- Advisory Committee job descriptions and job summaries start on the following page

## FINANCE COMMITTEE

**Source of authority:** Board of Directors

- Reports to the Board of Directors and is accountable to the Board of Directors
- Committee members may be removed by the Board of Directors
- Members volunteer to serve on the committee

**Composition:** Desired minimum size of committee is six (6) plus the Treasurer as an ex-officio voting member.

**Chair:** The chair and secretary are chosen by the committee members

**Quorum:** Four (4) committee members

**Date Job Description Approved:** November 1, 2006

### **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, advising the Board and facilitating the members' understanding of the co-op's finances.

### **DUTIES AND RESPONSIBILITIES:**

#### **Advising**

1. Advise the Board regarding financial policies and procedures.
2. Recommend financial policies and procedures to the Board as required.

#### **Monitoring**

3. Monitor the co-operative's accounts
4. Oversee the investment portfolio (see also Investment policy)

#### **Reviewing**

5. Periodically review and analyze the co-op's financial statements, services and operations, including:
  - Balance sheets
  - Account statements
  - Budget and spending reports
  - Policies and procedures
  - Investment services
  - Banking services

**Planning:**

6. Consulting as necessary with other committees and the general membership, make recommendations to the Board regarding financial planning, including the following:
  - Cash flow projections
  - Annual operations and capital budgets for consideration by the Board and the general membership
  - Long range plans, including estimates of needed reserves and investment of surplus funds
  - Banking services.

**Reporting:**

7. Report significant financial variances to the Board
8. Recommend budget amendments where necessary
9. Report monthly to the Board on committee activities
10. Report quarterly to the Board on cash position and investments
11. Report quarterly to the general membership on the financial situation of the co-op
12. Ensure that the proposed operating and capital budget is presented and explained to the membership.

**Educating:**

13. Inform the membership about the co-op's finances and the activities of the Finance Committee through articles in the newsletter, special presentations at the general meetings and other means as appropriate
14. Schedule and organize educational material pertinent to the operations and function of the Finance Committee.

## CAPITAL PROJECTS REVIEW COMMITTEE

This is an ad hoc subcommittee of the Finance Committee. It will be convened from time to time by the Board, by means of notice to the Finance Committee. Finance will organize the committee and it will continue in existence until its assigned tasks are completed, or as determined by the Board.

**Source of authority:** Board of Directors

- Reports to the Board of Directors and is accountable to the Board of Directors
- Committee members may be removed by the Board of Directors.
- Membership is drawn from the Finance Committee plus any other members of the co-operative who may be delegated or appointed by the Board, or recruited by the Finance Committee

**Composition:** The desired minimum size is seven (7) members.

**Chair:** The chair and secretary is chosen by the committee members.

**Quorum:** Three (3) members

**Date Job Description Approved:** June 2, 2004

**Purpose:**

To review, evaluate and prioritize capital project proposals referred to the committee by the Board, and to provide objective recommendations to the Board regarding the merits of such proposals.

### DUTIES AND RESPONSIBILITIES

**Basic tasks:**

1. To review and evaluate capital project proposals referred to the committee by the Board.
2. To recommend priorities among capital project proposals referred to the committee by the Board.
3. To provide recommendations to the Board regarding the merits of capital project proposals, with supporting rationale as appropriate.
4. To develop and maintain a system of prioritizing or ranking of capital project proposals

**Consulting:**

5. To consult project stakeholders, other committees and other interested parties as necessary

**Recording/reporting:**

6. To keep proper and adequate minutes of all committee meetings.
7. While the committee is active, to report monthly to the Board on committee activities.
8. To report to the Board on completion of committee activities.

**Impartiality:**

9. To be objective in reviewing and evaluating projects and making recommendations to the Board.

**Definition:** Capital expenditure: money spent for expanding and improving a business

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## GROUNDS COMMITTEE

**Source of authority:** Board of Directors

- Reports to the Board of Directors and is accountable to the Board of Directors
- Committee members may be removed by the Board of Directors
- Members volunteer to serve on the committee

**Chair:** Elected annually by the committee members.

**Quorum:** Three (3) members

**Date Job Description Approved:** PENDING

**Purpose**

To ensure the maintenance and upkeep of the Co-op's grounds, including both landscaped and wild areas. The committee is responsible for all trees, shrubs, flowers, lawns, and gardens in the common areas.

**DUTIES AND RESPONSIBILITIES**

1. Researching and choosing suitable horticultural materials for common area plantings.
2. Weeding, pruning, trimming and watering plants in the common areas
3. Identifying problem vegetation and recommending solutions to the Board.
4. Organizing periodic work bees.
5. Developing, researching, proposing and implementing improvements to common area plantings
6. Assisting management in the annual review and development of the landscape tendering process.
7. Monitoring and overseeing front and back gardens to maintain curb appeal and marketability
8. recommend an appropriate annual committee budget and monitor spending
9. Organize and facilitate tree maintenance
10. Supply topsoil in the spring for member use
11. Develop policies related to co-op grounds (See Grounds Maintenance Policy in section 4)
12. Assist other committees in over-lapping areas such as pathways etc

## MAINTENANCE COMMITTEE

**Source of authority:** Board of Directors

- Reports to the Board of Directors and is accountable to the Board of Directors
- Committee members may be removed by the Board of Directors
- Members volunteer to serve on the committee

**Composition:** Minimum of 3 members. There is no maximum number of members.

**Chair:** The chair is elected annually by the committee members.

**Quorum:** Three (3) committee members.

**Date Job Description Approved:** March 28, 2007

### 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. Assist, where needed, with maintenance emergencies in cooperation with the Maintenance Co-ordinator:
2. Liaise with relevant co-op representatives (Maintenance Co-ordinator, Finance Committee, Board) to develop and implement short-term and long-term preventative maintenance schedules, including special projects
3. Ensure that annual and other needed inspections are carried out: e.g. unit and building internal and external inspections, pre-move and post-move inspections and any other inspections directed by the Board of Directors
4. Ensure repair history and records for each individual unit are maintained and hard copies are provided for unit files kept in the Co-operative office file cabinet.
5. Monitor maintenance work requests from members and ensure repairs are completed in a timely manner. Receive and review a copy of Maintenance Co-ordinator's monthly report on all repairs and replacements.
6. Assist in the development of standards & policies to identify repairs and tasks as volunteer/member, in-house "handy-person", or professional trades responsibility.
7. Identify, and co-ordinate volunteer maintenance tasks with the assistance of appropriate co-op committees.

**Finance/planning:**

8. Participate in preparing the annual maintenance budget and replacement reserve plan and monitor monthly maintenance budget expenditures.
9. Work with the Finance Committee, Maintenance Co-ordinator, and Board of Directors to develop the draft annual maintenance [and capital] budgets for approval at a General Meeting.
10. Work with the Finance Committee and Maintenance Co-ordinator to review and make recommendations for revision to the co-op replacement reserve plan [and other capital plans].

**Policy implementation:**

11. Ensure co-op policy, procedure and budget is followed when purchasing, tendering and issuing work orders, etc.
12. Review written requests for renovations to units and make recommendations to the Board of Directors in accordance with co-op policies.
13. Administer maintenance-related policies and make revisions or new policies for approval by the Board of Directors.

**Training:**

14. Operate as a resource for information/skill sharing on maintenance matters in conjunction with the Maintenance Co-ordinator. Provide educational opportunities related to maintenance issues to co-op membership as opportunities arise.
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

**Source of Authority:** Board of Directors

- Reports to the Board of Directors
- Is accountable to the Board of Directors
- Committee members may be removed by the Board of Directors
- Members volunteer to serve on the committee

**Composition:** Minimum of 3 members. There is no maximum number of members.

**Chair:** The chair is elected annually by the committee members.

**Quorum:** Three (3) committee members.

**Date Job Description Approved:** February 7, 2007

**Purpose:**

To ensure that 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 and maintain applications for membership which have been pre-screened by the Treasurer. Acknowledge receipt of all pre-screened applications.
2. Ensure the co-op is being adequately advertised to attract sufficient applications to maintain a viable applicant list.
3. Ensure application package and website information is current.
4. Monitor supplies.

**Applicant, external and internal lists:**

5. Maintain, monitor and manage an applicant list, an external (pre-approved) waiting list and an internal co-op waiting list.
6. Assist in the management of requests for principal and associate membership.
7. Assist in the management of temporary occupancy notifications.
8. Assist in the management of requests for a change in permanent occupancy notifications.

**Orientation and interviews:**

9. Conduct orientation sessions/interviews as necessary.
10. Review interview results and recommend applicants to the committee and Board of Directors.
11. Work closely with the Manager & Welcome Committee to ensure applicants and new members receive a proper orientation and introduction to the co-op.
12. Maintain and update interview questions as necessary.

**Member selection:**

13. Offer new members and internal move applicants' suitable units based on the co-op member selection criteria and Over/Under housing policy. The committee will refer all selected applicants to the Board for approval. This includes applicants with policy exceptions.
14. Administer membership-related policies and make recommendations for revisions or new policies.

**Committee members:**

15. Provide training for Membership Committee members.
16. Comply with the *Personal Information Protection Act* (PIPA) in the member selection process and in collecting, processing, storing and disposing of member selection materials.
17. 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.
18. Keep confidential, decisions made by the interview team.

## POLICY COMMITTEE — TERMS OF REFERENCE

**Date Approved:** April 22, 2009

**Objective:** To assist with policy development for presentation to the Board

**Status:** Ad hoc advisory committee

**Function:** Reporting to the Board of Directors, formed as required to fulfill the functions stated below.

1. To conceive and draft policies that meet the needs of the community as a whole when a need is identified or if requested or recommended by the Board or membership.
2. To assist committees with policy development when so requested.
3. To ensure that proposed policies are approved by the Board before being presented to the membership.

**Note: The Policy Committee is *not* responsible for policing policies.**

### MEMBERS' RESPONSIBILITIES:

Following the Co-op rules and policies are a condition of membership. Refer to 7.01 of the Occupancy Agreement.

Members are responsible for:

- Knowing and following the Co-op rules and policies.
- Suggesting amendments to current policies in order to improve them.
- Suggesting the creation of other policies that will serve the needs of the community and put the interests of the Co-op before individual feelings.
- Suggesting deletion of policies that no longer serve the needs of the community.
- Ensuring that they comply with the policies.

If there is a conflict or inconsistency between the Rules, the Occupancy Agreement and the policies, the Rules and Occupancy Agreement govern (Ref: Occupancy Agreement 7.02)

### DEFINITIONS:

**Rules:** The Rules of Pine Ridge Housing Co-operative adopted by the members on April 23<sup>rd</sup> 2004 and approved and filed by the Registrar of Companies on February 8<sup>th</sup> 2005.

**Occupancy Agreement:** Schedule A to the Rules which governs the use and occupation of the housing unit.

**Policy:** Regulation or guiding principle agreed to by the members and approved by the Board.

## **JOB SUMMARIES OF OTHER ADVISORY COMMITTEES**

### **MEMBER MANUAL:**

Maintains and updates the member manual and distributes the updates to members.

### **NEWSLETTER:**

Produces the Co-op newsletter, the *Ridge Rag* approximately ten times per year.

### **RECYCLING:**

Oversees the Co-op recycling program, encourages members to recycle and shares ideas concerning recycling.

### **REPLACEMENT SELECTION (Ad Hoc):**

Researches capital items that are scheduled for replacement (e.g. appliances, carpets etc.) and makes recommendations on products that are appropriate for Co-op purchase.

### **SATELLITE:**

Oversees all aspects of the Co-operative's in-house satellite system and makes recommendations to the membership on channel and carrier changes.

### **SOCIAL:**

Plans and organizes various social events such as the Christmas party, Spring/Easter breakfast and egg hunt, Halloween party and fireworks display and the annual Co-op BBQ.

### **WELCOME:**

Welcomes and orients incoming members, informs members about committee involvement opportunities, conveys expressions of community caring by sending flowers and/or cards on behalf of the Co-operative to commemorate anniversaries or births and expressions of condolences for illness or bereavement.

# **SECTION 3**

# **FINANCIAL**

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## GENERAL FINANCIAL INFORMATION

*The Finance Policies starts on page 3.8. The Arrears Policy starts on page 3.15*

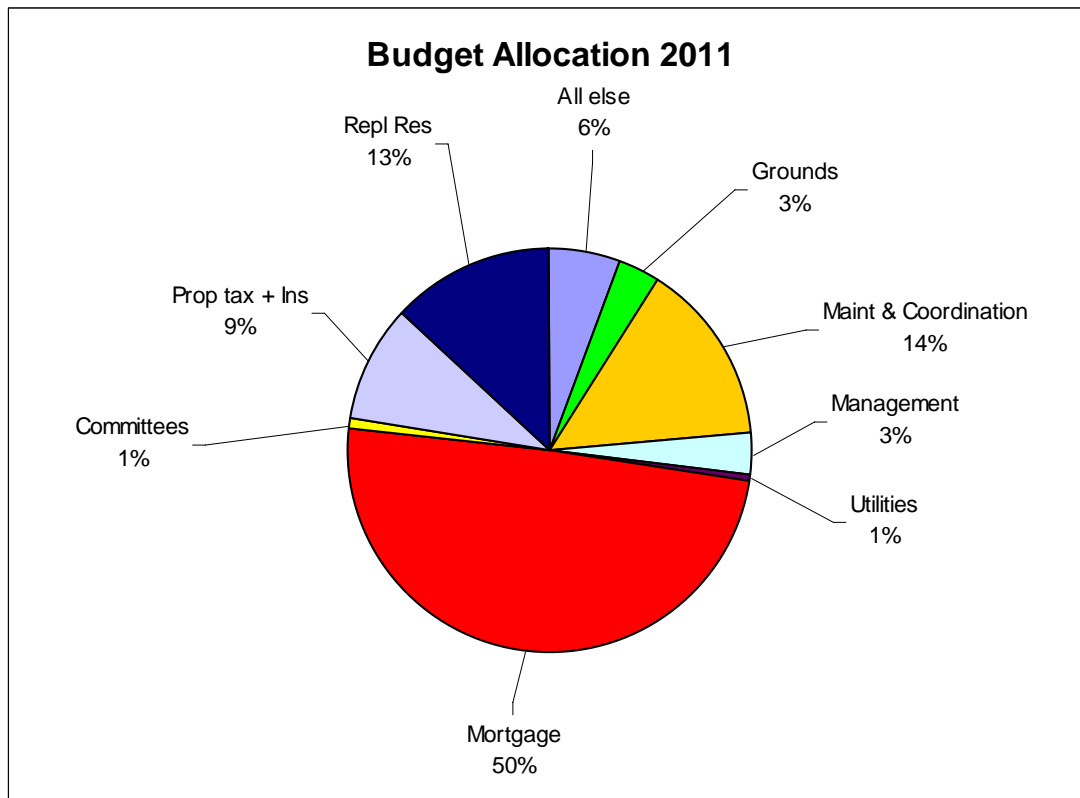
### THE BUDGET

Toward the end of each year the Co-operative's sets the operating budget for the following year. The budget is simply a prediction of what the Co-operative will spend money on during the year. The main source of revenue to pay for these expenses is housing charges, so the budget determines what the housing charges will be.

Below, as an example, is a breakdown of the 2011 budget. You will note that the greatest expense is the mortgage payment (50%).

Total budget for 2011: \$1,041,192

Mortgage payment: \$512,789



## SOURCES OF MONEY

### Housing Charges

Housing charges are almost the co-operatives only source of revenue for operations so they must be set at a level to ensure that enough money will be collected to cover the Co-operative's expenses. In order to do this, the Co-operative must collect the maximum housing charge for every unit.

Not every household will pay the maximum housing charge however. The Co-operative receives a subsidy from the government so that members who qualify may pay a housing charge that is lower than the maximum. This subsidy is the *income test subsidy* (see below).

### Investment Income

Another source of income is from the Co-operative's investments. The Co-operative has invested its reserve funds in a manner that generates income to those funds. Investment income is a small portion of the operating budget (less than 1%).

### Income Test Subsidy

The income test subsidy is granted to the Co-operative by the federal government and is a fixed amount of money determined by a complex formula based on the mortgage interest rate. The amount changes every 5 years when the mortgage is renewed (*Ref: Article 2 (13), 56.1 Agreement, November 30, 1981*). This money is administered by Canada Mortgage and Housing Corporation (CMHC).

The Co-operative is permitted to reduce housing charges to qualifying members based on their income. (The amount they pay is called *rent geared to income* or *RGI*.) This allows those members (called *income-tested members*) to pay less than the maximum housing charge for their unit.

The income test subsidy is used to cover the difference between the amount each income-tested member actually pays, and the maximum housing charge for their unit (see *PERCENTAGE OF INCOME* below).

### **PERCENTAGE OF INCOME — *what income-tested members will actually pay***

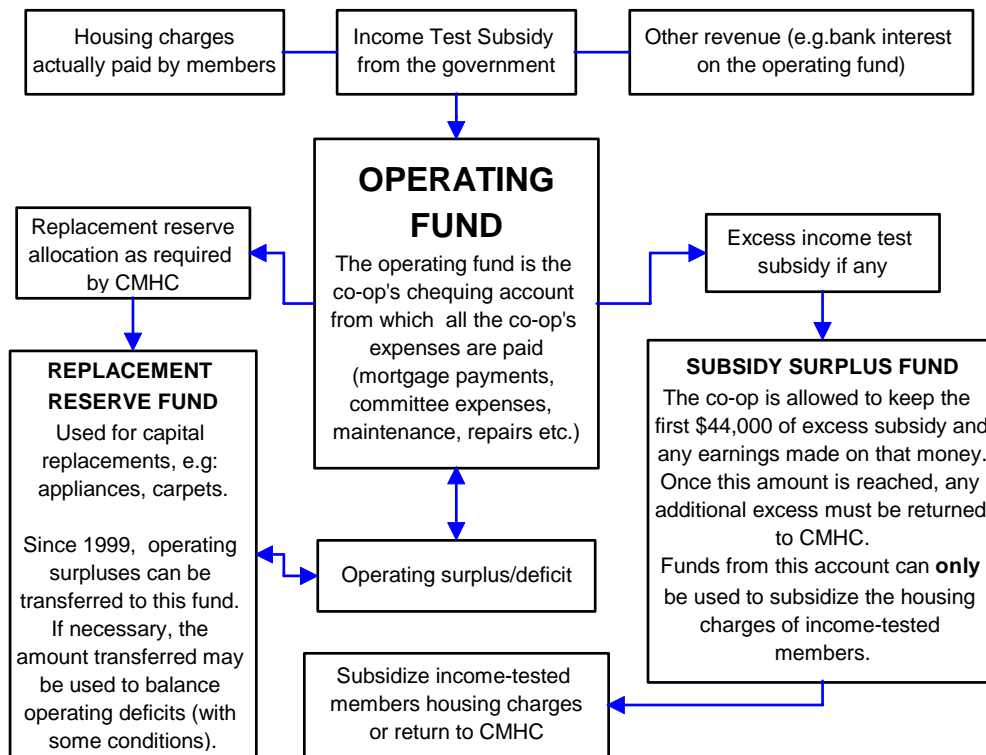
The housing charge for income-tested members is determined by the amount of available subsidy and is based on a percentage of the gross household income. If there is enough subsidy available, income-tested members may pay as low as 25% of their gross household income. This is the lowest percentage allowed by our operating agreement with CMHC. It means that if you are an income-tested member, you must contribute *at least* 25% of your gross household income toward your housing charge. If there is not enough subsidy, the Co-operative must increase the percentage of income to ensure that enough money will be collected to pay the budget expenses.

If more subsidy is available than the Co-operative needs, the Co-operative is allowed to keep up to \$500 per unit — total \$44,000 (plus interest earned) — in a special account to be used to meet future subsidy requirements of income-tested members. Excess subsidy may also be returned to income-tested members as a utility (hydro) rebate, according to a schedule provided by CMHC. Only income-tested members are eligible to receive a utility rebate. (Ref: 56.1 Agreement, November 30, 1981.)

If there is still subsidy left over after a utility rebate and redirection to the subsidy surplus fund it must be returned to CMHC.

### THE POOLS OF MONEY

The Co-operative's money is divided into four fund pools. These are Operating, Replacement Reserve, Subsidy Surplus and Member Equity (Capital). The first three are linked as shown below.



### Relationship and Flow between the Operating and Reserve Funds

The Replacement Reserve and Subsidy Surplus funds are often referred to as the “Reserve funds”. The operating fund is also called the “operating account”

The fourth pool of money is the Member Equity Fund (also called the Capital Account). These funds belong to members and are entirely separate from the above three funds.



### Member Equity Fund

As you can see, some of the money can only be used in a particular way. Members have full control, subject to certain legal restrictions, only over the Member Equity Fund. Approximately \$264,000 of the Member Equity Fund is member shares.

### ARREARS

*Definition: Unpaid and overdue debts  
(Ref: Webster's New World Dictionary, College Edition)*

Any debt to the Co-operative that is past due is considered arrears. This includes housing charge payments, late payment penalties, dishonoured cheque charges (NSF charges), Co-operative bylaw fines, surcharges for internal moves or for work charged to the unit, etc. A member in arrears is not considered to be in good standing.

The Co-operative will explore opportunities to avoid termination. The Directors have discretionary powers to assist members who find themselves in financial difficulty. However, if there are doubts as to whether a member is dealing in good faith or is simply postponing an inevitable outcome in his or her own interest, it is the duty of the Directors to devise a solution to the member's arrears problem that meets the needs of the Co-operative.

**Refer to the Arrears policy in this section for more information.**

### INCOME TESTING

A member requesting income test subsidy must provide documentation of his or her household income as required by the terms of our operating agreement with CMHC (*Ref: Section 56.1 Agreement, November 30, 1981*).

The documentation provided must be acceptable to the Directors and comply with the requirements outlined in the CMHC *Income Definition Handbook*.

Members who agree to pay the maximum housing charge do not have to provide documentation of their income.

Members declaring income from self-employment may be assessed using the procedure outlined in the Finance Policy.

Members who are unable to supply acceptable documentation at the time of income review, or who have a change in their financial circumstances should contact the Co-ordinator to discuss their needs.

### **HOUSING CHARGE RATE ADJUSTMENTS**

*NOTE: Subsidy funds are limited. Housing charge adjustments that will result in a requirement for additional subsidy are subject both to the availability of subsidy and to current policy governing housing charge reductions.*

Members paying less than the maximum housing charge must report changes in income that occur during the year of \$50.00/month or more. A request for an adjustment must be submitted in writing to the Board of Directors and must be accompanied by documentation acceptable to the Directors.

Members requesting an adjustment that will require additional subsidy should submit proper documentation as soon as possible since the priority for subsidy is determined by the order in which the Co-operative receives financial information establishing entitlement to increased subsidy.

Members who have a decrease in their income during the year may have to wait for subsidy to become available before their housing charge can be reduced.

A member who feels that his or her annual housing charge has been incorrectly assessed has 30 days from the date of the original assessment in which to appeal.

### **SHARE PURCHASES**

The Co-operative requires payment in full before issuing a share certificate or executing an occupancy agreement.

### **SHARE PURCHASE REFUNDS**

Before issuing a share purchase refund, the Co-operative will deduct any amounts due for unpaid arrears, repair charges to the member or service to the member paid for by the Co-operative (*Ref:[1] Rules 2, 6.2, 6.3 & 12.4; [2] Occupancy Agreement 19 especially 19.03 – 19.05*). **This applies both to a member moving out of the Co-operative and to a member moving to another unit.**

The time required to process share refunds is related to the condition of the unit when possession is returned to the Co-operative. Once the Co-operative determines the cost of repairs, the amount of any charge-back can be deducted from the share

amount and the balance refunded to the member. Extensive repairs may result in a four to six week processing time due to the necessity of obtaining quotes for the repairs. *The less repair work that is required, the sooner the refund can be paid.*

The Co-operative may make a partial share refund payment while holding back enough to cover the potential expense of repairs that have not yet been invoiced for by a supplier or tradesperson.

The Co-operative will give the member a copy of any invoice which is paid by the Co-operative and charged back to the member. Charge-back amounts are pro-rated according to the expected replacement schedule or Co-operative policies, with an allowance for reasonable wear and tear.

Final assessments are made by the Co-operative's Directors.

Refer also to Share Purchase in the finance policy. [PENDING]

### **SPENDING AUTHORITY**

Spending by committees or individuals on behalf of the Co-operative is subject to a number of restrictions. Foremost are the budget allocations approved annually by the members. These allocations should not be exceeded without obtaining approval for additional funding from the membership.

The Directors have the responsibility for monitoring the spending done by the various committees. In some instances the committees will be provided with an operating float or petty cash fund. The size of a committee's petty cash fund will vary according to need.

The committee must maintain an accurate ledger and reconcile it on a monthly basis by providing the Co-ordinator with a petty cash statement and any invoices paid with petty cash funds. The ledger and any left over funds must be turned in to the Co-operative at the end of the fiscal year.

### **FINANCIAL CONTROLS**

By agreement with our bank, all cheques drawn on the Co-operative's accounts must carry the signatures of two Board signing officers. The Co-operative's chequebook is kept by the management company, but the management company cannot sign cheques on behalf of the Co-operative.

By agreement with our investment company, all withdrawals from the investment accounts must be requested in writing and signed by two Board signing officers. Withdrawals are made by cheques payable to Pine Ridge Housing Co-operative.

## **CONTRACTS**

Only the Board of Directors has the authority to enter into contractual agreements therefore committees must bring their recommendations for contract awards to the Board.

## **OTHER**

In addition to routine operational spending authority, the Rules give the Directors powers to raise, borrow and invest money, and to levy extra assessments to be paid by members. For more information on this, refer to the Rule 24 — Finances.

## FINANCE POLICIES – Update pending

*Passed by vote of the Membership, February 21, 2001.*

*Revised by vote of the Directors, March 28, 2001. Revised by a vote of the Membership, January 23, 2002*

These policies may not cover every possible circumstance. When the directors deem it necessary because a member's financial circumstances are not accurately described in these policies, the member must negotiate his or her housing charge with the Board of Directors.

Housing charge calculations are guided by CMHC's Income Definitions Handbook.

### 1. HOUSING CHARGES AND ELIGIBILITY FOR SUBSIDY

- a) Minimum and maximum housing charges are established for each unit type and may be changed when the annual operating budget is adopted or when a special assessment is levied.
- b) Housing charges payable are based on current income (*Ref: Income Definition Handbook, CMHC, 1999*), except where income fluctuates as per 1 (c) below.
- c) When there is an established pattern of fluctuating income, such as regular seasonal unemployment or unpredictable changes in income from one month to the next, the Co-operative will base the housing charge for the coming year on the average income of the current year and the year immediately preceding the current year (see also 4 (c) iii).
- d) The Co-operative is unable to provide a housing charge subsidy to any member who cannot show that he or she is eligible to receive it (*Ref: 56.1 Agreement, November 30, 1981*).
- e) The Co-operative is not obliged to accept Canada Customs and Revenue's determination of income as a basis for housing charge calculations (*Ref: Income Definition Handbook, CMHC, 1999*).
- f) The Co-operative is not obliged to accept the same deductions from income that Canada Customs and Revenue accepts for income tax calculation (*Ref: Income Definition Handbook, CMHC, 1999*).

### 2. INCOME FOR HOUSING CHARGE CALCULATION

- a) *The basis for housing charge calculation is the aggregate gross annual income, in whatever form received, of all members of the household (Ref: Income Definition Handbook, CMHC, 1999).*
- b) **Housing charges for members with self-employment income:**
  - i) Housing charges for members with income from self-employment are based on the member's net business income plus any other household

income.

- ii) Net business income is the gross revenue of the business less the operating expenses. *It is not the after-tax income.* If one of the business expenses is wages or salary for the member, that amount is counted as personal income. The gross amount of that personal income plus the net business income plus any other income is the total household income (*Ref: CHF News Briefs, May 1998*). (Refer to 4 (e) for information on acceptable business expenses.)
- c) Members must report any changes in household income that occur during the Co-operative's fiscal year to the Board of Directors or the management company so that any required housing charge adjustment can be made. This applies to both increases and decreases in income (see also 5: Housing charge adjustments between income reviews).

### 3. METHOD OF PAYMENT

- a) The monthly housing charge is due on the first day of every month. It is the member's responsibility to ensure that sufficient funds are available in the member's account to cover the amount on the day it is due.
- b) Payments may be made through a pre-authorized payment plan. (Contact the management company for information.)
- c) Payments may be made in advance by post-dated cheque. Members may submit any number of cheques in advance for the current fiscal year (January to December). Payment for any particular month is due as stated in 3 (d), regardless of how many cheques are being submitted at one time.
- d) Monthly housing charge payments (other than pre-authorized payments) are due by 6:00 p.m. on the 25<sup>th</sup> day of the previous month, *except the January payment, which is due by 6:00 p.m. on December 20.*
- e) Payments (other than pre-authorized payments) should be delivered to the secure mailbox at the side of the community building.
- f) The Co-operative will apply a late charge of \$10.00 to any housing charge payment submitted after the dates stated in 3 (d). The member is responsible for ensuring that payments are made on time.
- g) Cheques must be made payable for the first day of the month or the Co-operative may levy a \$10.00 late fee.
- h) New members must arrange with the management company for the payment of the first housing charge.

**NOTE:** Any method of payment other than by cheque or pre-authorized payment must be negotiated individually with the Board of Directors. The Co-operative does not accept cash payments under any circumstances.

#### 4. INCOME VERIFICATION / CO-OP CENSUS

- a) The Co-operative's income verification procedures are guided by CMHC's Income Definition Handbook (Chapter 2: Income Verification).
- b) The Co-operative census of all residents, and income verification for those members receiving income-test subsidy, are done on a calendar year basis.

All members must complete the census portion of the form and return it by the date shown.

*Members paying the maximum housing charge need to complete only the census portion of the form.*

- c) Members claiming income test subsidy:
  - i) Any member paying less than the maximum housing charge, *i.e. a member claiming income test subsidy*, must complete the income verification form and return it with acceptable support documentation by the date shown on the form. *The member is responsible for providing such documentation.*  
  
Acceptable documentation is defined in CMHC's Income Definition Handbook Chapter 2: Income Verification).
  - ii) Members must provide documentation to verify all sources of income. (*Ref: 56.1 Agreement, November 30, 1981*). The current year's income must be used (*Ref: Income Definition Handbook, CMHC, 1999*).
  - iii) For members with fluctuating income as per 1 (c), the Co-operative requires both the Notice of Assessment from Canada Customs and Revenue for the previous year and documentation of the current year's income.
  - iv) *Any member who, at the time of income verification, does not supply acceptable documentation to support a claim for subsidy, will be assessed at the maximum housing charge for his or her unit type (see 1 (d)). When the Co-operative receives acceptable documentation, an adjustment will be made in accordance with 5: Housing Charge Adjustment Between Income Reviews.*
  - v) Any member who provides improper or incomplete documentation, or delays provision of documentation, will be assessed at the maximum housing charge (see 1 (d)).

- vi) A member may request an interim housing charge assessment while awaiting documentation. An interim assessment is entirely at the discretion of the Board of Directors, and is subject to revision and a calculation of underpayment or overpayment when income documentation is supplied (see 5 (f)).
- vii) Failure to report income or providing fraudulent documentation is grounds for termination of membership.
- d) The Board of Directors has the authority to require any member to complete the income verification form more often than once a year, should circumstances require it (for example, if there is a change in the number of residents or member income information).
- e) **Self-employment business expenses:**
  - i. It is to the advantage of members with self-employment household income to consult with the Management co-ordinator well in advance of the date of income verification regarding acceptable documentation of income and expenses.
  - ii. A member who has household income from self-employment in a business or professional activity shall report this income to the Co-operative.
  - iii. A member who has household income from more than one business or professional activity must provide a separate report for each.
  - iv. The Co-operative may require a member to provide an audited statement of income and expenses, at the member's own expense.
  - v. Business expense deductions from self-employment business income are subject to the Co-operative's policies and procedural precedents and ultimately to the discretion of the Board of Directors.
  - vi. Self-employed members are reminded that in determining income for housing charge calculation, the Co-operative does not necessarily accept the same deductions from income that Canada Customs and Revenue accepts for income tax calculation (see 1 (f)).
  - vii. Claimed business expenses must be supported by documentation and must be directly related to the earning of the reported income. When an expense category includes both business and personal expenses, the proportion of business use claims must be supported by documentation acceptable to the Board of Directors.
  - viii. Business expenses related to one income activity cannot be used to offset income in another activity.
  - ix. Business expenses related to the acquisition of an asset, for example a vehicle, tools or equipment, and non-cash expenses such as depreciation, capital cost allowance or goodwill, are not eligible deductions.

- x. Net losses from self-employment cannot be used to reduce income received from other sources (*Ref: Income Definition Handbook, CMHC, 1999*).

## 5. HOUSING CHARGE ADJUSTMENT BETWEEN INCOME REVIEWS

- a) Housing charge adjustments are performed in compliance with the Operating Agreement (*Ref: 56.1 Agreement, November 30, 1981*).
- b) The member is responsible for reporting an upward income change of \$50.00 or greater to the Management, in writing, as it occurs. A downward adjustment of the housing charge is subject to availability of income test subsidy. Adjustments made to reflect changes in income take effect on the first day of the month following the change in income.
- c) If there are unforeseen or sudden changes in income which create a hardship for a member, the member may apply in writing to the Board of Directors (or delegate) for special consideration. The Board of Directors (or delegate) may decide on an interim assessment until an official review can be carried out (see 5 (f)).
- d) The member is responsible for providing appropriate documentation to support a request for adjustment of the monthly housing charge.
- e) If a member wishes to contest his or her income review (and therefore the monthly assessed housing charge), he or she must submit an appeal in writing to the Board of Directors within 30 days of the assessment.
- f) The following applies to members who have been granted an interim housing charge assessment pending the provision of documentation (4 (c) vi, 5 (c)):
  - i. A member who has obtained financial statements supporting a claim for a reduction in housing charge may apply to the Board of Directors for a housing charge adjustment.
  - ii. The Co-operative may re-calculate the housing charge and make a housing charge adjustment based on the information provided. Housing charges for periods prior to the provision of documentation will be based on the actual income earned at the time.
  - iii. Any outstanding balance resulting from a housing charge adjustment is due and payable within 10 days of the assessment (*Ref: Occupancy Agreement section 16.03 (b)*).
  - iv. Any member with a balance still unpaid ten days after the assessment will be considered in housing charge arrears and be subject to the arrears policy.

- v. When notice of move-out is received from a member who is paying housing charges under an interim provision (4 (c) vi, 5 (c)), an income review will be done as soon as possible after the move-out notice is received.

If acceptable documentation is not available, the Co-operative will assess the maximum housing charge for the unit type. If this results in a balance owing to the Co-operative, it will be deducted from the share purchase on move-out. The member has six months from date of move-out to provide the documentation and apply to the Board of Directors for a refund.

## 6. ADDITIONAL PERSONS SHARING A UNIT

A person moving into the Co-operative to share a unit with an income-tested member will have his or her income determined for housing charge assessment. The new housing charge will take effect on the first day of the month following move-in.

Note: Increase in the number of household residents is subject to House Rule #1 (Occupancy).

## 7. CONFIDENTIALITY OF MEMBERS' FINANCIAL INFORMATION

- a) Any financial information pertaining to a member or other resident, whether current, prospective or past, is treated with full confidentiality. The co-operative may disclose such information only to Directors, officers or committees of the co-operative for use only in connection with their official duties; and to other persons who are legally entitled to the information (*Ref: Section 141, Cooperative Association Act, SBC 1999*). A member who has access to such information must not disclose it to any unauthorized person.
- b) If a member appeals a termination notice issued as a result of non-payment of a debt, relevant information regarding the member's overdue account (arrears) will be disclosed to the general membership in order that they may make an informed decision on the issue (*Ref: Section 141(2) (c), Cooperative Association Act, SBC 1999*).
- c) To ensure confidentiality, members are advised to supply all financial information in a sealed envelope marked "Confidential", addressed to the Treasurer and put into the secure mail box at #89 (on the west side of the community building).
- d) A debt owed to the Co-operative is not subject to the confidentiality provisions described in 8 (a). Members as shareholders are entitled to this information.

#### **8. MEMBER RESPONSIBILITY**

- a) It is the responsibility of the member to arrange his or her finances to meet obligations to the Co-operative and to contact the Board of Directors if he or she is having difficulty meeting those obligations.
- b) Any failure by the member to meet his or her financial obligations to the Co-operative may result in termination of membership in the Co-operative.

#### **9. THE BOARD AS ARBITER**

The Board of Directors has the authority to rule on all financial matters. Any dispute between a member of the Co-operative and the Treasurer, the Treasurer's Sub-committee, or the management company shall be brought before the Board of Directors for a resolution.

## **POLICY: ARREARS**

**Date Approved:** December 9, 2010

**Replaces policy dated:** November 1, 2006

### **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
- setting out what happens when members do not pay

### **DEFINITIONS:**

**Arrears:** Arrears are unpaid and overdue debts. If any debt to the co-op is not paid by the required date, the member is in arrears. Examples of arrears: unpaid housing charges, late payment fees, TV fees, and assessments for services or repairs to a unit resulting from an internal move.

**Returned cheque/failed pre-authorized payment:** A cheque or payment that didn't clear the member's account due to non-sufficient funds (NSF) or any other reason.

**Arrears payment agreement:** An agreement between the co-operative and the member for repayment of arrears owed by the member by scheduled instalments.

### **POLICY:**

#### **1. MEMBER RESPONSIBILITY**

- 1.1. Members must pay their housing charges and any other amounts due to the co-op in full and on time. The preferred method of payment is post-dated cheques or pre-authorized debit.
- 1.2. Members are advised to contact the management *before* the due date if they are unable to meet the payment deadline.

#### **2. PAYMENT DUE DATES**

- 2.1. Housing charges are due in full on the first day of each month.
- 2.2. Other amounts owed to the co-op, including assessments for services or unit repairs resulting from an internal move, are due and payable at the time of the next monthly housing charge after the member receives the invoice. [Refer to Rule 26 - Notices]

#### **3. LATE PAYMENT AND FEES**

- 3.1. The co-op will charge a \$10.00 late fee for any housing charge or other debt not paid in full by the date due.
- 3.2. The co-op will charge \$20.00 for any returned cheque or failed pre-authorized payment.

- 3.3. If a member's housing charge cheque is returned, the co-op will require that member to pay future housing charges and any other payments by certified cheque, bank draft or money order until further notice, unless excused by the Directors in writing.
- 3.4. The Directors may waive any or all fees at their discretion.

#### **4. ARREARS COLLECTION PROCEDURE**

The management company is assigned to collect debts owed to the co-operative as per their established procedure.

#### **5. ARREARS PAYMENT AGREEMENTS**

- 5.1. An arrears payment agreement is allowed at the Co-op's discretion. The Co-op is not under any obligation to allow one.
- 5.2. A member who cannot pay their debt to the Co-op in full on the date it is due may submit a written request for an arrears payment agreement.
- 5.3. When requesting an arrears payment agreement, the member will:
  - a. explain what special circumstances requires the member to ask for this agreement
  - b. provide details of the steps the member has taken to obtain funds from other sources
  - c. deliver the written request to the co-op via the secure mailbox at the side of the community building
- 5.4. A member may request a payment agreement to repay an amount of arrears that is no greater than one month's housing charge plus any fees.

If the arrears balance is greater, the member will pay the excess amount by certified cheque, bank draft or money order and this will accompany the request for a payment agreement.
- 5.5. The Directors authorize the management company to negotiate and approve payment agreements to a maximum term of three months. This means that all arrears will be repaid within a three-month term.
- 5.6. Only the Board of Directors can authorize payment agreements for individual Directors. (See Rule 17.5 [g])
- 5.7. The Directors may, at their discretion, approve payment agreements for longer than 3 months, but only in cases of genuine hardship or extraordinary circumstances, and for a term no greater than six months. This means that all arrears will be repaid within a six month term.
- 5.8. While an arrears payment agreement is in effect, the member will:
  - a. pay all housing and other charges in full and on time, and
  - b. make all payments by certified cheque, bank draft or money order only

- 5.9. The management company will promptly inform the Directors if a member fails to meet any of the terms or conditions of their arrears payment agreement.
- 5.10. If the member fails to meet any of the terms or conditions of their arrears payment agreement, the Directors may immediately cancel the agreement, and issue a demand for payment letter for immediate payment of the full balance outstanding.
- 5.11. If full payment is not received in response to the demand for payment letter, the Directors may terminate the Occupancy Agreement.

**Notes:**

Full payment includes all fines, late fees and outstanding debts.

The management company undertakes to inform the Board, with reason, if they deem that a request for a payment agreement should be refused, and will provide the Treasurer with a copy of each payment agreement.

**References:**

<b>Rules</b>	4.3: Withdrawal from Membership 17.5 [g]: Persons Disqualified to Act as Directors 26: Notices
<b>Occupancy Agreement</b>	4: Housing Charge 16: Termination of Membership and Occupancy Agreement

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**Required to carry out this policy:**

1. Required notice period for changes to annual housing charges
2. Date requirements for post dated cheques
3. Monthly reports to the Board and the requirement that the report include names of any directors in arrears
4. Monitoring system for arrears payment
5. Ten day demand for payment notice
6. Arrears payment agreement
7. Letter of termination of Occupancy Agreement

**SECTION 4**

**POLICIES, PROCEDURES  
AND GUIDELINES**

## **PROCEDURE: ASSOCIATE MEMBERSHIP APPLICATIONS**

*Passed by vote of the Directors, March 24, 1999*

Membership in the co-operative is governed by Rule 2

1. The applicant fills out the associate membership application form in the Member Manual. (If this form is missing from the manual, the applicant obtains the form from the Manager.)
2. The applicant deposits the application form, along with a cheque for the associate member share purchase, in the co-op mailbox at the community building, addressed to the Treasurer.
3. The Treasurer ensures that the application is correct and complete (i.e. the proper form is used, all sections are filled out properly, a cheque is attached for the correct amount, etc.).
4. If the application is not filled out correctly and completely, the Treasurer returns it to the applicant, payment attached, with an explanation of the reason for returning it.
5. If the application is filled out correctly and completely, the Treasurer detaches the cheque for safekeeping and consults the Membership Committee to determine whether the applicant has been interviewed and accepted. If the applicant has not been interviewed and accepted, the Membership Committee interviews the applicant and makes a recommendation to the Directors.
6. The Directors approve or reject the application, and notify the applicant promptly. If the applicant is approved, payment is recorded and the applicant is enrolled as an associate member. If the applicant is rejected, the cheque is returned to the applicant and the application form is filed in the co-operative's records, with notation of the reason for rejection.

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## **PROCEDURE: BOARD ELECTION**

*Refer to Rule 17 and 18 (Pages 41 – 50) for the proper procedure*

## **POLICY: CONFLICT OF INTEREST – Update pending**

***Passed by vote of the Directors, January 5, 2000; approved by the Membership, March 16, 2000***

*WHEREAS it is important to the reputation and integrity of the co-operative that all conflict of interest situations be declared, and as necessary, resolved;*

*AND WHEREAS all Directors and other persons acting on behalf of the co-operative must be aware of the potential for conflict of interest situations at all times and make every effort to avoid them;*

*AND WHEREAS sections 118 to 123 and section 128 of the Company Act (Revised Statutes of British Columbia, 1996) apply to directors of co-operatives;*

*THEREFORE be it resolved that:*

1. Every Director of the co-operative, in exercising the Directors' powers and performing the Directors' functions, and every member of the co-operative delegated by the Directors to act on behalf of the co-operative, must act honestly and in good faith and in the best interests of the co-operative.
2. No Director, nor any member delegated by the Directors to act on behalf of the co-operative, shall place his or her own personal interest ahead of that of the co-operative in the performance of his or her duties on behalf of the co-operative.
3. Directors and other persons acting on behalf of the co-operative must declare any situation in which their position may be, or may appear to be, influenced by their personal interests.
4. A conflict of interest exists when any Director, management officer, or staff employee of the co-operative, or any member delegated by the Directors to act on behalf of the co-operative, may be in a position or has a family member who may be in a position to derive any direct or indirect benefit from any financial transactions, contract, or work with the co-operative, or to benefit by access to co-operative property, information or opportunity, in a manner not available to all members.
5. Every person who has a conflict of interest must disclose his or her conflict of interest, and the nature and extent of that interest, at the meeting where said transactions, contracts, work, property access, information, or opportunity are to be discussed.
6. Every person who has a conflict of interest, after disclosing it, must withdraw from discussions and the decision-making process and shall not vote in respect of any such financial transaction, contract, work, information or opportunity.
7. Should the person who has a conflict of interest vote, his or her vote shall not be counted.
8. No provision of the Rules or policies of the co-operative, or of a contract, or of the circumstances of a Director's appointment, relieves a Director from the Director's duties and liabilities under the law.

## **POLICY: CONTRACTING – Update pending**

*Passed by vote of the Directors, October 18, 1990*

**Note:** Only the Board of Directors can legally enter into contracts on behalf of the Co-operative. Volunteer committees if so permitted by the Board, may only make recommendations on contract awards.

### **POLICY RATIONALE**

The Co-operative has an ongoing need for services performed by contract. Standing Committees need clear policy direction from the Board of Directors about procedures for contracts. The Board must ensure that policies are compatible with the legal relationship between contracting parties, and that agents for the Co-operative are seen to act justly with no conflict of interest.

### **1. POLICIES:**

- 1.1 Only the Board of Directors has authority to contract for the Co-operative. All contracts involving the Co-operative must be approved by the Board of Directors. The Board of Directors may delegate authority to contract on behalf of the Co-operative and to certify that work or services contracted for have been satisfactorily performed.
- 1.2 Members of the Board of Directors and Standing Committees must not place themselves in a position of apparent or actual conflict of interest regarding contracts of the Co-operative.
- 1.3 Contracts between the Co-operative and members of the Board of Directors are not permitted.
- 1.4 Every contract will clearly define the services to be provided, and will specify completion dates, and method of payment.
- 1.5 The Treasurer will maintain a contract inventory system that records the cost, start and end dates, and signing parties for each contract.
- 1.6 Amendments to a contract must be in writing and initialled by the original signing parties.

### **2. PROCEDURES:**

Procedures for contracting are intended to address the following considerations:

- a) the work should be clearly defined;
- b) there must be a recognized need for the work;
- c) consideration is given to using member resources;
- d) the contract is cost efficient;

- e) the authority of the Board of Directors is not breached.
- 2.1 All new contracts over \$5,000 will be advertised to ensure a reasonable number of qualified contractors can submit tenders or proposals.
- 2.2 Existing contracts can be renewed at the discretion of the Board, subject to policy 1.05. *[Note: This refers to an item in the previous draft which was not included in the final draft]*
- 2.3 When a project or service can be thoroughly detailed, the proper procedure is to request tenders.
- 2.4 Invitations to tender must include the following statement:  
  
"THE LOWEST OR ANY TENDER WILL NOT NECESSARILY BE ACCEPTED".
- 2.5 When a project or service cannot be set out in detail without further information, the Co-operative may request proposals from contractors.
- 2.6 All contracts must be in writing and approved by the Board of Directors (except in emergency maintenance situations).
- 2.7 The identity of the successful tender and the total cost of the successful bid must be available to all members of the Co-operative.
- 2.8 Submitters of unaccepted tenders will be notified promptly in writing after a tender is accepted for the contract.

### **3. EVALUATION CRITERIA**

- 3.1 Tenders or proposals will be evaluated using the following criteria:

#### **A. Quality of Tender or Proposal**

- i) Meets local regulations;
- ii) Satisfactory history of prior work from contractor;
- iii) References available;
- iv) Contractor has current licenses as required;
- v) Contractor carries liability insurance.

#### **B. Costs**

- i) Reasonable for the proposed work;
- ii) Affordable for the Co-operative

#### **C. Business Practices**

- i) Use of subcontractors;
- ii) Guarantees;

- iii) Union/Non-Union;
- iv) state of equipment;
- v) supervision of employees;
- vi) Employment of co-operative members where appropriate.

**D. Contractor Reliability**

- i) Bondable;
- ii) Willing to sign written contract;
- iii) Willing to state completion dates and accept penalties for late completion where appropriate;
- iv) Willing to accept lien holdback.

**4. RESPONSIBILITIES**

Invitations to tender or to submit proposals should come from the relevant committee. During negotiation with a potential contractor, details of the negotiations may be kept confidential when necessary. The details of the negotiations must always be available to the membership after contracts are formed.

- 4.1 Committee Chairpersons are responsible for compliance with contracting policies for all contracts involving that committee.
- 4.2 The person to whom the authority to oversee the contract has been delegated should ensure that contractors comply with contract terms and work is completed satisfactorily.
- 4.3 The person to whom the authority to oversee the contract has been delegated will provide written evaluation of the contract work after completion. The evaluation should include statements about:
  - a) cost;
  - b) quality of work;
  - c) completion time;
  - d) recommendations for future use of contractor.

**5. STEP BY STEP GUIDELINE**

- 5.1 Committee defines nature of service or of goods to be contracted for.
- 5.2 Committee prepares clearly written description of service or goods for purposes of inviting tenders or proposals.
- 5.3 Committee advertises for written tenders or proposals.
- 5.4 Committee opens all tenders or proposals at the same time.
- 5.5 Committee considers the relative merits of each.

- 5.6 Committee prepares recommendation to the Board of Directors.
- 5.7 Recommendations should include comparisons of tenders or proposals based on a minimum of three tenders.
- 5.8 If none of the tenders or proposals are adequate or affordable, no tender should be selected.
- 5.9 When no tender or proposal is selected, the committee will inform all submitters that there were no successful tenders.
- 5.10 When no tenders are accepted, but the committee decides to proceed with the project, the committee should invite all submitters of tenders or proposals to resubmit modified tenders or proposals.
- 5.11 When a tender or proposal is accepted, the committee will inform all unsuccessful submitters promptly.

## **POLICY: INVESTMENT**

**Approved:** April 22, 2009

**Replaces guidelines dated:** July 11, 1996

### **PURPOSE OF THE POLICY:**

To provide for the preservation, protection and growth of the co-op's funds by:

- Providing a rationale for investing the co-op's funds
- Setting out the principles to be followed in investing the co-op's funds
- Providing a protocol for dealing with the investment company
- Setting out the procedures for oversight of the co-op's investment accounts and reporting on the investments to the Board of Directors and members.

### **DEFINITIONS:**

**Capital:** wealth, such as savings.

**Investment:** a placement of funds for the purpose of obtaining income or increasing capital.

**Investment Company:** the company that holds and manages investments for the co-op.

**Liquid:** readily convertible into cash.

**Portfolio:** the collection of investments (stocks, bonds, etc.) owned by the co-op.

**Portfolio Manager:** the person at the investment company who manages the co-op's portfolio of investments.

**Rate of return:** the gain or loss generated from an investment over a specified period of time.

### **POLICY:**

#### **3. Rationale:**

- 1.3. The reason for investing the co-op's funds is to provide a rate of return higher than ordinary bank deposits, while safeguarding capital.

#### **4. Principles:**

- 2.3. Security of capital is of the highest importance, followed by rate of return.
- 2.4. The co-op's investments will be professionally managed by an investment company at arm's length from the co-op and according to the discretion of the portfolio manager.
- 2.5. The co-op's goal is to achieve the best rate of return possible without undue risk.
- 2.6. The co-op will report regularly to its members on the state of the co-op's investments.
- 2.7. The funds that may be invested are any monies that the co-op does not need to access on a daily basis.

- 2.8. The Capital, Replacement and Subsidy Surplus Funds are targeted for long-term investment. Operating funds can only be invested in highly liquid, easily accessible investments.
- 2.9. The Replacement Reserve and Subsidy Surplus Funds are restricted by the co-op's Operating Agreement with CMHC and may be invested only as authorized by CMHC and/or the Agency for Co-operative Housing.
- 2.10. The Capital Account is not restricted by the co-op's Operating Agreement with CMHC and may be invested as the co-op sees fit.
- 2.11. The co-op or its members or agents will not offer specific trading instructions to the Investment Company.
- 2.12. The co-op may provide guidelines to the Investment Company.
- 2.13. The co-op authorizes the Portfolio Manager to invest up to 60% of the market value of the Capital Account in equity stocks.
- 2.14. The co-op will aim to preserve in the Capital Account funds equal to the purchase value of member shares, plus an additional \$50,000 to be saved for contingencies.

**5. Investment Company:**

- 3.1. The co-op's funds will be managed by a firm of the highest reputation.
- 3.2. The Board of Directors may change investment companies for good and proper reasons, at its discretion.
- 3.3. The Investment Company is entitled to act on instructions of the Board of Directors.
- 3.4. The Board of Directors has the sole authority to give instructions to the Investment Company and to authorize withdrawals or transfers from any of the accounts.
- 3.5. All instructions to the Investment Company must be duly approved by the Board of Directors and documented in Board minutes.
- 3.6. All requests to the Investment Company for withdrawals or transfers must be in writing and signed by two Board signing officers.
- 3.7. All payments or withdrawals from the investment accounts must be made by cheque payable to Pine Ridge Housing Co-operative.
- 3.8. Within guidelines established by the Co-operative, the Portfolio Manager at the Investment Company, at his or her professional discretion, selects, purchases and sells securities in the co-op's investment accounts.

- 3.9. Notwithstanding the Board of Directors' sole authority to deal with the Investment Company, The Board of Directors designates the Finance Committee as the routine or day-to-day contact with the Investment Company. Finance Committee duties will include receiving and distributing statements and other information from the Investment Company, arranging meetings with the Portfolio Manager, and acting as a liaison between the Board of Directors and the Portfolio Manager.

**6. Oversight and Reporting:**

- 4.1. Under the authority of the Board of Directors, the Finance Committee acts as an Investment Review Committee to monitor the accounts, report to the Board of Directors and Membership on the portfolio's performance and make recommendations on actions to the Board of Directors.
- 4.2. The Finance Committee will monitor the portfolio's performance monthly and report at least quarterly to the Board of Directors and Membership. The committee will immediately communicate any concerns it may have to the Board of Directors.
- 4.3. The Board of Directors may appoint a director as a liaison to the Finance Committee to assist in overseeing the investment accounts and insuring that the performance reports are communicated to the Board of Directors.
- 4.4. The co-op will invite the Portfolio Manager to give a presentation to the co-op's members at the co-op's Annual General Meeting

## **POLICY: LEAVE OF ABSENCE**

**New policy Approved April 22, 2009**

### **PURPOSE OF THE POLICY:**

To clarify the member's responsibility to the Co-operative when they take an extended leave of absence

### **PREAMBLE:**

Section 14.02 of the Occupancy Agreement states: "*The member shall reside in the unit on a full-time permanent basis as the principal residence of the member and shall not without the written consent of the directors, cease or fail to reside in the unit on a full - time permanent basis for a period exceeding thirty (30) days.*"

### **POLICY:**

1. Except in extenuating circumstances, a member wishing to take a leave of absence must request Board of Directors approval 4 weeks in advance of departure.
2. Leave may be granted for a maximum duration of twelve (12) months. The member may apply for an extension beyond 12 months. Such a request will be decided on a case by case basis and dependant on the circumstances of the leave.
3. The member may be required to pay the maximum housing charge during their absence.  
If it is the member's intention to draw on subsidy while absent, the member must provide documentation of all income received, including income from other provinces or countries. Failure to provide the required documentation will result in the maximum housing charge being assessed for the full duration of the absence.
4. The member must make arrangements for the exterior of the unit to be maintained to co-op standard; otherwise the co-op will provide the maintenance and bill the member. Failure to pay the assessed charge will constitute arrears.
5. The member grants the co-op the right to carry out unit inspections and repairs as required during the member's absence.
6. Any additional work in the unit that is over and above co-op standard maintenance that is required to be completed during the member's absence will be billed to the member. The Co-op will provide reasons for the work and documentation of all costs. Failure to pay the assessed charge will constitute arrears.
7. The member must ensure that the unit is properly insured for the entire duration of the leave of absence.
8. The member retains all responsibility for the unit during their absence.

(Refer also to the policy on subleasing units)

Members taking an extended leave of absence must do the following:

- Turn off all taps
- Unplug electrical equipment
- Torn heating to low
- Leave the Co-op contact information so that they can be reached in an emergency

## **POLICY: LOCKS AND KEYS**

*Approved by vote of the Directors, February 18, 1993*

### **LOCKS:**

- a) All unit locks must be keyed to the master key.
- b) If the Co-operative becomes aware that a unit lock is not keyed to the master, the Member will be given seven days notice to have the lock re-keyed. If by the eighth day after serving such notice, the lock has not been re-keyed, the Co-operative may arrange for the re-keying and bill all associated costs back to the Member.

### **KEYS:**

- a) All master and office keys must be signed for. Transfer of keys must be channeled through the management company. Members are responsible for the keys they are issued until they are released from their obligation by returning them to the management company.
- b) All committee chair persons are entitled to an office key. Only the designated committee chair persons and management company are entitled to a master key.
- c) The Board must be notified if either an office or master key is lost. In the case of a lost master key, for the security of all units, the Board must be notified **IMMEDIATELY**.
- d) If a Member loses a master key, they will be assessed a \$50.00 penalty.
- e) Being in possession of a master key without proper authorization is considered grounds for termination of the lease.
- f) The master key is not for the convenience of the Members. It is for Co-op business and emergency access only. Emergency access may include **ADULT** residents who are locked out of their unit (providing they do not make a habit of it). Minors, however, are not to be given access to units through use of a master key under any circumstances.

## **POLICIES: MAINTENANCE**

### **1. POLICY: UNIT GIFT – ONE TIME \$500.00 UNIT IMPROVEMENT**

*Passed by vote of the Directors, June 3, 1999*

1. The \$500 unit improvements were a one-time expenditure, a gift for the use of the units.
2. A unit improvement belongs to the unit, not to the member.
3. The unit improvements that may be considered for repair are major appliances, i.e. washers, dryers, dishwashers and built-in vacuums.
4. When a unit improvement needs repair:
  - a. If the repair is estimated by the co-op's contractor to cost less than \$100, the repair may, at the Board's discretion, be carried out by the co-op and at the co-op's expense.
  - b. If the Board decides not to repair it, the co-op may sell it to the member for a nominal price. A member who buys a unit improvement from the co-op becomes solely responsible for it. Any structural modification of the premises to accommodate the item then becomes a temporary renovation.
  - c. If the co-op will not repair it and the member will not buy it, the member may request that it be removed from the unit. The co-op is then responsible for removing it from the unit and for restoring the unit to original condition, at the co-op's expense. In the case of dishwashers, original condition means a cupboard door and kick plate, with an unfinished space behind.
5. Unit improvements may not be discarded or disposed of without specific written approval by the Board.
6. The co-op will not replace a discarded unit improvement.
7. Swapping of unit improvements may be allowed at the Board's discretion and at the members' expense.
8. All changes in status of unit improvements are to be documented in secure co-op records.

## 2. POLICY: UNIT PAINTING – Update pending

***Passed by vote of the Membership, September 30, 1998***

The Co-operative shall paint the members' units at the times of move out / move in and in between moves according to the schedule as outlined.

### **Scheduled Painting:**

1. The schedule for interior wall painting is after every four years since the date of the last painting. The Directors may vary this schedule according to the Co-operative's financial priorities.
2. The Co-operative's standard paint colour is bone white. Members may request other colours with the proviso that they assume full responsibility for any related costs at the time of painting and of future repainting.
3. The Co-operative has sole discretion in selecting the painting contractor and the type and quality of paint. The Co-operative shall determine the standards for materials and workmanship and calculate the sharing, if any, of expenses.
4. Members are eligible to receive a credit for each completed month of occupancy since the date of the last painting. The maximum number of credits any member or unit is eligible to receive at any one time is 48. Paint credits are not transferable between members or units and have no redeemable cash value.
5. Paint credits may be applied to the cost of the first coat of paint only. The cost of additional coats of paint shall be paid for by the member.
6. Without prior written approval from the Directors, paint credits are not applicable to partial unit painting (due to the increased costs incurred by the Co-operative when painting contractors are required to repeat their preparation work for each visit).
7. The cost to the member shall be prorated according to the following formula:
  - a. First coat: Cost divided into 48 parts. The Co-operative pays for the months occupied by the member since the last painting (maximum 48), and the member pays for the remainder of the costs. (Example: 36 months since last painting. Co-operative pays  $36/48 = \frac{3}{4}$ , member pays  $12/48 = \frac{1}{4}$ .)
  - b. Additional coats: member pays 100%.
8. All other expenses related to the work, including costs of wall repair, reconstruction, removal of wallpaper or trim or texture or glossy paint, etc., apart from normal wear and tear, will be charged to the member. The definition of normal wear and tear will be determined by the Co-operative.
9. The schedule for painting ceilings is every 8 years at the time of scheduled wall painting, but this will be done only at the discretion of the Co-operative. The Co-operative will assume the cost, unless the painting is required because of damage by the member.

**Move Out:**

1. It is the responsibility of the outgoing member to restore the unit to Co-op standard. Upon move out the Co-operative will normally require the painting of the walls of the unit. At the sole discretion of the Co-operative the painting may be deferred until the next scheduled painting.
2. The Co-operative has sole discretion in selecting the painting contractor and the type and quality of paint. The Co-operative shall determine the standards for materials and workmanship and calculate the sharing, if any, of expenses.
3. Members are eligible to receive a credit for each completed month of occupancy since the date of the last painting. The maximum number of credits any member or unit is eligible to receive at any one time is 48. Paint credits are not transferable between members or units and have no redeemable cash value.
4. Paint credits may be applied to the cost of the first coat of paint only. The cost of additional coats of paint shall be paid for by the member.
5. The cost to the member shall be prorated according to the following formula:
  - a. First coat: Cost divided into 48 parts. The Co-operative pays for the months occupied by the member since the last painting (maximum 48), and the member pays for the remainder of the costs. (Example: 36 months since last painting. Co-operative pays  $36/48 = \frac{3}{4}$ , member pays  $12/48 = \frac{1}{4}$ .)
  - b. Additional coats: member pays 100%.
6. All other expenses related to the work, including costs of wall repair, reconstruction, removal of wallpaper or trim or texture or glossy paint, etc., apart from normal wear and tear, will be charged to the outgoing member. The definition of normal wear and tear will be determined by the Co-operative.
7. Ceilings will be painted or textured on move out only if deemed necessary by the Co-operative. The Co-operative will assume the cost, unless the painting is required because of damage by the member

**Member Painting:**

1. Members may paint or decorate their units at their own expense and in accordance with the renovations policy.
2. Members are responsible for cost of returning unit walls to Co-op standard at time of move out.
3. The Co-operative will not reimburse any portion of the member's expense for labour or materials.

### 3. POLICY: RENOVATIONS

**Passed by vote of the Membership October 29, 1997**  
**Amended by vote of the Membership January 21, 1998**

**Purpose:** To monitor and control structural, material, electrical or plumbing alterations or changes to Co-operative units.

**Definitions:**

**Renovation:** Any change made to the structure or material of a unit.

**Temporary Renovation:** A renovation that the member is responsible for restoring to original condition when the member moves out.

**Permanent Renovation:** A renovation that has been approved and accepted by the Co-operative and which the member is not required to remove or restore when moving out of the unit.

This policy is to be viewed and interpreted in conjunction with Rule #10, Alteration to Property in the Occupancy Agreement.

1. Renovation requests must be submitted to the Board of Directors in writing prior to making the renovation. Drawings or plans as appropriate must also be provided. The member making the request must indicate whether the request is for a permanent or temporary renovation. All renovations are subject to the Co-operative's approval both before the work commences and after completion.
2. Unit renovations have maintenance and financial implications, therefore both the appropriate committee and the Board of Directors shall be fully informed about requests.
3. When a renovation request is received, the Board of Directors may:
  - a) ~~Delegate the request to the appropriate committee for a decision.~~
  - b) Refer the request to the appropriate committee for a recommendation.
  - c) Rule on the request directly.
4. If a renovation request is delegated to a committee for a decision, the committee will inform the Board of Directors of the decision. If the Board rules directly on the request, it will inform the committee of the decision. If the request is referred to the committee for a recommendation, the report is due by the next regularly scheduled Board meeting or other date as set by the Board.
5. The renovation request shall be reviewed by the Co-operative and its approval or denial will include the following considerations:
  - Are the proposed changes safe?
  - Do they meet necessary code regulations?
  - Will the number of rooms be increased or reduced?
  - Will the renovation affect marketability?
  - Will the changes cause increased maintenance expense?

- Will insurability or rates be affected?
  - Will the quality of work and appearance of unit be acceptable?
  - Will the work be completed in a reasonable period of time?
6. The member making the request shall not proceed with any of the work before receiving written approval of the request. There is no exemption from this policy for renovations either started or completed prior to the member receiving written approval. All such renovations must be applied for and inspected to ensure that they meet the standards outlined in this policy.
  7. Unapproved renovations may be in violation of the Lease Agreement. Any renovation that does not have the written approval of the Board of Directors both on commencement and completion will be considered subject to the terms of the Lease Agreement. Members with unapproved renovations assume all liability for possible costs and damages incurred by the Co-operative as a result of the renovations until such time as the Board of Directors approves the renovation in writing.
  8. The Co-operative shall not delay unreasonably its decision on a renovation request. The Co-operative shall give written notification to the member of its approval for a renovation and document this approval in the minutes of the Board of Directors meeting. Conditions, if any, to the approval and responsibilities for incurred costs shall be stated in the notice to the member. A copy of the letter shall be placed in the unit file.
  9. The member making the renovation request shall not be reimbursed by the Co-operative for any related costs incurred by the member.
  10. Renovation work may be done only between the hours of 9:00 AM and 9:00 PM, unless otherwise specified by the Board of Directors.
  11. The Co-operative will impose a time limit for completion of the renovation work. Time limits will be decided on a case by case basis but any renovation shall be completed within ninety days from the date of approval. Approved renovations must be inspected upon completion. This inspection will be made by a designated committee or agent of the Co-operative. Renovations are subject to inspection at any stage of construction.
  12. The member making the renovation request shall be responsible for obtaining any required permits and shall provide copies of those documents to the Co-operative. The member making the request shall also be responsible for the supervision of and payment to any person working at the unit. The member making the renovation request shall also be responsible for the cost of any damage to Co-operative property related to the renovation work. No renovations will be allowed that disturb weight bearing walls or supports. All electrical and plumbing renovations must be done by a qualified licensed tradesperson. Municipal codes apply. Exterior renovations work shall be compatible with the design of the currently existing structure and, in case of

dispute, must be aesthetically acceptable to a majority of the members of the Co-operative.

13. Permanent renovations become a part of the unit. To ensure an appropriate standard, permission for a permanent renovation is conditional upon the work passing a final inspection by the Co-operative. If the renovation does not pass the final inspection the Co-operative may approve the renovation as a temporary renovation or require that the unit be restored to its original condition immediately.
14. The member making a permanent renovation may not compel or require payment from the Co-operative or another member for any portion of the cost or value of the renovation at any time. A member may remove a permanent renovation only with the prior written approval of the Board of Directors, which shall not be unreasonably withheld. Such approval if requested is subject to all of the conditions set out in this policy.
15. The Co-operative assumes no obligation or duty to maintain or replace any renovation either temporary or permanent. The Co-operative retains the right to remove or replace any renovation and restore the unit to its original condition.

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The Maintenance Committee has made the decision to allow the following minor additions and installations without prior approval. However, all changes remain subject to the provisions of the Renovations Policy.

- Paint and strippable wall paper (see Paint Policy).
- Designer switch plates, lamp fixtures, and connecting track lighting and outside Christmas lights to existing electrical outlets.
- Window dressings, i.e. venetian blinds, valances, curtains.
- Designer faucets, shower heads, taps.
- Towel bars.
- Battery powered smoke alarms (as an addition only — not to replace the Co-op standard alarm).
- Book shelves mounted to walls, shelving in closets and storage rooms.
- Pictures, mirrors.
- Battery powered security systems.
- Outside mail boxes, hose holders

#### 4. POLICY: UNIT MAINTENANCE – Update pending

**Approved by vote of the Membership, September 30, 1998**  
**Policy on use of non-plastic (metal) dryer venting added 2009**

##### A. General Principles

- I. The member is required to notify the Maintenance Company of any unit maintenance problems or structural damage to the member's unit. The member is responsible for keeping the parts of the unit that are the member's responsibility in good repair. The member is expected to facilitate any inspections, repairs or maintenance work that is needed.
- II. The member is liable for any damage caused by the member to Co-op property. This includes damage resulting from accident, malicious destruction, negligence, and improper or unauthorized alterations. The member's liability extends to all household residents and guests.
- III. *If unable to perform required maintenance, the member should contact the Maintenance Committee for assistance (or the Grounds Committee for lawns and gardens).*

##### B. Unit Maintenance — Division of Responsibilities

The following list covers most situations, but it is not exhaustive. It is not a definition of legal responsibilities; it is intended for reference only. Co-op policies and practices may change. *The House Rules and members' lease agreements impose specific legal obligations and must be observed.*

Item	Co-op Responsibility	Member Responsibility
<b>General:</b>		
1. Walls and ceilings	See Paint Policy	Maintain adequate ventilation and air circulation; damage (mould) caused by humidity or condensation is member's responsibility. Touch up paint as desired; see Paint Policy for more.
2. Corner moulding	Initial installation	Member is liable for damage caused by member.
3. Cove base trim	Initial installation	Member is liable for damage caused by member.

Item	Co-op Responsibility	Member Responsibility
4. Carpets, linoleum	Replace according to schedule.	Maintain and clean as required. Member is liable for stains, burns, tears, cuts, odours, pet damage, etc. Member attempts restoration at member's risk.
5. Windows (including screens and sills)	Replace broken seals. Replace deteriorated screens and clean exterior according to schedule.	Maintain and clean windows, screens and sills. Member is liable for breakage.
6. Doors (including hardware, locks, trim, weatherstripping)	Repair or replace worn Co-op locks, hardware, and weatherstripping.	Member is liable for damage and unauthorized alterations by member. All exterior locks must be keyed to the Co-op master key.
7. Ants, termites, rodents, fleas	Routine spraying for ants; additional pest control as required.	Report carpenter ant, termite or rodent infestations immediately. Control fleas. Permit access to unit for pest control. Defleaing on move-out is charged to member.
8. Building structure	General structural faults are Co-op's responsibility.	Report leaks or moisture problems. Member may be held liable for damage due to neglect. Member is liable for damage caused by member.
<b>Electrical:</b>		
1. Electrical outlets, switches, cover plates	Repair or replace outlets and switches as necessary*	Replace cover plates as necessary.
2. Wiring and circuit breakers	Repair or replace as necessary*	Keep breaker box free of obstructions. Unauthorized alterations are not permitted.
3. Lighting	Repair or replace fixtures as necessary*	Replace bulbs and covers as necessary.
4. Co-op owned smoke detectors and ground fault interrupters	Repair or replace as necessary*	Test monthly and report malfunction.
5. Heaters and thermostats	Repair or replace as necessary*	Report malfunction.

Item	Co-op Responsibility	Member Responsibility
<b>Bathrooms:</b>		
1. Vent, fan, heat lamp	Repair or replace as necessary*	Use fan to control humidity and condensation. Replace heat lamp as needed.
2.		
3. Water supply and drain pipes	Repair or replace as necessary*	Keep all drains clear and free-running.
4. Toilet	Repair or replace as necessary*	Keep free from blockage; maintain toilet seat, handle and internal linkage; replace if damaged or broken.
5. Bath tub and stopper	Repair or replace tub as necessary*	Repair chips; replace lost rubber stopper. Shower doors are not permitted. Member is responsible for splash or flow damage.
6. Tiles	Repair or replace as necessary*	Clean tiles. Report broken tiles. Member is liable for damage caused by member.
7. Grout and caulking	Co-op renews according to schedule or as required.	Keep clean; report damage immediately.
8. Faucets and shower heads	Repair or replace as necessary*	Replace washers. <i>Contact committee for assistance if required.</i>
9. Counter-top and sink	Repair or replace as necessary*	Member is liable for stains, burns, cuts, cracks, chips, etc. caused by member.
<b>Kitchen:</b>		
1. Stove	Repair or replace according to schedule or as necessary*	Replace fuses, bulbs, chrome rings, burner drip pans, and broiler pan as necessary.
2. Fridge	Repair or replace according to schedule or as necessary*	Replace light bulbs, shelf brackets, vegetable bins, ice trays, egg trays, and kick plate as necessary. Report problems immediately.
3. Exhaust fan	Repair or replace as necessary*	Clean fan filter and fan; replace light bulb as required.
4. Faucet and vegetable sprayer	Repair or replace as necessary*	Replace washers. <i>Contact committee for assistance if required.</i>
5. Sink	Repair or replace as necessary*	Keep drain free from blockage.

<b>Item</b>	<b>Co-op Responsibility</b>	<b>Member Responsibility</b>
6. Cabinets and counter-tops	Repair or replace as necessary*	Member is liable for stains, burns, cuts, cracks, chips, etc. caused by member.
7. Water supply and drain pipes	Repair or replace as necessary*	Report leaks immediately.
8. Dishwasher	Repair Co-op owned unit at Co-op's discretion.	Ensure proper installation, maintenance and repair of member's own appliance. Member is liable for damage caused by malfunction or improper installation.
<b>Plumbing:</b>		
1. Water shut-off valves	Advise member of locations.	Know locations; shut off water on request of Co-op. Member is to shut off water supply to outside faucet between November 1 <sup>st</sup> and March 31 <sup>st</sup> and during freezing weather.
2. Water supply and drainage pipes	Maintain in good working order.	Report leaks immediately. Keep an inside faucet running in below-zero temperatures.
3. Hot water tanks, thermostats and elements	Replace according to schedule or as necessary*	Report leaks or malfunctions immediately.
4. Washer, dryer, vent	Repair Co-op owned units at Co-op's discretion*	Ensure proper installation, maintenance and repair of member's own appliance(s). Member is liable for damage caused by malfunction or improper installation. Keep dryer vent clean.
5. Floor drain (by hot water tank)	Maintain in good working order.	Keep free of blockage. Report any malfunction or backflow immediately.
<b>Parking, Yard, Exterior:</b>		
1. Deck	Repair and replace according to schedule or as necessary*	Keep drain cover clean and unobstructed. Clean beneath deck boards. Avoid puncturing membrane.
2. Roof	Maintain in good repair.	Report any damage. Members are not permitted on roof without authorization.
3. Eaves, troughs, downpipes, drains	Maintain in good repair. Clean according to schedule or as required.	Do not block. Report any blockages.

Item	Co-op Responsibility	Member Responsibility
4. Dryer vent cover	<u>Clean exterior dryer vent on Co-op schedule</u>	Keep clean if accessible.
5. Dryer vent		<u>Use metal flex venting (if flex venting is used) to connect clothes dryers to the external vent)</u>
6. Sidewalk, driveway	Repair or resurface as required. Provide road salt and set up salt stations as required.	Remove ice and snow, if physically able.
7. Exterior siding	Repaint according to schedule.	Keep free of vegetation. Member is liable for damage caused by member.
8. Automatic door closers (lower units)	Repair or replace as necessary.	Ensure proper attachment and operation. Member is not permitted to disable or interfere with operation.
9. Carport	Repaint according to schedule.	Keep clean and tidy. Refer to House Rules and carport storage policy. Member is liable for damage by automobile.
10. Parking place	Repaint markings and resurface as required.	Protect surface from oil and gasoline damage.
11. Fences	Repaint according to schedule; repair or replace as necessary.	Member is liable for damage caused by member.
12. Patio slabs	Repair, replace, and reset to even grade as necessary.	Member is liable for damage caused by member.
13. Backyard lawn (lower units)	Mow and maintain according to schedule.	Member may be held liable for damage (e.g. by pets).
14. Front garden (upper units)	Original planting	Maintain in an orderly and attractive state, if physically able. <i>Contact committee for assistance if required.</i>

\* due to normal wear and tear

**NOTE:** Members may be held liable for repair costs resulting from delayed damage reporting. Refer also to the Occupancy Agreement, section 11: Interior Maintenance and Repair of Unit.

## PROCEDURE: MEMBERSHIP TERMINATION

**Refer to Rule 5: Termination of Membership and Occupancy Agreement Rule 16 for the procedure to be followed.**

## **POLICIES: MEMBERSHIP**

**Policies approved:** April 22, 2009

**Replaces:** all previous membership policies on member selection

### **1. MEMBER SELECTION – EXTERNAL APPLICANTS**

#### **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 conditionally approved applicants
- to establish an equitable and consistent system for allocating units to external applicants
- to make sure that applicants and new members receive a proper orientation and introduction to the co-op

#### **DEFINITIONS:**

##### **Applicant List:**

A list of people who have applied to Pine Ridge for membership and who have been pre-screened for financial eligibility. Applications are filed in the order in which they are received by the co-op. The applicants have not yet been interviewed.

##### **Conditionally approved Applicants:**

Applicants who have been interviewed and who meet the criteria for membership in Pine Ridge. Conditionally approved applicants will have a satisfactory credit rating and positive references, and will have been approved by the Board of Directors for potential membership.

##### **External Waiting List:**

A list of conditionally approved applicants who will be offered suitable vacant units based on approval by the Board of Directors for membership and unit allocation. The order of receipt of the application is maintained.

#### **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 maximum housing charges for which the co-op is accepting applications.

3. The co-op will not charge an application fee.
4. The co-op will acknowledge all applications received.
5. To keep their applications active, applicants must update information on file with the co-op every six months. The co-op will not consider applications that are not up to date.
6. If an applicant fails to provide all of the required information, the co-op at its discretion may contact the applicant to request complete information.
7. Co-op application forms and procedures for handling applications received will conform to the co-op's Personal Information Protection policy.

**Orientation and interviews:**

8. The co-op will conduct orientation sessions and interviews as needed to ensure an adequate external waiting list.
9. The co-op will invite applicants in the needed categories of unit and subsidy eligibility to an orientation/interview on a first come-first served basis, according to their application date, and availability to attend a pre-scheduled interview. Extraordinary measures to contact applicants are unnecessary.
10. Three Membership Committee members will form an interview/orientation team to interview applicants using Board of Directors-approved interview procedures and will bring their results to the full Committee.
11. No member may interview or participate in discussions or decisions on any applicant who is a relative or friend. Members of the interview Team and/or the Committee must inform the Committee of any conflict of interest or conflict of duty regarding applicants.
12. Using the member selection criteria, the committee will select and recommend applicants for conditional approval by the Board of Directors as potential members, subject to final approval of their membership, payment of shares and occupation of a unit. The successful applicants will have a "conditionally approved" status and will be placed on the external waiting list.
13. The Membership Committee will make sure that applicants and new members understand the rights and responsibilities of co-op membership, as per co-op Rules and policy.

**External waiting list:**

14. To be eligible for the external wait list, applicants must receive:
  - positive references from their previous landlord(s), if applicable, revealing no outstanding rent arrears
  - exemplary results from other personal references as decided by the Membership Committee
  - a satisfactory credit check rating
15. The external waiting list will be maintained by the Membership Committee.

16. The Co-op maintains an external waiting list of applicants who have been conditionally approved for potential membership, subject to final approval of membership, payment of shares and occupation of a unit.
17. The co-op aims to maintain a list of conditionally approved applicants for each category of unit, and for subsidized or maximum housing charges as required.
18. The co-op at its option will contact conditionally approved applicants every six months to find out if they are still interested and available.
19. Conditionally approved applicants will be offered suitable units by the Membership Committee as they come available, provisional on the applicant confirming in writing that there has been no material change in the application information.

If there have been changes in the application information, the Membership Committee reserves the right to re-interview and obtain current credit and reference checks and request that current financial information be submitted to the Treasurer.

20. Final approval of all applications for membership and unit allocations rests with the Board of Directors – refer to the Unit Allocation Policy.

**Member selection:**

21. Member selection is based on the following:
  - household income and size meeting the co-op requirements
  - the co-op's ability to provide accommodation appropriate to the applicant's needs
  - satisfactory credit rating and positive references
  - willingness to engage in the community life of the co-operative
  - willingness to participate in the democratic decision-making of the co-op
  - willingness to support the co-op's mission statement and co-operative principles
  - willingness to be good neighbours and good residents and to maintain their home (inside and outside) in good condition
  - stable residence patterns
  - tolerance for differences
  - volunteer experience
  - date of receipt of application and length of time on the applicant list
22. The co-op's ability to offer subsidy may be limited.
23. 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.

**Required to carry out this policy**

- Board of Directors approved applications re. appropriate income
- System for collecting, using, filing, sharing and protecting applications and other personal information in compliance with PIPA and PIP policy. Treasurer or Management Company maintains financial portion of application for 1 year for all applicants and 7 years for members
- Establishment of a database or manual system to manage the applicant list (tracking forms)
- Board of Directors-approved interview questions “script” corresponding to the member selection criteria
- Interview team package with completed application form and interview questions “script”
- A system of ranking or scoring membership applicants according to the selection criteria
- Verification of compliance with over- and under-housing policy and subsidy requirements/financial information
- Request for credit checks from the Management Company. The Committee checks references (landlord, personal) using a script
- Standard format for reporting recommendations to the Board of Directors
- Procedure for welcoming and orienting new members: welcome package, buddy system, member manual, share certificate presentation, etc.

## 2. INTERNAL MOVE POLICY

***Replaces Internal Move Policies & Procedures dated April 10, 1991***

### **PURPOSE OF THE POLICY:**

To lay out a fair and unbiased process to facilitate the provision of appropriate housing to members and to clarify the process for requesting an internal move and offering vacant units to internal applicants

### **POLICY:**

1. The internal move waiting list will be maintained by the Membership Committee.
2. 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 in the order in which the application is received.
3. The internal move waiting list will be made available to any co-op member upon request, for inspection only.
4. Subject to Points #6, #7 and #8, the Membership Committee will select applicants for units, and the co-op will offer them vacant units, in the following order of priority:
  - I. Members on the internal waiting list if there are any
  - II. Conditionally approved applicants from the external wait list
5. Internal moves will be offered using the following criteria:
  - a. An applicant must reside at Pine Ridge for at least 12 months before the co-op will consider their request for an internal move
  - b. An applicant who is not a Pine Ridge member must be approved for membership before being placed on the internal move list
  - c. The applicant's household income and size must meet the co-op requirements and availability of subsidy
  - d. The applicant's household must be in good financial standing with the co-op for the last 12 months
  - e. the applicant's present unit must be in good condition, as determined by an inspection
  - f. At least one member of the household requesting an internal move must demonstrate active engagement in the governance or the community life of the co-op
  - g. The co-op will not normally consider internal move requests that will result in over-housing, though exceptions may be made to accommodate special needs or to preserve the economic well-being of the co-op
  - h. A member with special needs or circumstances may request Board of Directors consideration of their application. The member must satisfy the directors of their need, and provide documentation as requested.

6. An internal move applicant who turns down three offers for a move will be removed from the list. The co-op will not consider another internal move application from that applicant for a period of one year from the date of the last offer.
7. Internal moves and unit allocations are approved at the discretion of the Board of Directors.
8. The Board of Directors may limit the number and timing of internal moves.
9. A member moving internally to a larger unit must pay the additional share purchase amount prior to the move.

A member setting up a new household must pay the full amount of the share purchase prior to the move date.

10. Maintenance and cleaning responsibilities for an internal move are the same as for moving out of the cooperative.

Maintenance and/or cleaning charges payable by the member as a result of the move will be due and payable at the time of the next monthly housing charge.

11. The Board of Directors may offer incentives for a member to move if it deems the move to be in the best interest of the Co-operative.

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**Required to carry out this policy:**

1. Internal move request forms and waiting list set-up for internal moves
2. A database or manual system to manage the waiting list (tracking forms)
3. Standard format for reporting recommendations to the Board of Directors
4. Verification of compliance with Over/under-Housing Policy
5. Review of subsidy requirements and financial information
6. Board of Directors directive in writing in the case of a special circumstance

### **3. UNIT ALLOCATION POLICY**

**New policy, Approved:** April 22, 2009

#### **PURPOSE OF THE POLICY:**

To establish how decisions on unit allocations will be made

#### **POLICY:**

1. Final approval of all applications for membership and unit allocations rests with the Board of Directors.
2. Decisions about unit allocation will be made by the Board of Directors:
  - I. based on recommendations from the Membership Committee;
  - II. on a first-come, first-served basis, according to the recommended applicants' placement on the waiting list;
  - III. without further interview
3. The Board of Directors decisions on filling units will take into account the well-being of the co-op, including economic reasons. These considerations may over-ride any other priorities.

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#### **Required to carry out this policy:**

- Recommendations from the Membership Committee
- Compliance with the Member Selection, Internal Move and Over/Under Housing policies

## **GUIDELINES: NEWSLETTER – Update & change to policy status pending**

*Passed by vote of the Membership, January, 1985*

1. The newsletter is a forum for all members. It serves a valuable function to express and circulate members' opinions and ideas and to disperse information.
2. It is non-partisan and will fairly represent the interests and opinions of all members. All members and committees have equal access to the newsletter.
3. Any Co-op member or committee may submit comments, ideas, opinions or anything else, which will be considered for publication providing they do not violate the following:
  - Use of foul or obscene language is unacceptable.
  - the submission must not be malicious or libelous as judged by the Newsletter Committee.
4. Editorial comment will not be made, but there will be an opinion section, to which all members and committees will have equal access. It will be stated that the opinion(s) expressed are entirely those of the author(s).
5. Submissions for the opinions section must be signed, though at the discretion of the Newsletter Committee the author's name may be withheld at the author's request.
6. Submissions to the newsletter will be judged as to suitability by the Newsletter Committee. If a submission is deemed not to be acceptable, reasons will be provided to the author of the submission. The author may apply to the Board of Directors or general membership for an exception.
7. Opinions or letters relating to an identifiable individual or group may be submitted to same for clarification, rebuttal, or further information. The response will be published in the same issue as the submitted opinion/letter provided it is received in time to meet publication deadlines.  
The author of such submission will be notified before it is passed on, and has the right to withdraw the submission if they do not want this done.
8. The Board invests the Newsletter Committee with the authority to rule on whether or not articles should be published, but retains the ultimate right to review the newsletter's content.

## **POLICY: OVER/UNDER HOUSING – Update pending**

***Passed by a vote of the Membership, January 23, 2002***

The aim of the Over/Under Housing policy is to ensure that members are provided with housing appropriate to their needs, allowing for flexibility to respect security of tenure, while maintaining the economic viability of the Co-operative.

**1. Definitions:**

- Over-housing means having an inappropriately large unit for the size of the household.
- Under-housing means having an inappropriately small unit for the size of the household.

**2. Principles:** The Co-operative will use the following principles in determining the appropriate unit size for each household:

- There should be no more than two residents per bedroom
- There should be no fewer than one resident per bedroom (except as in 3, 4 and 5 below)
- There should be enough bedrooms so that a parent does not have to share a bedroom with a child
- There should be 1 bedroom for each child of the opposite sex aged 5 or over
- There should be 1 bedroom for each dependent aged 18 or over

**3. Custody arrangements:** Current or prospective members who do not have full custody of their children may be allowed extra space for overnight visits by their children, subject to provision of documentation of the children's status which is acceptable to the Directors.

**4. Reduction in family size:** The Co-operative may allow a member to be over-housed as a result of a reduction in family size.

**5. Special needs:** Members with special needs (for example, a physical disability) may apply to the Board for individual consideration of their housing requirements.

**6. Over-housing affecting subsidy eligibility:** Providing that sufficient subsidy funds are available, and subject to the Co-operative's current policies regarding subsidy allocation, subsidy may be provided according to the following schedule:

- A single full-time resident in a two-, three- or four-bedroom unit qualifies for subsidy as allowed for a two-bedroom unit.
- Two full-time residents in a three- or four-bedroom unit qualify for subsidy as allowed for a three-bedroom unit.
- Three full-time residents in a four bedroom unit qualify for subsidy as allowed for a four-bedroom unit.

7. **New members:** The type of unit offered to a new member moving into the Co-operative will depend on the number of persons in the household and their needs as per 2, 3 and 5 above. In addition, the Co-operative may allow a new member to be over-housed in order to meet the Co-operative's housing objectives or to preserve its financial viability.
8. **Internal moves:** The type of unit offered to a member requesting an internal move will depend on the number of persons in the household and their needs as per 2, 3, 4 and 5 above. In addition, the Co-operative may allow a member moving internally to be over-housed in order to meet the Co-operative's housing objectives or to preserve its financial viability.
9. **Co-operative may request move:** To meet its housing objectives or to preserve its financial viability, the Co-operative may request a member who is inappropriately housed to move to a more appropriately sized unit.
10. **Fraud:** Fraudulently misrepresenting the number of occupants in order to obtain an inappropriately sized unit is grounds for termination of membership in the Co-operative.

**Historical context:** The underlying principle of the over/under housing policy (in italics below) was adopted at the general membership meeting of August 23, 1985 and reaffirmed at the general membership meeting of September 30, 1998. This principle has been maintained throughout revisions to the policy.

*The feeling of security is more than a matter of simple tenure. Security is a concept attached to one's 'hearth and home' (as opposed to one's unit). It involves deep personal meanings, feelings, personal investment of time, money and rewards. These deep personal meanings, though intangible, are a source of strength and co-operation in the co-operative.*

*Bearing this in mind, and reaching the conclusion that the co-op will not be well served by frequent internal moves, up to one extra bedroom resulting from a reduction in family size due to children leaving home, family break-up or other legitimate means, will not be considered over housing.*

## **POLICY: PERSONAL INFORMATION PROTECTION**

**New Policy approved:** April 22, 2009

### **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* of British Columbia (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 (see note).

### **POLICY:**

1. The co-op will act in accordance with the Personal Information Protection Act and its principles.
2. The Board of Directors will appoint a personal information protection officer (PIP officer).
3. The Board of Directors will:
  - a. provide the PIP officer with a job description outlining duties in relation to PIPA and its principles
  - b. ensure the PIP officer receives appropriate training
  - c. ensure the PIP officer fulfills his or her duties, and
  - d. co-operate fully with the PIP officer in the performance of the officer's duties and in implementation of the policy.
4. The co-op will collect only 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.
5. The co-op will use and share personal information only with the agreement of the individuals concerned, or as provided for in PIPA.
6. All household residents who are nineteen years of age or older will sign a consent form permitting the co-op to collect and use the personal information provided by the member.
7. The co-op will store personal information securely to prevent unauthorized use and will destroy personal information when the co-op no longer needs it.
8. 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 demonstrable errors in personal information that the individual

brings to its attention.

9. Each Director and management staff person will sign a confidentiality agreement. Any designated members who have access to any member's personal information or co-op confidential information will also sign the agreement.
  10. Discussion that will result in sensitive personal information appearing in the minutes will be held *in camera* (i.e., in closed session, not open to the public). Minutes of the *in camera* portion of meetings will be kept separate from the regular minutes and stored securely to prevent unauthorized use.
- 

## Notes

Examples of why the co-op collects personal information from members:

- To assign appropriate housing to members
- To determine members' eligibility for subsidy and set members' housing charges
- To demonstrate to the subsidy provider that the co-op is in compliance with the subsidy provider's guidelines for administering subsidy
- To establish a member's entitlement to a benefit or offering from the co-op or another organization

## Available Documents:

- Pine Ridge Co-op Personal Information Protection Policy
- Privacy Consent form

## Required to carry out this policy:

1. Determine who has the authority to access and release different types of personal information (and confidential co-op information).
2. Procedures for routinely destroying personal information that the co-op no longer needs.
3. A personal information complaints procedure.
4. A routine review of any forms that ask for personal information, e.g. application form.
5. Procedures for keeping the *in camera* portion of minutes secure.

## Note:

*About a member's arrears: Although considered personal information, arrears are a debt to the co-op, and the directors are entitled to information about arrears in order to manage co-op finances effectively (section 15 [1] [j] of PIPA legislation).*

## **SECTION 5**

# **HOUSE RULES AND CONFLICT RESOLUTION PROCEDURE**

## HOUSE RULES

**Most of these rules are from the 1980's. This section will be both updated and converted to policies**

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## **INTRODUCTION**

### **OBJECTIVE**

The objective of the Rules Committee is to prepare House Rules that will protect the interests of the entire community as well as that of the individual member.

### **FUNCTION**

1. The Rules Committee meets regularly to conceive and draft House Rules.
2. Proposed House Rules are approved by the Board before being presented to the membership.
3. membership as a whole can vote to accept, amend or reject any of the rules proposed.
4. Existing rules can be amended, eliminated or added to with prior presentation to the Rules Committee.
5. The Rules Committee is open to ideas and recommendations from the membership.

### **RECOMMENDATIONS**

#### **1. Members' Responsibilities:**

- a) Members are responsible for knowing and following the rules. Each rule is an experiment which tries to prevent or solve a problem. If the experiment does not work, the reasonable thing is to try something else. You are encouraged to propose changes if dissatisfied with any of the rules. Have a spirit of compromise and put the interests of the Co-op before individual feelings. Do unto others as you would have them do unto you.
- b) It is the membership's responsibility to ensure that members comply with the rules.

#### **2. Members' Participation:**

The ongoing survival of our Co-op and community depends on member participation at the General Meetings and on the various committees. There are many important, necessary tasks that need to be performed. Leaving the work to someone else will cause frustration and hard feelings among the Members who contribute time and energy. Attendance at meetings and participation on Committees will be made compulsory if necessary. Hopefully our Co-op is endowed with many willing hearts and hands.

## **POLICIES**

1. The responsibility of the Rules Committee is to develop rules and present them to the membership as the need arises.
2. Rules will be developed for the needs of the community as a whole and not for the individual.
3. The Rules Committee is not responsible for the policing of House Rules.

### **I. OCCUPANCY**

#### **1. Permanent Occupancy**

*(Passed by vote of the membership, June 6, 1990)*

- a) Occupants per unit shall not differ from Co-op census.
- b) Maximum occupancy shall not exceed 2 persons per bedroom.
- c) Any increase in adult occupancy of the unit (except for residents reaching the age of majority) is not permitted without written approval from the Board.
- d) All adults who have the intention of sharing a unit with a present member shall be subject to an interview and subsequent acceptance by the Board before permanently residing on the premises.

#### **2. Temporary Occupancy**

- a) Temporary occupant's visit shall not exceed 2 weeks without written notification to the Board.
- b) Maximum length of stay cannot exceed 2 months without written approval from the Board.

#### **3. Subleasing Units**

- a) No member may sublease his/her unit without prior written approval from the Board.
- b) No term or lease shall exceed a 12 month period without written approval from the Board.
- c) All Sublessees must be interviewed and approved by the Board.
- d) Sublessee must assume all the obligations of the members to the Co-op.

- e) The Co-op member is responsible for any damages and/or unpaid rents should the sublessee fail to abide by his/her obligations.

## **II. RENOVATIONS**

- 1. No major changes are permitted without written approval of the Board.
- 2. The Housing Committee shall exist to set standards.
- 3. Appeals regarding decisions of the Housing Committee shall be made to the Board.

## **III. VEHICLES**

### **1. Parking**

- a) One parking space shall be allocated to each unit.
- b) No parking shall be permitted on areas other than allocated parking spaces.
- c) No unauthorized car shall be parked in a reserved parking space.
- d) All unlicensed vehicles shall be parked in member's carport or reserved parking stall.
- e) All recreational vehicles and boats shall be parked in member's carport, reserved space, or a space designated by the Board.

### **2. Registration**

All vehicles of occupants must be registered with the Co-op.

### **3. Servicing**

No major servicing is permitted in the Co-op.

### **4. Speed**

No vehicle is permitted to travel at more than 10 km/h within the Co-op.

### **5. Bicycles**

Bicycle riding is permitted on asphalt areas only (not on sidewalks or paths).

#### **IV. PROPERTY MAINTENANCE**

##### **1. Unit**

###### **a) Garbage disposal**

- i. Members shall be responsible for the proper disposal of their garbage.
- ii. All perishable garbage shall be bagged and sealed.

###### **b) Unit Access**

Access to any unit by the Board or its delegates must be prearranged with the member at least 24 hours prior to entry, except in an emergency, when two people shall be present.

###### **c) Appliances, plumbing, electrical, etc.**

All repairs are to be reported to the Maintenance Committee regardless of whether or not the repair can be made by the member. This is in order that the other members may be alerted to similar defects or damages in other units.

###### **c) Waterbeds**

No waterbeds are permitted without waterbed damage insurance.

###### **d) Carports**

Members are to keep their carports clean and tidy.

##### **2. Common Ground**

###### **a) Vegetation**

- i. No obstructing or intruding vegetation shall be permitted.
- ii. Trees, vines, hedges etc., shall not be permitted without prior approval from the Board.
- iii. No cutting down of trees shall be permitted without written approval from the Board.

###### **b) Clotheslines and Antennas**

Clotheslines and antennas shall not be permitted.

**c) Fire Hazards**

- i. Outdoor cooking must be done at a safe distance from the building, flammable materials and the forest.
- ii. No bonfires shall be permitted anywhere.
- iii. All flammable and toxic materials may be stored indoors.
- iv. Fireworks including crackers shall be set off by adults only, during a pre-designated time period (First of July and Halloween night).

**c) Roof and Buildings**

No unauthorized person shall be found on the roof of any of the buildings.

**V. PETS (Cats and Dogs)**

1. No more than 2 pets shall be permitted in each unit.
2. All pets must be registered with the Co-op.
3. The owner shall be responsible for their pets' behavior at all times.
4. No dog shall be permitted outside the unit without a leash.
5. The owner shall be responsible for cleaning up after his/her pets.
6. All pets must be neutered or spayed.
7. Pets shall not have access to the roof.
8. All pets shall wear ID tags.
9. All dogs and cats are to be kept indoors between the hours of 10:00 p.m. and 7:00 a.m. unless accompanied by a member of the household. *(Amended by a vote of the membership, Sept. 29, 1999)*

**VI. COMMUNITY BUILDING (See also community hall Rental Rules & regulations)**

**1. Use of the Hall**

- a) Bookings shall be made in advance through the convener.
- b) Members shall be responsible for any damages incurred.

- c) Members shall be responsible for leaving the Community building clean and tidy.

## **2. Use of the Laundry**

Members are responsible for keeping the rules posted in the laundry room.

## **VII. GRIEVANCES** *(Refer also to Conflict Resolution / Grievance Procedure)*

- 1. All grievances shall be made in writing to the Board.
- 2. The Board shall investigate and report back in writing.

## **VIII. MOVING OUT CLEANING**

### **1. General**

- a) All carpets shall be professionally steam-cleaned (truck mounted unit). Carpets are to be professionally deodorized and de-fleaed if the member had pets.
- b) All vinyl flooring shall be cleaned and stains removed.
- c) All walls shall be washed and thoroughly cleaned. It is required that you fill nail holes, patch cuts, scratches and any breaks.

### **2. Kitchen**

- a) Clean refrigerator: shelves, crisper, freezer, footguard and exterior.
- b) Clean cupboards inside and out, under sink, counter tops, faucets, fixtures and sinks.
- c) Clean stove: under burners, controls, burner rings, racks and drip pans, exterior panels (side and front), walls
- d) behind stove and the exhaust fan.
- e) Clean light fixtures.

### **3. Bathroom (s)**

- a) Clean tub, toilets (2), wash basin and cupboard.
- b) Clean chrome fixtures throughout.

c) Clean medicine cabinet inside and out.

d) Clean walls in shower.

**4. Dining Room, Living Room, Bedrooms and Halls**

a) Clean baseboards and switch plates.

b) Clean window sills.

c) Wash windows and screens.

**5. Exterior**

a) Wash and sweep patio and balconies.

b) Sweep entrance to unit and clean door.

c) Dispose of all garbage.

d) All gardens to be weeded.

**IX. BOARD OF DIRECTORS**

**Term of Office**

a) The maximum term of office for a Board member shall not exceed four consecutive years.

b) The maximum term of office in any one position shall not exceed two years.

**X. MEMBERSHIP PARTICIPATION**

a) Each household is required to participate in community service.

b) Each household is required to be present at a minimum of four General Meetings in any one calendar year.

**XI. NOISE**

**1. Unit**

Noise levels shall not exceed:

- i. From 7:00 am to 10:00 pm — 55 decibels (i.e. conversational speech by a group of people or moderate radio, stereo or television, which shall not be heard within surrounding units with their doors and windows closed.)

- ii. From 10:00 pm to 7:00 am — 45 decibels (i.e. conversational speech by a group of people which shall not be heard within surrounding units with doors and windows open.)

## **2. Common Ground**

Noise levels shall not exceed:

- i. From 7:00 am to 10:00 pm — 55 decibels (i.e. conversational speech by a moderate group of people near the unit; small group of children playing shall not be heard within any unit with their doors and windows closed.)
- ii. From 10:00 pm to 7:00 am — 45 decibels (i.e. well-maintained vehicle; conversational speech by a small group of people which shall not be heard within surrounding units with doors and windows opened.)

## **3. Community Centre**

From 10:00 pm to 7:00 am

The noise emanating from the Community Centre shall not be heard within any unit with its doors and windows closed.

## **XII. CONDOMINIUM INSURANCE (Effective November 1, 1990)**

*(Passed by an extraordinary resolution, September, 1990)*

- a) Each member of Pine Ridge Housing Co-operative is required to have condominium insurance on their unit.
- b) Such insurance is a mandatory requirement for residency in Pine Ridge Housing Co-operative. Each member is required to sign an addendum to their lease stating this.
- c) Proof of purchase of said insurance must be provided to the co-operative or its agent when requested to do so.

## **XIII. FAILURE TO ADHERE**

Members who fail to adhere to any of the above rules will be asked to account for their actions. The following procedures will be used:

1. Notice
2. Reminder
3. Warning
4. Termination of Lease

## COMMUNITY HALL RENTAL RULES AND REGULATIONS

(Dated April 1987, Updated November 1999) **Update pending**

1. The Community hall may be rented to Pine Ridge master members only.
2. A deposit of \$100.00 must be paid at the time the hall is reserved.  
  
**Please note: This deposit may be forfeited in whole or in part if any of the following rules and regulations are not adhered to.**
3. The rental cost is \$10.00 per day or partial day and must be paid at the time of reservation in the form of a separate cheque. Both cheques must be postdated to the time of the rental.
4. **All guests must leave the premises by midnight unless an extension is granted and so noted on the face of the contract.**
5. The building must be left in a clean and orderly condition — all tables and chairs folded and stacked, floor cleaned and all garbage removed by 10:00 am the following morning when the key must also be returned.
6. Note:
  - If the key is not returned, the member will be billed for the cost of replacing the locks and cutting of 10 keys.
  - If further cleaning needs to be done, the member will be billed at \$10.00 per hour (minimum \$10.00).
  - Any damage caused by the member's use of the building will be billed to the member at the co-op's repair or replacement cost.
  - If any such costs exceed the deposit, the difference will be billed to the member.
  - If no problems arise from the member's use of the building, the deposit will be returned within 30 days.
7. The member renting the hall is responsible for the behavior of all hall guests while they are on co-op property. Excessive noise during the occasion or when guests are leaving may result in full forfeiture of the deposit.  
  
Disregard of the curfew (#4) may also result in full forfeiture of the deposit. Flagrant disregard of this rule will also result in the member being prohibited from renting the hall again.
8. All guests must park in designated "visitors" parking spaces or face the risk of having their car towed away.

9. Serving and consumption of alcoholic beverages during the rental must be confined within the building. The member is responsible for obtaining licenses as necessary.
10. The member agrees to hold the co-operative harmless from any liability resulting from any act or omission of the member or any guests.
11. As per the Fire Marshal's ruling, the number of guests shall not exceed 60 persons.

Note:

- Refer also to the following: Policy 890313 01 (Section 6: Policy Motions); House Rule VI, Community Building, p. 5.7.
- The Community Hall Rental Request Form is in Section 7: Forms in Use.
- A rental contract, available from the community building convener, is to be signed at the time of rental.

## **CONFLICT RESOLUTION / GRIEVANCE PROCEDURE**

### **Update pending – Refer to Rule 25 before using**

The following procedure, when appropriate, may be used to assist in resolving any dispute that is submitted in writing. Its use is not limited only to violations of rules. The process can be formal or informal. Its main purpose is to ensure equal treatment of the parties involved in a dispute and a resolution of the dispute within a reasonable time frame.

#### **1. CONFLICT RESOLUTION COMMITTEE:**

##### **Composition:**

The Committee shall be made up of an odd number of members with a minimum of three and one of whom must be a member of the Board of Directors. Other Committee members are appointed by the Board from the list of members who have indicated their willingness to serve on the Committee, when there is a dispute to be heard.

##### **Chairperson:**

The Chairperson is selected by the Committee and is charged with the responsibility of:

- ensuring that the proper procedure is followed
- keeping all necessary records
- reporting to the Board on the Committee's activities

Board members are not eligible to be the chairperson.

##### **General:**

The Committee may appoint one of its members to attempt to mediate a resolution to the complaint. Hereinafter, the term "Committee" refers to the Committee in whole or part as the case may be, unless otherwise noted.

Committee members shall carry out their duties in the best interests of the membership. They shall use utmost discretion with respect to information available to them and shall not disclose such information without proper authorization.

A member who is either a complainant or the subject of a complaint being referred to the Committee, may not sit on the Committee while the complaint in which they are a party is being heard.

**2. COMPLAINT / GRIEVANCE :**

(These two words are used interchangeably.)

Any act by a member, their guest or a non-member resident which violates Co-op policy, rules or the lease may be the subject of a grievance.

Grievances filed against a guest or non-member resident will be charged to an appropriate master or associate member in the household concerned.

The term "charged member" is used to designate a member against whom a complaint/grievance has been filed. It does not imply any assumption of guilt what-so-ever.

**3. PROCEDURE:**

Complaints must be submitted in writing, signed by the complainant and delivered to the secure office mail box in a sealed envelope addressed to the Board of Directors. The complainant must specify the rule or policy which is alleged to have been violated and supply enough detail to identify the circumstances. It must be submitted within a reasonable time of the circumstances which are the basis of the complaint and the complainant must have made an attempt to resolve the dispute.

The Committee may, by a majority vote of the whole Committee, recommend to the Board that a grievance be dismissed if it deems that the complaint is frivolous, vexatious or in bad faith.

The complainant is entitled to the following:

- a) to withdraw the complaint
- b) to a hearing with the Committee in order to present their case.

If the complaint is not dismissed or withdrawn within the time limit for notification to the charged member, the charged member is entitled to the following:

- a) a copy of the complaint
- b) a hearing with the committee in order to present a defense.

Both parties are entitled to the following:

- a) to have the complaint adjudicated fairly and without prejudice
- b) to appropriate notice of the hearing
- c) to a decision by the Committee or Board of Directors in writing within the time limits outlined below

**\*\*NOTE: THE ONUS OF PROOF IS ON THE COMPLAINANT \*\***

**4. TIME LIMITS:**

An acknowledgment of receipt of a complaint must be sent to the complainant within 7 days of receipt of the complaint. Notice of a dismissed complaint must be communicated in writing to the complainant, with reasons for the dismissal stated, within 7 days of the decision to dismiss. The charged member must be notified of the complaint within 7 days of the first Committee meeting to discuss the complaint unless they intend to recommend that it be dismissed.

The Conflict Resolution Committee must come to a decision on all complaints submitted to it within 45 days of the first meeting to discuss the complaint, unless there are extenuating circumstances.

**5. DECISION:**

The Committee as a whole:

- a) is required to make a final decision on the grievance/complaint.
- b) has the power to resolve the dispute if either party declines a hearing.

If the Committee is unable to reach a decision, the matter shall be promptly referred to the Board of Directors for disposition.

A Board member who is a member of the Conflict Resolution Committee may not participate in any Board vote with respect to a grievance referred to the Board by the Committee.

A Board member may not participate in either Board discussion or a Board vote with respect to any grievance/complaint in which they are a party.

**6. APPEAL:**

Either party to the complaint each have the right to appeal the decision of the Conflict Resolution Committee to the Board of Directors and to appeal the decision of the Board to the general membership.

An appeal must be submitted in writing to the Board within 30 days of the receipt of the decision to be appealed. The Board, with the permission of both parties, may refer an appeal directly to the general membership.

Members wishing to appeal a Board decision to the general membership, must send a "Notice of Intent" in writing to the Board at least 14 days before the General Meeting at which the appeal is to be made.

The Board shall determine a fair and appropriate procedure to deal with appeals to the general membership.

The membership shall decide to uphold, vary or overturn the previous decision and their decision is final and binding on all parties.

*Adopted by vote of the membership, December 6, 1989*

**SUMMARY OF PROCEDURE:**

1. Complaint/grievance must be received in writing and signed by the complainant.
2. Within *7 days* of receipt of the complaint by the Conflict Resolution Committee:
  - Acknowledgment of receipt of complaint to complainant.
3. If complaint/grievance is dismissed — within *7 days* of decision to dismiss:
  - Notice of dismissal of complaint with reason(s) to complainant.
4. If not dismissed — within *7 days* of committee meeting:
  - Notification of complaint to “charged member”.
5. If the grievance will proceed to a hearing:
  - Notification to complainant and charged member of hearing date.

(The procedure is not specific about whether or not both parties must be present at the same hearing. There are times when it will be more appropriate to hear each party separately. This is left up to the committee to decide.)

6. Within *45 days* of receipt of the complaint:
  - Committee must come to a decision or refer matter to the Board.
7. Appeals: Either party may appeal the decision.
  - Appeals must be submitted in writing within 30 days of receipt of the decision.
  - Written notice of intent must be sent to the Board at least 14 days before the general meeting at which an appeal is to be made to the general membership

## **SECTION 6**

# **POLICY MOTIONS**

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**Policy motions from this section which are still in effect will be incorporated into policies - PENDING**

## CONTENTS

Policy motions chronologically arranged.....	6.3
Index of policy motions.....	6.18

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**Date format:** Year, Month, Day [e.g. 971102 = November 2, 1997]

**Explanation of numbering:**

- **891102 01** Policy motion #1 passed on November 2, 1989
- **891102 02** Policy motion #2 passed at the same meeting
- **B** The motion was passed at a Board or Board Committee meeting
- **G** The motion was passed at a General Membership meeting

**Example:**

**810709 01**

**B**

M/S/C: That throughout the Memorandum of Association and the Rules of the Pine Ridge Housing Co-operative, the feminine gender pronoun be included with the masculine in both documents.

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The Policy Motions section is a record of policy motions passed at Board and General Membership meetings since 1981 and not documented elsewhere in the member manual. For historic interest, all policy motions that could be verified in archived minutes are listed. Minutes of some meetings could not be found. Minutes that were on file at the office of Columbia Housing were not available for reference.

If a policy has now been superseded, this is noted in the text.

It was sometimes necessary to reword or add wording to a motion for clarification. While doing so, every effort was made to preserve the original intent of the motion. Reworded motions are clearly marked as such. Words changed or added to a motion have been placed in [square brackets]. **Consult the original minutes if there is any question about the interpretation of a policy.**

Catherine Haynes Porter  
June 2001

*Compiled: May 1992 (L. Jukes)*  
*Revised/updated:*  
*March 1993, April 1998, October 1998, June 2001*  
*(C. Haynes Porter)*

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**1981:**

**810709 01**

B

M/S/C: That throughout the Memorandum of Association and the Rules of the Pine Ridge Housing Co-operative, the feminine gender pronoun be included with the masculine in both documents.

**810729 01**

B

M/S/C: That the revised Memorandum of Association be accepted. (Signing of same done at the end of this meeting.)

**810729 02**

B

M/S/C: To accept the share purchase amounts but to amend the amounts to \$2000 for a one bedroom; \$2800 for a two bedroom; \$3300 for a three bedroom; and \$3500 for a four bedroom with the understanding that if the extra money is not required all members will get an appropriate rebate.

**811103 01 (also 811117 01 G)**

*[Reworded for clarity from the original motion]*

B

The following criteria were established for members serving on Committees and this was presented to the general membership as follows:

1. The member must attend the meetings if at all possible.
2. [If] the member misses three consecutive meetings he/she must resign.
3. A liaison officer [to a committee] can be appointed only by the Board. The [liaison officer] will not have a vote on the committee.
4. All appointments to committees must be cleared by the Board in order to avoid duplication of people on committees.

M/S/C: To accept the above as presented and discussed.

**811201 01**

B

M/S/C: To reimburse baby-sitting expenses for Board members on official business.

**811201 02**

B

M/S/C: That the Membership Committee members be reimbursed for travel expenses incurred for membership interviews.

**1982:**

**820601 01**

B

Rules will be made up, submitted to the Board for discussion, then submitted to the Membership, one month prior to being voted on.

**820601 02**

B

The Board should accept or reject rules but not change them. They can however, refer them back to the committee with recommendations.

**821019 01**

G

The principal or master member must be the one who signs the lease.

**821116 01**

G

The co-op shall reserve the right to emergency access in event of a member's absence.

**1983:**

No policy motions were passed this year.

**1984:**

**840418 01**

G

M/S/C: Pine Ridge Co-op dispose of provision in lease for CPI to be paid to outgoing members.

*[Note: There has never been any such provision in the Lease.]*

**841219 01**

B

Newsletter Committee to be held accountable to General Membership.

**1985:**

**850703 01**

G

M/S/C: Any resident of Pine Ridge found on the roof [without authorization] will be assessed a fine. The penalty for the first offence will be \$50.00 and this penalty will rise to \$100.00 for further infractions. The fine will be levied against the unit, and failure to pay will constitute housing charge arrears under the terms of the lease. The member may also be charged for any damages which result from the incident.

Any person who is not a resident of Pine Ridge, and who is found on the roof, will be charged with trespassing, and will be prosecuted to the full extent of the law.

**850703 02**

G

All committees [should] have a representative present at the [Board/Committee meeting] to present any items which will be brought forward at the general meeting. In addition, any member at large who wishes to have an item added to the agenda, is requested to present this item to the Board at this meeting. The agenda for the following general meeting will be set down, and decisions regarding written material which should be included for the information of the membership will be made in the last few minutes of this meeting. The agenda and any written material, will be sent out to all members at least three days in advance of the meeting.

**850921 01**

B

M/S/C: Committee chairperson[s] will sign for and be held accountable for [their] key to the office. When a committee chairperson steps down, [this] key must be returned. It will then be given to the new chairperson **by the board**.

*[Superseded by Locks & Keys Policy — refer to Section 4]*

**850925 01**

B

All co-op members will be responsible for the removal of the snow on sidewalk area outside their own units. The snow [is] to be cleared in such a way as to ensure that the drain area on the roadway is kept clear.

**851106 01**

G

M/S/C: Share purchase refunds to outgoing members of Pine Ridge will be made in the following manner:

1. If the unit is found to be in an acceptable state of repairs, 90% of the share refund will be paid within 14 days of the date of move-out. The remaining 10% may be held for a period up to 60 days at the discretion of the Board on the recommendation of the Housing Committee.
2. If, in the judgement of the Housing Committee, the unit is not in an acceptable state of repairs, the entire share amount, or a portion judged sufficient to cover to cost of the necessary repairs, may be withheld until the repairs have been completed, up to 90 days of the date of vacancy.

**1986:**

**860205 01**

*[Reworded for clarity from original motion]*

G

M/S/C: Effective Jan. 1 1987, members will be responsible for any late charges which results from a late submission of housing charge cheques.

*[Incorporated into and superseded by the Finance Policies — refer to Section 3]*

**860226 01**

B

All necessary repairs to vacant units must be completed within 4 weeks to avoid inconvenience to new members unless [the] repairs are extensive.

**860226 02**

B

Fire hydrants are grounds responsibility, hydrants to be serviced every July. Fire extinguishers in the community building are maintenance responsibility. Date last serviced is on extinguisher.

**860612 01**

B

M/S/C: That the Board approve Board meeting minutes every two weeks.

860724 01

B

As a result of a suggestion made at the last Board meeting, supported by a new book on organizational structure brought back from the CHF/AGM (Welty's Book of Procedures), the Board has decided a new format for Committee reports, etc. All committees will be asked to keep their reports short and to the point, so that everyone has a chance to speak. Proposals, etc. which require lengthy discussions shall, in future, be tabled and dealt with under "new business" after all reports have been received. This procedure will apply to both board and General Membership meetings.

In addition, all committees are required to report to the meeting if any report is to be delivered at the following membership meeting. An agenda will be developed at this meeting and only items discussed will be included in the General Meeting. In future, unless extraordinary circumstances exist which warrant an exception, items brought to the membership on a spontaneous basis without prior discussion at the Board/Committee meeting will be tabled for a later meeting.

860806 01

G

New meeting Procedures:

All committee chairpersons must appear at the 2nd Board meeting if they are to be on the [general meeting] agenda.

Confusion results when complicated issues are brought to the membership without prior discussion at Board and advance notice to members. Any member who wants to raise an issue is requested to bring it to the Board/Committee meeting. All committees are asked to leave complicated issues for new business so that the meeting runs more smoothly.

860806 02

*[Reworded for Grammar only]*

G

Motion passed by membership:

1. That members observing speeding incidents on co-op property in future should [initiate a grievance against] the unit involved, whether the speeder [is] a resident or visitor.
2. When [a] second grievance [is received, the speeding member's name will be published] in the Ridge Rag.
3. That three speeding violations within the space of one year result in revocation of parking privileges on co-op property. Members or guests subject to this prohibition who continue to park on co-op property will have their cars towed at their expense. This parking ban to have a duration of one month.

*Please note:*

1. *It is extremely difficult to determine what wording was actually passed at the general meeting. The above was put together using both the notes to the agenda and the reported minutes for the meeting.*
2. *This motion does not appear to provide for an investigation to determine the guilt of the accused before punishment is meted out.*

**860814 01**

B

[In order to preserve continuity between incoming and outgoing committee chairs], committee chairpersons are requested come to a Board meeting near the end of their term, to turn over their files and give a committee status report. If possible the new chairperson should attend the next Board meeting for a Board briefing on their new position.

**1987:**

**870625 01**

B

M/S/C: That the Treasurer be authorized to deal with, on a case by case basis, penalties under \$50.00 or [those] for which there is no dispute.

**871104 01**

G

M/S/C: Persons making an internal move be charged a fee of \$50.00 plus a further \$100.00 cleaning deposit. The \$100.00 [cleaning deposit is] refundable if the unit [is] left in acceptable condition.

*[The wording for this motion is taken from the board meeting of October 8/87 since the actual wording voted on at the general meeting is not reported in the minutes.]*

*The \$50.00 fee was abolished by membership vote on April 23, 1997 — refer to policy 970423 01*

**871104 02**

G

M/S/C: [With] Regards to an internal move - damages to [a] vacated unit will be treated as a housing charge arrears until paid.

**871104 03**

G

M/S/C: That the carpet cleaning allowance for both external and internal moves be eliminated. That only those companies using a truck mounted carpet cleaning system be considered acceptable for move-out cleaning.

**871123 01**

G

M/S/C (Extraordinary Resolution): Whereas the member agrees to give the Co-operative Association two full months notice of their intention to vacate the premises, such notice shall be in writing and shall be delivered to the Co-operative Association on or before the last day of the rental month to be effective on the last day of the second month following notice; Therefore be it resolved That the member agrees to pay the Co-operative Association two months rent in lieu of such written notice.

871123 02

G

M/S/C (Extraordinary Resolution): **Whereas** the membership considers it necessary to ensure the financial health of the co-operative so that it may offer the greatest assistance to the majority of members. **Therefore be it resolved** the following housing charge rates are established as minimum member contributions:

1 bdrm - \$213.00/mth., 2 bdrm - \$275.00/mth., 3 bdrm - \$325.00/mth., 4 bdrm -350.00/mth.

*[The second part of this motion dealt with the procedure for bringing members up to the minimum without causing hardship and is no longer applicable.]*

*Policy changed by membership vote on October 28, 1998 establishing the minimum housing charge as a percentage of the maximum housing charge (See policy 981028 01).*

**1988:**

880206 01

G

M/S/C (Extraordinary Resolution): Be it resolved to establish a sub-committee of the Board of Directors that, working within the co-operative's current policies as set out by the general membership, will be responsible for confidential financial matters including:

- a. Reviewing income information from new applicants for the purpose of assessing their financial eligibility for membership.
- b. Approving housing charge changes that require increased use of subsidy money.
- c. Overseeing the collection of housing charge arrears and the refunding to members of overpayments and share purchase money.
- d. Surveying the distribution of income tested subsidy so as to provide the finance committee and the Board of Directors with information and recommendations when policies and bylaws are being reviewed.

880225 01

B

M/S/C: That the Grounds and Maintenance Committees [receive a] petty cash float of \$200.00 with any larger expenditures being approved by the Board.

880324 01

B

M/S/C: That [the person contracted to clean the hall] be given an office key so that [the office] may be cleaned [with] the rest of the centre, and that [there be an extra payment for that service].

*[The reference to a particular member has been deleted.]*

880324 02

B

M/S/C: Not to give out any keys or allow move in without seeing a receipt and that the lease be signed on the premises before move in.

**880407 01**

B

M/S/C: that future board meetings be taped to assist the recording secretary.

*[Not currently being done — March 1993]*

**880407 02**

B

Motion: Following the May 1988 General Meeting, General Meetings will be held every two months, on the first Wednesday of the month in which the meeting occurs.

*[January 1998 — The meeting day has been changed]*

**880411 01**

B

M/S/C: That the responsibility for paying bills be turned over to [the management company] effective immediately.

*[The reference to a particular management company has been deleted]*

**880425 01**

B

M/S/C: That no two members of the same family or household can be members of the Board at the same time.

**880425 02**

B

M/S/C: That a minimum of 5 Board members be required to make up a quorum.

**880504 01**

G

M/S/C: That in any case where there is a contract for any amount over \$1,000.00, bids be sealed and opened by the Board.

*[Superseded by Contracting Policy — refer to Section 4]*

**880711 01**

B

Request for renovations from Members in arrears:

M/S/C: That arrears must be paid up before any renovations can be done.

**880725 01**

B

M/S/C: that a form letter be drafted and housing [use] it each time there is a move-in/move-out.

**880822 01**

B

Move-in Move-out Committee: Forms have been drafted for new members to accept non-approved changes to units. M/S/C: that the new form be adopted for use.

*[Superseded by Renovations Policy — refer to Section 4]*

880907 01

G

M/S/C: That minutes [of meetings] be posted in the window of the community building.

881024 01

B

M/S/C: That we have the Satellite room re-keyed with a non-master key.

881212 01

B

M/S/C: That members be allowed to have photocopies of their file provided **advanced** payment of the Management Company's fees [for that service] are received from the member.

881212 02

B

M/S/C: That in future, anyone wishing to have photostat copies of their file must pay the Management Company's per sheet costs.

**1989:**

890109 01

B

M/S/C: That the Associate Membership fee be refunded upon application and the associate member be stricken from the register upon date of departure.

It was further decided that reinstatement of associate members will be upon re-application.

890109 02

B

M/S/C: That [the co-op] adopt a card system for voting so as to distinguish members [from] non-members.

890123 01

G

Extraordinary resolution: Whereas the members seek to maintain the financial viability of the co-operative, **therefore be it resolved** to increase the maximum housing charge rates effective March 1, 1989 in the following manner.....

**Be it further resolved** to adjust the percentage of income formula and/or the maximum housing charge rates **in each following year** to reflect the changes in the operating costs of the co-operative. Resolution carried.

890213 01

B

A new form was presented to the Board for Self Employed members to record their income. The new form was drawn up by Orion Management Company.

M/S/C: To accept the new Self Employed Earnings Form.

**890313 01**

**B**

Hall rental:

M/S/C: That the daytime rental fee be \$15.00 with the provision that the hall convener check out the hall after each use, and that the hall be used no later than 6:00 P.M.

*[Superseded by the Community Hall Rental Rules and Regulations — refer to Section 5]*

**890504 01**

**B**

M/S/C: That a time limit of 15 minutes per committee report be set at Board/Committee meetings in the future, although a committee can request more time in advance. The subject matter to be brought forward by the committee at the Board Committee meeting will be submitted to the President at least 2 days before the meeting.

**890518 01**

**B**

M/S/C: that we charge \$30.00 to fumigate a unit.

**890601 01**

**B**

M/S/C: That the \$30.00 fee for unit fumigation be applicable only if contracted through the Co-op. (i.e. Defleaing Company meets co-op approved standards.)

**890503 01**

**G**

M/S/C: To implement yearly inspections of all units.

**890803 01**

**B**

M/S/C: To make the office a non-smoking area.

**890803 02**

**B**

M/S/C: that [the co-op] refund seniors the extra tax rebate for their units.

**891005 01**

**B**

M/S/C: Housing charge hold-back policy: In a case of extreme or unusual hardship a Member may ask the Treasurer and President (or Vice-President) to hold their Housing Charge cheque for up to two weeks. If the Treasurer and President agree the Housing Charge cheque will be held. A minimum of three business days prior to the month end are needed for the request to be considered. The \$10.00 late charge will still apply to the Member's Housing Charge.

*[March 1993 - Current practice is to direct the request to the Management Company who then contacts the appropriate Board members.]*

**891102 01**

**B**

M/S/C: That the cut-off date for submission of housing charge payments for members not submitting post dated cheques be the 25th day of the previous month, with a late penalty of \$10.00 applying to payments submitted after the cut-off date.

*[Incorporated into and superseded by the Finance Policies — refer to Section 3]*

**1990:**

**900329 01**

**B**

M/S/C: That the baseball team be considered a co-op activity.

**900403 01**

**G**

Policy regarding reproduction cost of the Member Manual: The manual now belongs to the member rather than the unit. New members will receive a new manual on move-in. Replacement cost for the manual is \$15.00 and new pages are \$.25 each.

**900517 01**

**B**

A standard form for contracts has been developed. The form is to be used for all future agreements.

**900905 01**

**G**

M/S/C (Extraordinary Resolution): Effective November 1, 1990, each member of Pine Ridge Housing Co-operative is required to have CONDOMINIUM INSURANCE on their unit. Maintaining such insurance is a mandatory requirement for residency in Pine Ridge Housing Co-operative. Each member will be required to sign an addendum to their lease stating this, and proof of purchase of said insurance must be provided to the Co-operative or its agent when requested to do so.

**901004 01**

**B**

Board members agreed that any potential advantage of making members' arrears a matter of public record was outweighed by the risk of lawsuit or other such action by the membership.

**901004 02**

**B**

A separate sheet will be provided at the door of the General Meetings so that members in arrears may sign in to establish attendance.

*[Repealed October 6, 1999. Policy resulted from a misinterpretation of Article 31 of the Rules of Association.]*

**901018 01**

**B**

M/S/C: That the Contract Policies as amended tonight be adopted.

*[See Contracting Policy in Section 4]*

**1991:**

**910103 01**

**B**

The Board members decided that in future, members who are in arrears and therefore ineligible to vote, will be advised as such.

*[Repealed September 8, 1999. Policy resulted from a misinterpretation of Article 31 of the Rules of Association.]*

**910206 01**

**G**

M/S/C: That the Co-op establish an annual Board Appreciation Night to be held just prior to the AGM. Board members and their spouses, or a guest, will be invited to dine out with the Co-op picking up the tab.

**910221 01**

**B**

M/S/C: That a potential member [after accepting a unit] be expected to submit a non-refundable deposit of \$500.00, applicable toward the share purchase. This deposit will be due within 24 hours of viewing and being offered the unit.

This policy will take effect immediately. The Membership Committee will accept the deposit and write a receipt.

*[1997: The Management Company now accepts the deposit and issues the receipt.]*

**910307 01**

**B**

M/S/C: That Co-op members be given baby-sitting expenses when doing Co-op work off grounds as assigned by a Committee Chair or the Board of Directors.

**910906 01**

**B**

M/S/C: That it become policy that a request for internal moves be made in writing and channelled through the Membership Committee.

**910906 02**

**B**

M/S/C: That all vehicles on co-op property must have liability insurance.

**911003 01**

**B**

M/S/C: That Pine Ridge discontinue support of Foster Parents Plan of Canada and that the money be channelled into a more efficient charity to be named at a later date.

**911003 02**

**B**

The Board suggested that the Census portion of the Census and Income Verification form include a place for a signature.

**1992:**

920220 01

B

M/S/C: [That] small nail holes that are left on move-out will be considered normal wear and tear and should be left.

*[Superseded by Paint and Renovations Policies — refer to Section 4]*

921015 01

B

It was proposed that a policy change be made for the 1992 fiscal year to allow a pro-rated payment of the hydro rebate to qualified members who had already moved out. By a show of hands, members indicated a preference for this to start in 1993 rather than 1992.

921015 02

B

M/S/C: **On the housing committee's recommendations**, additions or changes members have made to their units, which in the committee's opinion enhance the unit, will be accepted as permanent renovations and will not have to be removed.

The following were given as examples of changes that could be allowed: attractive screw-in hooks on the inside of bathroom doors, well-built storage shelves in the store room or above the water tank.

*[Superseded by Renovations Policy — refer to Section 4]*

**1993:**

930204 01

B

M/S/C: The periodic replacement on a need basis of weather-stripping around unit doorways is approved as a responsibility of the co-operative.

*[Incorporated into and superseded by Unit Maintenance Policy — refer to Section 4]*

**1994:**

940622 01

B

M/S/C: [That the co-operative] replace caulking around sinks and bathroom vanities for cosmetic reasons as deemed necessary by the Maintenance Committee.

*[Incorporated into and superseded by Unit Maintenance Policy — refer to Section 4]*

940622 02

B

M/S/C: That the co-operative pay for painting upon move out of members, and that this be done automatically, [and] in accordance [with] the painting policy.

*[Superseded by Paint Policy — refer to Section 4]*

**940608 01**

**B**

(Presented to the General Membership Meeting on June 15, 1994)

M/S/C: In case of a vacancy on the Board, the Board shall appoint a replacement to fill out the remainder of the term of the vacated position, in accordance with Paragraph 36 of the Rules of Association. This appointment shall be put to a vote of ratification at the next regularly-scheduled General Meeting. An appointment that is not ratified by a majority vote at the said General Meeting shall be deemed to be terminated. This ratification procedure shall be considered unnecessary if the term of appointment ends at the said General Meeting.

*[Note: The legality of this policy has been questioned.]*

**1995:**

**950322 01**

**B**

That committees have an annual election for committee chair positions in March of each year, with prior notification being given in the Ridge Rag.

**950913 01**

**B**

M/S/C: That the Treasurer be equipped with a petty cash fund in the amount of \$50.00 to reimburse baby-sitting costs for Board and Committee members to attend meetings.

**951123 01**

**G**

M/S/C: That the common stock investments in the Odum Brown Capital Account not exceed 60% of book value at any time.

**1996:**

**960424 01**

**G**

M/S/C: Carports shall be used only for the following: vehicles, bicycles and locked freezers; and items may be stored in a co-op/fire department approved enclosed secured shelving unit or storage room.

**960522 01**

**B**

M/S/C: [That] in the case of a member not being present, the inspection [team] consist of two committee members. Members have the option of having a one or two person inspection team.

**960625 01**

**G**

M/S/C: No trees within the perimeter are to be climbed unless designated, and no play is permitted in garden areas. Acceptable play areas are common grassy areas and designated climbing trees.

**960625 02**

**G**

M/S/C: That the [co-operative's] perimeter be defined as the tree line against the end of the cultivated areas and small trees.

**960625 03**

G

M/S/C: That all designated trees and stumps be accepted as play areas. (Refer to map)

**960625 04**

G

M/S/C: That no wheels be allowed on the grass; [that bike riders] and skateboarders be required to dismount on stairs and the community building ramp, and that these areas be out of bounds for rollerbladers.

**961120 01**

G

M/S/C: That the co-operative subsidize the Satellite Committee in the amount of \$5,800.00 per year and that subscriptions be set at a rate that will pay the rest of the subscription costs. The subsidy is to be voted on annually at the November General Meeting.

*[A motion passed by members on January 21, 1998 increased the subsidy & eliminated the subscription cost.]*

**1997:**

**970423 01**

G

M/S/C: To abolish the \$50.00 internal move fee.

**971029 01**

G

M/S/C: To implement as policy, designated R/V parking spots to be assigned following written request and Board approval. Spots between building 3 & 4 (on the south side) to be designated as R/V only parking.

**1998:**

**980121 01**

G

M/S/C: To approve as policy, that upon move-out, carpet cleaning shall include deodorizing.  
Cost to be borne by member.

**981028 01**

G

M/S/C: To set the minimum housing charge at 40% of the maximum housing charge for each unit type in 1999, 45% in the year 2000 and 50% in year 2001, subject to review.

**981028 02**

G

M/S/C: To distribute income tested assistance as follows:

- a) The income tested assistance (subsidy) received will be divided between all eligible units at the beginning of each year and the percentage of income for calculation of housing charges will then be adjusted to satisfy the budget.
- b) Members on income tested assistance must report changes in income (up or down) that occur during the year.
- c) If subsidy becomes available during the year, it may be distributed to members requiring subsidy in the order in which the co-op receives financial information establishing entitlement to increased subsidy.

**1999:**

**990908 01**

B

M/S/C: to rescind policy 910103 01 since it is inconsistent with rule # 31 of the Rules of Association.

**991006 01**

B

M/S/C: to rescind policy 901004 02.

*[The policy was inconsistent with rule #31 of the Rules of Association.]*

**2000:**

No policy motions were passed this year.

**2001:**

**010221 01**

G

M/S/C: That there be no feeding of any type of wildlife, with the exception of birds, on co-op property.

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Interim Update January 2011*

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# **SECTION 7**

## **FORMS**

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**ASSOCIATE MEMBERSHIP APPLICATION**

I, \_\_\_\_\_

of unit # \_\_\_\_\_, 8763 Ash Grove Crescent, Burnaby, B.C., hereby apply for Associate Membership in Pine Ridge Housing Co-operative.

The master member is \_\_\_\_\_

In application for Associate Membership in Pine Ridge Housing Co-operative, I hereby tender the sum of TEN DOLLARS (\$10.00) as payment for one share in the Co-operative. I understand that this application is subject to review and approval by the co-operative's Board of Directors or such body as may be designated by the directors for the purpose of reviewing and approving such applications and that the decision of the Board of Directors is final and binding and not subject to appeal.

If accepted, I also understand that the amount tendered will, on request, be refunded to me if I withdraw from membership in the co-operative.

I hereby agree to observe and to be bound by the Memorandum, Rules, Occupancy Agreement and policies of the cooperative.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of master member: \_\_\_\_\_

---

Office use only:

Date received: \_\_\_\_\_ Approved  Not approved

Approved by: \_\_\_\_\_  
(For the Board of Directors)

Comments if any:

Notification sent to applicant (Date): \_\_\_\_\_

**COMMUNITY HALL RENTAL REQUEST**

Refer to Community Building Rental Rules and Regulations before completing this form.

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Unit #: \_\_\_\_\_ Tel #: \_\_\_\_\_

I request permission to rent the Community hall for the following function:

\_\_\_\_\_

on \_\_\_\_\_

(Date/dates)

I have read and understood the Community Building Rental Rules and Regulations.

The building will be vacated by \_\_\_\_\_ on each occasion of use.  
(latest time is 12:00 am (midnight) unless special permission is granted)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Additional comments:

---

Office use:

Deposit cheque received: Yes  No       Rental cheque received: Yes  No

Community building condition checked before rental:    Yes     No

Community building condition checked after rental:    Yes     No

Deposit cheque returned:            Yes             No

or Problem below noted:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

**MEMBER COMPLAINT FORM**

Members must take the initiative to resolve disputes before expecting the Co-op to become involved: For a complaint to be considered by the Co-op, the behaviour must violate the Rules, Occupancy Agreement or policies of the Co-op.

I have a complaint about member: \_\_\_\_\_ in

Unit# \_\_\_\_\_

This complaint demonstrates a violation of Rule \_\_\_\_\_, **or** section \_\_\_\_\_ of the  
Occupancy Agreement **or** the \_\_\_\_\_ Policy.

Describe your complaint below. Include date, time and place of the incident if applicable. Use the back of this form or submit more information on a separate sheet if you need more space.

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I have tried to resolve the issue by: \_\_\_\_\_

---

---

---

The following person(s) are willing to be witnesses to this complaint: \_\_\_\_\_

---

---

What solution are you looking for?: \_\_\_\_\_

---

---

I am willing  not willing  to participate in mediation if the Board feels that this is appropriate.

I understand that the information in this complaint form is being collected for the purpose of an investigation and possible action by the Co-op. I consent to this collection and use. I also understand that this information will be shared with the person/people involved in the incident and the Member Relations Committee if mediation is accepted.

**For your complaint to be considered, you must fill in the information above and sign this form**

Sign here: \_\_\_\_\_ Date: \_\_\_\_\_

Print your name \_\_\_\_\_ Unit # \_\_\_\_\_ Tel. # \_\_\_\_\_

Submit this completed form to the Board of Directors in a sealed envelope and place it in the secure mailbox on the west side of the community building.

**MOVE OUT NOTIFICATION**

**Member's Notice of Intent to Vacate.**

Date: \_\_\_\_\_

To: Board of Directors  
Pine Ridge Housing Co-operative

In accordance with the terms of my lease agreement requiring 60 days clear notice effective from the last day of the month in which notice is given, this is formal notice of my intent to terminate my membership in Pine Ridge Housing Co-operative and to vacate

Unit # \_\_\_\_\_.

I hereby agree to provide the Co-operative with vacant possession of the unit by 12:00 noon on the last day of the month of \_\_\_\_\_

I understand and agree that this notice to vacate the unit shall be irrevocable.

I further agree to permit access to the unit upon reasonable notice from time to time, from the date of this notice, to delegated representatives and agents of the Co-operative for the purpose of inspecting and assessing the condition of the unit and for the purpose of effecting whatever repairs the Co-operative deems to be necessary.

\_\_\_\_\_  
Signature of Member

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Member's name (Please print)

\_\_\_\_\_  
Name of Witness (Please print)

---

Office use:

Accepted by the Board of Directors

This \_\_\_\_\_ day of \_\_\_\_\_, 19 \_\_\_\_\_

\_\_\_\_\_ Director

**PET REGISTRATION**

Name: \_\_\_\_\_ Unit #: \_\_\_\_\_

Pet #1:

Type of pet (e.g. dog, cat): \_\_\_\_\_

Breed: \_\_\_\_\_

Colour: \_\_\_\_\_

Pet's name: \_\_\_\_\_

License #: \_\_\_\_\_

Pet #2:

Type of pet (e.g. dog, cat): \_\_\_\_\_

Breed: \_\_\_\_\_

Colour: \_\_\_\_\_

Pet's name: \_\_\_\_\_

License #: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Reminder:** Co-op policy allows up to two (2) four legged pets only

---

Office use:

## RENOVATION REQUEST

All renovations are subject to the Co-operative's approval both before the work commences and after completion. Refer to the Renovations Policy in Section 4 and the Rule #10 of the Occupancy Agreement before completing this form.

Name: \_\_\_\_\_ Unit #: \_\_\_\_\_ Tel #: \_\_\_\_\_

Is this request for a permanent renovation? Yes  No

Proposed renovation (Describe, attach plans, give details of materials to be used, permits obtained, etc. Use separate sheets as necessary):

I have read and understood the Renovations Policy and Rule governing alteration to property.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

---

Office use:

Date received: \_\_\_\_\_

Referred to \_\_\_\_\_ Committee for recommendation (date) \_\_\_\_\_

Recommendation received: \_\_\_\_\_

Renovation :      **Approved**       **Not approved**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(For the Board of Directors)

Member notified in writing (date) \_\_\_\_\_ by \_\_\_\_\_

**PINE RIDGE HOUSING CO-OPERATIVE**

---

**REQUEST FOR A CHANGE IN PERMANENT OCCUPANCY**

**Master Member's Name:** \_\_\_\_\_

**Unit #** \_\_\_\_\_ **Addition**  **Reduction**

**Person(s) applying for, or to be deleted from, permanent residency status:**

**Name:** \_\_\_\_\_ **Age (if under 19)** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Age (if under 19)** \_\_\_\_\_

**Date of arrival or departure:** \_\_\_\_\_

**Additional information (if any):**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

---

**Office Use:**

**Date Received:** \_\_\_\_\_ **Change in subsidy use? Yes**  **No**

**Income documents received? Yes**  **No**  **n/a**

**Interview required? Yes**  **No**  **n/a**

**Date referred to Membership Committee:** \_\_\_\_\_

**Final result: Approved**  **Not approved**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(For the Board of Directors)

File original, make copies for Membership Committee, notify member.)

**PINE RIDGE HOUSING CO-OPERATIVE**

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**TEMPORARY OCCUPANT NOTIFICATION**

*This form needs to be submitted only if the length of stay will exceed two weeks.*

House rule regarding temporary occupants:

1. Temporary occupant's visit shall not exceed 2 weeks without written notification to the Board.
2. Maximum length of stay cannot exceed 2 months without written approval from the Board.

**Master Member's Name:** \_\_\_\_\_ **Unit #** \_\_\_\_\_

<b>Name(s) of guest(s): #):</b>	<b>Vehicle (model &amp; license #):</b>
_____	_____
_____	_____
_____	_____

Date of arrival: \_\_\_\_\_ Date of departure: \_\_\_\_\_

My guest(s) will be visiting with me for less than two months.

I request permission for my guest(s) to stay over the two month limit for the following reason(s):

You have my assurance that the length of stay will not exceed the above time without approval from the Board of Directors.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

---

**Office Use:**

Received: \_\_\_\_\_ Approved  Not approved

Guest(s) authorized to stay until (date): \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(For the Board of Directors) (File original, notify member)

**VEHICLE REGISTRATION:**

Name: \_\_\_\_\_ Unit #: \_\_\_\_\_

Vehicle #1:

Make: \_\_\_\_\_ Year: \_\_\_\_\_

Colour: \_\_\_\_\_ License # \_\_\_\_\_

Vehicle #2:

Make: \_\_\_\_\_ Year: \_\_\_\_\_

Colour: \_\_\_\_\_ License # \_\_\_\_\_

Vehicle #3:

Make: \_\_\_\_\_ Year: \_\_\_\_\_

Colour: \_\_\_\_\_ License # \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

---

Office use: