



Member Handbook – November 2018

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Note:

Refer to separate documents for the **Rules and Occupancy Agreement**.

<http://www.pineridgeco-op.bc.ca>

A printed copy of the Rules is available from the management co-ordinator.

REVISION LOG

Updated:

- All approved policies to **October 2018**
- References and general information in all sections
- Approved Job Descriptions

Deleted:

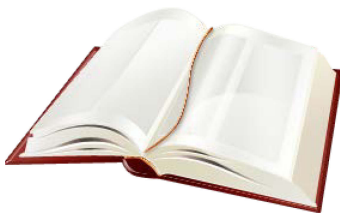
- Any policy or procedure that does not comply with the Co-op Act, new Rules or Occupancy Agreement
- Forms that are no longer used

The handbook continues to be a work in progress as policies and procedures are updated or changed.

Your input on any changes you think would be helpful is most welcome! Send your suggestions to the Policy Review Task Force

**** IMPORTANT NOTE ****

Some policies (which were called House Rules in the early days) and policy resolutions from the 80's & 90's **are still in effect**. The policy task force is in the process of working through these to assess their relevance or update as necessary. These are appended at the end of the handbook in the "Policies still under Review" section



*Many thanks to the following volunteers who make this handbook possible:
Catherine Porter, Glen Porter, Laural Martin, Brenda Bedford, Glen Armstrong,
Phillip Menchions and Neil Hughes*

SECTION 1

GENERAL INFORMATION



MEMBER HANDBOOK

This is the Member Handbook for Pine Ridge Housing Co-operative. Contributing to the co-op's ongoing desire for environmental sustainability, the handbook is now electronic and paper copies will only be provided on request.

As policies are approved or Rules changed, the electronic handbook will be updated and a new version posted on the website so this handbook is always a work-in-progress.

It is your responsibility as a member of Pine Ridge to familiarize yourself with the contents.

The handbook strives 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 other Agreements to 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 handbook 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 Handbook 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 or any member of the Policy Review Task Force.

Catherine Porter
November 2018

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You are encouraged to use the electronic handbook as it will always be the most updated version; it's free, environmentally friendly and easy to navigate using the links provided.

A paper copy of the handbook is available on request.

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 ³/₄ a very rainy Saturday.

Compiled by Catherine Porter from material written by:

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

*Mark Bostwick
Columbia Housing Advisory Association*

Update 2018:

On May 22, 2013 members unanimously approved borrowing \$1,500,000 from Vancity to fund refurbishments and updates to the interior and exterior of the co-operative. Starting in 2014, funds were advanced as an interest only construction loan which converted to a standard 25 year mortgage on completion of the refurbishment project in early 2016.

The refurbishment project was managed by Terra Asset Management. Rob Seversen of Team Engineering Inc., provided the work crew and the interior designs were by Leslie LaForest who also coordinated the on-site work. Catherine Porter served as a volunteer site contact for the project and liaison to Terra Asset Management.

On January 1st 2018, Pine Ridge paid the last instalment on the original CMHC mortgage and the co-op is now a freehold property collectively owned by the members.

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

RIGHTS	RESPONSIBILITIES
Any adult over 19 years old living in the Co-operative may apply for membership	To help in the administration the Co-operative
Entitlement of Joint members to one vote	To attend and participate at meetings
To participate in the operation of the Co-operative	To help in the governance of the Co-operative
To propose changes to rules or policies	To obey all Co-op rules and policies
To pay a fair housing charge	To ensure that housing charges are paid in full and on time
To have security of tenure	To follow the Rules and policies
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 live in a safe and well maintained asset	To ensure the unit is kept in good repair; not to alter or add to the unit unless pre-authorized by the Board; not to do anything that might increase insurance rates
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 living and working relationship with neighbours	To be a good neighbour

****** BE A GOOD MEMBER AND NEIGHBOUR ******

MISSION, VALUES AND VISION

MISSION: Pine Ridge Housing Co-op provides well-managed, safe, affordable and appropriate housing for a community of engaged members.

VALUES:

- We value Accountability: We hold ourselves accountable for our actions and responsible for keeping ourselves informed.
- We value Democracy: Our processes are open, transparent and democratic. We live the principle of democratic control by the members.
- We value Diversity: We embrace our differences in an atmosphere of mutual respect and inclusivity.
- We value Community: We are respectful and considerate of our neighbours while enjoying our own homes. We deal with issues not personalities. We are committed to global environmental sustainability and responsible stewardship of our property.
- We value Good Governance: We hold ourselves to the highest standard of ethical conduct, with full transparency and accountability. We work together to secure our finances for the present and future of the co-operative. We base our decisions on reliable and verifiable information. We follow the International Co-operative Principles.

VISION:

- We will develop a succession plan to ensure we have sound leadership which is vital to our co-op's success.
- We will continue to call on government to provide subsidy assistance. If government won't help, we will examine ways to provide subsidy while keeping our housing affordable for all members.
- We will arrange for a building condition assessment every three to five years and use that assessment to update our capital plan.
- We will regularly review our long-term plan to ensure that our co-op is financially, structurally and environmentally sustainable.
- We will continue to follow regular preventative, maintenance and risk management plans including unit and common space inspections and evaluate our plans annually to ensure that our homes remain in good shape and safe for all members.
- We believe that co-op education is critical to our success. We will develop an education plan and allocate resources to provide our members with opportunities for co-op education and our Directors with training.
- We will ensure that our Board has an annual training session so that our Directors are clear on their role.
- We will regularly review our policies to make sure they are in compliance with the Co-op Act and our Rules.
- We believe it is critical that important co-op work is done by people with the necessary skills

.July 2016

STRUCTURE:

Pine Ridge is a non-profit housing co-operative, incorporated under the *Cooperative Association Act* of British Columbia SBC 1999 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.

Membership confers the right to speak and vote at meetings and serve on the Board of Directors. With a rule change approved by members in 2017 to change to joint memberships, each household resident over the age of 19 years may apply for joint member status. Joint members, hold the shares in joint tenancy, have one vote between them and only one joint member of a joint membership is entitled to be a Director at any one time. Proxy voting is not permitted. A member must be present at a meeting to vote.

The Co-operative is managed by a management company chosen by the Directors. 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 engage in co-op operations by participating and voting at general meetings and volunteer time in co-op activities and/or on advisory committees.

Rules of Order are used at meetings. (Refer to [page 1.12](#) for simplified Rules of Order.)

MEMBERSHIP

Membership in the co-operative is governed by Rule 2 - Eligibility for Membership and Rule 3 – Joint Membership.

There is one share per unit jointly held by all joint members in the household. Refer to Rules 2.2 – 2.6 and Rule 3 for more information on Joint membership.

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 were established in 1982 and to date remains the same amount. They are as follows:

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

Shares are a legal requirement of membership in the Co-operative which entitles members to all the services the Co-op provides.

The shares, held in the Member Equity fund, are invested under professional management with Odium Brown Limited since 1994. Earnings generated by the fund have been used over the years to build playgrounds, re-landscape areas of the grounds, fund a satellite TV system, provide improvements to the units and buildings, and rebating a portion of housing charges to members and supplementing capital replacements.

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, 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 and dishwasher hook-ups. Zonal heating is provided by electrical baseboard heaters.

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

There is both a regular occupancy charge (maximum) and a minimum occupancy charge set for each unit type. Individual households may pay a graduated occupancy charge based on a percentage of their gross annual household income.

PROPERTY TAX (HOMEOWNER) GRANT:

This grant is used to offset taxes payable on each unit and is credited to Pine Ridge Co-op's property tax account. Members are required to assign the grant to the Co-operative (Occupancy Agreement Rule 4.09)

A portion of the grant is refunded to the co-op for payment to qualifying members (e.g. seniors and persons with disabilities). The Co-operative forwards this rebate to each qualifying member.

Pine Ridge Co-op will submit the form for the B.C. Homeowners Grant on behalf of each entitled member.

COMMUNITY FACILITY:

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 at a nominal cost. It has a fully outfitted kitchen, gender neutral bathroom, 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
2. You are required to give two calendar months' notice of move-out, 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.

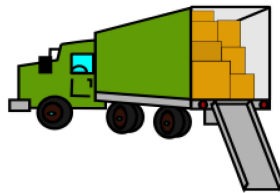
Whether you are making an internal move or leaving the Co-operative, you are expected to vacate your unit by 12 noon on the move-out date unless you have negotiated some other arrangement with the Board of Directors.

4. Under the terms of the Occupancy Agreement, Rule 10.06 – Repairs on Leaving, 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:

- The 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 OA Rule 10.06. Repair items found once the unit is empty will be remedied and costs allocated as per OA Rule 10.07.
 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 can be found in the Rules and Occupancy Agreement.

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.

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

Memorandum of Association:	a document setting out the basic terms of association of the Co-operative
Minimum Housing Charge:	the least amount of housing charge that a member may pay for occupancy of his or her unit
Occupancy Agreement:	schedule A of the rules — an agreement between the Co-operative and an individual member defining the obligations of each – replaces the Lease
Officers:	the President, Vice President, Treasurer and Secretary of the Board of Directors (also called “signing officers”)
Operating Agreement (56.1):	an agreement between the Co-operative and the Federal Government for mortgage insurance and subsidy
Policy:	an agreement between members on acceptable procedures and behaviour
Procedure:	The steps to be taken or manner of proceeding in an action
Regular Occupancy Charge:	the actual housing charge that is established for each type of unit. This is the amount paid by non-income tested members.”
RGI (Rent Geared to Income):	see “Graduated Occupancy Charge”
Rules:	the regulations or bylaws adopted by the Co-operative and filed with the Province of B.C.
Signing Officers:	the officers of the Board of Directors who may sign legally binding documents on behalf of the Co-operative – see “Officers”
Special Resolution:	<p>a resolution introduced at a general meeting of the members requiring a minimum of 2/3 of the votes cast in order to be adopted. (Spoiled ballots and abstentions are excluded from the count.)</p> <p>The resolution must be circulated to all members entitled to vote at least 14 days before the meeting at which it will be considered and quorum must be met as outlined in the Rules.</p>
Task Force	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 are not permitted to 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.



PROCEDURE: BOARD OF DIRECTORS ELECTIONS

PURPOSE:

To outline the procedure to be followed for electing members to the Board of Directors

PROCEDURE:

Note: All references cited are to the Rules.

1. **CHAIR:** The President or the Vice President will chair the meeting unless the majority of the directors choose another person, who need not be a member (14.16).
2. **CANDIDATES:** Every member of the Co-operative who is not disqualified by Rule 17.5 is eligible to be a candidate.
3. **NOMINATIONS:** A member may nominate a candidate for Director or a member may volunteer to be a nominee for Director **provided the nomination is received in writing at least 7 days before the meeting** at which directors are to be elected.
The board will ensure that each candidate nominated is eligible to be a director
4. **RETURNING OFFICER:** The Board of Directors will appoint a Returning Officer to supervise the counting of the ballots and to be responsible for the secure handling of the ballots. **The Returning Officer must not be a candidate in the election.**
5. **BALLOTS:** Ballots prepared ahead of time will have the names of all eligible candidate listed on them – or - blank ballots with the number of lines representing the number of candidates will be distributed to each member eligible to vote.
6. **VOTING CARDS:** **One member from each joint membership** is eligible to vote and must be present in person at the meeting. Proxy voting is not permitted (16.3). Each eligible member will be given a voting card and a ballot.
7. **BALLOT COUNT:** The Chairperson may call for volunteers to assist in the counting of the ballots.
8. **SCRUTINEERS:** The Chairperson will call for members to serve as scrutineers to witness the counting and handling of the ballots. Candidates are eligible to be scrutineers.
9. **CANDIDATE CONFIRMATION:** The Chairperson will ask each nominated candidate to confirm the following (17.6):
 - that he or she consents to serve as a director, and;
 - that he or she is qualified to serve as a Director
10. **CANDIDATE FORUM:** Every candidate is permitted an opportunity to make a brief statement. Members may ask questions of the candidates.
11. **VOTING - 1 :** **If the number of candidates exceeds the number of directors to be elected**, there must be an election by secret ballot (18.3a) and **members must vote for the same number of candidates as there are directors to be elected (18.3b)**

A ballot marked with more or fewer candidates than the number of vacancies to be filled is a spoiled ballot and must not be counted

12. **ELECTION - 1:** Candidates receiving the highest number of votes up to the number of directors to be elected are declared elected, **provided that each candidate receives a simple majority of the ballots cast**, excluding spoiled ballots. (18.3c)
13. **VOTING - 2: If the number of candidates is equal to or less than the number of directors to be elected**, there must be an election by secret ballot and **members may vote for any number of candidates**

ELECTION - 2: Those candidate who are named on **at least a simple majority of the ballots** cast, excluding spoiled ballots, shall be declared elected.(18.4)

14. **TIED VOTE FOR THE LAST POSITION:** The candidates may decide between themselves who will fill the vacancy. If they cannot agree, the members will immediately hold a run-off election by secret ballot between those candidates. If the run-off election is a tie vote, the last vacancy will be decided by lot (18.6).
15. **RECOUNT:** At the election meeting, a member may move that the ballots be re-counted. Any re-count shall be conducted under the supervision of the Returning Officer.
16. **DESTRUCTION OF THE BALLOTS:** A motion to destroy the ballots is in order once the election results have been announced to the meeting.

If a motion to destroy the ballots is not carried, the ballots will be sealed and the seal guaranteed by the Returning Officer. The ballots will be held in a secure place until the members at a general meeting determine what to do with them

Once the ballots have been destroyed, the results of the election will be deemed to be valid and will stand without contest.

17. **VACANCIES ON THE BOARD:** Rule 18.10 outlines the procedure to be followed if the election meeting is adjourned without all the vacancies having been filled.

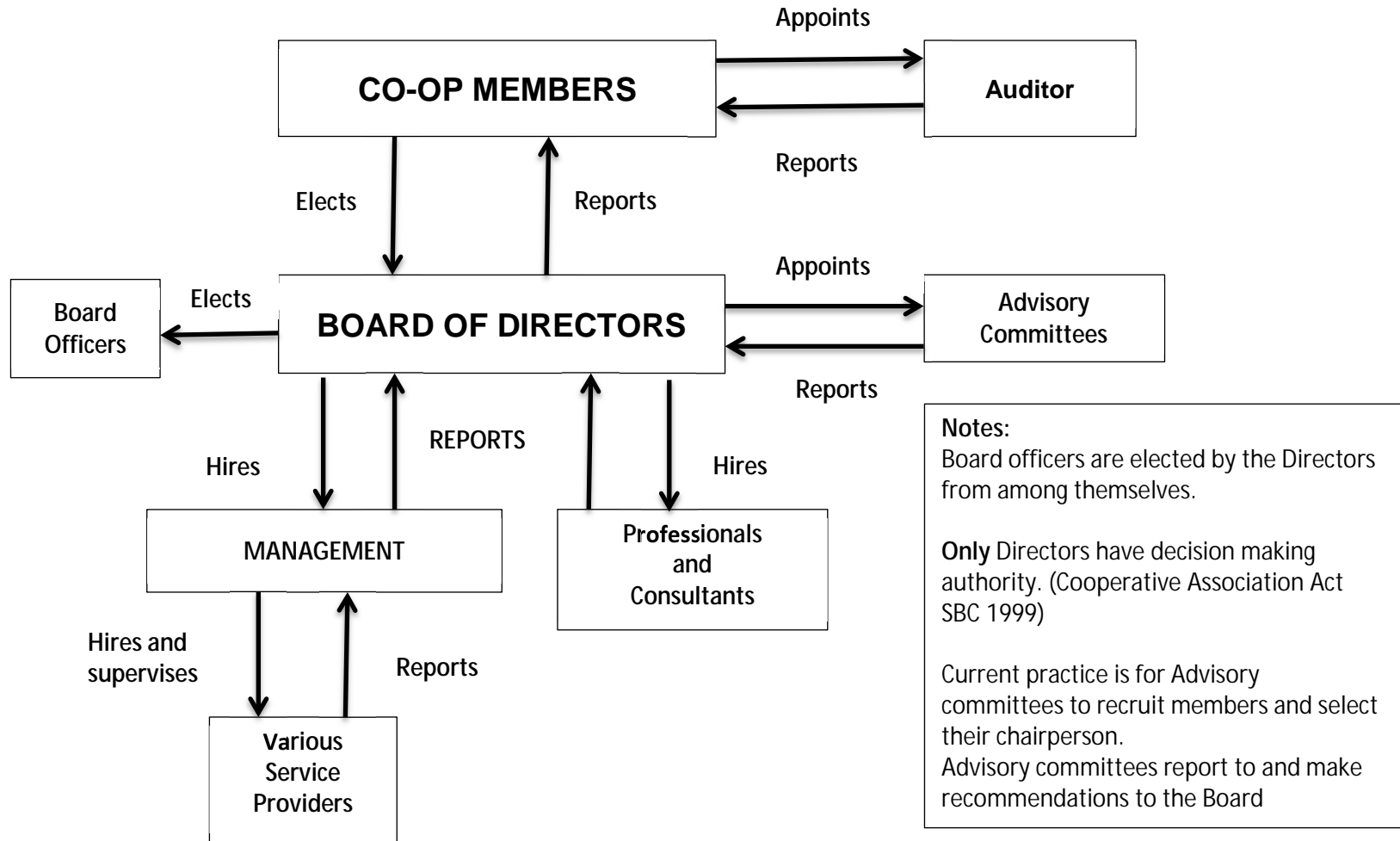


SECTION 2

ORGANIZATION



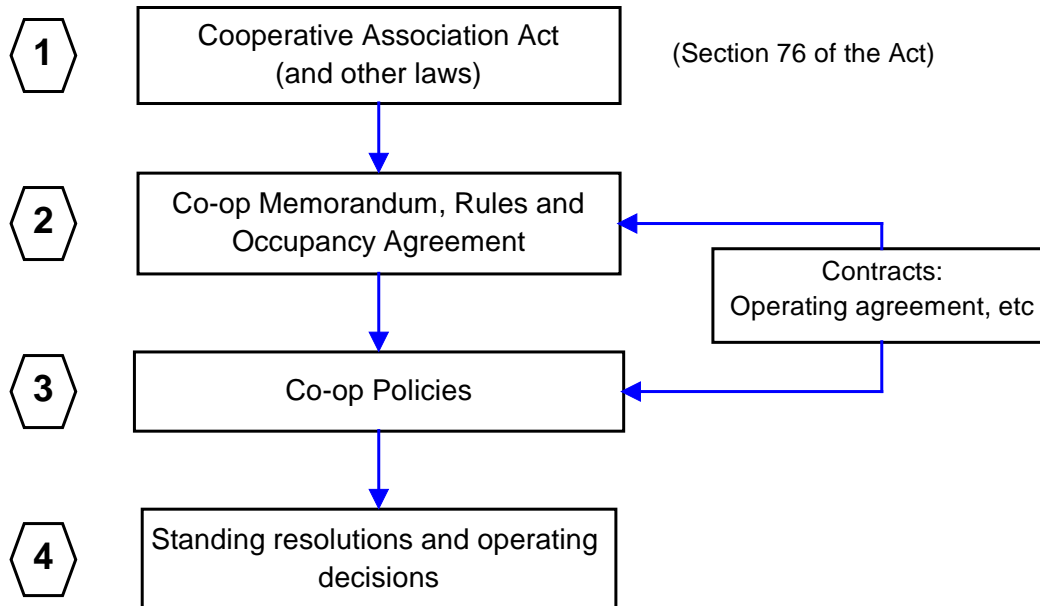
PINE RIDGE HOUSING COOPERATIVE ORGANIZATIONAL CHART



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, powers and responsibilities of its Directors.

The Act is amended from time to time which requires the co-op to revise its rules & policies to ensure compliance whenever there are material changes.

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 responsibilities 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 individual members. 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:

Ø **Mortgage:**

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

Ø **Management Contract:**

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

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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 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 and the co-operative sector.

CONFLICT OF INTEREST:

The Directors and officers are governed by the disclosure and conflict of interest provisions set out in the Co-operative Association Act, Sect 86 - 96

Conflict of interest may be broadly defined as the entanglement of a director's private interests with his or her obligations to the Co-operative, such that an independent observer might reasonably question whether the individual's actions or decisions on behalf of the Co-operative are improperly influenced by considerations of personal or financial advantage.

A conflict of interest may occur when a director makes or takes part in a co-op decision which results in giving the director, a relative¹ or a personal friend, a financial or other benefit which other co-op members are not in a position to receive. This financial or other benefit may be direct or indirect

Directors serve without compensation for their role. However, they can be reimbursed for travel or other expenses while doing business for the co-op. The expenses must be authorized by the Board and comply with set guidelines and limits. Directors cannot receive compensation for lost income while doing business for the co-op.

The Co-op Act, Section 86 (3) describes situations that are not conflicts of interest. For example, if the transaction would benefit other members on the same terms as the Director (Co-op Act, Section 86 (3) (g)).

There are other ethical conflicts that Directors should be aware of and avoid. Principled leaders lead by example and apply ethical standards to decisions and actions that results in the well-being of the co-op and the fair and even treatment of all members.

Committee members can also be perceived to be in a conflict situation in their recommendations to the Board and must act appropriately to avoid such situations.

Examples of conflict of interest:

- The co-op does business with a company in which the director or a person related to the director has a financial interest.
- The board gives out casual paid work to friends or family of directors without telling all members that paid work is available.

Example where a Director would not be in conflict of interest:

- A Director who receives an housing charge subsidy votes on increasing the allocation to qualified members. (This benefit would be available to all qualified members, not just the Director)

¹ A related person means a parent, spouse, same-sex partner, child, sibling, household member, uncle, aunt, nephew, niece, mother-in-law, father-in-law, sister-in-law, brother-in-law, son or daughter-in-law, grandparent, grandchild or a person with whom the director has a business relationship.

There are other ethical conflicts that Directors should be aware of and avoid. Principled leaders lead by example and apply ethical standards to decisions and actions that results in the well-being of the co-op and the fair and even treatment of the members.

BOARD OF DIRECTORS – GENERAL INFORMATION

Number of Directors: The Board of Directors consist of up to 7 members. They are elected by the members, are accountable to the members and may be removed from office by a special resolution of the members.

Duty of Directors: 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* states: “The directors must manage or supervise the management of the business of the association and may exercise all the powers of the association.”

The directors must carry out this responsibility within the framework of provincial legislation, contractual agreements and the rules and policies of the Co-operative.

Delegation of powers: The Board of Directors may delegate some of their power or decision making authority to one or more directors (Rule 20.1). The director or sub-committee is then acting for the board. [Co-operative Association Act Sect 76] Directors who take individual action without permission from the board could be held personally liable.

The Board cannot delegate power or decision making authority to any committee that include members who are not directors.

Membership: The authority to admit new members to the Co-operative is vested in the Board of Directors (*Rule 2.3*). The Directors are also empowered to terminate membership under the conditions outlined in the Rules

Elections for the Board of Directors: takes place each year at the Annual General Meeting (AGM). The AGM is held before April 30th 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*). The provisions that disqualify a member from serving on the board are detailed in Rule 17.5. 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*) unless removed by a special resolution. Refer to Rule 18.11 for details.

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

The Board officers $\frac{3}{4}$ President, Vice-president, Treasurer and Secretary $\frac{1}{4}$ are appointed by the Directors from among themselves. 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*)

DUTIES OF THE BOARD OF DIRECTORS

Source of authority: The Co-operative Association Act SBC 1999

Accountable to: The members. Directors may be removed by a special resolution of the members

Composition: Seven (7) directors in total

Quorum: Three (3) directors

Term of office: Two (2) years. May serve two consecutive terms then required to retire for at least one year before standing for election again.

[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.
3. Guide and support committees and staff in operational decision-making.
4. Plan, call and make arrangements for general member meetings.
5. Develop and implement co-op policy in consultation with members.
6. Approve new members and make sure an effective member selection process is in place.
7. Develop and implement plans to build and maintain a democratic, stable and healthy community and pay attention to the social and community needs of members.
8. Communicate with and keep members informed.
9. Ensure that education and training is provided for directors, members and committees.

10. Ensure that the co-op works with other co-ops to build the co-operative movement and make it stronger.
11. Adhere to the ethical conduct declaration they sign annually.
12. Make decisions that are in the best interest of the Co-operative as a whole.

FINANCE/MAINTENANCE

13. Monitor and manages co-op finances in a fiscally responsible way and ensure that co-op funds are prudently invested.
14. Ensure the development and implementation of short and long-term plans for buildings and grounds maintenance.
15. Ensure development and implementation of plans for the co-op's long-term financial viability and capacity to remains an affordable housing option for the future.
16. Ensure that the co-op is adequately insured.

CONTRACTS

17. Enters into contracts and provides high level oversight of contracted work.

DELEGATION OF AUTHORITY

18. May only delegate decision making authority to committees consisting entirely of directors (refer to Rule 20.1).
19. Must not permit advisory committees to perform tasks that impinge on the Board's authority or create a liability.

Individual directors:

20. Directors work as a group or "Board of Directors." No one director has more power than another, not even the chairperson or president. Directors make decisions as a group. Individual directors do not have the power to act alone.
21. 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 independently.

DIRECTOR RESPONSIBILITIES

- Putting the welfare of the co-op as a whole ahead of personal issues at all times
- Attend director training workshop within the time frame set out in Rule 17.5 [p].
- 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
- Maintaining strict confidentiality consistent with the Personal Information Protection Act.
- Keeping in touch with the needs and concerns of members

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

- Acting as a board liaison to advisory committees
- Performing a particular assigned task
- 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 to ensure that everyone works together for the benefit of the co-op and keep each other informed
- 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:

- Ensures that the co-op's records are properly organized and stored
- Records and ensures distribution of minutes to directors*
- Ensures that the minute book is up to date*
- Ensures that Directors carry out their assigned tasks*

TREASURER:

- Assists with the oversight of the co-op's finances in partnership with other Directors, management and the Finance Committee
- Acts as the board liaison to the management company on financial matters
- Regularly reviews the co-op's financial statements, invoices and cheques
- Provides information on co-op financial matters to Directors and members
- Is an *ex-officio* member of the Finance Committee

Note: * These tasks may be delegated. Refer to the Rules.

Directors and officers serve without compensation for their role as a director. However, they can be reimbursed for travelling or other expenses while doing business for the co-op. The board must authorize these expenses, which must meet any guidelines and limits set by the board. Directors cannot receive compensation for lost income while doing business for the co-op.

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ADVISORY COMMITTEES GENERAL INFORMATION

1. **General:**

Advisory committees participate in the governance of the Co-op by carrying out specific tasks, making recommendations on various courses of action, investigating and providing information to facilitate Board of Directors and membership decision-making. Any committee not comprised entirely of directors is considered “advisory”.

2. **Source of authority:**

Refer to Rules 20.2 and 20.3 - Advisory committees report to, acquire their authority from, and serve at the pleasure of the Board of Directors (*Rule 20.3*). These committees must operate and act within the limits set by the Directors. Committee members can be removed by the Board of Directors.

Current practice allows advisory committees to recruit their own members and elect the committee chairperson. However, committee structure and composition remain at all times subject to the approval of the Board of Directors.

3. **Responsibilities of advisory committees:**

- To operate within the approved terms of reference
- To hold meetings as appropriate and keep minutes of the proceedings
- To put aside personal interests and make recommendations that are in the best interest of the Co-operative as a whole
- To present first to the Board of Directors, any item that is to be brought forward to the general meeting
- To ensure that any action to be taken is approved by the Board of Directors
- To report on committee’s activities to the Board of Directors and membership

4. **Responsibilities of committee members:**

- To attend meetings and inform the chairperson in advance of the meeting if unable to attend. Missing three consecutive meetings without being excused by the committee chair is deemed resignation from the committee.
- To contribute constructively to decision making
- To recruit and orient new committee members
- To follow the rules, act ethically and respect member confidentiality
- Signs and adheres to the Ethical Conduct and Confidentiality agreements

5. **Preserving continuity of advisory committees:**

In order to preserve committee continuity, the outgoing committee chairperson (or a committee delegate) will turn over their files and give a committee status report to the Board of Directors near the end of their term. The new chairperson will then receive a briefing on their new position from the Board of Directors.

6. **Petty cash allowance:**

All committees in receipt of petty cash disbursements must reconcile them with the Management as outlined in the Spending and Reimbursement policy.

7. **Contracts:**

Advisory committees do not have authority to enter into contracts on the Co-op’s behalf. This is exclusively the right of the Board of Directors.

AD HOC COMMITTEES/ TASK FORCE

Are convened from time to time by the Board and continues until its assigned tasks are completed, or as determined by the Board.

Composition: Size as determined by the Board. Internal structure decided by the committee/task force members.

Purpose:

To review, evaluate and provide objective recommendations to the Board regarding the merits of the item being evaluated.

DUTIES AND RESPONSIBILITIES

Basic tasks:

1. To review and evaluate project proposals referred to the committee by the Board.
2. To provide recommendations to the Board regarding the merits of proposals, with supporting rationale as appropriate.

Consulting:

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

Recording/reporting:

4. To keep minutes of all committee meetings.
5. While the committee is active, to report monthly to the Board on committee activities.
6. To report to the Board on completion of committee activities.

Impartiality:

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



FINANCE ADVISORY COMMITTEE

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

Quorum: Four (3) committee members

Approved: November 1, 2006

PURPOSE:

To assist effective, efficient management of the co-op's finances and the long-term viability of the co-op by overseeing the finances, advising the Board and facilitating the members' understanding of the co-op's finances.

DUTIES AND RESPONSIBILITIES:

Reporting to the Board of Directors:

1. Recommend financial policies and procedures to the Board as required.
2. Monitor the co-operative's accounts
3. Oversee the investment portfolio (see also Investment policy)
4. Periodically review and analyze the co-op's financial statements, services and operations
5. Consults as necessary with other committees and the general membership, make recommendations to the Board regarding financial planning, including cash flow projections, annual operations and capital budgets and long range plans
6. Inform the membership about the co-op's finances and the activities of the Finance Committee



MAINTENANCE ADVISORY COMMITTEE

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

Chair: The chair will be selected by the committee members.

Quorum: Three (3) committee members.

Approved: July 12, 2018

Replaces job description of: January 15, 2015

PURPOSE:

To be a resource for the Board of Directors to:

- Research maintenance proposals.
- Provide recommendations on maintenance issues to the Board
- Advise on and help ensure maintenance and upkeep of co-op building structures over the life of the co-op
- To be a resource to other committees as well as members needing information to maintain the buildings or unit

DUTIES AND RESPONSIBILITIES

General:

1. Assist in the development and implementation of short-term and long-term preventative maintenance schedules and maintenance related projects.
2. Receive and review a copy of monthly Maintenance report.
3. Review the Maintenance Calendar in conjunction with the monthly Maintenance Report. Make note for discussion any issues that arise.
4. Research and make recommendations on maintenance issues to the Board of Directors.

FINANCE/PLANNING:

5. Participate with the Board of Directors, other committees and the Management Company in reviewing the capital plan (replacement reserve) as required.
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POLICY DEVELOPMENT:

6. Develop and revise maintenance policies, procedures and standards for recommendation to the Board of Directors.

TRAINING/ORIENTATION:

7. Orient new members to co-op processes with regard to maintenance.
8. Operate as a resource for education, information/skill sharing on maintenance matters. (Maintenance Tips brochure)

CONFIDENTIALITY AND ETHICAL CONDUCT:

9. Each committee member will sign the ethical conduct agreement and the Protection of Privacy policy.
10. Each committee member will keep confidential member's personal information obtained in the course of carrying out committee responsibilities.



MEMBERSHIP ADVISORY COMMITTEE

Date Approved: Approval Pending

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

Quorum: Three (3) committee members.

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 Management. 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.

Applicant, external and internal lists:

4. Maintain, monitor and manage an applicant list, an external (pre-approved) waiting list and an internal co-op waiting list.
5. Assist in the management of requests for membership.

Orientation and interviews:

6. Conduct pre-membership orientation sessions/interview for external applicants and for joint membership applicants
7. Review interview results and recommend applicants to the Board of Directors.
8. Work closely with the Coordinator & Community Care Committee to ensure applicants and new members receive a warm welcome and introduction to the co-op.
9. Maintain and update interview questions as necessary.

Member selection:

10. Show prospective members and internal move applicants' suitable units based on the co-op member selection criteria. Refer recommended applicants to the Board for approval. This includes applicants with policy exceptions.

11. Make recommendations for new or revisions to membership related policies.

Committee members:

12. Provide training for Membership Committee members.

13. Comply with the *Personal Information Protection Act (PIPA)* in the member selection process and in collecting, processing, storing and disposing of member selection materials.

14. Must keep confidential all applicants' and members' personal information, except where that information is required by the Board of Directors or Management. Each committee member will sign and adhere to an ethical conduct and confidentiality agreement.

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POLICY REVIEW TASK FORCE

Date Approved: April 22, 2009

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

Function: Formed as required to fulfill the functions stated below.

- Conceive and draft policies when a need is identified, requested or recommended by the Board or membership.
- To assist committees with policy development if so requested.
- To ensure that proposed policies are approved by the Board before being presented to the membership.

RESPONSIBILITIES:

- Having a good working knowledge of the Co-op rules and policies
- Suggesting amendments to improve current rules and policies
- Recommending new policies when a need is identified.
- Recommending deletion of policies that have become obsolete.
- Creating policies that put the interests of the Co-op before individual feelings.

Note: The Policy Review Task force is not responsible for policing policies.



OTHER COMMITTEES/WORKING GROUPS

COMMUNITY CARE:

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

GROUNDS:

Assists where appropriate with the upkeep and maintenance of the common areas; Organizes periodic work bees to enhance curb appeal; Identifies problems related to landscape and grounds issues; researches and recommends solutions to the issues identified to the Board.

MEMBER HANDBOOK:

Maintains and updates the member handbook.

NEWSLETTER:

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

RECYCLING & SUSTAINABILITY

Coordinates events and projects to promote sustainability within the co-op. Oversees the Co-op recycling program, encourages members to recycle and shares ideas about recycling.

SATELLITE:

Oversees the Co-operative's in-house satellite system and makes recommendations to the membership and Board of Directors 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.

WEBSITE:

Maintains and updates the Co-op's website.

WELCOME:

Welcomes and orients incoming members, informs members about 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.

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SECTION 3

FINANCIAL



GENERAL FINANCIAL INFORMATION

The cooperative gets revenue from various sources, e.g., housing charges, laundry income, and interest on monies on deposit or invested. The main source of revenue comes from housing charges. It is the only source of revenue that the co-op can be assured of receiving and has the greatest impact on the co-op's operating budget.

THE OPERATING BUDGET

Toward the end of each year the Board of Directors sets the operating budget for the following year. The budget is simply a prediction of what the Co-op's operating expenses will be during the year and must be set at an appropriate level to ensure that sufficient funds are collected to cover the Co-operative's expenses.

Ø **Housing Charges**

The revenue required to fund the budget expenses comes almost exclusively from housing charges collected from each unit. It is based on receiving the regular occupancy charge (aka ROC or maximum) from every unit – whether or not the unit is subsidized. Housing charges are approved by the members.

Ø **Investment Income**

The Co-operative also has reserve funds invested in a manner that generates income for those funds. Generally, investment income stays with the fund that generates it.

THE POOLS OF MONEY – *The co-op funds*

The Co-operative's cash accounts are divided into fund pools. These are Operating, Capital Reserve (Replacement), and Member Shares (Capital).

Ø **Operating fund:**

This is the co-op's chequing account from which expenses are paid. Revenue flows into the account and co-op expenses are paid from the account. The funds are kept in the co-op's bank account.

Ø **Member Share fund** (*previously called the Capital Account*):

This holds the member shares and earnings on the shares. The money is currently invested with Odlum Brown Ltd in market securities. The actual share amount is kept intact and the income generated used in various ways to benefit the community.

Ø **Capital Reserve fund** (*also referred to as the Replacement Reserve Account*)

Monies are allocated to this fund from operations via a line in the budget. The funds are allocated for capital replacements (appliances, major repairs, replacements or upgrades, etc.) These funds are invested in market securities with Odlum Brown Ltd, and in mutual funds with Encasa (The Social Housing Investment Fund) A portion of the fund is kept in an interest bearing bank account to allow for immediate access.

ARREARS

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. Members risk termination if they have unpaid debts to the co-operative (Rule 4.05)

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.

RENT SUPPLEMENT

Some members may be eligible for housing charge assistance (rent supplement) if they meet the qualification requirements of the subsidy provider.

Refer to the Finance policy in this section for more information.

SHARE PURCHASES AND SHARE REFUNDS

Before issuing a share refund, the Co-operative will deduct any amounts due for unpaid arrears, repair charges or service to the member paid for by the Co-operative.

This applies both to a member moving out of the Co-operative and to a member making an internal move 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. Extensive repairs may result in a significant delay 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 member will be given a copy of all invoices paid by the Co-operative that will be charged back to the member. Charge-back amounts are pro-rated according to the expected replacement schedule or Co-operative policies.

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

Refer to Rules 6 – 12 and Operating Agreement Rules 10.07 & 10.08.

SPENDING AUTHORITY

Spending by committees or individuals on behalf of the Co-operative is subject to a number of restrictions. 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.

On occasion an individual will be asked to make a purchase on behalf of the co-op. All spending must be approved and substantiated by receipts.

Committees with a petty cash float 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 unspent funds must be turned in to the Co-operative at the end of the fiscal year.

CONTRACTS

Only the Board of Directors has the authority to enter into a contract. Committees requested to research for possible contracts must make their recommendation to the Board.

OTHER INFORMATION

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 Rule 24 — Finances.



Spring 2018

POLICY: FINANCE

Updated to comply with the Rules approved and filed with the Registrar of Companies on April 28, 2017 and the changes resulting from the end of the first Mortgage with CMHC on January 1, 2018

PREAMBLE:

Housing charges are set to ensure that sufficient income is received to ensure proper management and maintenance of the co-operative.

Housing charges for households receiving assistance are calculated in compliance with the subsidy provider's rules.

The following terms are used interchangeably:

CMHC = Canada Mortgage and Housing Corporation

Income Test Subsidy (ITA) = Housing Charge Assistance

Regular Occupancy Charge (ROC) = Maximum Housing Charge

PURPOSE OF THE POLICY:

To clearly outline the manner in which:

- housing charges are determined and adjusted
- housing charge payments are made
- income is verified

1. SETTING THE HOUSING CHARGE

- 1.1 The basis for housing charge calculation is the aggregate gross annual income, in whatever form received, of all members of the household.
- 1.2 The Regular Occupancy Charge (maximum) and minimum 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.
- 1.3 Housing charges payable are based on current income. Where income fluctuates, the housing charge will be based on the income for the prior calendar year plus the current year-to-date income divided by the number of months in that time period.
- 1.4 The Co-operative is not obliged to accept the Canada Revenue Agency determination of income as a basis for housing charge calculations, nor is it obliged to accept the same deductions from income that the Canada Revenue Agency accepts for income tax calculation.
- 1.5 Members receiving welfare assistance or family benefits are required to pay the shelter component or the amount determined by application of the total payment to the graduated occupancy charge scale, whichever is greater.

1.6 Self-Employment Income:

Housing charges for members with income from self-employment are based on the member's net business income plus any other household income.

Note: 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.

1.7 Self-Employment Business Expenses:

Acceptable deductions for self-employment business expenses are as defined by CMHC. Members must supply all documentation requested by the management company.

Note: It is to the advantage of members with self-employment household income to consult with the management company well in advance of the date of income verification regarding acceptable documentation of income and expenses.

1.8 Housing Charge Adjustments

- i. Members receiving housing charge assistance must report any increase in their income of \$50.00 or more per month when it occurs.
- ii. Members requesting a reduction in housing charges must report the change in income to the management company in writing, and supply all requested documentation to support the adjustment. A downward adjustment of the housing charge is subject to availability of income test subsidy.
- iii. Housing charge adjustments take effect on the first day of the month following the month in which the financial situation changes.

1.9 Additional Persons Sharing a Unit

Refer to Occupancy Agreement Rule 4.

- i. Income-tested members must report changes in household composition and supply income documentation for additional adult persons to the management company.
- ii. If documentation is not provided, the member's housing charge will be assessed at the regular occupancy charge (maximum housing charge) for the unit type.

Note: Household Composition is as defined in OA Rule 4.12.

2. PAYMENT OF HOUSING CHARGES

- 2.1 The monthly housing charge is due on the first day of every month. It is the member's responsibility to arrange his or her personal finances to ensure that the housing charge is paid in full on the day it is due.
- 2.2 Payments may be made through a pre-authorized payment plan or by post-dated cheques. The Co-operative does not accept cash payments under any circumstances.

3. INCOME VERIFICATION

- 3.1 The Co-operative census (survey) of all residents, and income verification for those members receiving income-test subsidy, are done on a calendar year basis.
 - i. All members must complete the census portion of the form and return it by the date shown.
 - ii. Members paying the regular occupancy charge (maximum) must confirm their intention to pay the ROC by signing the appropriate area of the form but need only complete the census portion.
 - iii. Any member paying less than the regular occupancy charge (maximum), i.e. a member claiming housing charge assistance (income test subsidy), must complete the income verification form and return it with the requested support documentation by the date shown on the form.
- 3.2 Members must provide documentation to verify all sources of income.

4. HOUSING CHARGE ASSISTANCE (Income test subsidy/ rent supplement):

- 4.1 The member must provide verification of household income and any other proof or information required to substantiate their eligibility for assistance (Occupancy Agreement Rule 4.11)
- 4.2 The Co-operative is unable to provide housing charge assistance to any member who cannot show that he or she is eligible to receive it.
- 4.3 Any member, who at the time of income verification, does not supply acceptable documentation, provides improper or incomplete documentation, or delays provision of documentation to support a claim for housing charge assistance (subsidy), will be assessed at the regular occupancy charge (maximum) for the unit type.
- 4.4 When the Co-operative receives acceptable documentation, an adjustment will be made in accordance with established procedures.
- 4.5 Members receiving welfare assistance or family benefits must follow the management company's instructions for documentation to be provided.
- 4.6 Providing fraudulent documentation is grounds for termination of membership.

- 4.7 If there is not sufficient housing charge assistance subsidy available, the names of members requesting new or increased subsidy will be placed on a wait list in the order in which their application is received.
- 4.8 If subsidy becomes available during the year, it will be offered to members on the wait list in the order of their placement on the list when the Co-op receives financial information establishing entitlement to subsidy.
- 4.9 Subsidy for over-housed members will be administered as per the Co-op's Over/under housing policy.

5. SHARE PURCHASE AND SHARE PURCHASE REFUNDS

- 5.1 The share purchase amounts are \$2,000 for a one bedroom unit; \$2,800 for a two bedroom unit; \$3,300 for a three bedroom unit; and \$3,500 for a four bedroom unit.
- 5.2 Share purchase refunds to vacating members are made in compliance with the rules governing share refunds.

NOTES ON SHARES:

- Rule 12.3: on redemption, a member is entitled only to the amount that was paid for the share.
- Rules 12.4 –12.7 and Occupancy Agreement Rule 10.08 gives the Co-op the right to apply proceeds from the redemption of shares against any debt owed to the Co-op.
- See also Occupancy Agreement Rule 17: Withdrawal from Membership and Share redemption.



6. FINANCIAL CONTROLS: Updated and in effect March 28, 2018

Refer also to the Credit Card & Spending and Reimbursement policies

- 6.1 **Payments to the co-op:** All payments must be by cheque or money order made out to Pine Ridge Housing Co-operative or by pre-authorized debit deposited to Pine Ridge's bank account. The Co-operative does not accept cash, credit card payments or e-transfer payments.
- 6.2 **Payments by the co-op:**
 - a) The Management Co-ordinator holds the chequebook and prepares all cheques for signature based on attached invoices or cheque request documentation
 - b) Cheques must be signed by two Board signing officers
 - c) The Co-ordinator cannot sign cheques on behalf of the co-operative.
 - d) Payments by credit card is covered in the Credit Card policy
 - e) Spending required to deal with emergencies is covered in the management Purchasing and Repairs Policy
- 6.3 In a temporary situation where a payment may need to be made when the Management Co-ordinator will not be available, the Board of Directors may approve a Director who does not have signing authority to hold a number of cheques.
All cheques must be accounted for and supported by appropriate documentation.
All unused cheques must be returned to the coordinator.
- 6.4 Signing officers must not sign any cheque payable to themselves, their spouse or a family member.
- 6.5 Requests for petty cash or expense reimbursement must be supported by documentation.
- 6.6 Petty cash must be reconciled each month and accompanied by receipts that support the expenses. (See also per diem expenses)
- 6.7 Withdrawals from the investment accounts require a resolution of the Board of Directors. It must be requested in writing to the investment company and signed by two Board signing officers.
- 6.8 Withdrawals from the investment accounts must be payable to Pine Ridge Housing Co-operative or transferred directly to the co-op's bank account, not payable to any named individual.
- 6.9 Directors are not permitted to set their own housing charges.
- 6.10 The Finance Committee acts as an audit committee and is authorized to have access to financial statements and invoices in order to verify transactions.
- 6.11 Member's inspection of the books of account is subject to Rule 24.15.

POLICY: SPENDING AND REIMBURSEMENT

Date approved: July 12, 2012

Replaces all policy motions on spending and reimbursement

Purpose of the policy

- To put in place controls and authorization for the co-op's spending
- To provide board, committees, members and staff with a framework for spending on behalf of the co-op
- To establish the circumstances under which members will be reimbursed when carrying out co-op business
- To ensure the co-op stays within budget projections.

Definitions:

Spending: paying out money to purchase goods or services

Purchasing: a commitment to buy goods or services, or to have work done at the co-op's expense

Expenses are either discretionary or non-discretionary:

- Discretionary: The co-op has the choice whether or not to purchase the item or service (e.g. items such as new playground equipment or tree removal)
- non-discretionary: The co-op does not have the option whether or not to purchase the item or service (e.g. items such as the mortgage, taxes and insurance)

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

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

POLICY

1. Spending authorization:

- 1.1 Persons spending or purchasing on behalf of the co-op must do so in accordance with policy and have documented authorization from the Board of Directors.
- 1.2 Spending by committees or individuals on behalf of the Co-operative is subject to the budget allocations approved by the members annually. These allocations must not be exceeded without approval from the Board of Directors.
- 1.3 If the designated Maintenance Company contact is a director, s/he is authorized to approve maintenance expenditures up to \$5,000.00. Any amount over this limit must be authorized by the Board of Directors. Non-directors cannot approve expenditures and must seek authorization from the Board of Directors.

2. Emergency expenses:

Unbudgeted spending required to deal with emergencies is covered in the management Purchasing and Repairs Policy.

3. Committee petty cash:

Committees with authorized petty cash funds must maintain an accurate ledger and reconcile the balances with the management as per established procedures. The ledger must be turned in to the Co-operative at the end of the fiscal year.

4. Co-op Credit Card:

Purpose of the policy: To put in place controls and authorization for the use of the co-op credit card

- 4.1 The credit card will be issued in either in the name of the President or another delegated board officer.
- 4.2 The card will have a limit of \$5000.00 and cannot be increased without authorization by a resolution of the Board of Directors.
- 4.3 The card is for co-op business use only – for example: preauthorized debits (e.g. satellite stations monthly charges) or Co-op purchases (e.g. refreshments for general meetings, others as approved by the Board).
- 4.4 All purchases must be co-op expenses and properly documented. The card must not be used for any personal purchases what-so-ever.
- 4.5 All expenditures outside established pre-authorized debits are to be accompanied by invoices submitted to the management company with detailed reasons for the expenditure within 14 days of the occurrence.
- 4.6 The statements will be sent to the Management Companies office, not the individual's home address. The Management Company will allocate the expenses to the appropriate general ledger account.
- 4.7 Monthly statements will be provided to the named cardholder with copies to all Directors and Finance Committee for their review.
- 4.8 The Board of Directors may annul or change the particulars of the card at any time by adopting a resolution indicating the annulment or change and sending written notice bearing the signatures of two signing officers to the issuing bank.

5. Travel expenses:

- 5.1 Directors and advisory committee members will be reimbursed for expenses incurred while on official co-op business.
- 5.2 When there is uncertainty whether or not a claim is for official co-op business, the Board of Directors will make the final ruling.
- 5.3 Where directors or other members use their personal vehicles for co-op business, a mileage allowance will be paid.
- 5.4 Delegates and alternates attending Cooperative Housing Federation of Canada meetings out of town will be reimbursed as follows:
 - Travel charges (e.g., return air fare, reasonable taxi fares or car rental charges as appropriate)

- Mileage allowance if using their own vehicle
- Reasonable parking charges
- Reasonable accommodation charges
- A per diem rate

6. Child care:

Actual child care costs will be reimbursed to directors and committee members where child care is required during the performance of necessary co-op business.

7. Reimbursement:

Claims for reimbursement of expenses must be received by the management company within six months of the date on which they were incurred.

Receipts must be provided for all expenses except those being claimed under the per diem.

8. 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 Rule 24 – Finances.

***** **END OF POLICY** *****

PER DIEMS:

The co-op will use the Co-operative Housing Federation of BC (CHFBC) per diem rates which are reviewed annually, and include the following items:

Breakfast, lunch, dinner, incidentals, mileage & day care

- The per diem includes days of travel
- It will be pro-rated for partial days or for meals that are provided as part of the event
- Receipts are not required to be submitted
- Expenses above the fixed daily rate will not be reimbursed except in exceptional circumstances and at the discretion of the Board of Directors

POLICY: ARREARS

Date Approved: December 9, 2010, Updated February 20, 2014 (Section 3.3)

Replaces policy dated: November 1, 2006

Review date: 2019

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. 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.
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

1. Housing charges are due in full on the first day of each month.
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 pass on to the member any bank charges for returned cheques or denied pre-authorized payments.

- 3.3. If a member's housing charge cheque is returned, or the pre-authorized debit is denied by the bank:
- a. The co-op will require the member to pay housing charges and any other payments due by certified cheque, bank draft or money order for a period of four months following the month of the infraction, unless excused by the Directors in writing.
 - b. Notwithstanding the above, if this is the first infraction within a thirteen month period and the debt is paid within 10 days of receiving the notice, the member may continue to pay housing changes by their preferred method.
 - c. More than one infraction within a thirteen month period will require the member to pay by bank draft or money order as outlined in 3.3 (a).
- 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 and in compliance with the rules.

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. All arrears must be repaid within a three-month term.
- 5.6. The Management Company must inform the full Board of Directors of any Director in arrears or on a payment plan. (See Rule 17.5 [e])

- 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, this shall constitute cause for termination of membership under the rules.

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.

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 or on a payment plan
4. Monitoring system for arrears payment
5. Demand for payment notice
6. Arrears payment agreement
7. Notices and termination notification as defined in the Rules

SECTION 4

POLICIES, PROCEDURES AND GUIDELINES



POLICIES & PROCEDURES – General information

Any member, committee or task force may propose policies or amendments to policy to the Board of Directors for review and approval for recommend to members.

Directors must ensure that the proposal complies with legislation and is reasonably required for co-op operations. They may approve, reject or refer the proposal back to the source for additional work.

Policies or amendment(s) takes effect once approved by an Ordinary Resolution of members at a general meeting. (Rule 17.3)

Procedural changes as required for operations may be made by the Board. Membership vote is not required.

POLICY: BOARD OF DIRECTORS APPRECIATION EVENT

Approved: February 6, 1991

PURPOSE OF THE POLICY:

To thank the Directors for their service to the co-operative

POLICY:

1. The co-op commits to providing an annual Board of Directors appreciation night to thank the directors for their past years' service.
2. The event may be scheduled before the annual general meeting at a time suitable to the directors.
3. Each Director and an accompanying spouse or guest is invited to appreciation event at the Co-op's expense.
4. The costs for this event will be budgeted each year and the Directors may take advantage of this if they so wish.



PROCEDURE – CONTRACTING:

Preamble:

Only the Board of Directors can legally enter into contracts on behalf of the Co-operative.

Advisory committees or Management may make recommendations on contract awards to the Board of Directors. Directors and any party acting on behalf of the Board must be seen to act justly with no apparent or actual conflict of interest.

Each contract must clearly define the services to be provided, and specify completion dates, and method of payment. Amendments to a contract must be in writing and initialled by the original signing parties.

- a) There must be a recognized need for the work;
- b) The work should be clearly defined;
- e) Existing contracts can be renewed at the discretion of the Board.

PROCEDURE:

- 1. New contracts over \$10,000 will be advertised to ensure a reasonable number of qualified contractors can submit tenders or proposals.
- 2. When a project or service can be thoroughly detailed, the proper procedure is to request tenders.
- 3. Invitations to tender must include the following statement:
“the lowest or any tender will not necessarily be accepted”.
- 4. When a project or service cannot be set out in detail without further information, the Co-operative may request proposals from contractors.
- 5. All contracts must be in writing and approved by the Board of Directors (except in emergency maintenance situations).
- 6. The identity of the successful tender and the total cost of the successful bid must be available to all members of the Co-operative.
- 7. Submitters of unaccepted tenders will be notified promptly in writing after a tender is accepted for the contract.

EVALUATION CRITERIA

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 (References available);
- iii) Contractor has current licenses as required & carries liability insurance.

B. Costs

- i) Reasonable for the proposed work

C. Business Practices & Contractor Reliability

- i) Willing to sign written contract and accept lien holdback
- ii) Safety and supervision of employees;
- iii) Willing to state completion dates and accept penalties for late completion where appropriate

CO-OP RESPONSIBILITIES

Details of negotiation with a potential contractor or contractors should be kept confidential as necessary until after contracts are finalized.

Oversight of the contract must ensure compliance with contract terms and that the work is completed satisfactorily.

Evaluation of the contract should include statements regarding:

- a) cost;
- b) quality of work;
- c) completion time;
- d) recommendations for future use of contractor

STEP BY STEP GUIDELINE

1. The nature of service or of goods to be contracted for is defined.
2. Clearly written description of service or goods for purposes of inviting tenders or proposals is prepared.
3. Written tenders or proposals above the set limit are advertised. Whenever possible three tenders should be obtained.
4. All tenders or proposals are opened at the same time.
5. The relative merits of each tender are considered.
6. Comparisons of tenders or proposals are evaluated.
7. If none of the tenders or proposals are adequate or affordable, no tender should be selected.
8. When no tender or proposal is selected, all submitters are to be informed.
9. When no tenders are accepted, but there is a decision to proceed with the project, all submitters of tenders or proposals can be invited to resubmit modified tenders or proposals.
10. When a tender or proposal is accepted, all unsuccessful submitters will promptly be informed.

Note: Services from vendors enrolled in the CHF BC Commercial Services have already met the tendering process in selecting the vendor.

POLICY– DISHWASHER INSTALLATION

Approved July 12, 2012

Review date: 2019

Purpose of the policy:

To avoid damage to co-op property by ensuring that dishwashers are properly installed

POLICY:

Member Dishwasher

1. The co-op is not responsible for purchase, installation or upkeep of a member's dishwasher
2. The dishwasher must be installed by a qualified tradesperson or equivalent.
3. The member is responsible for any damage to co-op property due to dishwasher malfunction or water leakage.

***** **END OF POLICY** *****

Note: Dishwashers provided under the unit gift program were removed from units during the kitchen renovation unless specifically requested by the member that it be re-installed. Any dishwashers retained at a member's request are now entirely that member's responsibility and subject to the above policy.



POLICY– FLOORING

Approved and in effect: May 8, 2014

Review date: 2019

See also Occupancy Agreement Rule 9 – Alteration to Property

PURPOSE OF THE POLICY:

To regulate the installation and quality of flooring in units

POLICY:

1. The co-op flooring standard is:
 - 48 oz nylon BCF (bulk continuous filament) stain guard, durable, hard-wear category carpet in the living room, bedrooms, stairs and hallways
 - Sheet vinyl in the entrance, kitchen, bathroom, storage room and if desired in the dining area of lower units
 - Ceramic tile where feasible (e.g. entrance or ground level kitchen)
2. Hard-surface flooring¹ may be installed subject to the provisions of this policy.
3. Lower units may install hard flooring on all floors except as noted in 4 below.
4. Three-bedroom units designated as 3B² type units* may install hard-surface flooring on the lower floor and in the entrance area only. The configuration of these units allows undesirable sound transfer from the upper floor to the adjoining 3C type unit².
* The following are 3B type units: 2, 21, 24, 43, 46, 65, 68, and 87
5. Members have the choice of carpet or can upgrade³ to a hard-surface flooring as described in this policy when their flooring is being replaced.
6. A member wishing to install their own flooring³ must complete and submit a renovation request outlining where the flooring will be installed and the specifications of the materials to be used and must obtain permission from the Board of Directors prior to commencing the installation
7. For members installing their own flooring, all provisions in the rules governing alteration to property apply and once installed, the new flooring must pass inspection by the co-op including, if necessary, acoustic testing for noise transfer to adjacent units.
8. Excessive noise transfer confirmed by acoustic testing will result in the hard-surface flooring being removed and replaced with the co-op standard flooring. If the flooring was installed by the co-op all associated removal costs will be borne by the co-op. If installed by the member, all associated removal cost will be borne by the member.
9. Requirements for hard-surface flooring:
 - 1) The preferred product is vinyl plank flooring which is waterproof and can be installed in all areas except on the stairs.
Vinyl plank flooring is not permitted on stairs.

- 2) Laminate flooring is susceptible to water damage and therefore, may be installed in all areas except the kitchen, bathroom and laundry area. The required thickness for laminate flooring is 12 mm or better. Laminate flooring is permitted on stairs in lower units but not in upper units due to sound travel.
 - 3) When installing laminate flooring, a moisture barrier must be laid between the laminate and the concrete slab on the ground level. An acoustic underlay with a decibel rating of 72 db or better is required to be installed above the plywood subfloor on all levels above the ground floor. The flooring must be floated (not glued) above the underlay.
10. If hard surface-flooring is installed, to further minimize sound transmission between units members are advised to :
- consider where on the floor they place audio equipment
 - install felt on the bottom of moveable furniture to reduce the associated scraping noise when moving furniture around
 - be considerate when wearing high heels
11. This policy is not intended to exclude other types of flooring. Members can submit requests to use other types of flooring to the Board of Directors for consideration.
12. Members making a request for installation of their own flooring are advised to keep on file all correspondence pertaining to the request.

Notes:

¹Hard-surface flooring refers to any resilient flooring that does not readily absorb sound. Examples are laminate and vinyl plank.

²The 3B units have one bedroom that sits directly above the bedroom on the lower floor of the adjoining 3C units.

³The member is responsible for all costs if the flooring is not scheduled to be replaced and all costs above standard if the flooring is being replaced.

Required to carry out this policy:

- Board approval of a renovation request from member
- Where non-standard flooring is being installed, specifications of the material to be used and details of the area to be covered
- Signed acceptance of the terms for upgrade/alternate items
- Reference to appropriate policy and rules

POLICY – INVESTMENT

Approved and in effect: October 4, 2018

Replaces policy dated: April 22, 2009

PURPOSE OF THE POLICY:

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

- Setting out the principles to be followed in investing the co-op's funds
- Setting out the procedure for investing and withdrawing the co-op's funds
- Setting out the requirements for oversight of the accounts and reporting to 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:

1. Pine Ridge Housing Co-operative will retain the services of professional investment managers at arm's length from the co-op who will make investment decisions in accordance with the Co-operative's objectives and investment parameters and at the discretion of the portfolio manager(s).
2. Preservation of principal is of the highest importance, followed by rate of return.
3. Funds available for investment are: Member Shares, Replacement Reserve and Subsidy surplus.
4. Funds required for operating expenses are to be placed in liquid, easily accessible investments. This may include a portion of the Replacement Reserve Funds retained for easy accessibility as determined by the Board of Directors.
5. The Board of Directors has the sole authority to authorize withdrawals or transfers from any of the investment accounts. The Investment Companies are entitled to act on instructions from the Board of Directors.
6. Requests for changes, withdrawals or transfers must be:
 - i) approved by the Board of Directors
 - ii) documented in Board Minutes
 - iii) communicated to the investment company in writing and signed by two signing officers of the Board of Directors
7. Withdrawals from the accounts must be transferred directly to the bank account of Pine Ridge Housing Co-operative. Any payment by means other than direct bank

transfer must be made payable to Pine Ridge Housing Co-operative, not to any individual or company.

8. The Board of Directors will regularly review the statements and provide quarterly reports on the funds' performance to the members.

***** END OF POLICY*****

INVESTMENT GUIDELINES: Approved and in effect: July 12, 2018

OVERVIEW:

- Pine Ridge Housing Co-operative is a nonprofit association governed by the Co-operative Association Act of British Columbia. Our mission is to provide well-managed, safe, affordable and appropriate housing for a community of engaged members.
- Pine Ridge Housing Co-operative's investments are divided into three portfolios for (1) Member Share investment account, (2) Replacement Reserve investment account (3) Subsidy Surplus investment account.
- Pine Ridge Housing Co-operative has long-term investing objectives and strategies under the services of a professional investment manager. The objective is to grow the funds and to preserve capital.
- Pine Ridge Housing Co-operative objectives are preservation of capital, growth of funds, and moderate liquidity.
- The Finance Committee assists the Board of Directors of Pine Ridge Housing Co-operative in fulfilling its oversight responsibilities through monitoring and reviewing the investments.

1. OBJECTIVE:

The Investment Manager will determine the appropriate asset mix strategy, individual security selection and investment implementation in accordance with the Co-operative's objectives and investment parameters and considering the following:

- i) The primary objectives of the funds are:
 - i. Safety of principal
 - ii. Provision of secure and assured income
 - iii. Growth of the funds
- ii) The long term growth of the funds and their ability to generate the needed level of stable income are considered to be of greater importance than short term market gains

2. ELIGIBLE INVESTMENTS AND ASSET MIX

The following guidelines are designed to assist in asset mix and security selection decisions that meet the Co-operative’s objectives of investing the funds in a diversified list of good quality securities

A. Odlum Brown Ltd.

The investment manager is to be guided by the following ranges (at market value) for the portfolio:

- i) Cash – A cash balance shall not exceed 5% in the investment account unless requested by the Co-operative.
- ii) Fixed Income – The accounts shall maintain a fixed income allocation between 40% - 60% of the consolidated account value. All fixed income investments must be considered “Investment Grade”. No fixed income position shall exceed 10% of the consolidated account value.
- iii) Equities – The accounts shall maintain an equity allocation between 40% - 60% of the consolidated account value. All equity investments should be listed on the Toronto Stock Exchange or other major stock exchanges. No equity position shall exceed 10% of the consolidated account value.

B. Social Housing Investment Funds

Investments in the Social Housing Investment Funds may be divided between the mutual funds offered as determined by the Board of Directors of Pine Ridge Housing Co-operative.

3. OVERSIGHT AND REPORTING:

- i) Under the authority of the Board of Directors, The Finance Committee may act as an investment review committee to monitor the accounts, provide reports on the portfolio’s performance, and make recommendations to the Board of Directors.
- ii) The co-operative will invite the portfolio manager to give a presentation on the accounts performance to the Co-operative’s members at the Annual General meeting. The Co-operative may also invite the Portfolio Manager to a Finance Committee meeting to discuss the accounts and provide education on financial matters.



POLICY– LEAVE OF ABSENCE

Approved April 22, 2009

Review date: 2019

PURPOSE OF THE POLICY:

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

PREAMBLE:

Rule 13.02 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
- Turn heating to low
- Leave the Co-op contact information so that they can be reached in an emergency

POLICY – LOCKS AND KEYS

Approved: Feb 18, 1993; (Reorganized for clarity & updated to include information on the office electronic lock **November 2018.**)

PURPOSE OF THE POLICY

1. To control the process of issuing keys, and;
2. To ensure accessibility to all units in the event of an emergency or other legitimate reasons

This policy is to be viewed and interpreted in conjunction with the Occupancy Agreement Rule 22: Right to Enter

POLICY:

1. LOCKS:

1. All unit locks must be keyed to the master key.
2. A member must receive written permission from the Board of Directors to install additional security locks or devices.
3. Unit door locks will be re-keyed or changed when a unit becomes vacant.

2. KEYS:

Unit and laundry keys

1. The member will be provided with two keys to their unit and on request, one laundry room key.
2. Additional unit keys are at the member's expense.

Other keys/access:

1. **Community hall and committee closet key:** Committee chairs, Directors and Management
2. **Office electronic lock (code):** Directors, Management and Janitor. A separate code is issued for each party and changed as appropriate.
3. **Records room:** Directors & Management
4. **Master key:** Management and individuals specifically designated by the Board of Directors. The key must be kept secured and used for only for Co-op business (such as access for maintenance) and emergency access. Being in possession of a master key without proper authorization is grounds for termination of and/or legal action. Loss of this key **MUST** be immediately reported to the Board of Directors.

3. SIGN-OFF/TRANSFER:

1. All keys must be returned on leaving the co-op.
2. Each key recipient must sign for the keys they are issued and are responsible for them until released from their obligation by returning them. Keys to common areas must not be loaned or transferred to anyone else.
3. Transfer of keys must be done through the management coordinator.
4. Loss of any key other than a unit key must immediately be reported to the Board of Directors. The member may be charged for the cost to re-key re-issue new keys for the affected lock(s).



POLICIES – MAINTENANCE

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

Policy date: *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 co-op will not replace a discarded unit improvement.
4. Unit improvements may not be discarded or disposed of without specific written approval by the Board.

NOTE:

During the 2014-2016 refurbishments, most if not all of the appliances that were installed as unit gift items (e.g. washers, dryers and dishwashers) were removed and discarded. The policy still applies to other remaining items (e.g. wire closet organizers, overhead fans etc. that are still in use.

2. POLICY– UNIT PAINTING

Approved: February 8, 2017 Effective: March 28, 2018;

Clause 5 amended: October 4, 2018

Replaces policy dated September 30, 1998

Review date: **2021**

Rationale:

Painting costs, as with every other service provided by the co-operative, are shared by all households as they are part of the annual budget and paid for from housing charges. Standards are in place to ensure equitable treatment of all units.

While members are given some freedom to personalize their living space, these personal choices in painting (or anything else) should not be at the expense of everyone else.

This policy is an attempt to create a reasonable sharing of costs between the collective membership and the individual member with regard to painting.

A. MEMBER REQUESTED PAINTING:

Purpose of the Policy:

To ensure a professional paint job and ongoing maintenance of the units
To specify when the co-op will paint units and clarify cost sharing with members

POLICY:

1. Subject to the co-operative's financial priorities, an allocation for painting will be made in the co-operative's annual budget.
2. A standard unit paint job consists of the application of up to two coats of paint to all walls and trim (i.e. baseboards, windowsills etc.) and ceiling painting if required.
3. Members may request unit painting in line with this policy and as provided for in the annual budget.
4. The co-op will not paint a unit sooner than six years since the date of the previous painting except in the case of a move-out. The directors may vary this as necessary at their discretion.
5. Following the completion of six years since the previous full unit painting or equivalent, the co-op will approve a member's request for interior unit painting, subject to the availability of funds, to the co-op's annual budget for unit painting, and to any relevant building maintenance considerations.

If funds are not available in the current year, the request will go into the queue for the following year.
Move-out painting always takes priority.
6. The Member may request that the co-op paint in a non-standard colour of their choice. If this is done, the member is also accepting that the unit will be re-painted in standard colours at move-out and any additional expense incurred to return the unit to a standard colour will be at the member's expense.
7. Ceilings may be painted after six years at the discretion of the co-operative.
8. The co-operative has sole discretion in selecting the painting contractor and the type and quality of paint. The co-operative will determine the standards for materials and workmanship and calculate the sharing of expenses if any.

Co-op standard decorator paint colours:

1. The co-operative has established several standard decorator paint colours to co-ordinate with unit refurbishments commenced in 2014. Once a unit has been painted with one of the decorator colours, that colour becomes the standard paint for that unit.
2. A unit painted in a standard decorator colour will be repainted in the same colour at the time of scheduled painting or repainting

See attached schedule of standard paint colours

3. Members in units that were not repainted in the 2014 refurbishment project who wish to switch to one of the decorator colours may request a change. Re-painting in less than six years will result in a prorated charge back to the member. Other expenses related to the re-paint as described in "Sharing of Painting Expenses" will also apply.

Sharing of Painting Expenses:

4. Painting costs will be prorated over six years (72 months) in one month increments. Proration will start from the time the unit was last painted and costs to the member for a standard paint job will reduce to zero after 6 years.
5. Re-painting a unit in less than six years since the last time the unit was painted will result in a prorated charge back to the member.
6. All other expenses related to the work, including but not limited to additional coats of paint, costs of wall repair, reconstruction, removal of wallpaper or trim or texture, specialized paint jobs, special preparation of ceiling or walls because of cigarette, smoke, cooking or other odors or repairs for damage beyond normal wear and tear etc., shall be paid for by the member.

The definition of normal wear and tear will be determined by the Co-operative.

Partial Painting:

7. Members may request partial painting in their unit at any time.
8. Partial painting requires written approval from the Directors.
9. Up to 2 rooms and a hallway or stairwell will increase the proration period by 36 months. More than this will be considered a full paint job and the proration period will be re-set to 72 months.
10. Members requesting partial painting may wish to pay the cost themselves to avoid extending the proration period.

Member Painting:

11. While in residence, members may paint or decorate their units at any time in any colour at their own expense and in accordance with applicable rules and policies.
12. The Co-operative will not reimburse any portion of the member's expense for labour or materials.
13. The unit will be returned to standard colours on move-out as per the Move-out Painting policy.

Non-Standard Paint Job or Colours

14. A member moving into a unit who accepts non-standard paint colours or specialized paint jobs from a departing member, also accepts the responsibility and cost of returning the unit walls to standard when they move out.

B. MOVE-OUT PAINTING:

Purpose of the Policy:

To ensure that vacated units are at co-op standard prior to move-in
To clarify cost sharing with the vacating member

1. As per the co-op's Rules, vacating members are responsible for returning the unit to co-op standard at the time of move-out. This policy refers to members moving out of the co-op or transferring to another unit.
2. The co-op will arrange for the unit to be painted on move-out except as noted below.
3. A unit that has been recently painted where the paint is a standard colour and still in good condition may be exempted from re-painting at move-out at the discretion of the Board of Directors.
4. A standard unit paint job consists of the application of up to two coats of paint to all walls and trim and ceiling painting as warranted.
5. The co-op requires the unit to be painted to a professional standard.
6. 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 of expenses if any.
7. Members are strongly advised to leave all move-out patching and painting to the co-op unless the member possesses the skill and knowledge to provide professional quality work.

Cost Sharing with the departing member:

8. The cost of repainting the unit will be prorated over 6 years (72 months) in one month increments starting with the month in which the unit was last painted. The departing member shall cover the prorated portion of the painting if any.
9. The departing member will also cover the full cost for any additional work required to return the unit to standard, including but not limited to, additional coats of paint, costs of wall repair, reconstruction, removal of wallpaper or trim or texture, specialized paint jobs, special preparation of ceiling or walls because of cigarette smoke, cooking or other odors or repairs for damage beyond normal wear and tear.

The definition of normal wear and tear will be determined by the Co-operative.

Members moving in who accept non-standard painting:

10. A member who accepts non-standard unit paint from an outgoing member is also accepting full responsibility for returning the unit to standard on their move-out as per policy.

----- END OF POLICIES -----

Refer to the following page for a schedule of standard paint colours and examples of cost sharing calculations



Schedule of standard paint colours as of August 2014 (Benjamin Moore or equivalent):

- OC130 Cloud white (equivalent – CLW C2L2)
- HC-170 Stoningham Gray (gray colour)
- CC-396 Stone Castle (dark beige)
- CC-458 Mocha Creme (light beige)
- Walls: Hi-hide satin/eggshell (terms are interchangeable depending on supplier), washable grade paint.
- Ceilings: flat white ceiling paint (no colour added), except bathroom and kitchen ceilings, which are to be painted in white kitchen and bath grade paint.
- Kitchen and bath grade wall paint will be used in kitchen and bathrooms.
- The colour codes for previous standard colours continue to be recognized as standards
 - General paint C-8, L-5 , I-1 Hi hide eggshell (bone white)
 - General Paint CLW 1037W stone plain (white)

Examples to show how cost sharing is calculated:

NOTE: The dollar amounts used in the examples below are fictional and intended only to demonstrate the calculations. Calculations will be based on actual costs at the time.

1. Unit was last painted 60 months (five years) ago
Walls are a standard colour and require repainting

Cost of repainting is \$2,600.00 (incl tax)
Co-op covers 60/72 of the cost = \$2,167.00
Member pays 12/72 of the cost. Total cost to member = \$ 433.00
2. Unit was last painted 34 months (2 years & 10 months) ago
One wall was painted in a custom colour that required a third coat of paint
Some of the walls have been damaged by the member

Cost of standard repainting is \$2,600.00 (incl tax)
Third coat of paint is \$100
Repair of damage to walls is \$600.00

Co-op covers 34/72 of the painting cost = \$1,228.00
Member pays 38/72 of the painting cost = \$ 1,372.00
Member also pays for damage to walls @ \$600 & third coat of paint @ \$100.00
Total cost to member = \$2,072.00
3. Member has lived in the unit for 84 months since last painting
Walls are a standard colour and require repainting
Walls are in good condition – no damage beyond normal wear and tear
Cost of standard repainting is \$2,600.00 (incl tax)
Co-op pays: \$2,600.00. Total cost to member= \$0

POLICY– UNIT RENOVATIONS – ALTERATION TO PROPERTY

Policy Approved: July 21, 2011

Replaces policy dated January 21, 1998

Review date: pending

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.

This policy is to be viewed and interpreted in conjunction with the Occupancy Agreement Rule 9: Alteration to Property and Rule 10.06: Repairs on leaving.

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 change. All renovations are subject to the Co-operative's approval both before the work commences and after completion.
2. When a renovation request is received, the Board of Directors may:
 - a) Refer the request to the appropriate committee for a recommendation
 - b) Rule on the request directly.
3. If the request is referred to the committee for a recommendation, the report is due by the next regularly scheduled Board of Directors meeting or other date as set by the Board of Directors.
4. 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 affected?
 - 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?
5. 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.
6. An unapproved renovation is a violation of the Occupancy Agreement. Any renovation that does not have the written approval of the Board of Directors both

on commencement and completion is subject to the terms of the Occupancy Agreement. Members with unapproved renovations assume all liability for possible costs and damages incurred by the Co-operative as a result of the renovations unless the Board approves the renovation in writing.

7. 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.
8. The member making the renovation request shall not be reimbursed by the Co-operative for any related costs incurred by the member.
9. 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.
10. 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.
11. 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 if requested to do so. 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.

No items will be affixed to, penetrate or compromise the building envelope.

12. Renovations may become a part of the unit. To ensure an appropriate standard, permission 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.
13. 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 and the Rules.

14. 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 at the member's expense as per the Rules.
-

The following minor additions and installations are allowed without prior approval. However, all changes remain subject to the provisions of the Renovations Policy and members may be responsible for any repair or repainting resulting from installation or removal of minor alterations or improvements as required by the co-op.

- 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 $\frac{3}{4}$ 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.

Installation of screen doors that are visible from outside must be of the approved type. These doors are approved only for upper units. The member is solely responsible for its upkeep and repair. The co-op may remove the door if it falls into disrepair or becomes an eyesore.

[Note: The screen doors being referred to are those purchased by the members in residence at the time and installed on the front door of some upper units.]



3. POLICY– UNIT MAINTENANCE

Policy approved: March 10, 2017

Replaces policy dated July 21, 2011

Review date: 2020

PREAMBLE:

Pine Ridge members are shareholders of the Co-operative with rights of residency subject to the Co-operative Association Act and our Rules. We are in effect, owners in common, not tenants. As a member/owner you are responsible for keeping the parts of your unit that are listed as member's responsibility in good repair and you are expected to facilitate any inspections, repairs or maintenance work that is needed.

If you are unable to perform the required maintenance, contact the Board of Directors.

PURPOSE OF THE POLICY:

- To identify the requirements needed to maintain the co-op's buildings inside and out
- To ensure the co-op is effectively maintaining the buildings and its units equivalent to the "best standard" of private rental accommodation

POLICY:

1. General Repairs:

1. The member must notify the Maintenance Company of any unit maintenance problems or structural damage to the member's unit.
2. The co-op will repair and/or replace all items that are co-op responsibility. Repairs will be prioritized by urgency and will be done in all units fairly and impartially.
3. The member will repair and/or replace all items that are member responsibility. If the member does not do so the co-op will make the repair and/or replacement and charge back any costs to the member (Occupancy Agreement Rule 10.04).
4. The member is liable for any damage not considered to be normal wear and tear. This includes damage resulting from accident, malicious destruction, negligence, and improper or unauthorized alterations. Members may also be held liable for repair costs resulting from delayed damage reporting. The member's liability extends to all household residents and guests.

2. Work order response:

1. The Maintenance Company will receive work orders. Work orders will be completed in an equal, reasonable and timely fashion.
2. The Maintenance Company will keep an electronic tracking system for all work orders and unit maintenance histories for each unit. The Maintenance Company is responsible for keeping all records and protecting them against destruction or loss.

3. Annual Inspections:

All units and common areas, building systems and building exteriors are to be professionally inspected each year (or at least every two years) to identify any items in need of repair or replacement. All repairs or replacements are then assigned work orders and completed based on the priority of urgency.

4. Annual and Preventive Maintenance

The co-op will conduct routine annual and preventive maintenance as set out in the annual maintenance calendar.

Procedures needed to carry out this policy

1. Emergency Response Procedure
2. Work Order Coordination Procedure
3. Annual Inspection Form
4. Annual Calendar – Routine and Preventive Maintenance



DIVISION OF RESPONSIBILITIES BETWEEN MEMBERS AND THE CO-OPERATIVE

The member responsibilities listed below are the minimum required from members to assist in maintaining our homes. Members also have a duty to **promptly** report maintenance issues in their unit that are a co-op responsibility to the co-ordinator. Please do your part to keep Pine Ridge a place we can all be proud to live at.

The following list covers most situations, but it is not exhaustive. Also, co-op policies and practices may change.

Reminder: Members are fully responsible and liable for any damage they cause to co-op property. The Occupancy Agreement imposes specific legal obligations which must be observed. Refer to the Occupancy Agreement, Rule 10: “Interior Maintenance and Repair of Unit” especially Rule 10.04.

MAINTENANCE ITEM	RESPONSIBILITY	
GENERAL	MEMBER	CO-OP
1. Cleaning	Entire unit interior Patio/deck	Inaccessible exterior windows; balance of property
2. Wear and tear and Ageing	Excessive wear and tear or abuse	Normal wear and tear Replacement of items that are a co-op responsibility when no longer reasonably functional
3. Damage	All damages resulting from any action, accident, or negligence of members, their family, guests or pets	All damages resulting from a structural or maintenance issue that is a co-op responsibility

MAINTENANCE ITEM	RESPONSIBILITY	
4. Mildew and humidity control	Mildew (and related damages) that are not a co-op responsibility. Proper ventilation and regular cleaning is member responsibility	Mildew (and related damages) where excessive moisture can be linked to a structural or maintenance deficiency that is a Co-op responsibility
5. Water damage	Repairs due to overflow, open windows, member owned equipment malfunction or other member accident or negligence.	Repairs due to the failure of a component that is a co-op responsibility
6. Property replacement	Pro-rated costs of replacement if required earlier than scheduled due to member accident, negligence or abuse	As per capital plan and replacement schedule
7. Rodent Ingress	Member to report immediately	Co-op to deal with infestations
APPLIANCES	MEMBER	CO-OP
8. Fridge, stove:	Cleaning and care. Replace bulbs as required	Operation and maintenance
9. Exhaust fans: stove/ bathroom:	Keep intake screens clean. Replace range hood filters.	Operation and maintenance
10. Hot water tank:	Cleaning and care of tank & tray. Member to report failure	Operation and maintenance
11. Washer/dryer Dryer vent	Malfunction or improper installation Use metal venting to connect dryer to external vent.	None Clean exterior dryer vent annually as per schedule
12. Dishwasher	Malfunction. Ensure professional installation	None
ELECTRICAL:	MEMBER	CO-OP
13. Co-op owned smoke detector	Ensure that detector is never disconnected.	Inspection and operation. Repair or replace as necessary
14. Ground fault circuit interrupter	Test regularly. Keep clear of obstructions	Repair or replace as necessary
15. Thermostats, baseboard heaters, humidity sensor	Cleaning and care.	Operation and maintenance; Replacement as necessary
16. Lighting fixtures and	Cleaning and care.	

PINE RIDGE HOUSING CO-OPERATIVE MEMBER HANDBOOK

MAINTENANCE ITEM	RESPONSIBILITY	
Bulbs:	Replacement of bulbs controlled by switches inside the unit. Not to exceed fixture ratings.	Fixture operation
17. Switches, outlets, Breakers:	Cover plates Not to overload circuits	Inspection and operation
18. Doorbell	Doorbell button	doorbell chimes and wiring
PLUMBING:	MEMBER	CO-OP
19. Shut off valves	Know location of shut-off valves	Operation, drips and leaks
20. Water supply	Report leaks immediately and minimize damage	Operation, drips and leaks
21. Faucets & shower heads	Cleaning and care. Report problems promptly	Operation, drips and leaks
22. Sinks (Kitchen & bathroom) bathtub	Cleaning and care of enamel and finishes Splash or flow damage Keep free from blockage Replace drain stoppers	Caulking and seals, drips and leaks
23. Tub surround	Cleaning and care. Report damage. Control of mold growth	Grout and caulking. Repair or replace as required
24. Toilet	Blockage. Maintain toilet seat & replace if damaged or broken.	Parts (excluding seats) and operation
25. Exterior taps	Turn on/off as per schedule	Operation and leaks
26. Drains	Keep free of blockage. Keep floor drain trap filled with water. Report backflow immediately	Operation and maintenance Leaks and seals
FURNISHINGS/OTHER	MEMBER	CO-OP
27. Cabinets and countertops	Care of hinges and handles. Stains, burns, cuts, cracks, chips etc.	Replacement per capital plan
28. Doors (Interior and exterior)	Care of door & door knobs. Not to interfere with or disable door closer	Weather stripping, hinges, Door and door closer operation.
29. Locks and keys	Worn keys	Repair/replacement of locks
30. flooring	Cleaning and care; Stains, burns & cuts; professional	Replacement as per capital

MAINTENANCE ITEM	RESPONSIBILITY	
	carpet cleaning once/year is recommended	plan
31. Windows	Cleaning interior panes, tracks, exterior accessible windows & keeping trough drain holes clear.	Cleaning exterior panes; replace/repair as necessary
32. Window coverings	Member responsibility	Co-op does not provide
33. Window screens	Cleaning & care; screen clips	Repair/replace as required
34. Walls & ceiling	Holes, dents, scratches, scuffs, smoking damage	Painting as per policy
EXTERIOR	MEMBER	CO-OP
35. ROOF this includes the deck membrane which is part of the roofing system.	Report damage or leaks immediately! Avoid puncturing the deck membrane Do not attach anything to the flashing or place anything on the roof. Keep both people and pets off the roof	Repairs as required Replacement as per capital plan
36. Deck (upper units (NOTE: Charcoal BBQ's and Hibachis are not permitted on decks))	Keep clean, free of debris and keep the drain clear. Place plants on a stand.	Deck board maintenance as required
37. Exterior siding	Keep free of vegetation BBQ at least 12" away from the siding.	Repair/ re-paint as required
38. Patio (lower units)	Cleaning and care	Maintenance as required Power washing as necessary
39. Carport	Cleaning and care Protect surface from oil leaks Report damage	Repaint according to schedule (See also carport policy)
40. Carport storage	All add-on storage units Also refer to carport policy	Exterior storage rooms that are a part of the original construction (2B type units)
41. Parking stall	Cleaning and care Protect surface from oil leaks Report damage	Repaint markings and resurface as required
42. Backyard garden	Maintain in an orderly and attractive state (watering, fertilizing and weeding).	Cut grass as scheduled

MAINTENANCE ITEM	RESPONSIBILITY	
	Plant only vegetation appropriate to the area. Grade soil well below siding. Ensure access for mowing.	
43. Front garden	Maintain in an orderly and attractive state (watering, fertilizing and weeding) Plant only vegetation appropriate to the area. Grade soil well below siding.	Original planting
44. Roadways, sidewalks retaining walls fences, dividers	Report damage	Upkeep as required

MAINTENANCE TIPS



CARPET AND FLOOR CARE

- Vacuum regularly. Have carpets professionally steam cleaned annually.
- Wipe up spills immediately to avoid staining.



ELECTRICITY

- Ensure access to the electrical breaker box at all times.
- Before calling the emergency line, check the maintenance handbook for information on when to call the emergency line.
- Outlet not working or partial power loss? Check the breaker you may have overloaded the circuit.
- The co-op has “phased” electricity that can result in only some units or parts of units being without power.
In case of power outage or disruption, call B.C. Hydro first to check if the problem stems from them. (See emergency numbers)

NOTE: The maintenance company cannot assist if the problem stems from BC Hydro.



PLUMBING

- Familiarize yourself with the location of the main unit shut-off valves and those for outside taps. Ensure access to the valve at all times.
 - The bathroom and kitchen sink shut-off valves are located under the sink. The toilet shut-off valve is behind the toilet.
 - Outside taps under your control are to be drained and shut off during wintertime.

- Report leaks promptly. To avoid water damage, place a pan under the drip until you can shut off the valve.
- Avoid clogs in the drains by regularly cleaning them. A periodic treatment with a commercial product is recommended.
- Do not flush feminine products or other foreign objects down the toilet.
- Pour about 2 litres of water into the hot water tank floor drain periodically to keep it clear and the drain trap filled.



RANGES AND OVENS

- Clean regularly. Follow the instructions for using the oven self-clean feature, **DO NOT** use chemical oven cleaners on the interior self-clean oven finish. Cleaners will permanently damage the finish.



MOLD CONTROL

- Remove surface mold with diluted bleach or a commercial product for mildew. (Follow safety instructions on the product and protect the carpet from drips if the mould is in a carpeted area).

*** **Clean mold as soon as it appears** ***

- Always use the bathroom fan when bathing or showering. Fan efficiency is increased by vacuuming the grill regularly to remove dust build-up and opening the bathroom door (or window) slightly to allow air inflow into the room.
- Squeegee the tub surround after showering to reduce the amount of moisture being evaporated into the air.
- Always use the range fan when cooking. A lot of air moisture results from cooking.
- Ensure good air circulation within the unit. Open windows and doors as appropriate
- If condensation on windows is a problem:
 - Reduce the humidity in the unit
 - Open blinds and curtains to improve air circulation to the window
 - Clean the drain holes in the trough at the base of the window (a straightened paper clip works well)
- **DO NOT** place absorbent material on the window sill to absorb the moisture. This keeps the sill moist and promotes rotting of the sill and frame.



UPPER UNIT DECKS

- **Don't** put plants on the roof; **Don't** attach anything to the flashing
- Put plants on a stand, not directly on the deck boards.
- Clear the deck drains, especially in the fall before the rain arrives. (Lift the cut-out section to access the drain.)
- Barbecue at least 30cm (12") away from the wood siding.
For safety reasons, charcoal BBQ's and Hibachis are not permitted on the upper unit decks.



CARPORTS

- Follow the carport policy for items allowed to be stored in the carport.



Early Spring 2017

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:

Definition: 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:

Definition: 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:

Definition: 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 and co-operative principles.

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 handbook 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 handbook, etc.



2. INTERNAL MOVES

Approved: April 22, 2009

Replaces 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 Management Company.
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:
 - i. An applicant must reside at Pine Ridge for at least 12 months before the co-op will consider their request for an internal move
 - ii. An applicant who is not a Pine Ridge member must be approved for membership before being placed on the internal move list
 - iii. The applicant's household income and size must meet the co-op requirements and availability of subsidy
 - iv. The applicant's household must be in good financial standing with the co-op for the last 12 months
 - v. the applicant's present unit must be in good condition, as determined by an inspection
 - vi. 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
 - vii. 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
 - viii. 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.

Required to carry out this policy:

1. Internal move request forms and waiting list set-up for internal moves
2. A database or handbook 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, 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 override any other priorities.

Required to carry out this policy:

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

POLICY: DEPOSIT FROM POTENTIAL MEMBERS

Policy resolution: February 21, 1991

PURPOSE OF THE POLICY:

To clarify the process for receiving deposits from potential members who accept the offer of a unit in the Co-operative.

POLICY:

1. On accepting a unit, a potential member must submit a non-refundable deposit of \$500.00 by certified cheque or money order payable to Pine Ridge Housing Co-operative.
2. If the potential member moves in, the Co-op will apply the deposit toward the share purchase.
3. If the potential member does not move in, he or she forfeits the deposit.
4. The deposit must be paid within 24 hours of accepting the unit by a means other than cash. The Management Company will issue a receipt which will clearly state that the deposit is non-refundable

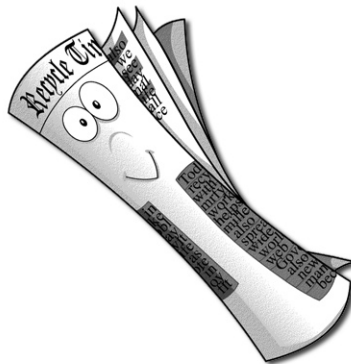
POLICY– NEWSLETTER

Approval as a policy pending

Approved Guidelines 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
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: NOISE

Approved House Rules on noise (date unknown)

PURPOSE OF THE POLICY:

To set the standard for an acceptable noise level that will ensure all members quiet enjoyment of their units. This Policy is in compliance with the Burnaby City by law #7332

POLICY:

Unit

Noise levels must not exceed:

1. 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. Must not be heard within surrounding units with their doors and windows closed.)
2. From 10:00 pm to 7:00 am — 45 decibels (i.e. conversational speech by a group of people. Must not be heard within surrounding units with doors and windows open.)

Common Ground

Noise levels must not exceed:

1. 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. Must not be audible within any unit with their doors and windows closed.)
2. From 10:00 pm to 7:00 am — 45 decibels (i.e. well-maintained vehicle; conversational speech by a small group of people. Must not be audible within surrounding units with doors and windows opened.)

Community Centre

From 10:00 pm to 7:00 am

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



POLICY– OVER/UNDER HOUSING – Under review 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 ensuring that the the economic viability of the Co-operative is maintained.

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

Approved: April 22, 2009

Review: pending

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).

POLICY– PEST CONTROL

Approved: January 12, 2012 and Updated in 2015

Review date: 2019

PURPOSE OF THE POLICY:

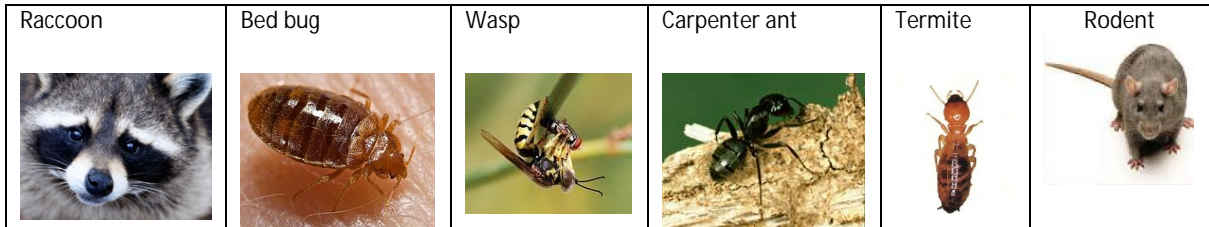
To clearly indicate which pests are considered the co-op's responsibility to eradicate.

PREAMBLE:

We live in a forested area and must share the environment with a myriad of other life forms. Pest control is a significant cost to the co-operative and many pests can be easily managed by members themselves. The co-op will now pay only for those pests that impact the building structure, or where eradication would be very expensive for the member.

POLICY:

1. The co-op will pay for treatment of the following:
 - 4 Carpenter ant infestation in the building (not any other type of ant)
 - 4 Termite infestation in the building
 - 4 Raccoons or rodent invader
 - 4 Bed bug infestation
 - 4 Removal of wasp nests on or close to the buildings



2. The member is responsible for controlling other pests (such as common ants, fleas and silverfish).
3. If the member requests assistance for pests other than those listed, the Maintenance Company will arrange for a pest control operative to be sent to the unit and the co-op will charge the cost of the treatment to the member.

Note: "Infestation" refers to a nest inside the unit, not to foraging insects. The co-op has obtained Health Canada leaflets on how to deal with common pests that might be encountered. Contact the Board of Directors for the appropriate leaflet or visit the Health Canada web site for the information.

POLICY– VEHICLES:

New Policy

Approved: July 10, 2014

This policy replaces all House Rules and policy resolutions pertaining to vehicles

PURPOSE OF THE POLICY:

To provide members, guests and visitors with regulations about vehicles on Co-op property and the use of Co-op parking stalls.

POLICY:

1. Parking:

1. Each unit is allocated one parking space for their exclusive use.
2. Unallocated spaces may be used by members with additional vehicles, guests and visitors on a first come first served basis. These parking spaces are all marked as “visitors” parking.
3. Parking is not permitted in areas other than carports or marked parking spaces. All roadways throughout the co-op are fire lanes and “access shall be maintained so as to be ready for use at all times by fire department vehicles” (BC Fire Code Section 2.5)
4. Parked vehicles must not impede or block sidewalks/walkways. Vehicles are permitted to park temporarily in front of a unit only when loading or unloading goods or supplies or picking up or dropping off passengers.
5. Guests and visitors must not park in a reserved parking space unless they have the permission of the member who has been allocated that particular parking space.
6. All vehicles parked on Co-op property must either be legally drivable or be insured for storage which includes comprehensive and liability insurance.
7. Motorized vehicles must be stored in compliance with the fire code.
8. Vehicles that are not in use must be parked in the member’s carport or reserved parking stall.
9. Recreational vehicles and boats must be parked in either the member’s carport, reserved parking space, or in a space designated by the Board of Directors.

2. Recreational Vehicle (RV) Storage:

The term RV may include but is not limited to the following: folding trailer, boat on trailer, camper, motor home, utility trailer, fifth-wheel.

1. The RV storage stalls are the level parking spaces labelled RV1 through 8, located on the south side of the driveway across from the community building.
2. These stalls are reserved for use of members who have an RV that cannot be stored in their reserved parking space.

3. Any member in residence may request the use of a stall. Assignment is subject to approval by the Board of Directors, is dependent on the description of the vehicle to be stored and upon availability of a non-assigned vacant stall.
4. Each member is assigned a particular stall for their use. The use of the stall is subject to the following conditions:
5. The RV must fit within the allocated space without overhanging sidewalk or garden
6. The RV owner must carry appropriate insurance (storage/liability).
7. The RV must be secured (i.e., wheel blocks, hitch lock)
8. The RV must be maintained so that it can be moved in the case of an emergency (i.e. the tires must be inflated)
9. The RV must not be used as a residence
10. The Member is responsible for keeping the assigned stall clean
11. The Member is responsible for having a vehicle capable of moving the trailer or having reasonable access to one
12. The Member must respect the privilege of being granted use of said stall and must not use it for long term storage of an unused item
13. The Board of Directors reserves the right to require a member to remove their RV from the RV stall

3. Idle Free Zone:

The co-operative is designated an “idle free zone”. Turn off the engine when the vehicle is not in motion.

4. Registration:

Residents must register their vehicle(s) with the Co-op.

5. Servicing:

Major vehicle servicing is not permitted on Co-op grounds. The Board of Directors will rule on whether or not the work being done is considered major.

6. Speed:

The speed limit on Co-op grounds is 10 km/h. Vehicles must not travel at more than 10 km/h while traveling within the Co-op.

7. Bicycles:

Bicycle riding is permitted on asphalt areas only. Riding is not permitted on sidewalks, paths or grassed areas.

Required to carry out this policy:

- Vehicle Registration
- Request for RV storage

COMMUNITY HALL RENTAL RULES AND REGULATIONS

Dated April 1987, Updated November 1999 Under review - 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 $\frac{3}{4}$ 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.



Breakfast Companion – summer 2018

APPENDICES & FORMS



**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

Application for Joint Membership

We, the persons named below residing in unit _____ hereby apply for joint membership in Pine Ridge Housing Co-operative.

Name: _____ Signature: _____

Date: _____

Name: _____ Signature: _____

Date: _____

Name: _____ Signature: _____

Date: _____

Name: _____ Signature: _____

Date: _____

We acknowledge and agree that the shares in the Co-operative having a nominal value of:

\$ _____

will be jointly held by all persons in this joint membership in accordance with Pine Ridge Housing Co-operative Rule 3 – Joint Membership.

We further acknowledge that in all matters to be decided by vote, as per Rule 16.1, joint members shall be entitled to one vote among them, to be cast by the person whose name appears first of two or more joint members on the Co-op's register of members, but if that first joint member does not do so, the joint member whose name next appears on the register is entitled to cast the vote, and so on.

Our signatures above denote acceptance of the terms of joint membership.

Witness:

Name: _____ Signature: _____

Date: _____

.

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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 N/A 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:

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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** 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.

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

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

.

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

Move-out Cleaning and Repair Checklist

Moving is costly for everyone involved. To minimize costs to yourself and the co-op, please follow the checklist which outlines the cleaning tasks you need to attend to before giving up possession of the unit. Improperly cleaned units will be professionally cleaned at your expense.

If you have any questions or concerns, please contact the maintenance Liaison

SPECIAL INSTRUCTIONS:	
Ö	Put a Ö in the box once you have completed the task.
	Leave all items listed below clean, free of marks, hair, food particles, dust, cobwebs, fingerprints and decals.

GENERAL– ALL AREAS: Clean/Wash	
	Woodwork and trim
	All non-carpeted flooring
	Vacuum all carpet. The co-op will arrange professional steam cleaning once all repairs, cleaning and painting is completed
	Interior doors and doorframes
	light fixtures and replace bulbs
	All walls. Remove nails and wallpaper
	Windows: glass, frames, sills and screens. Remove all window treatments (curtains, blinds, curtain rods etc.)
	All closet doors: frames, metal top and bottom pieces
	Re-install any doors that have been removed
	Baseboard heaters and all switch plates. Vacuum baseboard heater coils
	Co-op owned appliance: clean inside and out.

KITCHEN: Clean/Wash	
	Refrigerator: freezer, crispers, crisper top, shelves, handle, foot guard, interior, exterior, behind and underneath
	Stove: controls, handle, burners rings and trays, racks, drip pans, exterior panels and oven. [Most stove top lifts up for easy cleaning under the burners. Fuse panel cover also lifts for cleaning.] Self-clean oven: (2, 3, & 4 bedroom units): (1) Remove the racks, these have to be handbookly cleaned. (2) Activate the self-cleaning oven feature. When it ends and oven has cooled, wipe with a damp cloth. Do NOT use oven cleaner. Behind Stove: floor, walls, cabinets, countertop edges and tiles.
	Cupboards inside and out, under the sink, countertops, faucets, fixtures, sink, tile and grout.
	Exhaust fan hood and fan cover. Must be free of oil. [Most fan covers will wash in the dishwasher.]
	Dishwasher: cap the drain and water supply lines.

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

BATHROOM(S): Clean/Wash

<input type="checkbox"/>	Tub, toilets, sinks, and cupboards inside and out	<input type="checkbox"/>
<input type="checkbox"/>	Chrome fixtures throughout	<input type="checkbox"/>
<input type="checkbox"/>	Medicine cabinet inside and out	<input type="checkbox"/>
<input type="checkbox"/>	Shower surround walls, ceiling, tiles	<input type="checkbox"/>

DINING AREA/LIVING ROOM/BEDROOMS/CLOSETS/HALLS: Clean/Wash

<input type="checkbox"/>	Windowsills and window frames	<input type="checkbox"/>
<input type="checkbox"/>	Windows and screens	<input type="checkbox"/>

LAUNDRY ROOM/STORAGE ROOM: Clean/Wash

<input type="checkbox"/>	Walls and floors	<input type="checkbox"/>
<input type="checkbox"/>	Co-op owned washer/dryer: clean inside and out, behind and underneath	<input type="checkbox"/>
<input type="checkbox"/>	Remove all shelving	<input type="checkbox"/>

EXTERIOR: Clean/Wash

<input type="checkbox"/>	Dispose of all garbage and unwanted possessions	<input type="checkbox"/>
<input type="checkbox"/>	Wash and sweep patio and balcony	<input type="checkbox"/>
<input type="checkbox"/>	All windows, window frames and window screens cleaned and re-hung (where accessible)	<input type="checkbox"/>
<input type="checkbox"/>	Exterior door, door frame, and sweep walkway and carport	<input type="checkbox"/>
<input type="checkbox"/>	Remove nails, staples, plant hangers, Christmas lights and anchors	<input type="checkbox"/>
<input type="checkbox"/>	Remove hose, hose rack, planters, plant stands and any shelving	<input type="checkbox"/>
<input type="checkbox"/>	Weed all gardens	<input type="checkbox"/>
<input type="checkbox"/>	Light fixtures and replace bulbs	<input type="checkbox"/>

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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 no more than two (2) four legged pets

Office use:

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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 Occupancy Agreement Rule # 9 – Alteration to Property before completing this form.

Name: _____ Unit #: _____ Tel #: _____

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, the Rules governing alteration to property and my responsibility for repairs when the unit is vacated.

Signed: _____ Date: _____

Office use:

Date received: _____

Referred to _____ Committee for recommendation (date) _____

Recommendation received: _____

Renovation : **Approved** **ÿ** **Not approved** **ÿ**

Signed: _____ Date: _____
(For the Board of Directors)

Member notified in writing (date) _____ by _____

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

NOTIFICATION OF A CHANGE IN UNIT OCCUPANCY

Name of person reporting: _____

Unit # _____

This is an: Addition Reduction to the household

Person(s) incoming or to be deleted from 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: _____

Household in receipt of subsidy? Yes No

If yes, household income documentation received? Yes No n/a

If yes, documentation adequate and verified Yes No n/a

Signed: _____ Date: _____
(For the Board of Directors)

File original notification, inform member of changes to housing charge if any)

COHO: PURCHASING AND REPAIRS POLICY

Approved: July 21, 2011

DEFINITIONS:

Purchase: any commitment to buy goods or services, or have work done at the co-op's expense

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

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

POLICY:

Spending authorization for Coho:

1. COHO will only purchase goods or services on behalf of the co-operative for the following reasons:
 1. to complete a co-op work order
 2. to complete work identified on the annual maintenance calendar
 3. for emergency repairs

2. **Purchase of goods and services:**
 1. COHO will undertake to purchase goods or services on behalf of the co-op to ensure work that is identified through work order process, annual calendar or additional items requested by the board
 2. For non-emergency repairs, each purchase must not be greater than \$1000
 3. Board approval is required for any non-emergency repair purchase over \$1000
 4. Where purchase price is over \$10,000.00, three quotes will be presented to the Board.

3. **Emergency expenses:**
 1. COHO will respond to emergency calls and following the emergency procedure arrange for the purchase of goods or service to remedy the situation
 2. Emergency expenses over \$2000 are to be reported to the next Board meeting

4. **Payment:**
 1. When using the co-op credit accounts, COHO will approve invoices for goods and service and forward them to the co-op as quickly as possible
 2. The coordinator will ensure payment is made to the supplier by the date due
 3. When goods or services are purchased on COHO credit accounts, COHO will approve and pay invoices for completed work directly.
 4. The co-op will be invoiced for these purchases and any applicable processing costs. COHO will provide copies of invoices and the co-op will ensure payment to COHO in a reasonable time.

COHO – MOVE-IN & MOVE-OUT INSPECTIONS PROCEDURE

INTRODUCTION:

A unit must be restored quickly to acceptable condition before move in. This means painting the unit, possible flooring replacement cleaning the unit thoroughly and completing all repairs before the new member moves in. This often requires negotiating with both the outgoing and incoming member to ensure all is done before the move-in or within about 7 days after the move-in. Putting off maintenance or offering substandard units will be detrimental to the Co-op both short and long term.

PURPOSE OF PROCEDURE:

1. To ensure that maintenance items are identified and repaired or replaced once a member gives notice to move out and before a new member moves in.
2. Minimize vacancy loss through timely and well organized scheduling of repairs.
3. Bring each unit up to Co-op standard before a new member moves in.

PROCEDURE:

1. When a member's Move Out notice is received, the management will confirm the move-out date with the member and provide the member a move-out cleaning list.
2. COHO will arrange for a pre move-out Inspection to be done within 10 days of notice being given, to determine repairs or replacements that need to be done.
3. The coordinator/inspector will identify repairs or replacements as a Co-op or member responsibility as per Co-op Policy.
4. The Coordinator will give the departing member a list of member responsible repairs within 5 days after the inspection and will, at that time, inform the member of their move-out responsibilities (cleaning, removing installed fixtures, etc.)
5. The Coordinator will assign repairs that are the Co-op's responsibility to either the COHO maintenance technician or other trade companies as necessary.
6. Work orders generated from the Pre Move-Out Inspection will take priority in order to allow enough time to have the unit prepared by the member's move out date. During this time, COHO will try as much as possible not to inconvenience the member.
7. A follow-up inspection to the pre move-in Inspection will be completed by the Coordinator to make sure that all work orders created as a result of the Pre Move-Out Inspection have been addressed. This will take place at least 3 days prior to the new member moving in.

**PINE RIDGE HOUSING CO-OPERATIVE
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8. Final Move-Out Inspection is to be completed by the Coordinator once the member has moved out of the unit. This inspection will be conducted with the member. The COHO Coordinator and the member will walk through the unit to ensure the departing member has completed their responsibilities to co-op standards.
9. COHO will complete all remaining or new repairs that are the Co-op's responsibility.
10. Any remaining or new items that are member responsibility will also be completed by COHO, and the member will be informed, as per the Rules, what repair items will be charged back to them. Costs will be determined once the repairs are completed.
11. COHO will ensure that there is a camera available at each inspection to document the unit's condition.
12. COHO will submit any required charge back items to the Board for review within 15 days after move out.

MOVE-IN:

1. The coordinator will provide the new member with a move-in condition form for them to fill in – ideally within two-three weeks of move in.
2. The member must return the form to the coordinator. A copy of the completed form is given to the member and the original form placed in the unit file.
3. The coordinator will arrange for any additional issues identified to be addressed.

Requirements:

- Pre move-out and move-out inspection forms
- Pine Ridge Move-Out cleaning duties
- Pine Ridge Move-In Condition form

POLICIES STILL UNDER REVIEW

In progress

OLDER HOUSE RULES AND POLICY MOTIONS



These residual house rules and policy motions from the 80's – 90's and are in the process of being reviewed and re-written into policy if still relevant. Reminder – they are still in effect until revoked or replaced. This is still a work in progress!

The full text of all previous Rules, policies, house rules and policy resolutions are archived for historical interest.

Many have already been superseded by changes in the Rules or more updated policies and so do not appear in this document.

- **House Rules** (older policies) pages 1 - 4
- **Policy Resolutions** pages 5 - 8

#####

HOUSE RULES (OLDER POLICIES)

Members' Responsibilities:

- a) Members are responsible for knowing and following the Rules and Policies. Rules must comply with the Co-operative Association Act (which is a provincial law). Policies cannot contradict the Rules, but each policy 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 policies or the rules. Have a spirit of compromise and put the interests of the Co-op before individual interests or feelings.
- b) It is the membership's responsibility to ensure that members comply with Rules and policies, but only the Board of Directors can enforce them.

Members' Participation:

To ensure a well governed co-operative and a healthy community the co-operative relies on its members to:

- support good governance, principled leadership and sound management
- ensure that the co-op is run according to the co-op principles
- seek out educational opportunities and share leadership duties
- attend and participate in membership meetings
- meet the responsibilities of membership, and;
- contribute toward building a rich community life

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.

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.

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

b) Appliances, plumbing, electrical, etc.

All repairs are to be reported to the Maintenance Company 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.

Note: Also see policy resolution [96 04 24](#)

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.

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.

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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*
-

COMMUNITY HALL RENTAL RULES AND REGULATIONS

(Dated April 1987, Updated November 1999) **Update in progress!**

12. The Community hall may be rented to Pine Ridge master members only.
13. 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.

14. 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.
15. **All guests must leave the premises by midnight unless an extension is granted and so noted on the face of the contract.**
16. The building must be left in a clean and orderly condition $\frac{3}{4}$ 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.
17. 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.
18. 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.

**PINE RIDGE HOUSING CO-OPERATIVE
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19. All guests must park in designated “visitors” parking spaces or face the risk of having their car towed away.
20. Serving and consumption of alcoholic beverages during the rental must be confined within the building. The member is responsible for obtaining licenses as necessary.
21. The member agrees to hold the co-operative harmless from any liability resulting from any act or omission of the member or any guests.
22. 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.



**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

POLICY RESOLUTIONS

This section is a record of policy motions passed at Board and General Membership meetings between 1981 & 1990. Most of these policy motions have either become obsolete or written into policies. These residual motions are under review for relevance.

Explanation of numbering:

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

- **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.

1981:

811103 01 (also **811117 01 G**) *Reworded for clarity from the original motion]*

B

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.

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

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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.

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.

1986:

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:

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.

1988:

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

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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.

881024 01

B

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

1989:

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.

1990:

900329 01

B

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

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.

1991:

910906 02

B

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

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

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.

**PINE RIDGE HOUSING CO-OPERATIVE
APPENDIX**

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:

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.

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.