

MAINTENANCE SERVICES @



Contents:

Introduction	2
Obtaining Maintenance Service	3
– Emergency Procedure	5
Submitting a Work Order Online	7
Submitting a Work Order on Paper	9
COHO Paper Work Order Request Form	10
Policy Information	11
Co-op Standards – Unit Interiors	12
Estimated Useful life – Unit Interiors	13
Cost Sharing for Replacements	14
Risk Management – (<i>Tips from the Co-operators Insurance</i>)	16

Updated December 2018

NOTE:

Maintenance policies can be found @ www.pineridgeco-op.bc.ca under the “policy” tab.

Introduction:

COHO Management has been contracted to co-ordinate the delivery of routine maintenance for Pine Ridge.

<p>Routine maintenance is exactly that, the day-to-day repairs that need to be attended to.</p> <p>It is NOT capital replacements such as flooring, patios, decks or tub surrounds, etc. Those items are addressed through a different process.</p>	<p>Routine maintenance is the day-to-day repairs</p> <p>It is NOT capital replacements</p>
<p>The fastest way to obtain maintenance service is to enter a request online through the COHO website. This goes directly into the system to generate a work order. (See page 7 for instructions)</p>	<p>For fastest service submit your request online</p> <p>www.coho.bc.ca/repair</p>
<p>Requests may also be submitted on paper: place it in the secure mailbox at the community building</p> <p>By phone to COHO: 604.879.5771 ext 158</p> <p>During co-op office hours: 604-420-8149</p> <p>By email: coordinator@pineridgeco-op.bc.ca</p>	<p>Paper requests take longer to process</p>
<p>Members are not authorized to call trades people.</p> <p>Members will be held financially responsible if they call a trades company or if the co-op does so for a member-reported non-emergency</p>	<p>Do not call trades persons yourself</p>

For capital replacements & member requested co-op unit painting send the request to the Board of Directors via the office coordinator.

For any kind of addition or alteration to your unit or yard, fill out a renovation request (the form to use is in the member handbook) and send it to the Board of Directors via the office coordinator.

*****IMPORTANT*****

be sure to review Occupancy Agreement Rule 9, Alteration to Property Before you make a renovation request.

Obtaining Maintenance Service:

Work order requests are received 5 days/week between 9AM and 4PM. Refer to the emergency procedure for emergency service.

Routine repairs will be done on the scheduled days – between 9AM & 4PM depending on priority.

<p>1. Check the maintenance policy to see if your maintenance issue is a co-op or member responsibility</p>	<p>Check member/co-op division of responsibility</p>
<p>2. If it is a co-op responsibility (or you are not sure) request the service from COHO.</p>	<p>Co-op responsibility ☐ COHO</p>
<p>3. If it is a member responsibility you are expected to attend to the task yourself. If you are not able to do the task yourself:</p> <ul style="list-style-type: none"> • Request the service from COHO – The cost will be charged back to you • Ask for assistance from the Maintenance Committee or a friend. 	<p>Member responsibility ☐ YOU</p>
<p>4. Response times:</p> <ul style="list-style-type: none"> • Emergency calls: within one hour of your call • Routine maintenance: may take up to two weeks from <u>receipt</u> of your request 	<p>Response time</p>
<p>5. Requests are handled in this priority order: (1) Emergencies 4 (2) move-in/out 4 (3) routine Routine requests may be delayed if there are a lot of moves occurring when the request is received</p>	<p>Priority sequence</p>
<p>6. You will be informed ahead of time when the work is scheduled Trade companies may contact you once they have been engaged to do the job, however they are NOT permitted to take any direction from members on work to be done.</p>	<p>Contact ahead of time No direction to Trades from members</p>

<p>7. You will have to be present to give access to the unit or it will be accessed using the master key, or you need to make some other arrangement for entry and ensure that is communicated to COHO.</p> <p><i>The co-op has lock boxes available for loan to members. Contact the Coordinator.</i></p> <p>All trade companies will have ID.</p>	<p>Make an arrangement for unit access</p> <p>Co-op has Lock boxes for loan to members</p>
<p>8. If there is an issue with the repair, or you continue to have problems with a specific item, Call the Coordinator at:</p> <p>By phone to COHO: 604.879.5771 ext 158</p> <p>During co-op office hours: 604-420-8149</p> <p>or email: coordinator@pineridgeco-op.bc.ca</p>	<p>Work not done right?</p> <p>Continued problems?</p>
<p>9. If it's a new or additional repair, fill out and submit a new work order.</p>	<p>New repair?</p>



A NOTE ABOUT PROJECT CO-ORDINATION:

From time-to-time, the co-op may contract with a specific section of COHO or an independent contractor to co-ordinate a large project (examples the roof replacement & the co-op refurbishment).

Project co-ordination is different from routine maintenance. The project co-ordinator does not handle routine maintenance issues and should be contacted only for issues specific to the project they are managing.

Contact COHO maintenance coordinator for all routine maintenance issues.



EMERGENCY PROCEDURE:

Monday – Friday 9am – 4pm: call **604-879-5771** or on office days **604-420-8149**. After hours: call **1-877-651-8301**

Be sure to give:

- ∅ your name
- ∅ your phone number
- ∅ the address (including the unit number)
- ∅ a brief description of the problem

These are considered emergencies:

1. Roof/ceiling leaking
2. Water escape that may damage the unit and/or require turning off water to the entire unit, or there is water entering the unit from outside
3. Damaged or blocked:
 - Sewer pipe;
 - Toilet, if it is the only toilet in the unit;
 - Plumbing fixture, if it requires turning off of all water to the unit.
4. No power in your entire unit, unless caused by a BC Hydro outage (see following)

Before you call the COHO emergency line:

- Call BC Hydro to check if there is a power outage or disruption:
1-800-769-3766
 - If Hydro is not reporting a power outage/disruption in the area, then call the COHO emergency line.
5. Broken lock that allows others access to your unit, or prevents you from entering your unit.

If the smoke detector goes off because smoke is present in the unit, leave your unit immediately and call 911

These are NOT considered emergencies and will be attended to during regular working hours:

1. Blocked toilet, if you have a second working toilet in the unit (* **Note:** the cost for clearing a blockage caused by a non-flushable item, e.g. toys, diapers etc. will be billed back to the member.)
2. Plumbing issue that can be controlled (i.e. by using a shut-off valve) and you have access to water elsewhere in the unit
3. A broken lock or key that does not impair your security and/or you have a second entrance to your unit
4. Locking yourself out of your unit (use a buddy system, give a trusted friend a spare key or make some other arrangement for a spare key)

COHO will NOT respond to your call if:

- ∅ The problem is being worked on when you call
- ∅ You do not leave a name and phone number in your message
- ∅ The call is not an emergency

Important - please note:

As per Occupancy Agreement Rule 10: Interior Maintenance and Repair of Unit, members are responsible for all costs associated with any damage they cause.

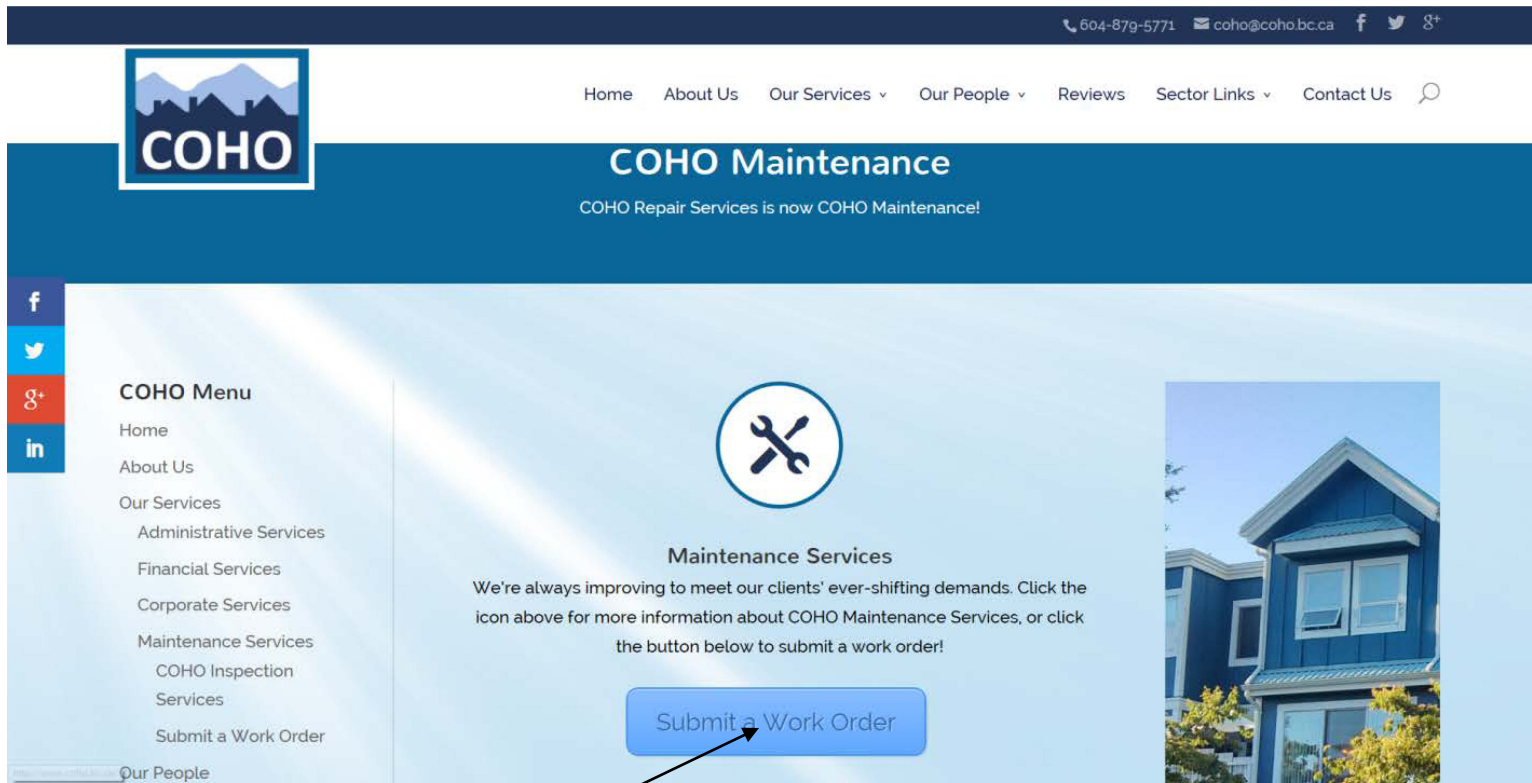
The co-op is billed for every call to the emergency line, whether or not the issue is an emergency. Calls that are not considered emergencies will be billed back to the member.

Charges to members may also apply for after hours or weekend calls

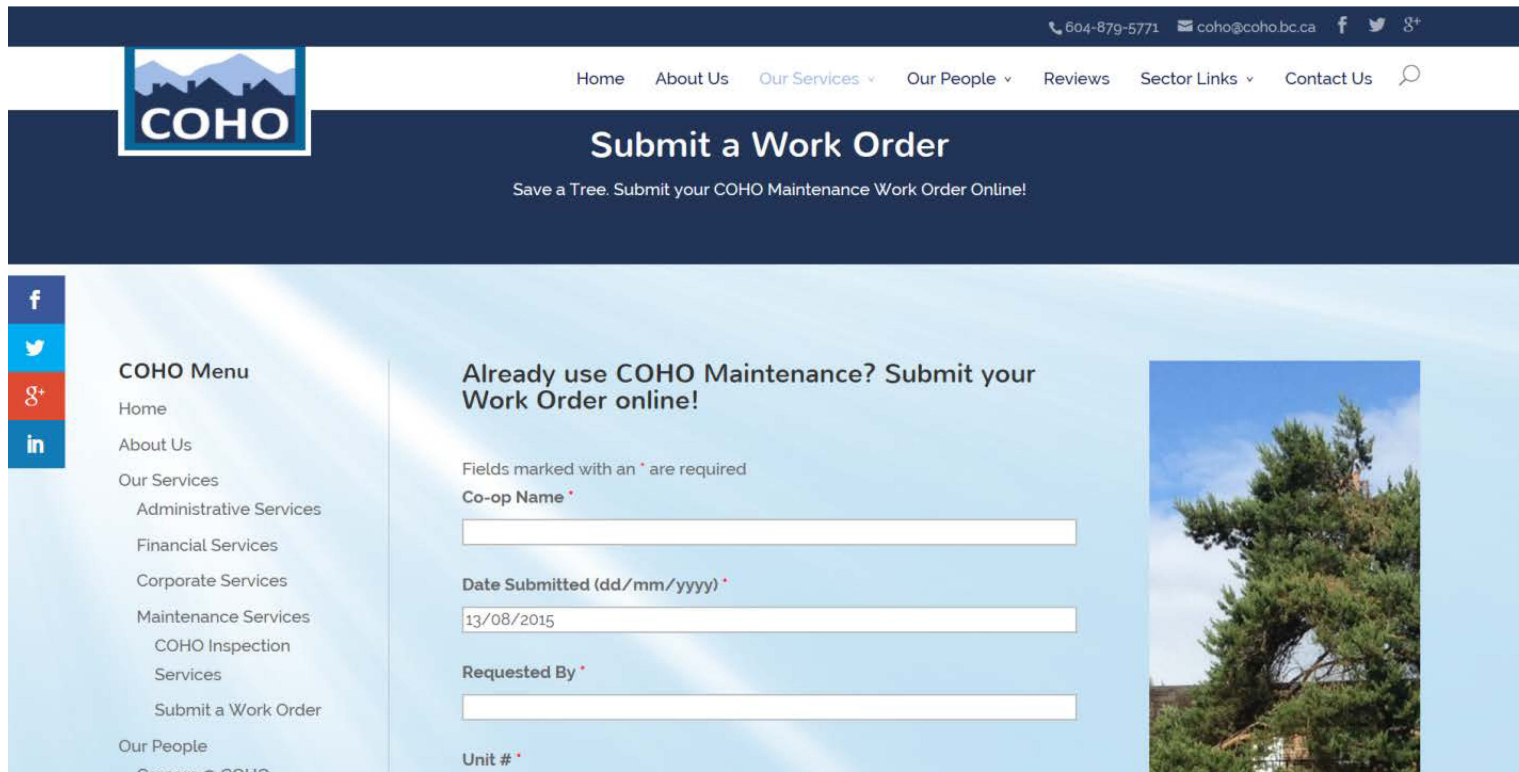


SUBMITTING A WORK ORDER ONLINE

Type www.coho.bc.ca/repair into your internet browser.



Click "Submit a work Order" to begin



- Enter the information requested. You **MUST** enter information in all fields that are starred (*)
- Be sure to enter the Co-op's name and your unit number
- Describe what you need done in the appropriate field. One item only per work order. (Enter a separate work order for each item)
- Enter any special instructions or notes about your request in the appropriate field
- Click **SUBMIT** when you are finished. If you entered an email address, you will receive a confirmation by email.

Submitting a Paper Work Order:

1. Clearly indicate what the problem is on the form
2. Place the form in the co-op secure mail box at the office
3. Information you must provide:
 - Date
 - Your name
 - Unit #
 - Phone Number
 - Alternate phone/email
 - A description of the service required
 - Whether or not you give permission for your unit to be entered
 - Your signature

You **must** indicate whether or not you give permission for your suite to be entered

4. Maintenance is scheduled at Pine Ridge on Monday and Fridays of each week between 9AM and 4PM. You will be contacted by COHO to schedule the work.

Note:

Requests for maintenance placed in the co-op secure mail box are collected during office hours so there will be a delay in getting them into the system.



For fastest service – submit your work order on line!!

www.coho.bc.ca/repair



COHO Contact Information
Email: coordinator@pineridgeco-op.bc.ca
Phone: 604-879-5771 ext.158
Fax: 604-879-8792
Website: www.coho.bc.ca/repair

PINE RIDGE WORK ORDER

REFER TO THE EMERGENCY PROCEDURE FOR EMERGENCY SERVICE

Date Submitted:	
Member:	
Unit #:	
Phone #:	
Alt. Phone/Email:	

*****Please Note*****

On the scheduled day,
 you must be in your suite
 OR have arranged for
 access

Permission to Enter: Yes 1
No 1

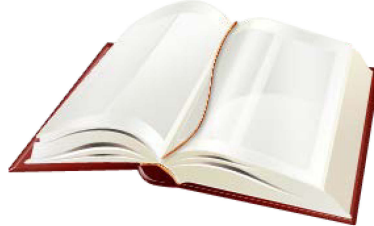
Member Signature

Description of Service required: (be specific)
NOTE: 1 item per Work Order

Put work orders in office mail slot in co-op office door.
For fastest response submit your work order ONLINE
Work is done on a priority basis.

Maintenance is scheduled at your co-op when the Maintenance Technician is on site during the week between 9 AM and 4 PM.
 You will be contacted by COHO to schedule the work.

Pine Ridge Maintenance Policies



The most up-to-date policies/procedures will always be found in the policy section on the website. The electronic web version always supersedes an individual copy of any manual.

www.pineridgeco-op.bc.ca

You may also want to review:

- Occupancy Agreement Rule 9: Alteration to Property
- Occupancy Agreement Rule 10: Interior Maintenance and Repair of Unit.

It is always quicker to submit your request for maintenance service on line, however, a copy of the COHO Work Order is included for you convenience.

PINE RIDGE CO-OP STANDARDS

Unit Interiors

1. Units are supplied with the following:

- Cabinetry (bathroom and kitchen)*
- Exhaust fans (bathroom and kitchen)
- Baseboard heaters
- Light fixtures
- Washer and dryer hook up
- Refrigerator
- Stove
- Window screens
- Flooring
- Space for a dishwasher

**Note: Ikea cabinets were installed in 64 units during the 2014 refurbishment*

2. Pine Ridge uses the following CHFBC Commercial Services. Quality standards have been registered with these suppliers:

- Trail Appliances (Fridge & Stoves)
- Rona (now Lowes) – numerous supplies
- CHFBC Flooring Services

Some units also have covered wire closet organizers, overhead fans, and other items that were supplied on a one time only basis (see Unit Gift Policy). These items are repaired entirely at the co-op's discretion; otherwise they are removed and discarded.

The co-op does not supply window dressings of any kind.

3. Refer to the Rules or the Member Handbook for the following:

Occupancy Agreement:

- Rule 9 – Alteration to Property
- Rule 10 – Interior Maintenance and Repair of Unit

Policies:

- Dishwasher Installation
- Unit Flooring
- Unit Gift – \$500 Unit Improvement
- Unit Maintenance
- Unit Painting



ESTIMATED USEFUL LIFE – UNIT INTERIOR COMPONENTS

Members of Pine Ridge Housing Co-operative are shareholders of the co-operative with rights of residency subject to the Co-operative Association Act and the rules and policies of the co-operative.

As member/owners, each member is responsible for keeping the part of the unit listed as member responsibility in good repair. Refer to the Unit Maintenance – Division of Responsibility policy.

Members are liable for all damage to co-op property caused by the member that is not considered to be normal wear and tear. This includes but is not limited to damage resulting from accident, malicious destruction, improper or unauthorized alterations or negligence.

Items are replaced when necessary.

The schedule below is used to help determine a shared cost between the co-op and the member when a replacement is required.

Pine Ridge Co-op uses the following estimated life expectancy for common items that may result in chargebacks to members when replacement is required.

Stoves	13 years
Refrigerator: Standard	10 years (2, 3 & 4 bedroom units)
Refrigerator: Compact	8 years (one bedroom units)
Flooring: Carpet	15 years (Product life: 15+ years)
Flooring: Sheet Vinyl	15 years (Product life: 20+ years)
Countertops/cabinets	15 years (product life 10-25 years*)
Vinyl Planking	20 years (Product life: 20+ years)
Laminate flooring	10 years (Product life: 15+ years)

* *Ikea cabinets have a 25 year warranty*

References:

- (1) Pine Ridge Co-operative Historical Practice
- (2) BC Housing – Standardized list of Replacement items including Estimated Useful Life
- (3) National Association of Home Builders – Study of Life Expectancy of Home Components
- (4) Flooring Analysis – COHO Management (based on their research)

Cost Sharing for Replacements and upgrades

This document outlines the co-op and members obligations regarding sharing of costs during replacements of unit items

Preamble:

The co-operative chooses good-quality items for replacement and schedules replacements based on both the expected life of the item and how serviceable it is. **Every member in residence contributes to the cost of these items through their housing charges.**

Members may upgrade items from the co-op standard or change an item with Board permission and providing that they pay all additional costs themselves. **The co-op is not under any obligation to cost share in the replacement of any item that is not scheduled for replacement or is deemed to be still serviceable. Costs sharing in such cases are at the discretion of the directors.**

Alterations/changes must comply with all relevant Rules and Policies

	Co-op's share	Member's share
Scheduled Replacement – standard items selected	Full cost borne by co-op	none
Scheduled Replacement – upgrade or different item selected	Costs up to that of standard replacement	All costs above standard Including material and installation costs
Replacement due to normal wear & tear or for safety concerns (as deemed by the co-op) Ø Standard items selected	Full cost borne by co-op	none
Replacement due to normal wear & tear or for safety concerns (as deemed by the co-op) Ø Upgrade or different items selected	Costs up to that of standard replacement	All costs above standard Including material and installation costs
Replacement <i>required</i> ahead of the estimated useful life at Move-out (i.e. item not serviceable) Incoming member requests an upgrade item	Pro-rated cost of standard replacement item based on its estimated useful life for the time used	Ø Departing member pays pro-rated cost of a standard item based on its estimated useful life for the time remaining Ø Incoming member pays all costs above standard including any additional material and installation costs
Replacement due to member responsibility	The member is liable for the full cost of replacing items they damage, whether damage is due to an accident, negligence or deliberate action (OA 10.03). Directors may allow prorating, cost sharing or a reduced charge at their discretion as appropriate	
Replacement caused by an insurable cause covered by the Co-op's insurance	Co-op's pays the deductible. Member pays any additional cost resulting from the member's request for upgrades that is not covered by the insurance.	
Replacement caused by an insurable cause covered by the member's insurance	Member pays own their own deductible and any additional costs not covered by their insurance	
Replacement for other reasons	Cost sharing if any to be determined by the Board of Directors. Member bears all costs above those for the standard.	

Notes:

4. Replacements ahead of schedule are at the co-op's discretion.
5. Base costs for standard replacements are determined using the co-op's supplier's costs.
6. Prorated costs are based on the expected life of the item.
7. Refer to the unit maintenance policy for a list of items that are the co-op's responsibility to repair or replace. Items deemed to be co-op's responsibility are either repaired or replaced at the Co-op's discretion.
8. Members may make a selection that is different from the standard or upgrade offered by submitting a request to the Board of Directors. Consent shall not entitle the member to reimbursement for any amount expended (OA rule 9.04). Refer to the renovation policy for a list of items that do not require permission.
9. Requests for replacements that are not standard are subject to the provisions of all relevant Rules and policies.
10. The co-op will not pay members for their labour. If the selected replacement costs less than the standard, only the amount actually paid will be reimbursed.



Typical layout of an upper unit kitchen 2014

SAFETY TIPS FROM THE CO-OPERATOR'S INSURANCE COMPANY- CLAIMS EXAMPLES:

CANDLE SAFETY:

- 4 Keep candles at least 12 inches from anything that can burn.
- 4 Use sturdy, safe candleholders.
- 4 Never leave a burning candle unattended. Extinguish candles when you leave a room.
- 4 Be careful not to splatter wax when extinguishing a candle.
- 4 Avoid using candles in bedrooms and sleeping areas.
- 4 Always use a flashlight, not a candle, for emergency lighting.
- 4 Consider using battery-operated flameless candles.

Facts and figures

- Although home candle fires fell 8% from 2004 to 2005, more than twice as many were reported in 2005 as in 1990.
- Candle fires accounted for an estimated 4% of all reported home fires in 2005.
- Thirty-eight percent (38%) of home candle fires started in the bedroom, resulting in 41% of the associated civilian deaths.
- December is the peak time of year for home candle fires. In December, 13% of home candle fires began with decorations compared to 4% the rest of the year.
- More than half of all candle fires started when something that could burn, such as furniture, mattresses or bedding, curtains, or decorations, was too close to the candle.
- Falling asleep was a factor in 12% of home candle fires and 26% of the associated deaths.
- The top five days for home candle fires were Christmas, Christmas Eve, New Year's Day, New Year's Eve, and Halloween.

Source: NFPA's "Home Candle Fires" report by Marty Ahrens, September 2007.
Visit www.nfpa.org for more information on fire safety

COOKING/GREASE FIRES:

Cooking fires are the #1 cause of home fires and home fire injuries. Nearly all cooking equipment fires start with the ignition of food, other cooking materials (e.g., grease, cooking oil), or other items normally found or installed in a kitchen (e.g., cabinets, wall coverings, paper or plastic bags, curtains).

- 4 Always use cooking equipment tested and approved by a recognized testing facility.
- 4 Stay in the kitchen when you are frying, grilling or broiling food. If you leave the kitchen, even for a short time, turn off the stove.
- 4 Keep anything that can catch fire - potholders, towels or curtains - away from your stovetop.
- 4 Have a "kid-free zone" of at least 3 feet around the stove and areas where hot food or drink is prepared or carried.
- 4 Wear short, close fitting or tightly rolled sleeves when cooking. Loose clothing can dangle onto stove burners and catch fire.

- 4 Never use a wet oven mitt, as it presents a scald danger if the moisture in the mitt is heated.
- 4 Always keep an oven mitt and lid nearby when you're cooking. If a small grease fire starts in a pan, put on an oven mitt and smother the flames by carefully sliding the lid over the pan. Turn off the burner. Don't remove the lid until it is completely cool.
- 4 If there is an oven fire, turn off the heat and keep the door closed to prevent flames from burning you and your clothing. Have the oven serviced before you use it again.

Grease fires seem to be most prominent causes in these examples, and the most obvious tip is to have a lid near-by, do not attempt to move the pot, and never leave it unattended.

CARELESS SMOKING

- 4 If you smoke, smoke outside.
- 4 Do not use peat filled planters as ashtrays. The peat is combustible and makes a good environment for a fire to smolder.
- 4 Use deep, wide ashtrays on a sturdy table.
- 4 Before you throw out butts and ashes, make sure they are out, and dousing in water or sand is the best way to do that.
- 4 Check under furniture cushions and in other places people smoke for cigarette butts that may have fallen out of sight.
- 4 Never smoke in a home where oxygen is being used.
- 4 If you smoke, choose fire-safe cigarettes. They are less likely to cause fires.
- 4 To prevent a deadly cigarette fire, you have to be alert. You won't be if you are sleepy, have been drinking, or have taken medicine or other drugs.
- 4 Keep matches and lighters up high, out of children's sight and reach

CHILDREN PLAYING WITH MATCHES / LIGHTERS:

- 4 Children playing with fire cause hundreds of deaths and thousands of injuries each year. Preschoolers are most likely to start these fires, typically by playing with matches and lighters, and are most likely to die in them.
- 4 Store matches and lighters out of children's reach and sight, up high, preferably in a locked cabinet.
- 4 Never use lighters or matches as a source of amusement for children; they may imitate you.
- 4 If your child expresses curiosity about fire or has been playing with fire, calmly but firmly explain that matches and lighters are tools for adults only.
- 4 Use only lighters designed with child-resistant features. Remember child-resistant does not mean child proof.
- 4 Teach young children to tell an adult if they see matches or lighters, and teach school-age children to bring any matches or lighters to an adult.
- 4 Never leave matches or lighters in a bedroom or any place where children may go without supervision.
- 4 If you suspect your child is intentionally setting fires or unduly fascinated with fire, get help. Your local fire department, school, or community counseling agency can put you in touch with trained experts.

BURST PIPES:

If your washing machine is connected to bare rubber hoses, you're risking thousands of dollars' worth of water damage. Under constant water pressure, these hoses are prone to leaks or even bursting. That's why building codes say that the water supply should be shut off when the washer isn't in use—unless it's connected to no-burst hoses. No-burst hoses are encased in a woven metal sleeve that prevents weak spots in the rubber from developing into leaks. The hoses cost about \$10 each at home centers, and installing them is as easy as connecting a garden hose.

- 4 Replace hoses at least every 5 years.
- 4 Replace with burst-proof, steel braided hoses, including the hose washers.
- 4 Get in the practice of shutting over the water taps when the washer is not in use. The hoses are always left under pressure when the taps are left on.
- 4 Consider a flow-stop device that will shut off the water when an unusual flow is detected.
- 4 Water detection alarms may also be useful around the washer.
- 4 Dishwashers also have pressurized water connections. Have these checked on a regular basis and replace supply lines as required.

OVERFLOWS:

- 4 Do not leave a filling tub unattended.
- 4 Make sure your tub/sink has an overflow drain and it is not plugged.
- 4 Have a plumber check the drains if you notice they are draining slower than usual.
- 4 Do not flush bulky or non-degradable items as these can plug the drain pipes.

SLIP & FALLS:

Tips:

- 4 Consider implementing a slip & fall program, to monitor conditions, initiate inspections, and establish reporting procedures.
- 4 Handrails and guards should be provided and in good condition where required. Typically, any rise in elevation of more than 23 inches should have a guard rail, and more than 2 stairs should have handrails. A sloped ramp or grade change should also be provided with a rail or guard.

SNOW AND ICE:

Build - up on walkways and stairs are the leading cause of outside slip & falls.

- 4 Ensure you keep your walkways and stairs clear of snow and ice, as soon as possible.
- 4 Use an ice thawing material, or even cat litter on ice packed areas to help increase traction and breakdown the ice.
- 4 Keep vestibules, interior steps and hallways clear of water or snow tracked in to help prevent slippery surfaces. Mats should be used where exterior foot traffic enters a building.

TRIPPING HAZARDS:

- 4 Proper lighting in walking areas, including emergency lighting in case of power outages, should be provided.

- 4 Loose or torn floor covering should be replaced as required.
- 4 Stairs should have an anti-slip strip or coatings applied.
- 4 Protrusions and holes in parking lots can pose a tripping hazard. Check the applicable areas around public grounds, parking lots, etc for any hazards that can cause a tripping incident.
- 4 Uneven areas and cracks in sidewalks, and other walking surfaces should be clearly identified and repaired.

LADDER SAFETY:

Falls are by far the leading cause of home injury fatalities. The safest way to climb indoors and out is to use a safe and sturdy ladder. Whether you're spring cleaning, hanging decorations or painting, the same basic ladder safety rules apply:

- 4 Always use a sturdy ladder when climbing; it's too risky to climb on a chair.
- 4 Before using a ladder outdoors, choose a location that is well away from all power lines. Coming in contact with live wires can be fatal.
- 4 Place the ladder on level ground and open it completely, making sure all locks are engaged.
- 4 Use the 4-to-1 rule for extension ladders: for each 4 feet of distance between the ground and the upper point of contact (such as the wall or roof), move the base of the ladder out 1 foot.
- 4 Always face the ladder when climbing and wear slip-resistant shoes, such as those with rubber soles.
- 4 Keep your body centered on the ladder and gauge your safety by your belt buckle. If your buckle passes beyond the ladder rail, you are overreaching and at risk of falling.
- 4 Make sure rungs are dry before using the ladder.
- 4 Stand at or below the highest safe standing level on a ladder. For a stepladder, the safe standing level is the second rung from the top, and for an extension ladder, it's the fourth rung from the top.

Source: Home Safety Council - Ladder Safety: <http://homesafetycouncil.org>



OTHER TIPS OFFERED BY THE INSPECTOR FROM CO-OPERATORS INSURANCE DURING A RECENT INSPECTION AT PINE RIDGE:

The Co-op was inspected on July 27th 2011. These were tips that were offered during the inspection of the property

1. Be aware of how many electrical appliances are in use at any one time. Best to use one at a time. Unplug appliances when not in use.
2. The outlet on the stove is a good one to use as it is on a separate circuit breaker
3. BBQ as far away from the building as possible. For upper units, keep the BBQ away from the wood siding. Be cautious.
4. Don't keep spare tanks of propane around. Have one tank only.
5. Clean interior and exterior dryer ducts once/year.
6. Co-op should enforce professional installation of dishwashers and obtain proof from member.
7. Carports should be for cars only, and all cars should be insured either for driving or storage.
8. Members must use the ventilation fan in the bathroom. Co-op to ensure fan is in good working order.
9. Co-op to take ownership of laminate flooring once it is installed even if member pays a portion (this was for insurance purposes in case of damage).

