

MAINTENANCE: MANDATE AND ORGANIZATION

PURPOSE

1. To ensure that that the Co-operative is physically maintained to an optimum level; to develop a preventive maintenance program that will maximize the life of the buildings and common areas.
2. To develop policies and procedures, in conjunction with management, Board and committees, that relate to the physical maintenance of the Co-op.
3. To be involved in long-term planning to ensure that the Co-op continues to be properly maintained.
4. To ensure that Co-op members are knowledgeable about good maintenance procedures.

RESPONSIBILITIES

1. To develop policies for regular inspections of all units and common areas for the purpose of determining maintenance level, repairs needed and the proper functioning of all equipment.
2. To develop policies and procedures for the following:
 - (a) alterations to units
 - (b) member/Co-op responsibility for maintenance and repair
 - (c) emergency repairs, both internal and common
 - (d) member move out or internal transfers, related to unit maintenance.
3. To act as an information resource and to educate members on maintenance procedures.
4. To liaise with the Board on any policies or rules concerning maintenance, and/or any changes that may be required.
5. To liaise with the Board on a long-term replacement policy and budget for capital cost items.

SOURCE OF AUTHORITY

Board of Directors

ORGANIZATION AND COMPOSITION

Chair/Co-Chair

- Calls meetings
- Chairs meetings
- Reviews agendas
- Delegates where necessary
- Prepares and maintains committee budget and finances in conjunction with the Board of Directors.
- Reports to the Board of Directors and Members (at General Meetings).

Secretary

- Records all minutes of Maintenance Committee meetings
- Prepares agendas
- Distributes minutes and agendas to committee members, the office and the Board.
- To maintain inventory of Co-op equipment
- To ensure maintenance reports, etc. are properly filed.

Purchaser (General/Paint)

- Maintains inventory controls
- Maintains an inventory of co-op parts and equipment and re-stocks as required.
- Purchases parts and equipment required to fulfil maintenance requests.
- Completes monthly updates on activity and reports on same at monthly meetings.

Dispatcher

- Receives and organizes incoming repair requests
- Ensures completeness of information required to fulfill requests and liaises with members to obtain all required information to be able to dispatch the request
- Check with Chair or Contract Coordinators, as required, to determine if repair requires a professional trade to complete.
- Liaise with Purchaser to obtain required materials for the specific request.
- Delegates and follow up on the completion of all maintenance requests.
- Completes monthly updates on activity and reports on same at monthly meetings.

Trade Coordinator (Locksmith/Electrical/Glass/Mechanical/Plumbing/General Contracting Laundry/Shop/Lighting/Appliances)

- Knowledgeable on the subject matter being overseen and strives to inform themselves about the trade(s) they are coordinating
- Schedules and coordinates dispatching request to the supervised trade.
- Obtains quotes and compares services to obtain the best possible value for the work required.
- Requests approval on costs and obtains purchase order from the Treasurer
- Completes monthly updates on activity and reports on same at monthly meetings.

Members at Large

- To become familiar with and knowledgeable about Co-op equipment, maintenance of systems and emergency procedures.
- To attend relevant courses on maintenance, ask questions and actively seek to learn skills to fulfill maintenance requests for your neighbours
- To attend all meetings, or inform chair of unavoidable absences.
- To follow policies and procedures.
- To take on equal share of responsibility.
- To perform duties as delegated by chair.

MEETINGS

Meetings will be held once per month, or as required.

QUORUM

Three (3) committee members.

MAINTENANCE: MEMBER AND CO-OP RESPONSIBILITIES

CO-OP RESPONSIBILITY

1. Interior: water heater, fridge, stove, electrical and plumbing repairs.
2. Paint: see paint policies
3. Exterior: painting, staining, roofing, repairs, etc.
4. Repairs to common area, playgrounds, parking areas, sidewalks.
5. Window replacement (depending on circumstances).
6. Common facilities: mechanical and electrical rooms.

INDIVIDUAL MEMBER'S RESPONSIBILITY

1. Cleaning windows, interior and exterior.
2. Replacement of light bulbs.
3. Replacement of tap washers.
4. Repair of damage caused by member, member's family and visitors.
5. Active participation in volunteer maintenance teams to maintain common property.

Painting and Wallpapering (see River Woods Paint Policy)

1. Use only dry strippable wallpaper preceded by wall sealant.
2. Members may paint their own units.
3. Paint only surfaces already painted.

Private Outdoor Space

1. All areas must be maintained to the standards of the local community. Unsightly grounds annoy neighbours and fellow members alike.

MAINTENANCE: IMPROVEMENT POLICY

1. There will be no re-imbusement for any improvements done to units.
2. All improvements and alterations must have the prior approval of the Board of Directors and be done to Co-op specifications.
3. If required, municipal building and/or development permits must be obtained and all regulations adhered to by those making alterations or improvements.
4. The Co-op, when it has surplus funds available, will decide what improvements are necessary or desirable for the Co-op as a whole. Therefore, all units will have an equal chance of receiving improvements as the money comes available.
5. Changes of a cosmetic nature or items dealing with routine maintenance do not require prior approval of the Board of Directors, such as:
 - (a) Painting or wallpapering of the unit;
 - (b) Adding shelves in storage closets;
 - (c) Routine maintenance and upkeep.
6. Any electrical or plumbing work undertaken by Members must be done by qualified licensed contractor and the necessary proof provided upon request.
7. Changes that will alter the interior or exterior of the building will require prior approval, such as:
 - (a) Structural changes or additions;
 - (b) Permanent installation (i.e. anything that is bolted or nailed down) of materials or fixtures to the unit such as counter tops, flooring, cabinets;
 - (c) Any change for which a municipal permit is required;
 - (d) Any exterior change which would alter the aesthetic of the building (fences, clotheslines, etc.).
8. On move-out, the member must restore the unit to its original condition or to one that is acceptable to the Maintenance Committee and the Board of Directors, and the Move-In, Move-Out Committee's policies and guidelines.

MAINTENANCE: PAINT POLICY

1. Members are responsible for the labour of painting their units.
2. Members of the Co-op are entitled to receive paint for their units every five years without cost, upon members' request. Members who are not entitled to a five-year allotment of paint may request paint, but they will be charged the cost of the paint on a pro-rated basis (see table). Unused paint paid for by the Co-op must be returned to the Maintenance Committee.
3. When vacating a unit, members will be required to return the unit to the Co-op's paint standard as specified by the paint guidelines (see page 66). The member is responsible for the cost of labour, and the cost of paint will be charged according to the pro-rated table. A thoroughly professional job will be required by the Co-op. The Maintenance Committee will determine during its final inspection whether the paint job meets the Co-op's paint standards. Charge backs for re-doing the job will apply to members if Maintenance determines that the paint standards have not been met.

Time Since Paint Last Issued	Cost to Member
0 - 6 months	100%
6 - 12 months	90%
12 - 18 months	80%
18 - 24 months	70%
24 - 30 months	60%
30 - 36 months	50%
36 - 42 months	40%
42 - 48 months	30%
48 - 54 months	20%
54 - 60 months*	10%*

Touch up paint at cost *at discretion of Maintenance Committee*

4. Upon request, ceilings may be painted every seven (7) years with paint and labour supplied by the Co-op. If the ceilings have been painted within the past seven years, members will be responsible for re-painting the ceilings if the Maintenance Committee deems it necessary upon move-out.
5. Members are entitled to use Co-op equipment such as ladders and other available equipment with approval of the Maintenance Committee.

6. The Maintenance Committee will attempt to provide aged or disabled members with assistance in painting their unit upon request.
7. Members who wish to paint their units with any paint other than the standard stock issued by the Co-op or apply wall paper must do so at their own expense. Members will be required to return the unit to the original paint colour and quality at the time of move-out at their own expense. New members moving in have the option to sign an agreement with the vacating member to accept wallpaper and paint as is. Once this agreement is signed, the new member cannot change his/her mind. When the new member moves out, s/he must conform to the aforementioned policies regarding paint and wallpaper. If the new member does not agree to accept the wallpaper and/or paint, the vacating member must strip the paper and repaint to bring the unit to its original state.
8. If the vacating member does not remove wallpaper and repaint unit as required, the outgoing member will be charged all incurred costs of the Co-op to restore the unit back to Co-op standard.
9. If work is required to be done by Co-op volunteers it will be considered a charge-back to the outgoing member at a rate of \$50.00 per hour per person.
10. If the Co-op is required to use the services of a professional contractor it will be charged-back to the outgoing member at the cost of the invoiced amount.

MAINTENANCE: PAINT GUIDELINES

1. All paints issued by the Co-op will be chosen and standardized by the Maintenance Committee.
2. When members vacate a unit, the Co-op requires units to be painted to a professional standard. Upon final inspection by the Maintenance Committee, all painted surfaces must be painted with the correct paint, with a smooth, even surface, all hanging devices removed, no lumps, dents or holes and no paint on carpets, fixtures, cupboards, counters or elsewhere. There must be no wall paint on ceilings or ceiling paint on walls.
3. To meet the Co-op's paint standards, the following procedures must be followed:
 - a. Fill out a maintenance request form to receive paint for non-move-out requests.
 - b. Wash walls and woodwork, remove cobwebs from ceilings and remove all nails, screws and hanging devices.
 - c. Remove all electrical outlet and light switch covers, thermostats, hardware and shelving.
 - d. Mask all baseboards and heaters, vinyl door frames and windows, and cover the carpeting well.
 - e. All holes must be filled with sandable filler for drywall. Allow filler to dry completely and sand it smooth. Check all filling to ensure there are no indentations. A second fill and sanding may be required. Spot prime all patches before applying paint.
 - f. If textured ceilings are being painted they should be done first. An extra thick ceiling roller sleeve must be used and flat white ceiling paint must be applied. Cut in the edges with a brush first and "feather" out the paint edge toward the middle of the ceiling so a line will not be visible. Do not get ceiling paint on the walls. Apply solid, even coats of paint with a roller, overlapping strokes so that lines do not appear. Do not apply paint too thickly or drips or lines will occur. After the coat has dried assess the job with a critical eye to determine if a second coat is required. (**IMPORTANT NOTE:** If there are stains, holes or bald patches on the textured ceiling do not proceed with painting. Contact the Maintenance Committee for repairs before painting. Stains must be sealed, holes must be patched and the textured ceiling must be re-textured properly.)
 - g. Living area and bedroom walls must be cut-in carefully with a brush, taking time to ensure that no wall paint is visible on textured or painted ceilings, door frames, carpets, windows or other non-painted surfaces. Feather the paint edge toward the middle of the wall so no lines will be visible. Use high quality roller sleeves designed for smooth surfaces or else roller lint will be left on the walls or a rough texture will be the result. Assess the final results with a critical eye. A second coat may be required. The use of a contractor's light is useful for this determination.
 - h. Closets must be prepared and painted the same way. Remove closet doors and shelves to make the job faster and easier. Make sure doors and shelves are properly re-installed after paint has dried.

- i. In the bathrooms and kitchens, all painted surfaces must be lightly sanded after the walls and ceilings were washed, dried and patched. Follow the same preparation and painting procedures as for living and bedroom areas. The walls behind the fridge and stove must be painted down to the baseboards. Be sure to let the paint dry well before allowing steam to occur in the kitchen or bathroom. **(NOTE: If the present paint in the kitchen or bathroom is an oil-based paint - as previously used by the Co-op - wash the walls with TSP, a cleaning component, before lightly sanding, to ensure the new paint adheres well).**

- j. Appliances, wood or vinyl covered doors and door frames, heaters, tiles, kitchen and bathroom fixtures light and switch plates must not be painted or the members will be required to replace any of the above to the original condition, unless Maintenance accepts the change in extraordinary circumstances.

LAUNDRY ROOM (MAINTENANCE SUB-COMMITTEE): MANDATE AND ORGANIZATION

PURPOSE

1. To ensure the cleanliness of the common laundry room, office and common washrooms.

RESPONSIBILITIES

1. To clean the common laundry room, office and common washrooms on a regular basis.

ORGANIZATION AND COMPOSITION

Coordinator

- To compile a list of committee members available to clean required areas.
- To organize a schedule of cleaning days for cleaning members.
- To post laundry room closures in advance.
- To purchase any necessary supplies.
- To advise Maintenance of any required repairs to equipment.

Members-At-Large

- To clean areas as directed by Coordinator.
- To inform Coordinator of any required repairs to equipment or of any needed supplies.

MAINTENANCE – PRESSURE WASHER POLICY

PURPOSE

1. River Woods has purchased a pressure washer to be used by Maintenance and members for the clean-up and preventative maintenance of the Co-op. It must be used with care and respect as it is an expensive piece of Co-op machinery which can do serious damage if not used properly.
2. The pressure washer is only to be used by members who have been trained on the safe operation and proper procedures to run the machine.
3. Members who use the pressure washer will be fully responsible for any damage that occurs while using the machine (ie damage to wood surfaces, damage to painted surfaces, damage to the machine itself, etc.)
4. All equipment such as hoses, fittings, gas tanks, spray nozzles, guns, etc. should be cleaned after use and be stored clean ready for the next user.
5. Oil levels should be checked before using the pressure washer (a small oil bottle for top up will be provided).
6. If used correctly and regularly, the pressure washer can really help keep the Co-op clean and safe from slippery surfaces and control moss and mildew issues we face.
7. The machine must be booked in advance in writing by members wishing to use the machine. It must be done by way of a Maintenance Request Form through the Dispatcher. Under no circumstances will the machine be released without a prior booking. The machine MUST NOT be given to another Co-op member. It must be cleaned and returned after use in a timely manner and as per the arrangements made at the time the machine is picked up with a designated individual.

MAINTENANCE – CARPET REPLACEMENT POLICY

1. A Member may request to have their carpets replaced, if warranted, no sooner than ten years after installation. If the request is approved, this will be done under the following conditions:
 - The Member will be responsible for moving their furniture and belongings so as to facilitate the installation of new flooring.
2. Representatives of the Maintenance Committee will inspect the carpets before a decision is made. The decision of the Committee is final. The Member will receive the decision in writing. If approval is given then the replacement will be put on the Pending Capital Replacement Schedule. The replacement will be undertaken as funding allows.
3. If it is determined by the Co-op that the flooring has to be replaced prior to ten years after installation due to member neglect or damage, the Member will be charged back a pro-rated amount of the replacement cost as follows:

<u>Years after Carpet was Installed</u>	<u>Pro-rated Cost to Member</u>
Prior to 1 year	100%
1 to 2 years	90%
2 to 3 years	80%
3 to 4 years	70%
4 to 5 years	60%
5 to 6 years	50%
6 to 7 years	40%
7 to 8 years	30%
8 to 9 years	20%
9 to 10 years	10%

4. In the event of a move out where the Maintenance Committee determines that the carpet needs to be replaced and where the Committee cannot gain early access to the unit prior to move out, the Committee may request that the Board of Directors hold the unit for a period of up to one week to allow time for flooring replacement.