



HARRIS ROAD HOUSING CO-OPERATIVE POLICIES & PROCEDURES

APPROVED DECEMBER 2021
REVISED JUNE 2023

CONTENTS

INTRODUCTION	5
DEFINITIONS.....	6
MAP.....	9
PERSONAL UNIT DIRECTORY	10
GENERAL POLICIES	11
ARREARS.....	12
PROCEDURES / ANNOTATIONS.....	12
POLICIES	12
BALCONIES, BACKYARDS, & FRONT OF UNIT.....	13
PROCEDURES / ANNOTATIONS.....	13
POLICIES	13
UTILITY ROOM (all units except for 49-56)	13
SPRINKLER ROOM (units 49-56).....	13
BARBEQUES & FIRE PITS.....	13
BALCONIES, BACKYARDS, & ATTICS	13
BOARD OF DIRECTORS	15
PROCEDURES / ANNOTATIONS.....	15
BOD ROLES / FUNCTIONS.....	15
SUBMISSIONS TO THE BOD.....	16
ON-SITE MANAGER - AN EMPLOYEE OF THE BOD	16
NOTICES TO MEMBERS/RESIDENTS.....	16
BOD CONFIDENTIALITY	16
PERSONAL INFORMATION PROTECTION	17
BOD SPENDING	18
IMPROVEMENTS OR CHANGES INITIATED BY THE BOARD OF DIRECTORS	18
POLICIES	18
TREATMENT OF BOD MEMBERS OR STAFF.....	18
BUSINESSES.....	19
PROCEDURES / ANNOTATIONS.....	19
POLICIES	19
CODE OF CONDUCT.....	20
PROCEDURES / ANNOTATIONS.....	20
POLICIES	20
COMMITTEES	22
PROCEDURES / ANNOTATIONS.....	22
POLICIES	23

COMMUNITY BUILDING 24

 PROCEDURES / ANNOTATIONS 24

 POLICIES 24

COMPLAINTS & PUNITIVE MEASURES 26

 PROCEDURES / ANNOTATIONS 26

 RESTRICTIONS 26

 SUBMITTING A COMPLAINT 26

 BOD COMPLAINT PROCESS 26

 APPEALS 27

 HARASSMENT & CONTINUOUS INVALID COMPLAINTS 27

 POLICIES 27

CRIME FREE HOUSING..... 29

 POLICIES 29

 TERMINATION PROCEDURE UNDER THE RULES AND OCCUPANCY AGREEMENT 30

HAZARDS 31

 PROCEDURES / ANNOTATIONS 31

 POLICIES 31

HOUSING CHARGE, INCOME REVIEW, AND METHOD OF PAYMENT..... 32

 PROCEDURES / ANNOTATIONS 32

 ALL MEMBERS 32

 MEMBERS ON SUBSIDY 32

 POLICIES 32

IMPROVEMENTS – INITIATED BY MEMBERS..... 33

 PROCEDURES / ANNOTATIONS 33

 MEMBERS ONLY 33

 POLICIES 33

 MEMBERS ONLY 33

 MEMBERS & RENTERS..... 33

INCOME - EXCLUSIONS TO THE DEFINITIONS 34

 PROCEDURES / ANNOTATIONS 34

 POLICIES 34

INTERNAL TRANSFERS..... 35

 PROCEDURES / ANNOTATIONS 35

 CONDITIONS..... 35

 SUBSIDY MEMBERS 35

 POLICIES 35

MEMBERSHIP & UNIT CAPACITY 36

PROCEDURES / ANNOTATIONS 36

 FOR MEMBERS AND RENTERS 36

 FOR MEMBERS ONLY 36

 WAITLIST & APPLICATION PROCESS..... 36

POLICIES 37

PAINTING..... 38

 PROCEDURES / ANNOTATIONS..... 38

 POLICIES 38

PARTICIPATION 40

 PROCEDURES / ANNOTATIONS..... 40

 POLICIES 40

PETS & WILDLIFE 41

 PROCEDURES / ANNOTATIONS..... 41

 POLICIES 41

 ALL ANIMALS..... 41

 ALL DOGS, CATS, RABBITS..... 41

PLAY SPACES 43

 PROCEDURES / ANNOTATIONS..... 43

 POLICIES 43

PROPERTY OF THE CO-OP 44

 PROCEDURES / ANNOTATIONS..... 44

 POLICIES 44

 CO-OP GROUNDS 44

 CO-OP ASSETS 44

RECORDS 45

 PROCEDURES / ANNOTATIONS..... 45

 REPORTABLE INCIDENTS 45

 POLICIES 45

SHARE PURCHASES AND REFUNDS 46

 PROCEDURES / ANNOTATIONS..... 46

 POLICIES 46

SMOKING, VAPING, & CANNABIS 47

 PROCEDURES / ANNOTATIONS..... 47

 POLICIES 47

 SMOKING RESTRICTIONS 47

 SMOKING PERMISSIONS 47

 CANNABIS..... 47

UNIT MAINTENANCE & INSPECTIONS..... 49

 PROCEDURES / ANNOTATIONS..... 49

 INSPECTIONS..... 49

 POLICIES 50

VEHICLE, PARKING, & TOWING..... 52

 PROCEDURES / ANNOTATIONS..... 52

 TOWING 52

 POLICIES 52

 ROADS, GENERAL POLICIES, & VEHICLES IN COMMON SPACES..... 52

 INSURANCE & STORAGE..... 53

 RESERVED PARKING 53

 COMMON PARKING 53

INTRODUCTION

The Harris Road Housing Co-operative (henceforth referred to within this document as the Co-op), is a 90-unit housing unit, located in Pitt Meadows, BC. The Co-op is governed by the Board of Directors (henceforth referred to in this document as the BoD).

The following document, referred to as the Harris Road Housing Co-operative Policies, serves as an addendum to the requirements set forth by Provincial/Territorial Housing Co-op regulations, the BC Cooperative Association Regulation, and the and the Model 2 Rules adopted by the Co-op at the General Meeting held on September 23, 2020. This policy is governed by these rules/regulations, and law. Policies for any of the Co-op's associated or partnered subsidy agencies or governing bodies will also be applicable to all subsidized residents within the Co-op. The Co-op's policies will be revised, as needed, to remain in compliance with these superseding documents. Any other revisions to this document must be approved by the consent of a quorum of an Annual or Special General meeting of the Harris Road Housing Co-operative.

Our legal framework:

- The Cooperative Association Act is the law that governs every co-operative enterprise.
- The Rules provide for the governance of the co-op, e.g. how membership is terminated, how the board is elected, when meetings must be held etc.
- The Occupancy Agreement sets out the terms of occupancy between the co-op and its members. It is like the lease between a landlord and tenant. The Occupancy Agreement requires members to follow the co-op's policies.
- Policies regulate the daily business of the co-op in areas like pets, parking, unit inspection, collection of housing charges, etc.
- The members usually approve policies and must follow them. The board enforces policies.

In addition to these policies, you should also have a copy of the Rules and Occupancy Agreement. If you do not have all of these documents in your possession, you can contact the BoD or the On-Site Manager for an electronic copy. We will no longer be providing printed replacements of these documents, except when amendments or changes have been issued.

The requirement of all members/residents to comply with these approved policies and procedures is outlined ***as per the Occupancy Agreement, section 6:***

1. Comply with Rules and Policies: The Member shall comply with and cause the Member's family, guests, employees, and any other person occupying or visiting the Unit to comply with all the terms, conditions, and provisions of this Occupancy Agreement and
 - a. The terms and conditions set out in the Memorandum, the Rules, and the Policies of the Co-op as amended from time to time; and
 - b. All changes and additions to the Occupancy Agreement, to the same extent as if they were herein incorporated
2. Rules and Occupancy Agreement govern: If there is a conflict or inconsistency between the Rules, the Occupancy Agreement and the Policies, the Rules and Occupancy Agreement govern
3. Uniform application: Unless otherwise specifically provided therein, all Rules, this Occupancy Agreement and Policies shall apply to all members of the Co-op uniformly and without preference or discrimination
4. **RENTERS:** Although renters within the Co-op are not permitted to vote on Co-op matters, they are permitted to attend all Co-op related meetings, to request an audience with the BoD, and to participate in Co-op committees. Renters are also beholden to all policies which pertain to common and shared spaces within the Co-op. In all other matters, please note renters are beholden to the BC residential Tenancy Agreement as entered into with the Property Management Company.

DEFINITIONS

Actioned grievance:	When an action or policy violation by any member (or any other occupant) has resulted in a formal intervention by the BoD. This actioned grievance may result in a Warning issued by the BoD.
Associate member:	Means a secondary member within a unit, who has completed the appropriate paperwork and paid the fee to be given the designation of associate member
Arrears:	Money that is owed and should have been paid in the past, a debt that is overdue after missing one or more required payments
Assets:	Refers to any property or items owned by, maintained by, or paid for by the Co-op (i.e. – gardening supplies, tools, etc.)
Board:	Means the Board of Directors (BoD) currently in position within the Co-op
Chargeback:	An amount owing after a member is found financially responsible for charges paid by the Co-op
Co-op:	Means Harris Road Housing Co-operative
Common property:	All spaces which are not specified under the definition of “Unit property” or “Shared property”, inclusive of apron parking, roadways, green spaces, the community building, all Co-op owned sheds & storage, etc.
Complaint:	Refers to either a written or verbal complaint brought to the BoD, against any resident
Complainant:	A person submitting a complaint
Confidential information:	Also referred to as personal information, and includes the names, vehicle and registration details, pet details, housing needs, complaint and punitive history, and other unit-specific information. This information will be kept on file by the On-site manager, Property Management company, and the Board of Directors’ PIP officer. The confidential information of any member or resident is not to be shared or disseminated by any person, except in accordance with the Personal of Information and Privacy Act.
Conflict of interest:	A situation in which a person is in a situation to derive personal benefit from actions or , involvement, or decisions made in their capacity
Director:	Means any one director of the Co-op serving on the BoD
Directors:	Means the directors of the Co-op acting collectively as the Board of Directors, the “Board”, or the “BoD”
Discrimination:	The unjust or prejudicial treatment of different categories of people or things, especially on the grounds of race, age, or sex. This includes any form of unequal treatment, imposing extra burdens, or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but disadvantage certain groups of people.
Expense:	Expenses are either discretionary or non-discretionary:
Discretionary:	Spending items which are optional to the Co-op. For example, it can decide each year to plant some trees, paint the common room or hire a handy person. Even though an expense is defined as discretionary for purposes of this policy, it may still be critical to the Co-op’s operations.
Mandatory:	Means any expenses you have no choice in paying. For example, the Co-op must pay the mortgage, taxes, and renew their insurance
Emergency:	Emergency expenses are unbudgeted purchases of work or materials that must be made immediately because a delay can: <ul style="list-style-type: none"> • result in property damage • endanger the safety of people or property, or • disrupts essential services to members

Forms:	<p>There are numerous forms available for various needs, and these forms are the official forms to be used for submissions of transfer requests, complaints, applications, etc. Forms will be available as follows:</p> <ul style="list-style-type: none"> • From the On-Site manager – for blank printed forms, • From the BoD Secretary, at secretary@hrhcbod.com - for electronic copies. • Alternately, many of the forms will be on the Co-Op’s website <p>The BoD reserves the right to change, expire, or create new forms as needed, as long as these changes do not obscure, hinder, or give exception to any of the policies or procedures within this document.</p> <p>Each form will have instructions on how they are to be submitted. Please pay attention to these instructions to ensure that your submissions are received and responded to accordingly.</p>
Harassment:	<p>Improper conduct by an individual, that is directed at and offensive to another individual in the workplace, including at any event or any location related to work, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises objectionable act(s), comment(s) or display(s) that demean, belittle, or cause personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of <i>the</i> Canadian Human Rights Act (i.e. based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, and pardoned conviction). Please see the Code of Conduct Policy for examples</p>
Housing Charge:	<p>Means Occupancy Charge, and is the amount due by the member to the Co-op on a monthly basis on account of occupancy of the Unit and as determined by the Co-op under the Occupancy Agreement</p>
Improvement:	<p>Any change which would alter the unit</p>
Co-op Initiated:	<p>Improvements or changes initiated and carried out by the BoD</p>
Member Initiated:	<p>Improvements or changes requested by a member or renter, which is subject to the “Improvements Policy”</p>
Structural changes:	<p>Any changes or improvements which alter the foundation, plinth, walls, doors, or windows of Co-op property</p>
Cosmetic changes:	<p>Any changes or improvements which alter the appearance of a unit without altering the structure of the unit, as described above</p>
Good standing:	<p>A member in good standing has:</p> <ol style="list-style-type: none"> a. No arrears within the past year b. Noted participation to the minimum level required by the Co-op c. No warnings against them (or persons within their unit) within the past 1 year
Member:	<p>Means the person listed as the primary person on the unit’s (non-rental) paperwork.</p>
Member at Large:	<p>Member of the Board of Directors – See role description in the Board of Directors section</p>
Over-housing:	<p>Means having too many bedrooms for the size of the household</p>
Resident:	<p>Any person residing within a Co-op unit with proper approval of the BoD</p> <ol style="list-style-type: none"> a. This includes both member and rental units b. This does not apply to individuals who have moved in without first being screened by the Membership Committee or the BoD, as these are not approved residents
Subject of the Complaint:	<p>A person or unit that a complaint has been submitted about</p>
Penalty:	<p>A sum of money due to the Co-op as a result of overdue payments, NSF payments, or other types of noted reimbursements or compensation</p>
Pet(s):	<p>Means cats, dogs, or rabbits. Caged/aquarium pets are referred to as “animals”</p>
PIP (Officer):	<p>Privacy officer of the Board of Directors – See role description in the Board of Directors section</p>

Policies:	Means this document of policies, including any and all amendments, additions, deletions, or replacements from time to time in force and effect.
President:	President of the Board of Directors – See role description in the Board of Directors section
Private Information:	This is any financial, personal identification, health, or legally protected information. The Co-op will not possess or retain any private information, except to note that any necessary private financial and identification information will be collected and maintained by the Property Management company only
Purchase:	Any commitment to buy goods or services, or have work done at the Co-op's expense
Rules:	Means the adopted Co-Op Model Rules, as amended, or replaced from time to time, including every schedule and amendment to those Rules. You should have a copy of the Rules, as provided when you moved into the Co-op
Secretary:	Secretary of the Board of Directors – See role description in the Board of Directors section
Shared property:	Carports (covered parking) & walkways in front of each unit
Smoking (or vaping):	The definition of “smoke” or “smoking “ means any substance that is inhaled and exhaled, including but not limited to marijuana, cigars, pipes, hookah pipes, electronic cigarettes/vapes, or other lighted smoking equipment that burns tobacco, any illegal substances, or product whose use generates smoke
Subsidized:	Units who receive subsidy for their monthly housing charges
Treasurer:	Treasurer of the Board of Directors – See role description in the Board of Directors section
Under-housing:	Means having too few bedrooms for the size of the household
Unit:	Means the residential premises owned or operated by the Co-op which has been assigned to the member (or renter) by the Co-op to occupy on a full-time basis. This includes all property from the front door through to the rear door.
Unit Property:	The entirety of the housing unit (from front door through to the backyard fencing) assigned for habitation for each member/resident, and the backyard of the same unit.
Utility Room:	The small exterior room located at the front of every unit, housing the utility shut offs for their respective unit. For units 49-56 this is referred to as a sprinkler room
Vice President:	Vice-President of the Board of Directors – See role description in the Board of Directors section
Warning (written, formal, & final):	A letter of notice given to a member, warning that actions by the member (or anyone else within their unit) has been officially deemed to have violated one of the Co-op's policies, rules, or occupancy agreement. The level of warning provided will be determined by the BoD, based on the objectionable behaviour or action, as well as the history of warnings on file.

MAP



PERSONAL UNIT DIRECTORY

1		31		61	
2		32		62	
3		33		63	
4		34		64	
5		35		65	
6		36		66	
7		37		67	
8		38		68	
9		39		69	
10		40		70	
11		41		71	
12		42		72	
13		43		73	
14		44		74	
15		45		75	
16		46		76	
17		47		77	
18		48		78	
19		49		79	
20		50		80	
21		51		81	
22		52		82	
23		53		83	
24		54		84	
25		55		85	
26		56		86	
27		57		87	
28		58		88	
29		59		89	
30		60		90	

GENERAL POLICIES

1. All Co-op policies apply to every member/resident uniformly and without preference or discrimination
2. All Co-op policies including any amendments, deletions, or additions must be approved by a meeting of the membership of the Co-op
3. The Co-op policies are independent and severable. Any policy which in part or entirety is unclear, remains valid, and will be interpreted with the intent and sentiment of the rule. Any clarification on any rule's intents, sentiments, or interpretations will be up to the BoD to determine
4. All members/residents will be provided with a copy of these policies and any additional rules, amendments, or deletions

ARREARS

PROCEDURES / ANNOTATIONS

1. The co-op will take steps to terminate the members/residents who do not abide by this arrears policy
2. Members/residents will be charged a \$25.00 penalty for housing charge payments received after midnight of the first day of the month
3. All housing charge cheques returned by the bank will be charged an NSF fee, matching the fee charged by the processing bank
4. The BoD may permit repayment arrangements, after being discussed with the property management company by the member/resident, under extraordinary circumstances (such as job loss or medical emergencies), on a case-by-case basis
 - a. The property management company shall not approve any payment arrangements without BoD approval
 - b. application for payment arrangements exceeding 12 months must be accompanied by financial information and documentation to justify the request for the extended payment plan
 - c. The BoD reserves the right to propose changes to the application with the member/resident, and will not be approved until the BoD and the member are in agreement
 - d. The Bod has the right to decline payment arrangement applications, but the member/resident is entitled to be informed of the reason
5. Arrears will only be tolerated once per calendar year
6. Housing charge payments will be due by money order if members/residents incur more than one arrears per calendar year
7. Any members/residents who, by the 10th of the month, have not paid their full arrears balance or have not been approved for a repayment agreement, will be reported to the BoD, who shall begin proceeding to terminate their membership/tenancy
8. If members are served an ASA (termination proceedings) the members/residents will be charged back the service fees incurred for the process

POLICIES

9. Members/residents are required to pay all housing charges in full on the first day of each month without exception
10. Members/residents in arrears must pay the full balance due, including any penalties, no later than the 10th day of the month

BALCONIES, BACKYARDS, & FRONT OF UNIT

PROCEDURES / ANNOTATIONS

Please also consult the Hazards Policy regarding storage of all hazardous materials and equipment containing hazardous materials

POLICIES

UTILITY ROOM (ALL UNITS EXCEPT FOR 49-56)

2. Access to the utility room system by the Fire Department or any other emergency or maintenance services must be available at all times, and a clear path to the utility shut offs must always be maintained
3. Storage in a utility room is permitted, with the caveat that all utility shut offs must be easily accessible

SPRINKLER ROOM (UNITS 49-56)

Units 49-56 are the only units currently equipped with a sprinkler system, and as such are subject to the following:

4. Due to local fire department regulations, no storage is permitted in sprinkler rooms at all
5. If any equipment or storage is found to be blocking access to the sprinkler system at any time, the Board may immediately move the equipment in the sprinkler room and issue a warning and/or fine as per the Complaints and Punitive Measures Policy
 - a. If the member's equipment is not removed within one (1) week from the date of notice due to permission being revoked the equipment will be removed and the member will have to contact the office to claim the equipment
 - b. If the equipment is not claimed within one (1) month from the date it was to be removed it will be disposed of at member cost
 - c. The Board of Directors is authorized to revoke member access and storage of equipment if the member has had repeated warnings related to the sprinkler room

BARBEQUES & FIRE PITS

6. There will be absolutely no use or storage of any kind of barbeques or fire pits (gas, charcoal or electric which have exposed heating elements) on balconies at any time due to the possibility of a fire
7. Barbeques and fire pits must be moved at least 36 inches away from the townhouse exterior wall and fencing prior to using within the member's backyard. They must remain 36 inches away from siding and fencing until they have cooled completely
8. Fire pits must not be used on grass, and must have pavement, rocks, or another non-flammable surface to sit upon when in use

BALCONIES, BACKYARDS, & ATTICS

9. Use of standalone sunshades and awnings, umbrellas, radiance covers, and other non-permanent shade structures will be permitted. Tarpaulins (tarps) are not permitted
10. Balconies are not to be used as a storage area
11. Indoor appliances and furniture may not be stored on balconies
12. Storage of bikes is allowed

13. Nothing is to be permanently hung on or over balconies; if a member/resident wishes to install appropriate privacy screens, they must submit a request to the BoD for approval
14. The Co-op has the right to direct a member to clean-up unsightly balconies
15. Small drying racks are permitted on balconies
16. Nothing is to be affixed to the siding, wood trim or soffit
17. Pet owners are not allowed to let their pets urinate or defecate on the balcony at any time for any reason
18. Items on balconies must not allow water to sit or collect on the surface (i.e. place a catch-basin under planters)
19. Changing the terrain of a backyard is permitted, without BoD approval, as long as it doesn't cause damage or rot to the fences, with the understanding that the maintenance of the altered terrain is the member's responsibility
20. Members/residents are not permitted to leave the backyard in an unsafe, unusable, or ill-maintained manner at any time
21. Members/residents are not permitted to attach any structures to fences, but items weighing less than 10 lbs are acceptable (e.g.: small potted plants, decorations, etc.)
22. Nothing can be installed or built within 6" of any fence. This is to prevent rotting, and to allow ease of access for repairs to any fence
23. Attic spaces are to remain empty, to be utilized for maintenance and repair reasons only. No storage or personal use of attic spaces will be permitted

BOARD OF DIRECTORS

PROCEDURES / ANNOTATIONS

The BoD is composed of members of the Co-op who have volunteered to participate in the governing of the Co-op. They are responsible for managing the day-to-day operations of the Co-op while remaining accountable to the membership, and adhering to the policies, rules, and occupancy agreement to which all members are beholden.

1. There will be a maximum of nine directors per term
2. The BoD must always do its best to have the positions of President, Secretary, Treasurer, and Privacy Officer filled. Each job description may be changed and altered over time, and as such are not included in the policies. If you would like to see the job descriptions, please consult with the BoD.
 - a. If any of these officers are not meeting the requirements of their position, the BoD can vote to have them replaced in their role by another BoD member
 - b. Due to the confidential and personal information accessible to the positions of President and Privacy Officer, these positions are to be appointed by a vote of the other Directors. Applicants must:
 - i. Be screened for any history of significant policy or confidentiality breaches,
 - ii. Read and understand the Personal Information Protection Act(PIPA), and
 - iii. Participate with their predecessors and successors in a period of job overlap and training
3. Directors must ensure the assigned signatories (financial or otherwise) are updated as soon as possible when a director with signing authority steps down or is removed from the BoD
4. BoD meeting minutes
 - a. The secretary of the BoD will write and maintain the agenda and meeting minutes
 - b. The minutes will be posted, at minimum, on the Co-Op's website, after being approved by the BoD
 - c. Matters including member financial information, confidential member or renter information, and matters of misconduct will be kept "in camera" and will not be posted publicly in any location
 - d. Board members must recuse themselves from discussion and voting on matters which are of a conflict of interest to them
 - i. If required, The BoD will determine if a conflict of interest exists, and whether the BoD member is to be recused

BOD ROLES / FUNCTIONS

Each of these roles has specific duties and responsibilities which are carried out to the best of the individual's ability. The duties of a BoD role may be shared among other BoD members, if needed, with consent from that member.

- President:** To guide the BoD and the property manager in the efficient operation and administration of the property management according to the bylaws and best interests of owners.
- Vice President:** To assist with President, where appropriate.
- Secretary:** To ensure records of the Co-Op are kept in an orderly manner and to act as recording secretary, when required.
- Treasurer:** To supervise the financial performance, budgeting and long-range financial well being of the property management, including the approval of non-utility invoices.
- PIP officer:** To ensure the BoD is abiding by the Personal of Information and Privacy Act of British Columbia, and is beholden to that act. The PIP officer is required to be involved in all complaints which are directly related to the storage and management of personal and confidential information. In all

other complaints, the PIP officer will be considered as part of the regular rotation of BoD members on the investigation teams.

Member at Large: To attend BoD meetings, assist with BoD business, and provide input.

SUBMISSIONS TO THE BOD

5. All submissions should utilize the appropriate forms (if applicable), as found in "Appendix A: Forms" at the end of this document, and be submitted as per the directions on the respective form
 - a. Complaints: Please see the Complaints and Punitive Measures policy, and the subsequent complaints form
 - b. Requests to make changes or improvements: Please see the "Improvements" policy, and the subsequent request form
 - c. Concerns, Suggestions, and Inquiries should be sent to the BoD in writing, to the BoD's secretary at secretary@hrhcbod.com
6. The Bod will endeavour to be as paper-free as possible, and all communication with regard to any submissions or complaints processes will be done through electronic correspondence (preferably email), whenever possible

ON-SITE MANAGER - AN EMPLOYEE OF THE BOD

7. The On-Site Manager will be the front line contact for the following matters:
 - a. Repairs to all Co-op property
 - b. Move-out notices (should also be sent to the property management company)
8. On-Site Manager hours of availability:
 - a. 8:30 am - 5:00 pm Monday through Friday
 - b. All after hours (evenings, weekends, and statutory holidays) are for emergencies only (i.e. - hot water tanks, water damage, fire damage, Co-op appliance complete failure, etc.)
9. All other matters should be sent to the BoD, as per #5 above

NOTICES TO MEMBERS/RESIDENTS

10. The Co-op will communicate with its residents by email, whenever possible, to decrease printed notices and flyers. Any information packages for Annual or Special General Meetings will continue to be delivered in paper form, as it would be beneficial for members/residents to be able to bring a copy of the relevant documents to the Annual or Special General Meeting for discussion and consideration
11. Email lists will be shared between the PIP officer, the Secretary, the On-Site Manager, and the Property Management Company only

BOD CONFIDENTIALITY

12. Only the Property Management Company will have access to the confidential financial information of members. The BoD may have access to information regarding housing charge arrears of any/all members, subject to the discretion of the Property Management Company
13. BoD members, in carrying the duties as a Director of the Co-op will:
 - a. Act honestly, in good faith and in the best interests of the Co-op. In so doing, will use the care, diligence, and skill that any reasonably prudent person would use in a similar situation.
 - b. Not take any action or give any undertaking on behalf of the Co-op or the BoD unless specifically authorized to do so by the written job description or the instructions of the BoD
 - c. Observe and comply, in order of precedence, with:
 - i. The Cooperative Association Act and other relevant laws
 - ii. The Co-op's Memorandum of Association, Rules and Occupancy Agreement

- iii. Policies adopted and approved by the Co-op, and
- iv. Decisions taken by resolution of the Board or members
- d. Support the policies, positions, and decisions of the BoD.
- e. Keep confidential all:
 - i. Personal and financial information about members, applicants, former members, and employees of the Co-op
 - ii. Information about Co-op business which should be kept confidential to protect the Co-op, and
 - iii. Information learned about matters specifically determined by board resolution to be matters of confidence
 - iv. Where a Director is uncertain in determining whether something is a matter of confidence, they will seek direction by way of a resolution of the BoD.
- f. Ensure that any confidential information will not be discussed with non-BoD members, nor in any location in which the conversation can be overheard
- g. Put the interests of the Co-op and the BoD ahead of personal interests and will declare immediately any conflicts of interest (see also #4.d under this same policy for further clarification)

PERSONAL INFORMATION PROTECTION

This procedure is to protect the dignity of members and the security of personal information the Co-op may gather on individuals, in compliance with the Personal Information Protection Act (PIPA) and its principles.

14. The Board will appoint at least one personal information protection (PIP) officer
15. The board will:
 - a. Provide the PIP officer(s) with a job description outlining duties as per PIPA and its principles.
 - b. Ensure the PIP officer(s) receive appropriate training
 - c. Ensure the PIP officer(s) fulfil their duties
 - d. Co-operate fully with the PIP officer(s) in the performance of the officers' duties and in implementation of the policy
16. The Co-op shall only collect the personal information that it requires to ensure sound management of the Co-op, and to fulfil its obligations to residents, these policies, and law
17. The Co-op shall use and share personal information only with the agreement of the individuals concerned, as approved for in the PIPA, or as outlined within these policies
18. The Co-op will communicate with residents by email, whenever possible, as previously stated. The email addresses of the residents will be on file with the PIP officer, the on-site manager, and the property management company, and will not be distributed to any other parties
19. The Co-op will store documents that contain personal information securely to prevent unauthorized use. The Co-op will destroy personal information when the Co-op no longer needs it
20. Individuals have the right to apply to the Property Management Company for a copy of all personal information about themselves that the Property Management Company has. This information will be provided, except where to do so would be in violation of PIPA or these policies. Any cost billed by the Property Management Company will be billed to the member/resident
21. All directors and management staff will sign a confidentiality agreement. No other members shall have access to the personal and confidential information voluntarily provided to the Co-op, unless designated to an appropriate role (PIPA Deputy, etc.), and any such person will also sign the agreement

22. Any minutes or records of discussion on members, residents or applicants will not contain their personal information, except for “in camera” minutes. Minutes of the “in camera” portion of meetings will be kept separate from the regular minutes, and stored securely, to prevent unauthorized use. “In camera” minutes will not be posted in any location

BOD SPENDING

23. Persons spending or purchasing on behalf of the Co-op must do so in accordance with this policy, and all purchases will be tracked by the BoD's Treasurer
24. Mandatory items: The BoD will identify and authorize spending on budgeted mandatory expense items and authorize management staff to make payment. The management staff must report any expense that goes over budget to the next board meeting
25. Discretionary items: The management staff can authorize spending on and approve payment for budgeted discretionary expense items
- Unbudgeted items must be reported to the next board meeting
 - The board must approve spending on all items, outside of the annual budget
 - The general meeting must approve spending on unbudgeted items over \$5,000 before the purchase is made
26. Emergency expenses: A consensus by the BoD can authorize spending, and approve payment for unbudgeted discretionary items up to \$5,000 on an emergency basis only. Emergency expenses must be reported at the next board meeting
27. Budget revisions: The board may revise the budget as necessary during the fiscal year. Revisions must be reported to the next general meeting for any difference in one budget category over 10%, or for any overall change of more than \$5,000 in total expenses
28. Authorized purchases for the Co-op must be made using a purchase order or contract, or written Co-op authorization to a selected supplier or contractor

IMPROVEMENTS OR CHANGES INITIATED BY THE BOARD OF DIRECTORS

29. Expenses for general repairs and improvements to the Co-op lands or assets will not be required to be approved of by membership. The BoD is required to:
- Obtain a minimum of 3 quotes for the repair or service
 - The successful vendor or service will be chosen by way of a vote by the BoD
30. For new builds or projects on common property exceeding \$5000 the BoD is required to:
- Present a project proposal to be put forth to membership
 - Obtain a minimum of 3 quotes for the service/purchase/installation
 - The proposal must be approved by membership through a general meeting or electronic ballot, organized by the BoD

POLICIES

TREATMENT OF BOD MEMBERS OR STAFF

31. BoD members should not be contacted through private means, as the members of the BoD are volunteers, and are not expected to deal with BoD matters in their private time
32. Approaching any BoD member or the on-site manager in an aggressive manner is not permitted. Any BoD member or staff member who feels that they are treated inappropriately may submit a complaint if they feel it is appropriate to do so

BUSINESSES

PROCEDURES / ANNOTATIONS

As per the Occupancy Agreement, no business may operate within the Co-op without written permission from the BoD. Any business operating on Co-op property must comply with this policy.

1. The BoD will keep a list of all approved businesses on file, and reserves the right to revoke business permission if policies are violated
2. Working from home, for a business whose primary location is elsewhere, does not constitute running a business from your home

POLICIES

3. All businesses operating on Co-op property must have written permission from the BoD. If permission was granted for a business, and this business is changed, permission must be re-obtained from the BoD for the altered or new business
4. Each approved Co-op business is required to have insurance for the business. Proof of this insurance must be provided to the BoD annually, to be forwarded to the property management company to be kept on file
5. Any relevant licenses and certification required for your business must be kept up to date and valid. Proof of these licenses and certifications must be provided to the BoD annually, to be kept on file
6. All businesses must comply with all of the Co-op policies, and must ensure their patrons follow the policies which also apply to them, such as parking, noise, speeding, etc.
7. Signage for any business must first be approved by the BoD
 - a. Signage must not exceed 24"x24"
 - b. Must be hung/mounted in accordance with the policies (not to be adhered to unit siding, may not be on common property, not to obstruct roadways, etc.)

CODE OF CONDUCT

PROCEDURES / ANNOTATIONS

Respecting that this community is made of 90 units, and the BoD is committed to assuring an egalitarian community for all residents.

1. Please keep in mind, socializing with your neighbours is encouraged, with the understanding that all residents and visitors are expected to be considerate of all neighbours

POLICIES

2. Members/residents will not deliberately or knowingly permit or keep anything or anyone in their unit (unit, carport, apron parking, or backyard) which will directly or indirectly impact other member's/resident's safety, health, or personal enjoyment of their unit.

Examples include, but are not limited to:

- a. Putting a base speaker against a wall that is shared with another unit
 - b. Piling of garbage, recyclables, or any other waste
 - c. Failing to clean pet waste
 - d. Smoking of any substances in a unit (also covered by the smoking policy)
 - e. Cooking or preparation of cannabis edibles in a unit (also covered by the smoking policy)
3. For the benefit of all, excessive noise must be avoided during the following times, respective of location:
 - a. On Unit property (Indoors and backyards) from 11:00 pm to 7:00 am
 - b. On Shared property and common property from 9:00 pm to 7:00 am

NOTE: Although the 9:00 pm noise restrictions are not enforceable by local by-law, they are enforceable by these Co-op policies; and any complaints of excessive noise in these locations, after these above noted times, will be subject to the Complaints policy

4. Any person who is reasonably presumed to be intoxicated (by some combination of smell/odour, behaviour, impaired motor function, slurring, etc.), will not be permitted to attend any General meeting, forum, or other BoD run meeting, as this is disruptive, disrespectful to other members, and counterintuitive to an efficient use of both community and volunteer time. This person will be removed from the meeting, and if they create further disorder, may face punitive measures by the BoD. No intoxicants are permitted to be consumed / smoked / taken at any BoD run meeting
5. A member/resident shall also not create a legal or financial liability for the Co-op
6. The members/residents will not permit any person living in or visiting the unit to use the unit in any way or engage in conduct which:
 - a. Interferes with or disturbs other member's/resident's peaceful enjoyment of the Co-op,
 - b. Unreasonably interferes with other members/residents of the Co-op by sound, odour, conduct, or any other activity
 - c. Brings the Co-op into disrepute
7. Members/residents shall not obstruct the roads
 - a. As per the vehicle, parking, & towing policy, there shall be no parking in roadways, and there shall be no blocking of other unit's carports or apron parking
 - b. There shall be no loitering in a manner which would impede traffic

8. Members/residents shall not interfere with the rights of other persons, as outlined in the Canadian Human Rights Act (internet searchable)

9. This policy prohibits discrimination or harassment based on (or the perception of) the following grounds, and any combination of these grounds:
Age, Creed (religion), Sex (including pregnancy and breastfeeding), Sexual orientation, Gender identity, Gender expression, Family status (such as being a single parent), Marital status (including married, single, widowed, divorced, separated or living in a conjugal relationship outside of marriage, whether in a same-sex or opposite-sex relationship), Disability (including mental, physical, developmental or learning disabilities), Race, Ancestry, Place of origin, Ethnic origin, Citizenship, Colour, Association or relationship with a person identified by one of the above grounds
 - a. If a person does not explicitly object to discriminating or harassing behaviour, or appears to be going along with it, this does not mean that the behaviour is okay. The behaviour could still be considered harassment under this policy
 - b. Examples of Harassment:
 - Epithets, remarks, jokes, or innuendos related to a person's race, gender identity, gender expression, sex, disability, sexual orientation, creed, age, or any other ground
 - Posting or circulating offensive pictures, graffiti, or materials, whether in print form or via e-mail or other electronic means
 - Singling out a person by/for humiliating or demeaning "teasing" or jokes because they are a member of a policy-protected group
 - Comments ridiculing a person because of characteristics that are related to a ground of discrimination. (For example, this could include comments about a person's dress, speech or other practices that may be related to their sex, race, gender identity or creed)
 - c. Examples of Sexual and gender-based harassment:
 - Gender-related comments about a person's physical characteristics or mannerisms
 - Paternalism based on gender which a person feels undermines his or her self respect or position of responsibility
 - Unwelcome physical contact
 - Suggestive or offensive remarks or innuendoes about members of a specific gender
 - Propositions of physical intimacy
 - Gender-related verbal abuse, threats, or taunting
 - Leering or inappropriate staring
 - Bragging about sexual prowess or questions or discussions about sexual activities
 - Offensive jokes or comments of a sexual nature about an employee or client
 - Rough and vulgar humour or language related to gender
 - Display of sexually offensive pictures, graffiti or other materials including through electronic means
 - Demands for dates or sexual favours

COMMITTEES

PROCEDURES / ANNOTATIONS

The Committees formed for the Co-op are made to assist the general community with needs in areas such as maintenance, security, parking, pet monitoring, inspections, social, financial, landscaping, membership applications, etc. Although these committees perform a wide variety of tasks and needs throughout the Co-op, they are ultimately under the governance of the BoD and will be required to follow this policy.

1. Each committee is to have an elected head (or chairperson). The head of each committee is responsible for chairing all committee meetings, and ensuring meeting notes are taken and kept on file
2. Each committee will have a BoD liaison, for the purpose of communicating any concerns, requests, clarifications, and/or advice to support the head of each committee
 - a. If there is a BoD member on the committee, they will be the BoD liaison by default, unless the committee votes and approves another member into this position
 - b. Each committee liaison will meet with the BoD in person once every 3 months, at a BoD meeting, to update the BoD on the committee's current actions and activities
3. All improvements proposed by a committee must be submitted to the BoD, as per the improvements policy
4. All projects & activities organized by a committee, which require Co-op funds, must be submitted to the BoD for expenditures
5. All committee expenses above and beyond standard operating costs (i.e. - fuel for lawnmowers, binders for new members, and other repetitive use and maintenance costs) must be itemized and submitted to the BoD for approval before being distributed by the Treasurer
6. Some committees are required to compile a set of procedures for the matters they oversee (e.g. – procedures the membership committee would adhere to when screening potential new members, or the procedures the security and parking committee would adhere to when addressing the parking concerns or reserved parking applications)
 - a. All procedures for committees must be written among the committee, and provided to the BoD for review (to ensure accountability, transparency, and compliance with the Rules, Occupancy Agreement, and Policies)
 - b. Once the BoD approves the committee's procedures, they will be kept on file with the BoD, and any changes to those procedures going forward, must be submitted in the same manner.
7. All committee decisions are subject to a committee discussion and vote
8. The Code of Conduct Policy is to be adhered to during committee meetings and discussions
 - a. Any concerning conduct by any committee members/residents during meetings and/or discussions is to be first addressed by the committee before being brought to the BoD for consideration
 - b. Any concerning conduct brought to the BoD regarding a committee member's actions or behaviours does not need to be submitted in the form of a written complaint, and the BoD may still mediate and address the issue in accordance with the complaints policy
9. Any complaints or concerns which violate the Co-op's policies, rules, or occupancy agreement need to be brought to the attention of the BoD, even if it violates the particular committee's area of purview
 - a. All complaints and issues need to be dealt with as per the Complaints and Punitive Measures Policy
 - b. When a committee is submitting a report to the BoD for a violation of a policy, rule, or part of the occupancy agreement, they are to use the appropriate form, available in "Appendix A"

10. The BoD reserves the right to override any decisions made by any committee, particularly if that decision violates any Co-op policies, rules, or any part of the occupancy agreement. The committee may appeal to the BoD to inquire as to the reasoning of the overridden decision

11. Each committee will abide by the committee descriptions and limitations as set out by the BoD. No committee or individual on a committee may make decisions for, or make decisions on behalf of the BoD.

POLICIES

Not applicable

COMMUNITY BUILDING

PROCEDURES / ANNOTATIONS

1. All arrangements for the use of the Harris Road Housing Co-Operative Community Building must be made through the Hall Coordinator
2. Contact the Hall Coordinator to request a booking date. Bookings are made on a first come, first serve basis. The Hall Coordinator will send the renter the leasing agreement and rules package
3. Read the rules and sign the leasing agreement. Return the portion of the agreement required, by the date specified, to the Co-op's office along with the appropriate deposit
4. Contact the Hall Coordinator for the hall key. The key will be available 12 hours before the renter's booked date and time, and must be returned to The Hall Coordinator at the end of the renter's booked time (unless other arrangements have been made). There will be an additional fine of \$20 if the key is not returned within 24 hours after the booking
5. The hall is pre-inspected within 24 hours of the renter's booked date and time
6. The hall is then given a final inspection within 24 hours of the end of the booked date
7. The co-ordinator is informed of any damages which may exist. If there are no damages, the Co-op will return the deposit to the renter, usually within three business days
8. If the renter has any questions with regard to damages assessed as the renter's responsibility, address them in writing to the BoD, care of the BoD's secretary, at secretary@hrhcbod.com

POLICIES

9. The hall must be left clean at the end of the function. If the hall is being rented immediately after the renter, the renter must clean the hall by the end of the renter's rental time. If the hall is not being rented after the renter, the renter must clean the hall within 12 hours of the end of the renter's rental time
10. Any noise outside of the community building must be contained by 9:00 pm, and any noise inside of the community building must be contained by 11:00 pm
11. Cleaning:
 - a. Floor must be washed with soap and warm water
 - b. Bathroom must be cleaned, including sink, toilet, and floor
 - c. Appliances must be cleaned, including oven if any spillage occurred
 - d. Sinks, countertops, and tables must be washed
 - e. Chairs must be stacked and left against walls
 - f. All litter, recycling, and garbage must be cleaned up, removed from the hall, and disposed of appropriately
12. All lights and the fan must be turned off
13. All doors and windows must be left locked
14. The heat must be turned off, except during cold weather, where it should be left at 10°C

15. No tape or nails may be used on the walls or floors. Decorations can be attached with masking tape to the windows and by tacks to the ceiling. Tape and tacks must be removed when cleaning
16. Coffee urns are available for use, but members/residents must provide their own coffee and sugar etc.
17. If the hall has not been cleaned, the Co-op will have it cleaned at a cost of \$25.00 per hour to be deducted from the damage deposit
18. If there are damages assessed as the renter's responsibility, these items will be repaired, and the cost deducted from the damage deposit. The balance of the deposit remaining, if any, will be refunded to the renter only when all repairs are completed and invoices are received. If the cost of repairing the damages exceeds the damage deposit, the renter will be informed in writing of the balance due and directed to pay the amount within 7 days. (In the case of a member, if the renter fails to submit payment within the 7 days, the amount will be assessed to the next month's housing charge as arrears)
19. The damage deposit, or balance of the deposit remaining after repairs, will not be refunded until all repairs are completed and invoices are received

COMPLAINTS & PUNITIVE MEASURES

PROCEDURES / ANNOTATIONS

This policy/procedure is to define the process and steps to be taken by all members/residents prior to issuing a formal complaint to the BoD, and subsequently the steps to be taken by the BoD in the event of receiving a complaint. If the complaint is of a legal/criminal nature, please contact local Police or By-law enforcement as well as notifying the BoD.

RESTRICTIONS

1. All complaints must be for matters which have occurred within the past 3 months
2. A third party is able to submit a complaint on behalf of another member/resident
3. All complaints can be sent to either the property management company or the secretary@hrhcbod.com email address. All complaints will be dealt with, in full, by the BoD
 - a. Except when the subject of the complaint is a renter, and then a suggested course of action will be given by the BoD for the Property Management Company to carry out appropriately
 - b. The BoD will notify each committee appropriately, if the complaint pertains to their topic (i.e. - pet complaints being notified to the pet committee) within the restrictions permitted under the PIPA.

SUBMITTING A COMPLAINT

When there are problems or disagreements, members/residents need to take the initiative to resolve them before expecting the BoD and the Co-op to get involved. For a complaint to be considered by the Co-op as valid, the behaviour being complained about must clearly violate these policies, the rules, or the occupancy agreement of the Co-op.

4. If the grievance is relatively minor, the member/resident should have a discussion with the other member/resident to see if it can be resolved informally. In most cases, a quiet word is all that is needed to prevent an issue from escalating
5. If the grievance is serious, or the member/resident feels that it has not been satisfactorily resolved, the member/resident should then put their grievance in writing, using the approved complaints form provided within these policies (see the "Appendix A: Forms" section)
 - a. Complaints should be submitted on the approved complaints form
 - b. The complainant is responsible for outlining which of section(s) of the policies, rules, or occupancy agreement may have been violated in their submission
6. All formal complaints, concerns, provisions of information, or FYI's given to the BoD must be submitted in writing. Any verbal submissions are not subject to this policy
7. All parties providing a written or formal submission to the BoD must complete the complaints form in its entirety, otherwise the information being submitted will be merely considered a concern, an FYI, or a provision of information for the BoD to be aware of

BOD COMPLAINT PROCESS

8. Upon receipt of a complaint, the BoD will confirm with the complainant that their complaint has been received, and that their submission will be discussed at the next Board meeting
9. If the complaint is found to be invalid, meaning that no Co-op policy has been broken, the BoD may choose to inform the complainant that their complaint has been deemed invalid

10. If the complaint is determined by the BoD to be valid, the BoD will notify the subject of the complaint, and an investigation will be conducted by at least three BoD members, keeping in mind any conflicts of interest, as outlined in the Board of Directors Policy. The investigation will include contact with the complainant, the subject of the complaint, and any witnesses or other involved parties by way of in-person interviews wherever possible
 - a. A maximum of two people will be permitted to attend any interview with the investigative team. If only one person has been called to the interview, they may bring a second person for support if they choose
 - b. Interviews may be recorded by the BoD if deemed appropriate, but the recording must be destroyed or deleted at most 3 months after the BoD's decision has been informed to all parties
11. This investigation will be to confirm and assess:
 - a. The issue of the complaint from the perspective of all parties
 - b. The policies/rules relevant to the complaint
 - c. The details of the event/issue/situation (date, time, individuals involved, etc.)
 - d. Any damages or costs accrued due to the incident
12. If the complaint has been determined to be valid, the investigation is completed, and the subject of the complaint has been found to have violated a policy / rule / occupancy agreement, the BoD will determine the type of punitive action to be pursued
13. If a member/resident is found to have violated a policy which incurred any damage or expense, that individual is also liable for any and all expenses, reimbursements, and chargebacks associated with that violation. All expenses therein will be charged to the member or primary renter of the unit found to be responsible
 - a. The costs and expenses applicable for this chargeback or reimbursement are to be determined by the BoD
 - b. Any expenses, reimbursements, and chargebacks will be disbursed as appropriate by the BoD, and are not to be paid directly to the wronged party
 - c. The complainant will only be notified of the reimbursement when the BoD is disbursing the paid funds.

APPEALS

15. Appeals of a BoD decision are only possible for any decision which has resulted in a warning or form of restitution. No resident may appeal the BoD's determination of a complaint being invalid
16. Only the primary member or renter for a unit may appeal the BoD's decision regarding an above noted punitive measures. This may be done by way of an in-person meeting with the BoD, or in writing. The BoD has no obligation to reverse their decision, but may do so if new or compelling information is provided about the complaint or issue
17. Appeals must be submitted to the BoD within 3 months of the decision having been provided
18. Refusal by the subject of a complaint to participate in a complaint investigation, will nullify the subject of the complaint's submission of an appeal of a decision to the board of the directors

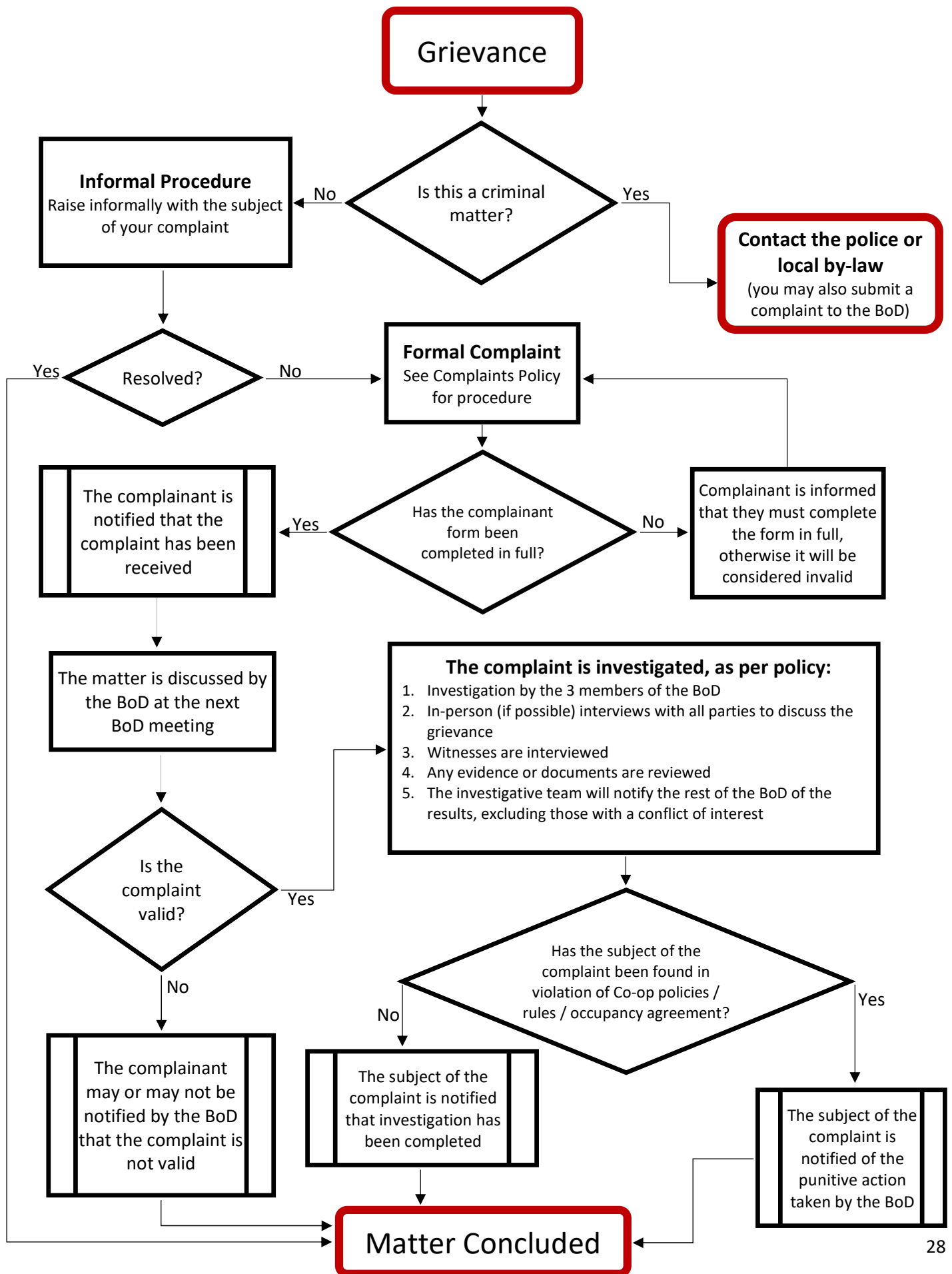
HARASSMENT & CONTINUOUS INVALID COMPLAINTS

19. If a member/resident is submitting repetitive, baseless, or ongoing invalid complaints, the BoD reserves the right to take a course of punitive action against the repetitive complainant, as this will be considered a form of harassment to both the BoD as well as the subject(s) of the complaints

<p>NOTE: all documents for all matters will remain on active member files permanently, including complaints, letters, punitive measures, communications to and from the Board, inspections, property damage reports, repairs, illegal activity, and violations of confidentiality.</p>

POLICIES

Not applicable



CRIME FREE HOUSING

The purpose of this Policy is to make clear that the Co-op will not tolerate whatsoever criminal behaviour or activity on the part of its members, occupants, and guests and that the Board will at all times strive to create as crime free of an environment as possible under the guidance and application of this Policy.

COSTS OF CRIMINAL ACTIVITY ON CO-OP PROPERTY:

When criminal and destructive activities operate out of a community, neighbourhoods suffer, and the Co-op can face serious consequences, including:

- Loss of valued members/residents;
- Decline in property values;
- Property damage from abuse, retaliation, or neglect;
- Fire resulting from drug manufacturing or growing operations;
- Civil penalties;
- Fear and frustration when dealing with dangerous and threatening residents; and
- Resentment and anger between members, neighbours, and property managers

CRIME FREE HOUSING BENEFITS:

- A stable, more satisfied member base;
- Increased demand for units with a reputation for active management; and
- Improved personal safety for members, occupants, and property managers

POLICIES

1. The members and occupants of every unit, and all of their guests, shall not at any time engage in any criminal activity on the Co-op property, including, but not limited to:
 - Any drug-related criminal activity;
 - Solicitation (sex-trade workers and related nuisance activity);
 - Street gang activity;
 - Assault or threatened assault;
 - Unlawful use of a firearm; and
 - Any criminal activity that threatens the health, safety, or welfare of the other members, occupants, or persons on the Co-op's property.
2. The member is responsible for all actions of all occupants of the unit and their guests and will also be held accountable for any criminal activity occurring at the hands of any of them on Co-Op property
3. Even a single violation of the above provisions, which hereby form a reasonable and material condition of the Occupancy Agreement of the Co-op, may be considered as good cause for the Board to invoke the termination process under the Rules of the Co-op (described in greater detail below)
4. In the appropriate circumstances the Board may make further enquiries and investigations in order to substantiate the violation
5. Given the seriousness of the matters addressed by this Policy, the Board of Directors retains the discretion to apply the procedures set out herein in the manner chosen by the Board

TERMINATION PROCEDURE UNDER THE RULES AND OCCUPANCY AGREEMENT

1. The Rules are a contract of law between each and all of the members of the Co-operative and the Co-operative itself. That contract is entered into at the point the member is formally granted Membership under the *Co-operative Association Act*. Included as part of the Rules is the Occupancy Agreement, which deals specifically with matters concerning the occupancy of the premises by each member
2. Likewise, the strict enforcement of this Policy will be done in keeping with the Rules and Occupancy Agreement.
3. Rule 5 of the Rules deals with the termination of the Membership. Rule 5.1 sets out the grounds for termination. The Membership may be terminated by a resolution of $\frac{3}{4}$ of *all* directors where the member has, among other things:
 - engaged in “conduct detrimental”; or
 - breached the Occupancy Agreement and has not rectified that breach within a reasonable time after receiving written notice to do so
4. Likewise, a formal warning to rectify the conduct is not needed where it is “conduct detrimental” as determined by the Board in its discretion. That allows the Board to immediately address and enforce this Policy as discussed above
5. The Board can issue a warning to the member where the conduct is determined by the Board to be less serious. Again, that will be at the discretion of the Board
6. If the matter is conduct detrimental or is less serious conduct for which a warning was issued by the Board and the member did not rectify the breach, rule 5.4 provides that the Board must invite the member to a formal meeting of the Board at which a resolution to terminate the Membership and Occupancy Agreement will be considered. The Board must provide at least 7 full days’ notice to the member
7. The member has the right to present their case at that meeting following which the Board will excuse the member from the meeting and vote on the termination, which requires a vote of $\frac{3}{4}$ of ALL directors
8. If the Board resolves to terminate, then the Board must give the member notice under rule 5.5 and the member then has the right to appeal the decision at a meeting of the general membership under rule 5.6
9. If the general membership confirms the Board’s resolution, the member has the right to appeal the decision to the Supreme Court of British Columbia
10. That process is difficult for the member, especially where the conduct is a crime. This Policy is thus meant to make clear that criminal activity will not be tolerated at the Co-op and the consequences associated with the member’s engagement in criminal activity will be serious
11. If the member appeals to the Court or does not leave when required to do so, there will be a court hearing and the Court will be asked by the Co-op to grant an order for vacant possession of the member’s unit. If the member then refuses to vacate the unit, the Sheriff of the Court has the authority at law to physically remove the member and all occupants and belongings
12. The purpose of this Policy is thus to ensure, as best as possible, that the Co-op has a crime free environment at all times

HAZARDS

PROCEDURES / ANNOTATIONS

Not applicable

POLICIES

1. No open flame or high heat may be used in carports or apron parking due to fire hazards near hazardous materials, wooden structures, and other vehicles
2. Fireworks of all kinds are banned within the Co-op property with the exception of an official Co-op supervised Halloween display
3. Members must not permit anything to block fire exits, stairs, corridors, backyard gates, or public thoroughfares
4. Smoke and/or CO2 detectors must not be disconnected or painted
5. All garbage will be securely tied in plastic bags and placed in the bins provided
 - a. Garbage bins, compost bins, and recycle bins must be cleaned regularly
 - b. Large items, such as furniture must not be disposed of in the Co-op. See Property of the Co-op Policy for further details
6. Balconies, carports, apron parking, and patios are not to be used for the storage or use of unsightly or dangerous materials, and are to be kept clean and tidy at all times. Please see the balconies, backyards, & front of unit policy
 - a. No freezers, refrigerators, or other appliances are to be kept on front porches, carports, or apron parking unless they are securely locked, as per the Co-op's insurance requirements
 - b. No hazardous materials (as defined by the Canadian Occupational health and safety regulations) may be kept inside of your front storage unit, inside of a unit, or on a balcony. All permitted hazardous materials must be stored in your carport. Hazardous materials are restricted to include a maximum of:
 - i. Two jerry cans of gasoline (to a maximum of 20 litres, in appropriate containers),
 - ii. Two cans of paint,
 - iii. One container of pesticide,
 - iv. One container of any other hazardous materials.
 - c. If the BoD is concerned about any of the substances stored on co-op property, as per guidelines in the Co-op's insurance requirements, it will be addressed with the member/resident on a case by case basis
7. If a unit has an oil, gas, or other hazardous substance spill, please consult with the BoD on how it is to be removed

HOUSING CHARGE, INCOME REVIEW, AND METHOD OF PAYMENT

PROCEDURES / ANNOTATIONS

ALL MEMBERS

1. Income verification will be completed once annually to coincide with budget preparation
2. Any member who does not provide adequate documentation of their income will be assessed at the maximum housing charge applicable for their unit
3. Members are required to submit housing charges in the form of pre-authorized debit unless otherwise approved by the property management company
4. There will be a \$25.00 penalty for housing charge payments received after midnight of the first day of the month
5. All housing charge cheques returned by the bank will be charged an NSF fee, matching the fee charged by the processing bank
6. Failure to pay housing charges after move-out notice has been given will result in a penalty of \$100.00 per month missed, being assessed to the member

MEMBERS ON SUBSIDY

7. A change in income must be reported to the property management company when it occurs. New housing charges will be effective the first day of the following month
8. Members who do not report changes in their income as they occur, may be subject to having their housing charges retroactively assessed
9. The cut-off date for submission of income documentation to be used to establish the housing charges for the next fiscal year will be the 15th day of May UNLESS the Co-op's policy requires the members to report increases in income, in which case members must submit documentation of the increase in income and the housing charge for the next fiscal year will be adjusted accordingly
10. You must submit the income tax return (including all pages of the "Statement of Business Activities", if appropriate) along with the CRA "Notice of Assessment" (when it becomes available) for the calendar year that immediately precedes the 15th day of May and that documentation will be used to establish a housing charge for the following fiscal year
11. You must submit documentation of any increase in income during the fiscal year and their housing charge will be adjusted accordingly, UNLESS the Co-op's current policy, as altered from time to time, does not require that increases be reported
12. Members may not have their housing charges decreased, UNLESS the Co-op's current policy, as it altered from time to time, permits decreases in housing charges based on decreases in income

POLICIES

Not applicable

IMPROVEMENTS – INITIATED BY MEMBERS

PROCEDURES / ANNOTATIONS

For improvements or changes initiated by the BoD please see the Board of Directors Policy

MEMBERS ONLY

1. Changes of a cosmetic nature or items dealing with routine maintenance do not require approval i.e.: painting, wallpapering, adding shelves, changing faucets, globes (light coverings), personal decorating
2. Changes which will alter the interior or the exterior of the building require prior approval of the BoD. i.e.: structural changes or additions, permanent installation of items (dishwasher, etc.), any change which requires municipal permit, or any exterior change which would alter the aesthetic of the building (fence, shed, etc.). Please see the Co-Op's website or on-site manager for a copy of this form
3. Some changes will not be permitted as they would alter the Co-op in a way which would change the unit drastically, or would interfere with other units (i.e. - physical changes to a wall common to another unit, removal of any part of a wall, cutting through a floor or ceiling)
4. Some changes in units require permits and use of a qualified tradesperson. Permission to make these changes will not be given until the member provides proof that all necessary permits have been obtained and that the work is going to be done by a qualified tradesperson. (i.e. - electrical wiring, plumbing changes, etc.)
5. All authorized alterations must be inspected and approved by the maintenance committee upon completion of the alterations
6. Failure to obtain prior approval for any changes may result in one of the following:
 - a. The member may be asked to immediately restore the unit to its original condition
 - b. The Co-op may employ someone to do the necessary repairs and bill the member accordingly
7. All changes must conform to the fire regulations and building code standards

POLICIES

MEMBERS ONLY

8. On move out, units must be restored to their original condition or to a condition acceptable to the inspections committee. If in doubt whether an improvement requires approval, the member should consult the maintenance committee before commencing with the work.

MEMBERS & RENTERS

9. Portable Air conditioners which only require a duct be vented through a window are acceptable as is, but any window-mounted air conditioner is required to be professionally installed, as per the co-op's insurance requirements; homemade mounts for these units will not be acceptable, and proof of professional installation is required to avoid punitive action from the BoD

INCOME - EXCLUSIONS TO THE DEFINITIONS

PROCEDURES / ANNOTATIONS

The following are EXCLUSIONS to the definition of income for the purpose of housing charge calculations: (Reference 56.1 operating agreement):

1. Earning of children in regular attendance at recognized institution of learning, funds for tuition, such as bursaries and contributions from non-resident family members
2. Living out or travelling allowances of a family head
3. Earnings of a spouse (or equivalent) up to \$900 per annum
4. Income from any source (other than Social Assistance payments) of a one parent family up to \$900 per annum
5. Capital gains such as insurance settlements, inheritances, disability awards, sales of effects
6. Family Allowance (change to Child Tax Credit)
7. \$2 per child per month (from the housing charges)
8. The repayable portion of Student Loans

POLICIES

Not applicable

INTERNAL TRANSFERS

PROCEDURES / ANNOTATIONS

CONDITIONS

1. The members/residents wishing to transfer must be in good standing.
2. The approval or rejection of an internal transfer will be up to the BoD, as this would require knowledge of the member's standing, which is confidential.
 - a. The membership committee will only be notified of a transfer once it has been approved by the BoD
 - b. No transfer requests will be accepted for any member who has been a member for less than one 12 months
3. Transfers will be treated like any move-out, with the same expectations
4. Transferee must pay the difference in shares in full, two weeks before move-in date
5. Shares on out-going units will be transferred when move-out unit is filled (until then the shares will remain with the old unit). Share difference for (2 bedroom) unit will be paid when all debts to the Co-op are paid (i.e.: arrears, carpet cleaning, painting, etc.)
6. Members on the internal wait list will have priority over people on the external wait list
7. All internal moves and unit allocations must have Board approval. The Board of Directors may limit the number and time of internal moves
8. The interior and exterior unit of the member requesting an internal move must be in good condition and repair and in keeping with the character of the rest of the Development upon inspection before final approval is granted. The current unit must have no member abuse damage that requires the Co-op's attention

SUBSIDY MEMBERS

9. When moving from a 2 bedroom unit to a 3 bedroom unit the subsidy will be transferred to the new unit only at the rate of the approved 2 bedroom rate for the balance of that fiscal year until the following assessment time when members/residents will need to reapply for subsidy.
10. The members/residents will be required to pay the difference between their current rate of subsidy and the rate allowed for the three bedroom, each month.
11. When moving from a 3 bedroom unit to a 2 bedroom unit, the subsidy will be transferred to the new unit, the subsidy will be dropped to the rate allowed for a 2 bedroom unit

POLICIES

Not applicable

MEMBERSHIP & UNIT CAPACITY

PROCEDURES / ANNOTATIONS

FOR MEMBERS AND RENTERS

1. The Harris Road Housing Co-op is intended to be a family community, but due to limited unit size, there is also a limit on the numbers of residents in a unit, reflective of the size of the unit. This may include a nanny, housekeeper, or a nurse. The Co-op will use the following standards in determining the appropriate unit size for each household (as per national occupancy standards):
 - a. A 2-bedroom unit may be assigned to a one-person application, but cannot exceed 4 individuals residing in the unit, regardless of age
 - b. A 3-bedroom unit may be assigned to a two-person application, but cannot exceed 6 individuals residing in the unit, regardless of age
 - c. There should be enough bedrooms so that parents do not have to share a bedroom with a child
 - d. There should be one bedroom for each child of the opposite sex aged five or over, as per provincial Ministry of Children and Family Development standards
 - e. There should be one bedroom for each dependent age 18 or over
2. Any new additions to the dwelling's residents, above the age of 19, with the intention of remaining in the residence for longer than 6 weeks, must be screened and approved by the BoD, and must also be listed on the unit's paperwork
 - a. All new residents (staying over 6 weeks) must provide a criminal record check to the BoD before being approved to reside in the complex
 - b. All new or existing residents (staying over 6 weeks) who intend to become an associate member must also complete and pass the income verification, credit screening, and interview with the membership committee.
3. Move-outs must be completed by 12:00 noon on the last day of the month
4. Move-ins are to be effective at 12:00 noon on the first day of the month

FOR MEMBERS ONLY

5. Each member unit will have one primary member, and can pay a \$10 refundable fee to have an associate member within the unit; both of whom are permitted to vote in any matters at the Co-op's General Meetings. Each unit is limited to one associate membership, resulting in a maximum of two votes per unit, on all voteable Co-op matters. All other residents of the unit have no voting rights
 - a. Associate Membership must be applied for, and is not an automatic provision for each unit
 - b. Voting is not available for those residents who are renting their unit
6. Sixty days written notice of intention to vacate is required. Notice must be received by the management company or the on-site manager before the first of the month
7. Only one member of the same household may serve on the BoD per term. Renters cannot serve on the BoD

WAITLIST & APPLICATION PROCESS

8. The waitlist will be monitored & managed by the PIP officer and the On-Site Manager only, as to ensure protection of personal and confidential information. Any time the waitlist is updated, a copy of the list will be shared with the membership committee, but will only show the names and waitlist positions.
 - a. The waitlist will be closed at a maximum of 25 persons, meaning that no individuals may be added or kept in a queue of any kind, above and beyond that limit

- b. The On-Site Manager will contact those on the waitlist every 6 months to inquire as to whether they wish to remain on the list. Any individuals who fail to reply to this contact, or indicate they would like to be removed, will be removed from the waitlist
9. The waitlist, applications, interviews, and approval to membership will be completed as follows:
 - a. When a unit comes available, the BoD, On-Site Manager, and Property Manager will all be made aware, and the membership committee will only be informed of an available unit, and what size the unit is
 - b. The On-Site Manager, in conjunction with the Property Manager, will be responsible for collecting the applications and completing the appropriate screening of those individuals at the top of the waitlist. Applications will include a mandatory submission of income verification, a criminal record check, and a credit check
 - c. Successfully screened applicants will be interviewed by members of the membership committee, and those involved in the interviews will discuss and vote on which applicants are to be approved for membership
 - d. If an individual is approved for membership, and refuses the unit offered to them, they may ask to remain approved for the next unit, but only once. Refusing an available unit twice will result in being removed from both the waitlist and the approved for membership list
 - e. Any falsehoods or relevant omissions on the membership application will result in rejection of the application. If the falsehood or omission is discovered after a membership has been granted, an immediate review of membership will occur
10. Those who have been approved for membership, and assigned a unit, will be required to complete the paperwork within the following timeline:
 - a. Upon approval of membership: Deposit fee of \$200 is collected
 - b. Minimum of 15 days prior to move in: All new membership paperwork is to be signed. Shares and associate member fees are to be collected
 - c. Keys are only to be distributed once proof of tenant's insurance has been provided, and only once the previous residents have completely moved out of the unit
11. A unit transfer can only be requested by the primary member of the unit:
 - a. All unit residents must vacate the unit if the transfer is approved,
 - b. Associate members and residents wanting their own unit will need to complete the waitlist procedure as laid out in #9 of this policy

POLICIES

Not applicable

PAINTING

PROCEDURES / ANNOTATIONS

1. Members have the choice of the following:
 - a. Painting their unit themselves
 - b. Using the Co-op's painter
 - c. Using a professional painter of their own choice
2. The Co-op will supply the paint to members at cost. Members may purchase paint from the On-Site Manager (cheque or money order only), or have the cost of the paint deducted from their shares. If the member has been in residence for five (5) or more years, the paint will be provided to the member at the Co-op's expense
3. The Co-op's painting contractor shall not be paid until the unit has been inspected and passed by the inspection committee
4. The Co-op will be responsible for the painting of all unit ceilings upon move out, as determined by the inspection committee. A good quality latex ceiling paint in flat white must be used
5. Failure to meet the Co-op's paint standard can result in the member being responsible for the re-painting of their unit at the member's expense

POLICIES

6. Unless advised to the contrary by the inspection committee (in writing), each unit shall be painted upon move-out. The inspection committee's decision is final and there will be no appeals
7. All units painted by the member shall be properly prepped prior to painting by ensuring:
 - a. All surfaces must be clean of grease and scuff marks
 - b. All wall holes must be filled with a dry wall mud and sanded flat
 - c. All wallpaper, decals, or other adhesive products must be completely removed from the surface
 - d. Switch and plug covers must be removed
 - e. Light fixtures must be taped off
8. All units to be painted by the Co-op's painter shall be properly prepped by ensuring that all surfaces must be clean, including the removal of grease and scuff marks
9. Interior walls, hallways, closets, living room, bedrooms, and laundry room must be painted in *Sherwin Williams Maritime White (eggshell)*
 - a. Bathrooms and kitchen must be painted in *Sherwin Williams Maritime White (semi-gloss)*
 - b. Painting of trim and doors will only be done if it is determined to be necessary by the pre-move-out inspection.
 - i. Trim and doors must be painted in Interior semi-gloss latex white Kitchen and Bathroom paint
 - c. It is optional to paint the downstairs hallway and ½ way up the stairwell in the semi-gloss as well
10. The member shall not pay an outside painting contractor from their shares
11. The Co-Op will be responsible for repainting the interior of a member unit every 10 years, with all of the following criteria having been met:
 - a. The member has resided in the same unit for 10 years
 - b. The member has submitted a written request to the BoD to have this done
 - c. The member must have the walls in good repair, with holes patched and sanded

- d. The member is responsible for moving all furniture, as the moving furniture or items is up to the member to arrange
- e. Any cost for custom paint colours , above and beyond the cost of what the standard Co-Op paint would cost, will be the responsibility of the member

PARTICIPATION

PROCEDURES / ANNOTATIONS

All members agreed to donate 4 hours per month of their time, to assist the Co-op in reducing operating costs. Member involvement means the active involvement of the membership in the governance of the Co-op and in the Co-op as a community. As Co-ops are about mutual self-help, your basic obligation as a Co-op member is to make a contribution to making the community work.

This volunteer participation can be within a committee, time on the BoD, and various other actions which benefit the community, such as community yard work, cleaning, maintenance, and if you are looking for something to be involved in, please reach out to the On-Site Manager, the BoD, or any of the co-op's committees and inquire if there is any areas in specific need.

Attendance at general meetings is heavily encouraged, as this is the only avenue in which your voice can be heard on matters pertaining to BoD changes, policies, procedures, resolutions, and projects.

POLICIES

Not applicable

PETS & WILDLIFE

PROCEDURES / ANNOTATIONS

Not applicable

POLICIES

ALL ANIMALS

1. All pets are to be registered with the pet committee
2. All pets are to be spayed/neutered (except with written permission from the BoD, to be reassessed annually), and members/residents with dogs are to provide proof of city license annually
3. All members/residents should also have all pets up to date on appropriate vaccines and immunizations
4. All members/residents are prohibited from boarding pets on patios, balconies, in carports, or in apron parking
5. Members/residents may also have contained pets: fish, gerbils, hamsters, or guinea pigs within their unit. The BoD must approve ALL other pets but may reasonably withhold permission. Contained pets must remain in their appropriate enclosures when outside the unit
6. Members with fish tanks must provide proof of water damage liability insurance (and all renewal insurance statements each year) to the BoD, which will then be sent to the property management company to be kept on file
7. All members/residents are responsible for any damage to Co-op property, and to any individuals on Co-op property, inflicted by their pet(s). If problematic or aggressive pet behaviour persists, the BoD reserves the right to demand the permanent removal of the aggressive or damaging animal from the property
8. Members are responsible for ensuring that visitors with pets must follow all the rules with the exception of registering their pet
9. No members/residents are to feed wildlife in any capacity, with the exception of having a BoD approved squirrel-proof bird seed feeder. This request can be made to the BoD via the request form, available on the Co-Op's website, or from the on-site manager

ALL DOGS, CATS, RABBITS

10. Members are allowed two pets (cats, dogs, rabbits) per unit. Members/residents who have had more than 2 pets since this policy was originally approved in 2006 were not permitted to replace the 'extra' pet when it died or was removed from the unit; therefore there should be no more than 2 pets per unit at this time
11. Guide dogs and other assistance animals are not counted in the number of "pets" per unit, but are also limited to two Guide/Assistance animals per unit, in addition to "pets". These animals MUST have registered training certificates, and a copy of all certifications and registrations must be provided to the BoD. This does not include registered emotional support animals
12. Dogs:
 - a. Are not permitted to be left unattended in unit backyards from 9:00 pm to dawn
 - b. Are to be leashed at all times, except within units, unit backyards, and in the off-leash dog area
 - c. All members/residents are to immediately pick up any droppings left by their dog, this applies to all areas of Co-op property, including unit backyards

13. No animal is to be tied up or left unattended outside for more than two hours
14. All members/residents with cats are required to have at least one litter box in their unit

PLAY SPACES

PROCEDURES / ANNOTATIONS

1. Failure to comply with the play spaces policies and/or causing a disturbance or damage may result in a withdrawal of play space privileges, and the BoD may pursue punitive action as per the Complaints and Punitive Policy

POLICIES

2. The play court is available for use from 9:00 am to 9:00 pm

PROPERTY OF THE CO-OP

(Co-op Grounds & Assets)

PROCEDURES / ANNOTATIONS

1. The proposal to build any temporary or permanent structures must first be passed by the BoD, and then approved by the membership in a vote at a general meeting or electronic ballot organized by the BoD

POLICIES

CO-OP GROUNDS

2. All members/residents must have valid tenant's insurance, including third party liability (and water damage insurance if a waterbed or large fish tank is in the unit)
3. No member/resident shall do anything wilfully or permit anything to be done which would cause damage to Co-op property either by fire, water, vandalism, or other means
4. Proper draperies must be used in all windows (i.e.: no tinfoil, flags, sheets, etc.). Members/residents may apply to the BoD for a situational exception
5. No member/resident can build any permanent or temporary structures on common property. The exception is the use of portable sunshades or pop-up structures, which cannot remain on common property longer than 48 hours
6. Gardens and any other planting on common property need to be approved by the BoD, with the understanding that if the member/resident fails to maintain the garden to aesthetically appropriate standards (no overgrowth, and must be weeded), the BoD has the right to remove or maintain the flower garden as it sees fit
7. The Co-op may be liable for injury/damage sustained while on Co-op property, therefore it is the responsibility of every member/resident to ensure chairs, benches, tables, toys, bicycles, etc. are not left on common property.
 - a. The member/resident will receive a warning from the BoD, and if the items remain on common property for 48 hours after the warning has been issued, the items will be considered a donation to the Co-op, and will be moved as determined by the BoD
 - b. If any garbage or trash is kept on common property, and the BoD is required to remove it based on the above policy, the member/resident will be billed for the cost of removal
8. No member/resident shall litter or leave garbage on any Co-op property, as all refuse and recyclables should be contained in the appropriate refuse and recycle bins, as provided by the City of Pitt Meadows. Any and all refuse or recyclables on the property longer than two weeks (as garbage pickup is bi-weekly) shall result in punitive action by the BoD

CO-OP ASSETS

9. All Co-op property should be signed out, and care should be taken to keep borrowed/signed out property in good repair.
10. All Co-op borrowed property need to be returned within 48 hours of the time it is signed out
11. No Co-op member/resident should be in sole possession of Co-op property (or in possession of the sole access to Co-op property) with the exception of the on-site manager

RECORDS

PROCEDURES / ANNOTATIONS

The Co-op requires that all members/residents update their contact information, unit information, and vehicle information, and other relevant information with the On-Site Manager.

This information includes:

- Copies of the unit's tenant insurance (to be forwarded to the property management company, to be kept on file)
 - Including water damage coverage if the unit has a waterbed or a fish tank larger than 1 gallon in size
- The names and ages of all individuals residing in the unit (including minors)
- The phone numbers and E-mail address of the primary member/renter and associate member
- Vehicle information:
 - Registration information
 - Make, model, year, colour
 - License plate
 - Proof of insurance is also required for those whose vehicles are insured for parking/storage only
- Pet information – Please see the Pet Policy for more information on pet restrictions
 - Proof of dog licensing, as per Pitt Meadows Dog Control Bylaw
 - Proof of registration and training for any guide dogs or assistance animals
 - Proof of annual permission from the BoD for any intact (not spayed or neutered) cats, dogs, or rabbits

Members and residents are responsible for ensuring their financial information is kept up to date with the Property Management Company, as this will not be held by or accessible to the BoD

REPORTABLE INCIDENTS

A reportable incident is an event in which someone has had adverse affects, serious injury, serious illness, or even death on the Co-op property.

1. Any reportable incidents for which the Co-op holds any responsibility must be reported to the Board of Directors immediately. This can include illness or injury caused by poor unit maintenance, injury caused by unsafe common spaces, etc.
2. Any deaths on Co-op property must be reported to the Board of Directors immediately, to determine if there are any safety concerns, legal requirements, or transfer of membership or residency documentation which needs to be completed

POLICIES

Not applicable

SHARE PURCHASES AND REFUNDS

PROCEDURES / ANNOTATIONS

1. The cost of shares is \$2500 for a two bedroom unit and \$3500 for a three bedroom unit, payable only by certified cheque or money order
2. The associate member fee is \$10 and is refundable upon move-out. Please see the Membership Policy for more details on associate membership
3. Share purchases will be refunded 4-6 weeks after all the following criteria are met:
 - a. The final inspection is completed on the unit
 - b. All repairs which are deemed to be the outgoing member's responsibility are completed and invoices for these repairs are received
 - c. All debts to the Co-op are settled
 - d. The share refund is approved by the BoD, at a meeting of the Directors
4. When a member moves out of the Co-op, the Co-op will hire a professional company with a truck mount carpet cleaner system to clean the vacating member's carpets, and the cost of this cleaning will be deducted from the vacating member's share refund
5. The board shall not approve the transfer of primary member shares to an associate member unless:
 - a. The associate member has completed all forms of the screening required by the policies and membership committee, including (but not limited to) credit check, income verification, criminal record check, and compatibility interview, AND
 - b. One of the two following requirements is met:
 - i. The associate member has resided on the property, in the unit with the primary member for at least one full calendar year, and has been a verified associate member for that full calendar year, OR
 - ii. In case of death of primary member

POLICIES

Not applicable

SMOKING, VAPING, & CANNABIS

PROCEDURES / ANNOTATIONS

Not applicable

POLICIES

SMOKING RESTRICTIONS

1. Smoking is prohibited in all units, with no exceptions
2. Smoking is prohibited in the designated playground spaces
3. All persons, including but not limited to members/residents and visitors must comply with this no smoking in units policy. Members/residents must ensure that this no smoking in units policy is not violated by their visitors
4. Out of consideration for children residing in the front of unit bedrooms, there shall be no smoking in the common or shared property in front of the units (carports or apron parking)
 - a. Permission may be granted pursuing an application to the BoD, as the BoD will then determine if the applying unit's two immediate neighbours (one neighbour for end units) are willing to sign a form documenting their permission for the smoking to occur. This form will remain on file with the BoD
 - b. This permission must be revisited if any of the units involved has new members/residents move in, or has transferred to a different unit
 - c. This permission will automatically be denied if any of the units (applying unit or neighbouring units) have children or youths (age 18 or under) residing in the unit

SMOKING PERMISSIONS

5. Smoking is permitted in backyards
6. Smoking is permitted on common property, provided it is at least 6 metres [16.5 feet] of any door, window, or air intake
7. All smoking debris (butts, packaging, lighters, etc.) must be properly extinguished and disposed of

CANNABIS

As of October 17, 2018, the federal and provincial governments have legalized the limited personal cultivation, limited personal possession and consumption of recreational cannabis. All of these activities may impact the Co-op and the members beyond the person cultivating, possessing, or consuming the cannabis. This policy limits these rights in the interests of the Co-op as a whole.

8. Possession: Members/residents are responsible for any cannabis they, other residents of the unit or guests possess. Members/residents and guests must be in compliance with provincial and federal law. Cannabis must be stored so that there is no impact (odour and otherwise) on neighbours
9. Consumption: Smoking of cannabis is restricted by the same policies as the Co-op's general Smoking Policy
10. Cultivation: The cultivation of cannabis on Co-op property is only permitted as outlined below.
 - a. Indoor cultivation is strictly forbidden
 - b. Contained cultivation (hydroponic and other contained units) is strictly forbidden
 - c. Outdoor cultivation (private gardens) is permitted, up to two (2) plants

11. During the course of any inspection, if prohibited cultivation is discovered, the member will be required to immediately dispose of the plant(s) safely or will be responsible for the costs of having the plant(s) removed by the co-op. The member will also be responsible for any related property damage

12. Distribution: Distribution or sale of cannabis and related products is subject to federal, provincial, and municipal licensing. The Co-op will not approve the sale or distribution of cannabis from Co-op property

UNIT MAINTENANCE & INSPECTIONS

PROCEDURES / ANNOTATIONS

1. Given the age of our Co-op buildings and the quality of the material used when the Co-op was built, wear and tear is expected
2. This policy/procedure applies equally to all members, and has been organized by room, for easy reference
3. Any items not covered on either side of this list (not listed as the responsibility of either the Co-op nor the member) will be judged individually by either the inspection committee or the BoD
4. In all cases where member neglect is indicated, the cost of repairs will be the member's responsibility. This includes damage by the member or primary renter, any other resident of the unit, or any visitor/guest to the unit
5. In the case of smoke, all damage by smoke is the member's responsibility
6. All damage incurred by pets are the member's responsibility
7. All items listed under member's responsibility, unless caused by a structural fault, is the member's responsibility.
8. Also see the Painting Policy for requirements regarding the painting of walls, ceilings, doors, etc.
9. If you are unsure about your ability to maintain your member responsibility maintenance, and require a professional to help you with some or all of these member responsibilities, then you are permitted to hire appropriately certified service providers. The Co-op is not required to hire these services on your behalf
10. In the event of an accident or defect in water pipes, hot water tanks, basic unit construction, heating apparatus, or electrical wiring, members shall give immediate notice to the On-Site Manager, who will in turn notify the BoD
11. Members will be given 24 hours notice for intent to enter a member's unit for the purposes of unsolicited repairs or replacements, or inspections
12. If damage or a need for repairs is discovered during ANY inspections, the BoD will discuss with the member/resident in which manner and timeframe the repairs will be completed. If the repairs are to be completed by a service provider, access for the repair(s) must be granted, as long as the legally required 24 hour notice has been given to the unit
13. Should emergency access to any unit have to be gained by force, and should any member/resident or guests have directly or indirectly caused such emergency, then any resultant expenses incurred shall be the responsibility of the member
14. Should access to the unit be needed by the BoD or On-Site Manager for emergency purposes,
 - a. All efforts would be made to contact the member first
 - b. Two BoD members (or one BoD Member and the On-Site Manager) would enter and assess the situation, and take the appropriate actions

INSPECTIONS

15. If possible, inspections will be done with a minimum of two persons performing the inspection. Members/residents are entitled to a copy of their completed inspection forms within 2 business days of the inspection completion. Inspections may include photos and/or video being taken of damage inside of the unit, or on unit property

16. Routine Inspections: All units will be inspected by the inspection committee at least once per year, to ascertain the normal wear & tear on a unit, any non-compliance with policies, and any damage to Co-op property caused by members/residents and pets. As our members/residents are entitled to a reasonable expectation of privacy, routine inspections may not be performed more than once per 6 months
17. Additional Inspections: In situations where the BoD has concerns of property neglect, criminal activity, or ongoing policy violations, an ongoing investigation into a unit may occur, which could require regular access to a unit for the purpose of ongoing assessments and completion of procedural repairs. The inspections done as a result of these ongoing concerns may occur more frequently if the Inspection Committee/ BoD/ On-Site Manager have cause to more closely monitor the unit interior
18. External Inspections: No advance notice is required for the Inspection Committee/ BoD/ On-Site Manager to do an external inspection of carports, apron parking, or backyards
19. Internal Inspections: 24 hours written notice is required for the Inspection Committee/ BoD/ On-Site Manager to do an inspection of the inside of any unit
20. At the time of any form of unit inspection, the member/resident is required to ensure that any hazards or pets are properly contained

POLICIES

21. Members should not allow any of these items listed to go to a stage of non-repair. Members are responsible for normal maintenance items, for general upkeep on their units and to repair any damage they are directly responsible for
22. Members are OBLIGATED to inform the on-site manager and/or the BoD if any Co-op provided appliances or plumbing (and plumbing fixtures) are faulty, as to not allow any further damage to occur
23. Member-owned appliances (including but not limited to air conditioners and dishwashers) must also be kept in good repair, and the on-site manager and/or the BoD are also to be informed of any damage caused by these items
24. No member or resident is permitted to refuse entry to a unit for maintenance, whether it be scheduled inspections, situational maintenance, emergency maintenance, or scheduled maintenance

ALL ROOMS	
Co-op's responsibility	Member's Responsibility
Electrical outlets	Humidity control
Wiring	Carpet maintenance
Carpet replacement	Doors, hinges, windows
Heating system	Drapery rods
Structural damage to windows	Lamps, light bulbs, globes
Faucets and washers	Sliding doors
Flooring	Walls/ceilings
	Light globes/covers & bulbs

LAUNDRY	
Co-op's responsibility	Member's Responsibility
Hot water tank	Damage from malfunction of member's washer and dryer, (including all water, electrical, or other damage)
In-wall dryer vent and washer drain	

BATHROOM	
Co-op's responsibility	Member's Responsibility
Fan repair, replacement, and maintenance	Fan cleaning
All pipes	Cabinet maintenance
Toilet bowls and tanks	Mirrors
Tub & shower surround	Racks/rods (towel and shower curtain)
Tiles and grouting	Toilet seats
Caulking	Plugged toilets, sinks, tubs
	Shower head

KITCHEN	
Co-op's responsibility	Member's Responsibility
Co-op provided appliance repair/replacement	Stove/fridge bulbs & fuses
Exhaust fan repair & maintenance	Exhaust fan cleaning
All pipes & sink	Upkeep of countertops and cabinets
Countertop, cabinet replacement	Floor maintenance & cleaning

OTHER	
Co-op's responsibility	Member's Responsibility
Pest control, except fleas, bedbugs, cockroaches. Ant control will be assessed on a case by case basis	Fleas, bedbugs, cockroach control
	Snow and ice on driveways
Exterior faucets	Weather stripping
Exterior siding	Any non-original components
Doors	Flooring maintenance (Spills, stains, rips, tears, burns, etc.)
Roofs, shingles, eaves, downpipes	Pet damage & smells
Smoke detectors/CO2 monitors (one per floor, in hallway)	Extra smoke detectors/CO2 monitors (other than the two provided by the Co-op in the upstairs and downstairs hallways)
Doorbell	
Fence repairs	
Unit numbers	

VEHICLE, PARKING, & TOWING

PROCEDURES / ANNOTATIONS

Designated members of the BoD or the parking and security committee have the authority to enforce these policies. Any vehicles found violating the below policies are subject to towing (at the owner's expense, including all towing, storage, and associated fines), as well as the complaints & punitive policy.

TOWING

Any and all vehicles towed by the BoD or the parking committee will be towed by Maple Ridge Towing

Towed vehicles can be claimed from:

Maple Ridge Towing (1981) Ltd.

23283 McKay Ave Maple Ridge, BC V2W 1B9

Ph 604-463-5146 Fax 604-463-8550

mrtdispatch@shaw.ca

Both first and second violations of parking policies will result in warnings, as per the Complaints and Punitive policy, and any further violations will result in immediate towing, at the owner's expense

POLICIES

ROADS, GENERAL POLICIES, & VEHICLES IN COMMON SPACES

1. In accordance with the Fire Marshalls Act, all Co-op roads are fire lanes, and therefore no parking is permitted in roadways at all
2. Vehicles and personal transportation devices (including scooters, etc.) shall abide by the posted speed limit on Co-op property
3. No motorized vehicles are permitted to drive on any grass, gravel, or pathways except for roads and designated parking spaces (with the exception of the Co-op's ride-on lawnmower and medically required mobility scooters). Motorsport or ATV sport vehicles (such as ATV quads, mini quads, pocket/minibikes, or any other motorsport vehicles) are not to be operated on Co-op property at all
4. No over-sized vehicles are permitted on the property (e.g.-18 Wheelers & oversized RV's) except to allow moving trucks when moving in or out
5. Minor auto repairs may be done in member's/resident's own carport or apron parking, providing that the area is kept clean, neat, and tidy, and vehicles are moveable in case of an emergency. No repairs (minor or major) may be done on roadways, common parking, or common spaces
6. Members are responsible for cleaning up stains made by vehicles in carports and apron parking
7. Vehicles parked in shared carports and apron parking must park in the center of their space in order to leave clear easement for their neighbour
8. No vehicle is permitted to be left in an unsafe condition on Co-op property. Unmovable vehicles that are left in unsafe conditions will be towed without warning at owners expense
9. All vehicles in violation of these policies will be towed at the owner's expense. If the co-op is charged for any of the towing or associated costs will be charged back to the member/resident

INSURANCE & STORAGE

10. All vehicles MUST be insured, registered, and drivable.
 - a. Storage insurance with liability is acceptable for vehicles parked in a unit's assigned carport or apron parking only, provided you are not taking up a common parking spot with any of your unit's other vehicles
 - b. Vehicles such as small recreational vehicles (RV), tent trailers and utility trailers may be stored year round in your carport or apron parking only, provided you are not taking up a common parking spot with any of your unit's other vehicles
 - c. Any vehicle which is not fully insured MUST either submit a copy of their storage insurance with liability to the BoD & Parking committee, or keep a copy on the dashboard of the vehicle, where it can be verified when necessary

RESERVED PARKING

There will be 10 reserved parking spaces throughout the Co-Op. The reserved parking spots will be managed at the discretion of the parking committee. The parking committee will record and be accountable for their decisions, and any complaints about the allocation of parking spots must be submitted to the BoD as per the Complaints and Punitive policy.

11. Reserved parking spot allocation may be reassessed by the parking committee as needed, but
 - a. A reserved parking spot may not be rescinded or reallocated arbitrarily, and a reason must be provided
 - b. If a reserved spot is being rescinded or reallocated, the parking committee must give at least one full calendar month's notice to the unit renting the reserved parking spot, as to allow time for the unit to have their payment plans adjusted
12. Reserved parking spots can be applied for through the On-Site Manager. Applications will then be passed along to the parking committee, provided the application is valid, and would not violate any of these policies
 - a. A reserved parking spot will cost \$25.00 per month
 - b. A reserved parking spot is assigned to the approved residents of the unit, with a maximum of one reserved spot per unit
 - c. A reserved parking spot cannot be rented or transferred to another resident
 - d. A reserved parking spot cannot be used to store any trailers, RV's, seasonal, or partially insured vehicles. A reserved spot will also not be permitted for any vehicle displaced by a resident using their carport or apron parking for a trailer, an RV, a seasonal, or partially insured vehicle
 - e. Any towing from a reserved spot is to be managed by the person(s) renting the spot only

COMMON PARKING

All parking spaces which are not carport, apron, or reserved spaces will be considered common parking. Common parking spaces are allocated to be used on a first-come, first-served basis, and will be required to abide by the following policies

13. No vehicle may remain in a common parking spot for more than 48 hours
14. Any complaints will be handled by the BoD, by way of the Complaints and Punitive policy. Violations can result in warnings, or immediate towing, depending on the history of parking violations for the unit in questions