

Maintenance Committee Policies and Procedures

REVISION HISTORY		
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Policies & Procedures

Unit Maintenance

Purpose of the Policy

To identify the responsibilities of Members and the Co-op in keeping units in good repair and marketable.

Policy

Member Responsibilities

1. Members must keep units in a sufficient state of repair and cleanliness to ensure:
 - There are no health or safety risks to Members or undue financial risk to the Co-op; and,
 - Capital assets have a reasonable life expectancy.
2. Members are responsible for minor repairs and maintenance as defined in the **Co-op Shared Responsibility List**.
3. Members must report immediately, in writing, damage or needed repairs in their unit that may pose a health, safety, or financial risk to them, other Members, or the Co-op.
4. Members are responsible for all cleaning of their unit including their balcony/patio area.
5. Hazardous materials must be stored and disposed of per City of Vancouver requirements ([bylaw 7004](#) and [City of Vancouver hazardous waste disposal information](#)).
6. Garbage and recycling must be stored and disposed of per [City of Vancouver requirements](#).
7. Members must obey the [Vancouver Fire Bylaw](#) regarding fire codes, emergency access, etc.
8. Members are responsible for their own tenant insurance (see Section 11.02 in the **Paloma Occupancy Agreement**).
9. Members are not allowed to install under-counter dishwashers; however, portable dishwashers are allowed in units.

10. Members must sign a **renovation acceptance** agreement before unit renovations occur and abide by the conditions and responsibilities listed therein.

Co-op Responsibilities

11. The Co-op will maintain units to ensure Members' health and safety and the continued marketability of the units.
12. The Co-op will maintain the standard appliances, equipment, and furnishings supplied by the Co-op in working order and useable condition.
13. The Co-op will replace capital items according to the Capital Reserve Plan as determined by the Maintenance Committee. Capital items may be replaced sooner than scheduled:
 - To improve unit marketability;
 - Where move-out makes replacement convenient and cost-effective; and,
 - As needed due to extraordinary wear or damage.
14. The Co-op will use licensed professional trades people for plumbing, electrical, and other work as required by building and other codes.
15. The Co-op will provide a **Co-op Shared Responsibility List** that describes the unit items, necessary maintenance and responsibility for maintenance and associated costs.

Procedures:

1. Renovations are based on two major considerations: emergency need (e.g., a pipe bursts, health and safety issues) and inspections. Inspection items, as detailed below in [Unit Inspections \(Annual\)](#), are rated on a scale of 1 to 5, with 5 corresponding to replacement required immediately and 1 being brand new. The Maintenance Committee's repair priority is:
 - a. Emergency need;
 - b. Most in need of attention according to unit inspections (i.e., an item rated '5' has highest priority to be repaired); and,
 - c. Length of membership in the Co-op.
2. The Maintenance Committee may combine repairs and renovations for convenience or cost savings (e.g., renovate both kitchen cabinets rated '5' and a counter rated '3' because the counter must be removed to renovate the cabinets).

Unit Accommodations

Purpose of the Policy

1. To identify the criteria for evaluating Member-requested unit accommodation renovations.

Policy

1. The Maintenance Committee will evaluate unit accommodations requested by Members using the following criteria:
 1. Permanence and specificity: Can future Members can use or ignore the accommodation without issue (such as shower grab bars or a unit door opener)? Is it specific to the Member? If so, how will costs be split to return the unit to Co-op standard (if necessary)?
 2. Alternatives: Is there another alternative that will serve the same purpose at a lower cost? Can the accommodation be removed, stored, and reused by other Members if the requesting Member leaves the Co-op?
 3. Overall cost to the Co-op: The Co-op has a **duty to accommodate** up to the point that the duty imposes an undue hardship on the Co-op. The Maintenance Committee will consider this question along with that of alternatives to give a full, fair evaluation. Approval of costs will follow the guidelines outlined in the Finance Committee policies.
 4. Work required: Depending on the accommodation required, Board approval may be required if a request requires permits or major modifications.

Building and Exterior Maintenance

Purpose of the Policy

1. To identify the responsibilities of Members and the Co-op in keeping building exteriors and property in good repair and marketable.
2. To prolong the life of the Co-op buildings and property through planning and routine and preventative maintenance.

Policy

Member Responsibility

1. Members must immediately report, in writing, any building or property damage or needed repairs that may pose a health, safety, or financial risk to them, other Members, or the Co-op.
2. Patios/balconies must be kept clean and tidy.
3. Members may have hummingbird feeders. Other feeders are not permitted because they attract pests.
4. Members may not obstruct stairwells, halls, or entry passages.
5. Balconies and patios may be used for storage, though the Co-op reserves the right to request items be removed from the balcony due to pest, weight, or other concerns.
6. Members must obey the [Vancouver Fire Bylaw](#) regarding fire codes, emergency access, etc.
7. Members must maintain a 1.1-m-minimum clear pathway in the outside corridors.

Co-op Responsibility

8. The Co-op will keep buildings and property in a sufficient state of upkeep and repair to ensure:
 - There are no health or safety risks to people or undue financial risk to the Co-op;
 - A reasonable life expectancy for buildings and Co-op property; and
 - Enhanced and continued marketability of the Co-op.
9. The Co-op will maintain Co-op tools and equipment in working order and useable condition.
10. The Co-op, in cooperation with the Management Company, will paint, maintain, repair, or replace Co-op property and building exterior items according to the Co-op maintenance and Capital Reserve Plan or to ensure the health, safety and marketability of the Co-op.
11. The Co-op will establish and follow a regular schedule of preventative maintenance routines for major building components, machinery, and fire protection equipment in cooperation with the Management Company.
12. The Co-op will use licensed professional tradespeople for necessary plumbing and electrical and other work as required by building codes.

Wall Treatments

Purpose of the Policy

To maintain Co-op property and set out Co-op requirements for unit painting.

Policy

1. “Co-op Standard” is defined as all walls and other painted items (bi-fold doors, trim, etc.) in good condition (e.g., repaired, no outstanding damage) in the unit painted the standard Co-op colours (see document **Flooring Options and Paint Standards**).
2. After move-in Members may paint the interior of their own unit any colours of their choice with non-oil-based paint. Other paint types are permitted with written consent from the Board. Members may paint room doors, bifold doors and any other already-painted surface such as walls, window ledges, baseboards or trim.
3. Units will be repainted at the Co-op’s cost to Co-op Standard when a Member moves out (to be coordinated between incoming and outgoing Members and the Co-op):
 - a. If it has been fewer than six years since the last painting, and there has been no change in colours from the Co-op standard, then the Co-op will have a professional painter perform touch-ups.
 - b. If it has been more than six years since the last painting, then the Co-op will have a professional painter repaint the unit, unless the incoming Member requests that painting not occur (due to sensitivity, moving timeframe, etc.).
4. Units that have not been painted in the previous 10 years are eligible for repainting upon request.
 - a. Members may ask the Maintenance Committee to confirm when the unit was last painted if they are unsure, and the Maintenance Committee reserves the right to inspect and discuss where records are not present.
 - b. Members are not required to repaint at the 10-year mark, but it is up to the Member to make the request and coordinate with the Maintenance Committee and the Management Company maintenance representative. The Member is responsible for all storage and furniture movement to accommodate painting.
5. Members may submit partial requests for professional painting work. When these requests are required due to previous repairs, they will be included and covered as the painting budget allows. Other minor requests may be covered, but they will be held at a

lower priority than full-unit painting (defined as 75% or more of the wall space being painted in a unit) and will be subject to the Maintenance Committee's approval.

6. Members may choose different paint colours for their unit when it is repainted (or repaint their unit themselves) under the following conditions:
 - a. Members must sign a **renovation acceptance agreement (paint)** before unit painting occurs and abide by the conditions and responsibilities listed therein.
 - b. The Member is responsible for the additional costs of application and removal (e.g., painting costs, extra coats of standard white at moveout) as determined by the Maintenance Committee and the Management Company maintenance representative, to be charged through a chargeback and/or taken from the Member's shares;
 - c. Members are responsible for storing or purchasing extra paint for touch-ups during residence and when moving out – the Co-op will only store standard colours; and,
 - d. Members must submit colour choices to the Maintenance Committee and the Management Company maintenance representative for arrangement and future reference.
7. Textured ceilings will be repainted by a professional on an as-needed basis as determined by Member request and evaluation by the Maintenance Committee and Management Company maintenance representative.

Alterations

Purpose of the Policy

To maintain Co-op property and set out requirements for Members who wish to alter their units.

Policy

1. All renovations must conform to acceptable building standards, applicable building codes, and [Vancouver Fire Bylaw](#).
2. Before performing any renovations to suite interiors or exteriors, Members must submit a request to the Maintenance Committee and gain the approval of the Board in writing. Any Member carrying out renovations that require approval but fail to obtain it will be required to restore the unit to its original state at their own expense upon leaving the unit or within a reasonable time frame, as determined by the Maintenance Committee and/or the Board.

3. Members may not install attachments of any kind into or onto the exterior siding (Hardi Board). Members may not perforate the exterior siding for any purpose.
4. Appeals regarding approval may be made to the Board, whose ruling will be considered final.
5. All work is subject to final approval by the Maintenance Committee. Renovations deemed unacceptable must be made acceptable immediately upon the Maintenance Committee's request. If the Member refuses such a request, the Co-op will contract help to complete the work at the Member's expense. Should the Member and the Maintenance Committee not agree on the acceptability of the renovation, appeals can be made to the Board with final decision-making authority held by the general membership.
6. Approval shall be issued in a fair and just manner with respect for precedents.
7. Any Member who receives written approval to proceed with an alteration or improvement also agrees to:
 - a. Obtain all necessary permits and supply copies to the Co-op for its records;
 - b. Finish the work within a pre-specified time; and,
 - c. Remove or upgrade the alteration if it does not meet final Maintenance Committee approval upon completion.
8. Members who initiate projects that have been approved by the Board, but occur before the standard replacement period (e.g., re-flooring, painting, replacement of appliances), must do so at their own cost and will not be reimbursed at a later date when the lifespan of the replaced item would have been reached.

Minor Alterations

9. Members may attach pictures, paintings, shelving, and other objects to their unit's interior. Members may paint walls and bifold doors (see [Wall Treatments](#)). Members may perform routine maintenance and upkeep. Members will be responsible for any repair resulting from installation or removal of minor alterations, or improvements, as required by the Co-op.

Procedures

1. Kitchen and bathroom cabinets are gloss white cabinets (see examples in maintenance cage) with stainless steel handles.
2. Kitchen countertops are of quartz construction. Members have a choice of mottled grey (C5012) and mostly white (B4002) as supplied by Fir Stone Inc (see examples in maintenance cage).

3. Bathroom countertops will be white laminate (Arctic Ice).

Flooring

Purpose of the Policy

To maintain Co-op property and ensure consistent application of flooring policy and consistent material use throughout the Co-op.

Policy

1. When carpet is replaced, Members may choose carpet or vinyl plank as a replacement. Linoleum will be replaced with vinyl plank except by special request. If Members are in second- or third-floor units and would like vinyl plank to replace carpeted areas, they must choose sound-deadening vinyl planking (non-carpeted areas do not required sound deadening). Non-standard flooring must be approved in writing by the Board.
2. For units with carpet, the Co-op will pay for professional carpet cleaning once every two years. If a Member chooses to do so, they may rent a carpet cleaner and chemical solution and perform this work themselves and be reimbursed.
3. All Members with carpet in their units are required to have their carpets cleaned professionally at their own expense when moving out and must provide a receipt. If the carpet has not been cleaned for more than two years, the Co-op will pay for carpet cleaning costs.
4. Carpet and vinyl plank choices are presented in the **Flooring Options and Paint Standards** document and will be kept up to date by the Maintenance Committee.

Keys and Locks

Purpose of the Policy

To protect Member and Co-op property by controlling unit and building access and keys.

Policy

1. A suite master key will be held by the Maintenance Committee Chair and designated Members for emergency access to units. The master key is to be used for grave emergencies only (e.g., danger to life or property, to gain access to a Member's unit when

locked out) and for access for maintenance purposes with the Member's permission. Members requesting the use of the master key will be escorted by the master key holder (master keys cannot be borrowed).

2. The Co-op will provide each unit with up to two keys to the unit and up to two keys for general building access at no charge. Members with difficulty using keys to access the front doors may request a front door remote control from the Key Coordinator.
3. The Co-op will provide each unit with one garbage key and two mailbox keys. Members may make extra copies of these keys at their expense, though they must let the Co-op key coordinator know about copies during inspections and return all copies of all keys upon move-out.
4. Each unit is entitled to up to two parkade overhead door remotes. Extra remotes must be purchased from the Key Coordinator at a market rate and are non-refundable. All remotes must be returned when the unit is vacated. The Co-op reserves the right to request the return of unused, excess remotes.
5. Members may not change locks on their unit.
6. A Member must receive written permission from the Board to install additional security locks or devices (e.g., alarm systems). The Member will be responsible for any damage or replacement costs that result from these additional security measures. Members who have altered their units previous to the policy approval date must write a letter to the Board outlining the changes already made to the unit.
7. Unit door locks will be changed when a unit becomes vacant.
8. A Member must immediately report the loss, or theft, of any Co-op key and may be charged for additional keys, locks and locksmith service resulting from the loss or theft.

Procedures

1. The Maintenance Committee shall appoint a Key Coordinator. The Key Coordinator shall issue, retrieve, and store keys and codes according to this policy and the following procedures.
2. The Key Coordinator shall only alter, remove, or install Co-op locks or codes, or arrange such changes with the approval of the Board, except in the event of an emergency where the Board Executive Committee may issue approval.
3. The Key Coordinator will maintain records of who holds Co-op keys and codes. These records will comprise a sheet for each position holding one or more Co-op keys as listed below, plus a list (such as a spreadsheet) detailing names/positions of those holding Co-op keys or codes.

4. The Key Coordinator shall update Member key record sheets and the key distribution spreadsheet in a timely manner to record all key or code movements or transactions.
5. Members are required to sign off on all key or code transactions involving them. New Members will be given unit and common access keys by the Management Company maintenance representative. Outgoing Members must hand over all unit, common access, and any other Co-op keys to the Management Company maintenance representative.
6. Extra building access keys may be requested at a non-refundable, market-rate cost as determined by the Key Coordinator. If the request is to provide a replacement key, the person who lost the key must first provide the lost key number for tracking purposes.
7. If a Member or person in a Member's household loses a mail key and does not have a backup, the Member is responsible for the costs of installing a new mail lock.
8. If a Member or person in a Member's household loses a unit key and the Member does not have a backup, the Member is responsible for the costs of installing a new unit lock.
9. Key Possession: The following roles are authorized to possess the following Co-op keys and Co-op codes (contractor set consists of keys for general access, electrical/mechanical room, maintenance cage, and the elevator):
 - **President:** Office
 - **Treasurer:** Office, office mailbox, mail key for #307-1680 E 3rd Ave (Co-op's mailing address), key to confidential document lock-up in office, maintenance cage
 - **Community Engagement Committee Chair:** Office
 - **Maintenance Committee Chair:** Maintenance cage, electrical/mechanical room, elevator rooms, office, office mailbox, main courtyard back gate padlock, east and west under stairs storage cages, east and west enter-phones, suite master key, roof access padlock, contractor set, elevator lock key
 - **Move-in/Move-out:** Elevator lock key
 - **Emergency Master Keys:** Carol MacLean (west building contact, 207W), Nina Kramer (east building contact, 203E). A list of all master key holders must be posted in or near the common room for transparency.
 - **Landscape Committee Chair:** Shed combination lock codes, east under stairs storage cage
 - **Emergency Preparedness Chair:** Office, electrical/mechanical room, fire panel
 - **Fire Marshals:** Electrical/mechanical room, fire panel
 - **Telus:** Electrical Room (on lockbox on west building electrical room)

- **Vancouver Fire Department:** General access, suite master, electrical/mechanical room, fire panel, roof access padlocks
 - **Cana:** 7 contractor sets, one that has a parkade overhead door remote for parkade access
 - **Handyperson:** Contractor set
 - **Cleaning contractor:** General access
 - **Sure Heating:** 2 contractor sets
 - **Coinamatic:** Contractor set
 - **Landscapers:** General access
 - **Otis:** Contractor set
 - **City Fire:** Contractor set
 - **Danube Kitchens:** Contractor set
 - **CD Contract (flooring):** Contractor set
 - **Orkin:** General access
10. Non-Emergency Access Procedure: This procedure does not override or replace Section 22.03 of the Occupancy Agreement.
- The Co-op, or the Co-op's agent, shall give Members 24 hours' notice when access is required to their unit for a particular issue.
 - The Member shall negotiate a time that is convenient to grant access to their unit.
 - If access is not granted at the negotiated time the Co-op, or the Co-op's agent, shall specify a time that access is to be given to the unit.
 - If access is not granted a second time, the Co-op or the Co-op's agent shall continue to specify a time that access is to be given. The Member shall be charged for any expenses incurred for subsequent access attempts after the second missed attempt.
11. Backup Key Storage: The Key Coordinator will establish a secure key storage facility for storing backup unit and mail keys. Backup key access will be limited to the Key Coordinator.
12. Members may be held responsible, by decision of the Board, for any costs arising from failing to adhere to the terms of the keys and locks policies and procedures.

Inventory

Purpose of the Policy

To keep an accurate accounting of all supplies and materials, and to keep accurate records for Co-op future planning purposes.

Policy

1. The Co-op will perform an annual inventory of supplies and materials worth more than an estimated value of \$100.
2. The Co-op will share the list of available **inventory** with Members on the Members section of the website.

Unit Inspections (Annual)

Purpose of the Policy

To set up consistent, standardized unit inspections; to identify and complete maintenance needed to keep units in good repair and marketable; and to gather the information necessary to both help prepare the annual maintenance plan and budget and review capital replacement initiatives and the Co-op capital reserve funding.

Policy

1. Units will be inspected once every two years, or as needed or requested by the Member (with concession to volunteer availability).
2. Inspections will be conducted by a pair of volunteers who are Members of the Co-op.
3. The Co-op will provide at least two weeks' notice prior to unit inspection.
4. The Co-op will make reasonable effort to conduct inspections at a time convenient to the Member so the Member can be present.
5. Members may request that a unit inspection be done in their absence. They must provide written permission to the Co-op with the purpose, date and time of access specified.
 - If a Member fails to respond to two attempts to schedule a unit inspection, the Board will give 24 hours written notice that access is required per the Occupancy

Agreement, Section 22.03. The Co-op will inspect the unit at the date and time specified in the notice. Any additional charges incurred by the Co-op for a third visit will be charged back to the Member.

6. The Member must sign the inspection form to indicate that the Member concurs with the assessed condition of the unit.
7. Any disputes arising from the inspections may be appealed to the Board.
8. The Co-op will provide the Member with a copy of their completed unit inspection form at the Member's request.

Procedure

1. After all unit inspections for a year are collected, the information shall be entered into the maintenance inspection database and shared with Maintenance Committee members and the Management Company's maintenance representative to plan maintenance activities.

Capital Reserve and Operating Expense Spending Authorization

Refer to the Finance Committee policies for spending approval policies and procedures.

Invoicing

Purpose of the Policy

To ensure all financial and contracting policies of the Co-op and the British Columbia Cooperative Association Act are adhered to.

Policy

All invoices must have the following completed before payment is made:

2. For a vendor:
 - Vendor's business name;
 - Vendor's address;
 - Vendor's phone number;
 - Invoice date;

- Reference to the related unit address; and,
 - Description of the work done.
3. For a contractor's invoice:
- Contractor's business name;
 - Contractor's business address;
 - Contractor's phone number;
 - Invoice date;
 - Reference to unit address where the work is being performed;
 - Description of the work performed;
 - Separated detailing of labour (# of hours performed times the hourly rate and/or flat rate guaranteed), materials (quantity times cost per unit), GST and PST. All materials and labor related to the job should be included on one invoice;
 - Contractor's GST number (if applicable); and,
 - Contractor's WCB.

Petty Cash Purchasing

Refer to the Finance Committee policies for petty cash purchasing policies and procedures.