



MEMBER HANDBOOK

[Version or Date]: YYYY-MM-DD

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Welcome!

[Full Date, or Season+Year]

Dear Co-op Member,

On behalf of [Generic Excellent Housing Co-operative], I would like to welcome you to your new home.

To get started, we have compiled a member's handbook. We hope it will help introduce the neighbourhood, explain a bit how co-ops work and offer some details about life at [Generic] co-op in particular. We'll outline some of the benefits and responsibilities of being a co-op member and provide you with the Rules and policies that guide life at [Generic]. We'll also provide information on how to care for your living space as well as the common areas of the building. Finally, we will provide you with contact information for your management team that helps administer and maintain [Generic's] building.

Should you have any questions or concerns, please feel free to contact your [co-op coordinator] for further assistance. [Their offices are located at the lobby of the building.]

We hope you will have a smooth transition and a rewarding time as a [Generic] member.

Yours sincerely,

[SIGNATURE OF AUTHOR]

[Name]

[Director or Board], [Generic Excellent Housing Co-operative]

Emergencies, Non-Emergencies and Contact Information

Below is a list of contacts. Keep this information in an accessible place so you will always have it on hand. We will refer to some of these contacts and resources throughout the manual.

Co-op Management

Email	address@email.ca
Phone Number	555-555-5555
Buzzer	000

Maintenance Requests

Co-op Maintenance Work Orders

You can submit a work order online at:

[\[email or phone number\]](#)

You should receive a confirmation e-mail

After-Hours Contact

After-Hours Line

555-555-5555

Only use for urgent situations outside regular office hours.

*Please note: Non-urgent calls to the after-hours hotline may trigger a **false alarm charge** which will be billed to the caller.*

Emergency Services / First Responders

Police, Fire, Medical Emergencies

9-1-1

Police (Non-Emergency Line, Vancouver)

604-717-3321

Crime Stoppers

1-800-222-8477 or Text 274637 (CRIMES)

Service Providers

The Cooperators (Insurance)

1-800-387-1963 (toll-free)

Modo Co-operative (car-sharing)

604-685-1393

Emergencies – What is an Emergency?



Building emergencies are defined as fires, floods and the complete loss of heat or hot water in winter conditions or when the buildings are inaccessible or insecure. Non-building emergencies may involve emergency responders (such as the police or ambulance services). Call **9-1-1** for a life safety emergency. Please note that non-emergency calls may trigger a \$200 false alarm charges which will be billed to the caller.

What to do when there is a building emergency? (Procedures)

FIRE:

- Contact the Fire Department immediately (9-1-1 call)
- Exit your building via the nearest emergency exit if necessary
- Contact after speaking to the Fire Department

FLOODING:

- Contact [organization/service or call centre]

COMPLETE LOSS OF HEAT OR HOT WATER THROUGHOUT A SUITE DURING HARSH WINTER CONDITIONS:

- Contact BC Hydro (1-800-BCHydro or 1-800-224-9376)
- Contact [organization/service/committee or call centre] at the earliest opportunity.

When calling After-Hours Line for assistance, be sure to give your name, phone number, address and a brief description of the problem. [The service] will not respond to an urgent or emergency call if:

- The problem is being worked on when you call, or
- You do not provide a name and phone number in your message.

What to do for Urgent Matters (outside contracted office hours)

DAMAGED or BLOCKED WATER PIPES, SEWER PIPES or PLUMBING FIXTURES:

- Contact After-Hours Line and appropriate calls will be made.

BROKEN LOCKS OR KEYLESS ENTRY SYSTEM THAT ALLOWS ANYONE TO ENTER THE PREMISES

- Contact After-Hours Line – appropriate calls will be made.
(Note: if you have **locked yourself out**, you may call a locksmith at your own cost. The Co-op recommends that members have an extra copy of their unit keys and leave the copy with a neighbour to help avoid this situation.)

ELEVATOR ENTRAPMENT:

- Press emergency button in elevator or call 9-1-1

HYDRO LINE DOWN or LOSS OF POWER:

- Contact BC HYDRO (1-800-BCHydro or 1-800-224-9376)
- Contact After-Hours Line at the earliest opportunity.

NO FUNCTIONING TOILETS AND SINKS IN YOUR HOME:

- Call After-Hours Line.

Non-Urgent/Non-Emergency Matters

OCCUPANCY AGREEMENT QUESTIONS:

- Contact [Management] during business hours.

PARKING ISSUES:

- [Management] only maintains the parking registry.

LOCKING YOURSELF OUT OF YOUR HOME:

- Members in this situation should call a locksmith at their own cost.
(This is not considered an urgent building situation.)

Note: The co-op recommends members request an extra copy of their unit key and leave the copy with a neighbour to help avoid this situation. There will be a charge for extra key.

NOISE COMPLAINTS:

- Contact [Management] during business hours

STOLEN PROPERTY:

- Contact the police to report the theft.
- Contact Management during business hours to inform them of any security breaches.

GENERAL CONCERNS:

- Contact the appropriate committee

Online Resources

Co-operative Housing Links

- Co-operative Housing Federation of BC: <https://www.chf.bc.ca/>
- Co-operative Housing Federation of Canada: <https://chfcanada.coop/>
- Community Land Trust Foundation of BC: <https://www.cltrust.ca/>
- Agency for Co-operative Housing: <https://agency.coop>
- BC Housing <https://www.bchousing.org/>
- Community Housing Transformation Centre: <https://centre.support>

Legal Information and Government/Public Services

- The Cooperative Association Act can be found at: <https://www.bclaws.gov.bc.ca/>
- City of [Name]: [municipal website]
- [City] Bylaws: [link to municipal bylaws]
- [local library system]: [library website]
- [local school board]: [school board website]
- Emergency preparedness]
- [Centre for disease control]
- [CMHC, Canada Mortgage and Housing Corporation: depending on agreements with Co-op]
- [BC Housing: depending on agreements with Co-op]
- Civil Resolution Tribunal: <https://civilresolutionbc.ca/>
- British Columbia Human Rights Tribunal: <http://www.bchrt.bc.ca/>

Transportation-Related Links

- BC Transit: <https://www.bctransit.com/choose-transit-system>
- Translink (bus and SkyTrain information): <https://www.translink.ca/>
- Modo (car-sharing co-op): <https://modo.coop/>

Energy- and Waste-Related

- BC Hydro (electricity provider): <https://www.bchydro.com>
- FortisBC: <https://www.fortisbc.com/>
- Office of Energy Efficiency (EnerGuide and EnergyStar®): <https://www.nrcan.gc.ca/>
- Recycling Depot locations: <https://www.return-it.ca/>
- Waste Connections: <https://www.wasteconnectionscanada.com/>

Amenities in the Neighbourhood

- Community/Recreation Centre
- [Credit unions or banks that are nearby]
- [Pharmacies nearby]
- [Hospitals or medical/dental clinics nearby]

Note: A link to a website is not a recommendation by [Generic Excellent] of that site, or of the operator of that site.

[Generic Excellent] Housing Co-operative

This section covers the basics of housing co-ops, co-op principles, sector organizations, and your rights and responsibilities as a co-op member.

What is a housing co-op?

Many types of businesses are set up as co-operatives. There are farm co-ops, co-op daycares, housing co-ops, credit unions, worker co-ops, and many more. Co-ops offer a unique business model, one that puts people – members – at its heart.



For an overview of co-operatives (and housing co-ops in particular), watch CHF BC's video, "What is a (Housing) Co-op" on the CHF BC YouTube channel (<https://www.youtube.com/user/coopsbc> or <http://ow.ly/C6wt30qaYGF>).

Life in a housing co-op is unique. It's not the same as a traditional ownership, and it's not the same thing as renting either. The key benefits are that the members of a housing co-operative help decide how the co-op functions; housing co-op members enjoy greater security of renters; and co-op members face fewer financial barriers to join a non-profit co-op than potential owners face in buying a home.

[Generic] is founded on the international principles of co-operation as set out in the International Co-operative Alliance's Statement on Co-operative Identity. Co-ops are based on the values of self-help, self-responsibility, democracy, equality, equity and solidarity. In the tradition of their founders, co-

operative members believe in the ethical values of honesty, openness, social responsibility and caring for others.

Here are the seven international co-operative principles, restated specifically for housing co-operatives in Canada:



Voluntary and Open Membership

Membership in a housing co-op is open to all who can use the co-op's services and accept the responsibilities of being a member, without discrimination.

Democratic Member Control

Housing co-ops are controlled by their members. Each member has one vote.
Housing co-ops give members the information they need to make good decisions and take part in the life of the co-op.

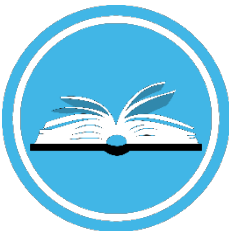


Members' Economic Participation

Members contribute financially to the co-op and share in the benefits of membership. The co-op does not pay a return on the members' shares or deposits. Instead it sets aside reserves for the future and charges the members only what it needs to operate soundly.

Autonomy and Independence

Housing co-ops are independent associations. They follow the laws that apply to them and their agreements with governments or other organizations. But the members control the co-op.



Education, Training and Information

Housing co-ops offer education and training to the members, directors and staff so that everyone can play a full role in the life of the co-op. Housing co-ops find ways to tell the public what they are and what they do.

Co-operation among Co-operatives

By organizing together in federations, housing co-ops grow stronger and help to build a healthy co-op movement. Where they can, housing co-ops use the services of co-op businesses to meet their needs.



Concern for Community

Housing co-ops work to build strong communities inside and outside the co-op. They help to improve the quality of life for others and they take care to protect the environment.

Division of Responsibilities: [Generic Excellent] Housing Co-op and Members

- **Land Tenure**

[The Co-op owns its land freehold.] [The Co-op leases its land from the municipal government. The lease is currently set to expire in YYYY.]



[Generic Excellent] is responsible for the other elements of operating the housing:

- **Member selection** (within affordability requirements set out in leases)
- **Managing community building**
 - Events
 - Policies
 - Funneling member input
- **Managing finances**
 - taking in revenue
 - paying expenses (e.g. co-op membership dues, co-op insurance, auditors, administrative support, etc.)
 - budget setting
 - financial policies and distribution of housing charges
- **Monitoring asset management**
 - Developing a plan for replacement and repair of buildings and homes
- **Monitoring property management**

Who looks after what?

Like all housing co-ops, [Generic Excellent] is governed by a board of directors. The *Cooperative Association Act* states that:

“The directors must manage or supervise the management of the business of the association and may exercise all the powers of the association...”

This means the board is entrusted with a critical role – responsible for all things related to membership, governance, and community. The board may choose to have committees to support it in its work, such as parking, welcome, or gardening. Any member can serve on a committee. The board can help you with questions about co-op policies, issues with other members, interest in how your housing charges are calculated, or any other questions/concerns related to the above. Periodically, the board reviews its management contracts, which typically run for several years.

However, the board does not directly manage all elements of the co-op's operations: it is not responsible for long-term asset management or debt service.

The co-op is partnered with, or benefits from support from, external organizations in the following areas:

Organization	Reach assistance at...	Contact for...
 <p>Generic Excellent Housing Co-operative</p> <p>Or management company</p>		<ul style="list-style-type: none"> • Issues with the interior of your home, buildings, or grounds. • Payment and processing of housing charges, parking, etc. • Corporate and administrative support for Co-op and Co-op board • Repair and maintenance requests • Membership recruitment support
	members@chf.bc.ca	<ul style="list-style-type: none"> • Board and member education and support. • General information about living in a housing co-op. • Sector events such as workshops and conferences.

Rights and Responsibilities

[Generic Excellent] Co-op Members

Members meet at a minimum twice a year. During one meeting, members will elect a Board and accept audited financial statements. Members may also consider other resolutions affecting the community at these meetings and each member will have **one vote**. (Joint members share a vote/ Principal and associate members each individually have a vote.)

Member responsibilities are straightforward: members need to pay their housing charges on time, act as good neighbours, and follow co-op Rules and policies. Each member receives a copy of this Manual which includes the co-op's governing documents. The Co-op runs smoothly and remains well maintained because of compliance and co-operation from its members. We hope you will do your part in making this co-op a great place to live!

Please review the 'good neighbour' provision of the Occupancy Agreement. This provision ensures that members respect the rights of other members in the co-op and the co-op itself. These requirements extend to guests: remember that members are responsible for the actions of their guests.

Members of the [Generic Excellent] Board

From the board election, board members (directors) typically meet once a month to consider the business of the co-op.

Directors have legal duties:

- (1) The Directors must manage or supervise the management of the co-op. They set and control the overall direction of the co-op ensuring its success as a viable business and a co-operative community.

Some of the Board's other responsibilities include approving new members, setting housing charges (see Section 4 of the Occupancy Agreement), entering into contracts on behalf of the co-op, approving and monitoring spending, terminating membership, proposing changes to Policies or Rules to members, guiding the co-op's role in long-term planning, reporting to members and approving policies.

- (2) Directors have a duty of care and duty of loyalty. Meeting the duty of care requirement includes preparing for Board meetings and being informed of the decisions they are proposed with. Duty of loyalty involves a relationship of trust or confidence. Directors are accountable to the members, but their fiduciary duty is to the Co-op. This duty requires directors to act in the best interests of their co-op, and to always put the co-op's interests ahead of their own.
- (3) The Board has authority over committees, which can serve the board and help meet the needs of the co-op and its members. Social Committees or Community Garden Committee are common examples of committees.
- (4) There are two kinds of committees: committees of directors and committees of members. The board cannot delegate its authority to committees unless the committee is composed only of directors. In practice, members usually volunteer for committees, and then the board appoints

them. Committees are accountable and report to the board and may allow general members to share their skills and interests and strengthen their co-op community.

Responsibilities of [Generic Excellent] Co-op

- (1) Manage the Co-op's affairs in a proper, efficient and timely manner.
- (2) Comply with the terms of the Co-op's contracts with outside parties (e.g. leases, opporating agreements, mortgages)
- (3) Ensure annual filing of reports to the Corporate Registry

Your Community Housing Sector

Your co-op is a member of **[two]** associations that support non-profit housing co-ops: the Co-operative Housing Federation of BC (CHF BC) and the Co-operative Housing Federation of Canada (CHF Canada).

Co-operative Housing Federation of BC (CHF BC)

CHF BC is your local co-op housing federation. More than 90% of all non-profit housing co-ops in the province are members of CHF BC. The federation offers support to member co-ops and to the members of those co-ops with **education**, group buying deals, **long-term planning services** and assistance with renewal projects. CHF BC provides **advice and resources** through email, over the phone and via the Federation's website.



CHF BC advocates for co-ops and their members with government. Like **[Generic Excellent]**, CHF BC is a co-operative and your co-op is encouraged to send a delegate to CHF BC meetings (annual and semi-annual general meetings) where decisions are made that impact member co-ops including yours. Find out more about CHF BC and explore its member resources at <https://chf.bc.ca>.

CHF BC Group Buying Power

The CHF BC group buying program uses the combined buying power of our member co-ops to save co-ops money and guarantee a high level of quality and service. The benefits of group buying are:

- It helps keep costs down, so you can protect your budget.
- Product research and price negotiation are handled for you, so you get the best products and services for the best price. **[Generic Excellent]** gets waste management services through group buying.
- You don't need to buy in bulk to get bulk pricing. Our group-buying program allows you to buy what you need when you need it. We welcome all orders – large and small.
- We review contracts annually and renew them every three years after an open tender process to ensure the best mix of price, quality and service.
- For more information please go to the CHF BC website <https://www.chf.bc.ca/group-buying/>.

Co-operative Housing Federation of Canada (CHF Canada)

CHF Canada is your national federation. Headquartered in Ottawa, but with some staff based in BC, the national federation represents and advocates for housing co-ops. CHF Canada is particularly active on federal policies, but also provides its own group buying services in the area of insurance. Find out more about CHF Canada and explore their resources for members at <https://chfcanda.coop/>.



BC Co-operative Association

BCCA does not focus on housing, but it champions the co-op business model in BC and supports the co-op movement globally as a member of the International Co-operative Alliance. Learn more at <https://bccca.coop/>.

BC Non-Profit Housing Society

BCNPHA serves housing societies in BC in the same way that CHF BC serves housing co-operatives. On shared issues, BCNPHA and CHF BC work together.



Housing Central

Housing Central is the name of the co-located office space at Commercial Drive and East 1st Avenue in Vancouver that houses CHF BC, [BC Non-profit Housing Association \(BCHNPA\)](#), [Encasa](#), [CHF Canada's west coast office](#), [COHO](#) and [Community Land Trust \(CLT\)](#).

Housing Central is also the name of Western Canada's largest annual conference, on affordable housing.

Learn more at <https://housingcentral.ca>.



Community Land Trust (CLT)

Community Land Trust is a BC-based, non-profit real estate development organization. Its mission is to support, preserve, and expand affordable housing for present and future generations. The land trust buys, creates and redevelops non-profit and co-op housing. CLT's focus is on households with low- to moderate-incomes and the Community Land Trust portfolio now includes roughly 3,000 homes (completed or under development) in nearly a dozen communities, with more on the way.

For more information about CLT visit its website at: <https://www.cltrust.ca/>.



Encasa

Encasa Financial (<https://encasa.ca/>) is a social purpose investment fund manager owned by community housing sector partners (CHF Canada and Housing Services Corporation in Ontario). Encasa provides options to assist housing providers and social purpose non-profit organizations with investing capital reserves, security deposits, member share capital and operating reserves.



BC Housing

BC Housing (<https://www.bchousing.org>) plays a role for a limited number of co-ops in BC through operating agreements, but it also provides land through the Provincial Rental Housing Corporation and targeted assistance to some low-income households through supplement programs.



Canada Mortgage and Housing Corporation (CMHC)

CMHC (<https://www.cmhc-schl.gc.ca/en/>) is the primary organization at the federal level dealing with housing. Most housing co-ops in BC were established through CMHC funding programs and a majority still participate in rent supplement programs through CMHC to support low-income households. CMHC is also a provider of information and some financial support for studies and capital projects through programs such as Preservation Funding and the Co-investment Fund.



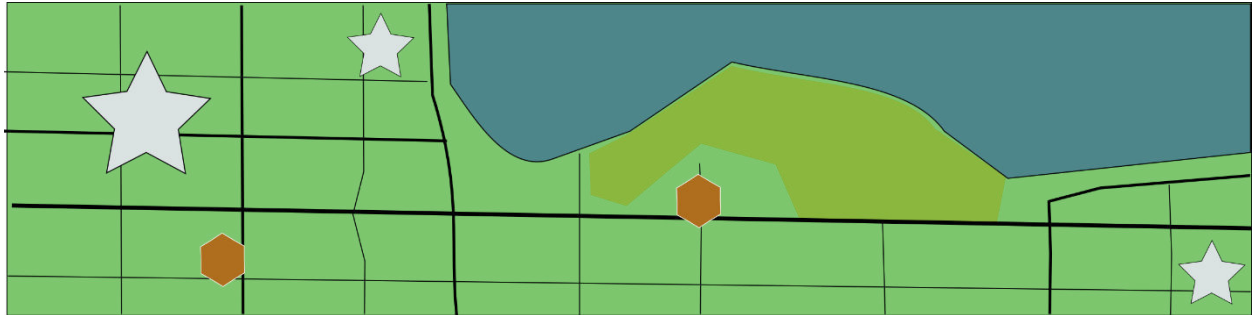
The Agency for Co-operative Housing

The Agency (<https://agency.coop/>) administers CMHC contracts in BC, Ontario and some other regions.



Your Neighbourhood

[Generic Excellent Housing Co-operative] is located just to the east of consequat scelerisque quam, consequat sollicitudin lorem euismod vitae in the Pellentesque neighbourhood, bounded by egestas commodo tortor eget porttitor. The City estimates that approximately [27,000] residents live in the neighbourhood.



Map Legend

1. [Generic Excellent Housing Co-operative]
2. ABC Housing Co-operative
3. MNO Housing Co-operative
4. Neighbourhood Community Centre
5. Local elementary school
6. Green Park

Transit

Etiam ac erat sit amet odio finibus efficitur sed at urna. Integer lacus augue, lobortis vel odio sit amet, vestibulum sodales tellus. Aliquam sed tortor ac massa facilisis lobortis. Donec elit magna, elementum non lorem a, mollis pretium erat. Sed nec felis et sem lobortis faucibus. Nullam non neque vitae eros facilisis malesuada ac vel sem. Pellentesque eu lobortis turpis, in ultrices augue. Curabitur nec condimentum leo. Nullam ac magna commodo, vestibulum lectus ut, bibendum risus. Pellentesque aliquet eu leo vel elementum.

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Schools

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Daycare

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Housing Co-ops in the Neighbourhood

[Generic Excellent Housing Co-operative] is not the only housing co-operative in the neighbourhood. Others include:

- + ABC Housing Co-operative (Address)
- + MNO Housing Co-operative (Address)

Other Co-ops Nearby

You might wonder where other examples of the co-operative sector are in the neighbourhood. There are credit unions like [YYY] and [ZZZ]

Neighbourhood Advice and Tips

Local Food

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Recreational Activities

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Entertainment

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Community Activities and Special Events

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Building Maintenance and Care: Division of Responsibilities

Introduction

Maintenance issues are everyone's concern. Keeping the building and grounds in good shape helps minimize safety risks, makes for a more pleasant living environment, and is key to keeping costs – and housing charges – under control.

Individual members are directly responsible for some small maintenance issues. The co-op takes care of other issues in keeping with its responsibilities for management and long-term planning. In general, members are responsible for keeping their homes clean and making sure any problems are noted and corrected. The Co-op arranges for [custodial services | volunteer to keep common areas clean.

The co-op is ultimately responsible for maintaining building exteriors and common areas. Within suites, the co-op is responsible for replacement of standard appliances, and repairs to plumbing and electrical systems.

For a more detailed guide to how responsibilities are allocated, look at the “Member Maintenance Responsibilities and Co-op Responsibilities” section below.

Work Orders

[Description of the co-op's general process, including contact numbers and possible limitations.]

It is up to the members' discretion if they would like to be home during the repairs.

Table of Member and Co-op Responsibilities

	Maintenance Item	Responsibility of Member	Responsibility of Co-op
1	Cleaning	Complete unit interiors, patios and balconies	Inaccessible exterior windows and balance of property
2	Wear, Tear and Aging	Excessive wear and tear or abuse	Normal wear and tear. Replacement of items that are a Co-op responsibility when no longer reasonably functional
3	Damage	All damage resulting from actions or negligence of members, their family, guests or pets	All damage resulting from a structural or maintenance deficiency that is a Co-op responsibility
4	Property Replacement	Pro-rated costs of replacement if required earlier than scheduled due to member abuse or negligence	Replacement as scheduled
5	Fridge	Cleaning and care and bulb replacement	All operational and function parts
6	Stove	Cleaning and care and bulb replacement	All operational and function parts
7	Thermostat and Baseboard	Cleaning and care	Operation and all maintenance
8	LED Lights and Fixtures	Replacement caused by member negligence	The Co-op will assist with the replacement and installation of LED fixtures as required and is responsible for all other bulbs and fixtures not controlled by switches inside the unit
9	Fans (stove/bathroom)	Cleaning and filters	Motors, impellers and wiring
11	Electrical switches and receptacles	Overloading circuits and cover plates	Normal operation
12	Breakers	Overloading	Operation
13	Safety Sensors (Heat/Smoke)	Ensure they are never disconnected	Inspection and operation.
14	Electrical wiring		Operation

	Maintenance Item	Responsibility of Member	Responsibility of Co-op
15	Telephone Wiring/ Boxes	Set up or installation	
16	Water and Sanitary Pipes		Operation and leaks
17	Shut-off Valve	Know location of shut-off	Operation, drips and leaks
18	Faucets/Shower Heads	Know location of shut-off	Operation, drips and leaks
19	Sinks and Tubs	Care of enamel and finishes	Caulking and seals
20	Toilets	Plugged (overflow) and seats Know location of shut off	Parts (excluding seats) and operation
21	Drains	Plugged condition	Leaks and seals
22	Exterior tap		Operations and leaks
23	Doors (Interior and Exterior)	Care of doorknobs and doorbell buttons	Hinges on all doors, weather stripping and dead bolts on exterior doors
24	Closet Doors	Care of doors	Hangers, guides, door and rails
25	Locks and Keys	Assigned keys	Repair/replacement of locks when worn out
26	Windows	Cleaning of interior panes, tracks and exterior accessible windows	Cleaning of inaccessible exterior panes and replacement as necessary
27	Window Coverings (blinds)	Excessive wear and tear or abuse	Replacement
28	Carpets	Stains and burns, clean regularly	Replacement
29	Walls and Ceilings	Holes, dents, scratches and scuffs	
30	Cupboards, Countertops and Closets	Care of hinges, scratches in counters and scuffs	Replacement
31	Venting	Cleaning/replacement of stove vent cover	Interior dryer ducting.

	Maintenance Item	Responsibility of Member	Responsibility of Co-op
32	Mildew/Humidity Control	All mildew (and related damages) repairs that are not the co-op's responsibility. Ventilation and regular cleaning is a member responsibility	All mildew (and related damages) repairs, where excessive moisture can be linked to a structural or maintenance deficiency that is a Co-op responsibility. Replace humidity control device as necessary
33	Water Damage	Repairs due to overflow, open windows or other member negligence	Repairs due to the failure of a component that is a Co-op responsibility
34	Enclosed or private gardens	Maintenance (watering, fertilizing, and weeding)	Must be maintained on regular basis to keep a high level of curb appeal
35	Enclosed Lawn (Grass)	Maintenance (watering, fertilizing and cutting) unless this is specifically elsewhere in Co-operative Policy or Contracts	Maintenance as required
36	Patio and Stairs (External)	Keep clean and free of debris, vegetation, snow and ice	Maintenance as required
37	Yard Fences and Gates	Keep clean and free of debris and vegetation	Maintenance as required
38	Doorway and Entrances	Keep clean and free of debris	Maintenance as required
39	Underground Parkade	Maintenance of member parking space (free of oil spills, garbage, and debris)	Bike racks

Maintenance Information for Members

This section references care and maintenance of various appliances, amenities and features inside your home. We recommend that you always follow manufacturer's care and maintenance instructions to preserve the optimal function and longevity of these amenities. Appliance manuals are available upon request from your co-op coordinator.

Appliances in Your Unit

Clean and wipe down all electronic appliances on a regular basis. When doing so, make sure the appliance is turned off or unplugged when it is practical to do so.

Wipe up spills as soon as possible. Do NOT use abrasive detergents or abrasive cleaners and materials on all electronic appliances.

Keep the appliances turned off when not in use, and do not leave appliances which give off heat (such as stoves) unattended when turned on.

Your unit may come with a few different appliances. Refer to the specific owner's manual in the Appendices for care and maintenance instructions. Members must not remove or replace co-op appliances.

Ranges

- Use care when touching the cooktop. The glass surface of the cooktop will retain heat after the controls have been turned off.
- Do not cook on a broken cooktop. If glass cooktop should break, cleaning solutions and spills may penetrate the broken cooktop and create a risk of electric shock.
- To avoid damage to the cooktop, do not use the cooktop as a cutting board.
- Clean the cooktop after each use to help avoid scratches, pitting, abrasions and to condition the glass surface. Ceramic glass cooktop cleaner and a cooktop scraper are also recommended for stubborn soils. Do not use abrasive cleaners, cleaning pads or harsh chemicals for cleaning. Wait until the cooktop cools and the indicator light goes out before cleaning. A wet sponge or cloth on a hot surface can cause steam burns. Some cleaners can produce noxious fumes if applied to a hot surface. NOTE: sugar spills are an exception. They should be scraped off while still hot using an oven mitt and a scraper. See the Cleaning the glass cooktop section for detailed instructions.
- Keep the oven vent unobstructed.
- Clean ventilating hoods frequently. Grease should not be allowed to accumulate on the hood or filter
- Do not use aluminum foil to line drip pans or anywhere in the oven, except as described in the appliance manual. Foil can trap heat or melt, resulting in damage to the product and a shock or fire hazard.
- Do not use aluminum foil to line the oven bottom. Foil can trap heat or melt, resulting in damage to the produce and a shock or fire hazard.
- Do not place foods directly on the oven floor.

- Avoid scratching or impacting glass doors, cook tops or control panels. Doing so may lead to glass breakage. Do not cook on any product with broken glass. Shock, fire or cuts may occur.
- Use flat-bottomed cookware for best heat conduction and energy efficiency. Cookware with rounded, warped, ribbed or dented bottoms could cause uneven heating and poor cooking results.
- For self-cleaning ranges, do not use oven cleaners and do not clean door gasket.

Refrigerators

Clean the door handles and trim with a cloth dampened with soapy water. Dry with a soft cloth.

Do not use scouring pads, powdered cleansers, bleach or cleaners containing either bleach or ammonia because these products can scratch and weaken the paint finish (outside of refrigerator).

Do not clean glass shelves or covers with warm water when they are cold.

Dishwashers

Using a detergent that is not specifically designed for dishwashers will cause the dishwasher to fill with suds. DO NOT USE HAND DISH DETERGENT.

Non-dishware items: Do not wash items such as electronic air cleaner filters and paint brushes in your dishwasher. Damage to dishwasher and discolouration or staining of dishwasher may result.

Do not wash plastic items unless they are marked “dishwasher safe” or the equivalent. Load light, plastic items so they will not become dislodged and drop to the bottom of the dishwasher – they might come into contact with the heating element and be damaged.

Use only detergents or rinse agents recommended for use in a dishwasher.

When loading items to be washed:

- 1) Locate sharp items so that they are not likely to damage the door seal; and
- 2) Load sharp knives with the handles up to reduce the risk of cut-type injuries

Do not operate your dishwasher unless all enclosure panels are properly in place.

Do not tamper with controls.

For best performance and results, the filter assembly must be cleaned once a month.

Cabinets in Your Unit

The manufacturer offers some guidance on keeping your cabinets clean:

- Use a soft clean cloth dampened with warm water.
- A mild soap solution can be added for more stubborn spills
- Take special care when cleaning high gloss surfaces such as Acrylic Urethane or laminate that no abrasive action is used
- Wipe these doors with the care you would on an automotive or mirror finish

Your Balconies

Clean and care for your balconies. They have coated surfaces which are important to preserve.

- All furniture placed on balconies should have a smooth, non-metallic base in contact with the coating surface.
- Plant pots should be placed on pedestals to avoid standing water underneath the pots and staining.

Floors and other Hard Surfaces: Protection and Maintenance

Moving Heavy Objects across the Floors

When moving appliances or heavy furniture it is always wise to lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.

Caring for Your Floor

Laminate flooring

Use a vacuum cleaner with a soft flooring attachment, a broom, a slightly damp cloth or mop to remove dirt, grit and debris.

Add glides or cushion protectors under chairs and table legs to prevent possible scratching.

Avoid any standing fluids on the floor – including your pet's water bowl. Wipe up any spills immediately.

Do not use floor polish or wax products. This leaves a film on the floor and causes it to attract more dirt and leave streaks and footprints.

Avoid soap-based and abrasive cleaners, scouring powder, citrus oil products and steel wool as they affect the floor's surface layer and damage the finish.

Never sand, lacquer, or refinish your laminate flooring surfaces.

Vinyl Flooring

Sweep or vacuum regularly, to remove loose dirt which can scratch your floor.

NOTE: We do not recommend vacuums that have a beater bar since it can visibly damage your flooring surface. Additionally, we do not recommend electric brooms with hard plastic bottoms with no padding as use may result in discoloration and de-glossing.

Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools.

Wash your floor regularly with a vinyl floor cleaner.

Do **NOT** use Detergents, abrasive cleaners, or "mop and shine" products. These products may leave a dull film on your floor.

Do **NOT** use paste wax or solvent-based polishes.

Vinyl flooring, like other types of smooth floors, can become slippery when wet. Allow time for floor to dry after washing. Immediately wipe up wet areas from spills, foreign substance, or wet feet.

Ceramic Tile Care and Maintenance

Wipe glazed wall tiles periodically using a cloth or dampened sponge.

Use only non-oil based neutral cleaner, non-acidic, neutral PH cleansers.

Do not use ammonia, as it will discolour grout.

Vacuum glazed floor tiles regularly to remove dirt and other gritty particles, then damp mop or sponge.

For glazed tile showers, use all-purpose or bathroom cleaner. Allow to stand for five minutes, rinse and dry with towels. May also use neutral PH cleaners. No acids.

Floor Protectors

The Co-op **strongly recommends** using floor protectors on the bottom of sofas, chairs and other items of furniture to reduce the chance of sound transfer between suites, and to protect floor surfaces.

For further details on the maintenance and care of your floor, consult the manufacturer's maintenance manuals in the Appendices.

Heating and Ventilation

Heating Co-op Homes

[Describe basic system and the fuel used.]

Bathroom Fans

Bathroom fans play a key role in managing humidity and air quality. Please use the fans to avoid excess condensation on windows and the growth of mould. If there are issues with noise, please report them.

[If the co-op has particular instructions or automated fans, add details here.]

Electricity: BC Hydro Contact Information

Members will have to set up accounts with BC Hydro for electricity. We highly recommend that you set up a new account or migrate your existing account *before* your move in to avoid any service interruptions. You may only open an account with your name or the legal name of your business (if you are running a home-based business).

You can set up your account at <https://www.bchydro.com/> or call 1-800-BCHydro (1-800-224-9376).

For further details, please log on to the BC Hydro website or call their toll-free number.

Toilets and Drains – DOs and DON'Ts

Keeping your drains clear and unblocked is one essential household task that we tend not to think about until it is too late and we are reaching for that plunger. There are certain things that should simply not be put down kitchen sinks or toilets. The following list of DOs and DON'Ts — mostly DON'Ts! — gives an overview of the basics.

1. **Don't** put toilet pucks or cleaners in the back of the toilets.
2. **Don't** allow pets or children to consume toilet water.
3. **Don't** rinse foods down your sink unless you have an incorporated garbage disposal unit. Vegetable peelings, pasta shells, breads and butter can form a blockage in the pipe between your sink and the outside drain. Mixing water with the food can make it particularly sticky and more liable to cling to the sides of the pipe.
4. **Do** leave grease to cool and harden in an airtight container and then dispose of in the garbage. (Grease of any kind, hot or cold, clings to the inside of your pipes and causes blockages. Grease thickens very quickly when exposed to the cool pipes underneath your sink going to the outside.)
5. **Do** use dishwashing liquid designed for sink use. Dishwashing liquid is the only detergent you should be washing down your drain. Detergents designed for dishwashers or washing clothes will block your pipes, particularly if used in large quantities. This is because the strong agitating forces that break down these thick detergents in a dishwasher or washing machine will not be present in your sink or pipes.
6. **Don't** EVER pour toxic pesticides down your sink. They can congeal when mixed with cool water, forming hard deposits in the sink line, as well as eating away at the pipes and causing leaks.
7. **Don't** pour powdered calcium chlorate down your kitchen sink to eliminate odour. When it is mixed with water it forms a cement-like state which can easily plug your drainage system. You should always use products that have been specially designed for sink use. **Do** check with maintenance staff if you're uncertain.
8. As with kitchen grease, **don't ever** wash oils used for mechanics or cleaning down your sink. Lubricating oils for joints or hinges, and motor oil are two of the major culprits. As well as blocking your pipes, disposing of outside oils in this way is bad for the environment. Ministry of Environment regulations state that it is illegal to put motor oil in anything other than a designated container.
9. **Do** play it safe by disposing of baby oil, liquid eyeliner, moisturizer, oil-based soaps and other harmless-looking products in the garbage. They can all cause blockages if washed down your sink in any quantity.
10. **Do** use a hair trap on your drains and regularly clean out the drain to ensure a blockage does not occur. Hair is a common cause of blocked drains. Every month **do** put a purposely designed drain cleaner down your pipes to make blocked drains a thing of the past.

Do remember: a little forethought can spare you serious and very costly fix-ups for your co-op!

Waste Management (Garbage, Recycling and Composting)

Garbage disposal bins and recycling bins are located in **the garbage room in the parkade.**

No other items are to be left in the waste/recycling room.

The next page offers quick reference guides to deal with various kinds of waste at the Co-op. The Co-op encourages members to learn how to sort waste materials for recycling. Please abide by the sorting instructions outlined on the containers and never dispose of any hazardous materials unlawfully. Only non-recyclable materials should enter the regular waste stream.

Garbage disposal bins and recycling bins are in the garbage room located in the underground.

No items are to be left in the waste/recycling room. Members with larger items for disposal will need to make their own arrangements.

Waste Connections picks up compacted garbage from the Co-op weekly (subject to change).

Materials that are picked up as part of recycling programs may not be added to the regular garbage.

These items include:

Beverage containers (except milk containers)
Containers made of glass and metal
Containers made of plastics (Types 1, 2 and 5)
Corrugated cardboard
Green Waste
Recyclable Paper

List of Prohibited Materials:

Agricultural waste;
Asbestos;
Automobile bodies and parts;
Batteries;
Barrels or drums > 205 litres (45 gallons)
Biomedical waste;
Clean or treated wood exceeding 2.5 m in length;
Dead animals;
Electronics and electrical products;
Excrement;
Fluorescent lights;
Gypsum;
Hazardous waste;
Hospital office waste;
Inert fill materials (including soil, sod, gravel, concrete and asphalt) exceeding 0.5 m³ per load;
Lead acid batteries;
Liquids and sludge;

Mattresses;
Oil containers, oil filters, paint products, solvents and flammable liquids;
Metal household or commercial appliances;
Pesticide products;
Pharmaceuticals;
Propane tanks;
Radioactive and reactive waste;
Refuse that is on fire, smouldering, flammable or explosive;
Refuse that would cause undue risk of injury or occupational disease to any person at the Disposal Site or that would otherwise contravene the Occupational Health and Safety Regulations;
Single objects > 2.5 m in length or >100 kg;
Thermostats;
Tires

Excerpted from the list of Banned and Prohibited Materials listed at

<http://www.metrovancouver.org/services/solid-waste/bylaws-regulations/banned-materials/Pages/default.aspx>

WASTE CONNECTIONS OF CANADA
DIVERSION GUIDELINES

WASTE

YES



ACCEPTED
styrofoam, plastic bags,
plastic wrappers,
mirrors, diapers
ceramics and glass dishes

NO



NOT ACCEPTED
light bulbs, paint cans,
batteries, electronics
& small appliances

FOR MORE INFORMATION CONTACT
604 864 2722 | wasteconnectionsCanada.com

WASTE CONNECTIONS OF CANADA
DIVERSION GUIDELINES


CARDBOARD

YES



ACCEPTED
Cardboard boxes &
press board packaging
such as cereal boxes,
tissue boxes, kraft feedbags
Cardboard cores less than
one metre long,
Light packaging

NO



NOT ACCEPTED
Wax cardboard,
food soiled cardboard,
organic waste, garbage bags,
glass, metals, plastic, wood,
electronic waste, paper,
newspaper, magazines

FOR MORE INFORMATION CONTACT
604 864 2722 | wasteconnectionsCanada.com

WASTE CONNECTIONS OF CANADA
DIVERSION GUIDELINES

RECYCLING

YES



ACCEPTED
Mixed paper, newspapers,
junk mail, & magazines,
cardboard, juice boxes
metal cans & tins,
milk containers,
plastic containers # 1, 2, 5

NO



NOT ACCEPTED
Plastic bags, coffee cups,
straws, broken glass,
waxed or foil covered paper,
Styrofoam, food waste,
wood, electronics,
film plastic, glass bottles &
jars*

*glass bottles and jars should be taken to the closest recycling depot for recycling

FOR MORE INFORMATION CONTACT
604 864 2722 | wasteconnectionsCanada.com

WASTE CONNECTIONS OF CANADA
DIVERSION GUIDELINES

ORGANICS

YES



ALL FOOD SCRAPS
Meat, fish, dairy, fruit, vegetables,
bones, pasta, rice, egg shells,
nut shells, bread, bones
and leftovers

YES



FOOD SOILED PAPER
Compostable bags, coffee grounds &
filters, tea bags, waxed cardboard,
soiled paper bags, paper towels,
napkins, paper plates,
approved compostable containers,
coffee cups

NO



NOT ACCEPTED
Large or heavy objects, plastic utensils,
straws, bio-degradable plastic bags,
black garbage bags,
plastic wrap & containers,
diapers or animal fecal matter

FOR MORE INFORMATION CONTACT
604 864 2722 | wasteconnectionsCanada.com

[Generic Excellent] Governance

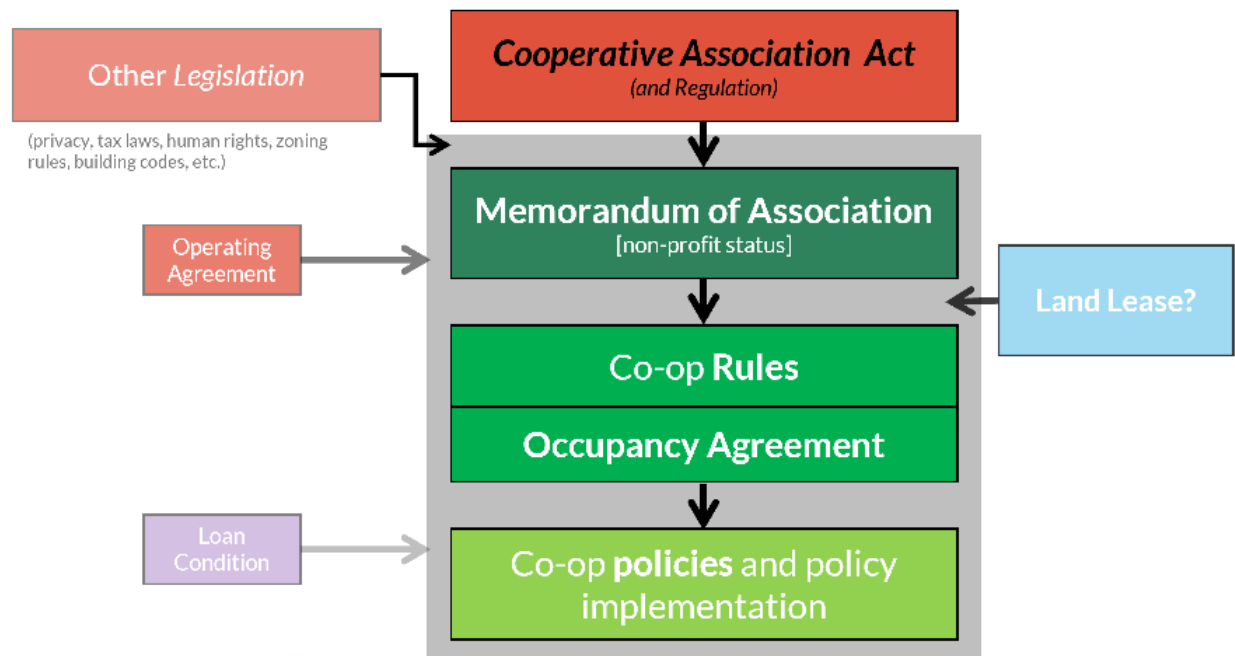
Overview

Rules that affect co-ops and their members come from multiple sources: provincial law, federal law (e.g. regarding what constitutes a non-profit), co-op incorporation documents (and other documents) that are filed with government, leases, contracts co-ops enter into with other organizations, and a co-op's own internal decisions (policies). These do not all have equal weight: there is a hierarchy of authority. For example, a co-op's policies cannot contravene provincial human rights law.

The following documents define or affect how the co-op will operate and govern itself:

- The **Cooperative Association Act**, which offers a legislative framework for BC's housing and other co-operatives. You can review the Act online here: <https://www.bclaws.ca>
- The [Generic Excellent Housing Co-operative] **Memorandum of Association**, which created the co-op as a non-profit. (This non-profit status cannot be changed.)
- The [Generic Excellent Housing Co-operative] **Lease** (which in turns incorporates terms from Community Land Trust's lease with the City of Vancouver). This document includes rules that ensure that both CLT and the co-op act together to share responsibilities to maintain the co-op buildings and meet obligations set by land leases.
- The [Generic Excellent Housing Co-operative] **Rules** which are filed with the BC Registrar of Companies. These set out how the co-op is governed (defining membership, outlining Board responsibilities, describing the scheduling of meetings, and creating a dispute resolution process, etc.).
- The [Generic Excellent Housing Co-operative] **Occupancy Agreement** which is like a rental agreement. It describes various member responsibilities and is a schedule to the Rules. It's also filed with the BC Registrar of Companies.
- Policies are internal documents that help govern the day-to-day operations of the Co-op. Members agree to follow these policies as part of the *Occupancy Agreement* (section 7) and the Board will enforce those policies. Policies may relate to Co-op maintenance and governance, but also deal with practical matters such as how to deal with pets, parking and co-op payments.

The basic hierarchy of authority is this: laws have priority over co-op Rules which in turn have priority over policies:



This manual includes:

- the [Generic Excellent Housing Co-operative] *Memorandum of Association*
- the [Generic Excellent Housing Co-operative] *Rules* (these are based on CHF BC's model rules)
- the [Generic Excellent Housing Co-operative] *Occupancy Agreement* (also known as Schedule A to the Rules)
- [Generic Excellent Housing Co-operative] Policies and Procedures. These are adopted by the co-op board and complement the guiding legislation and the Co-op's formal rules that are registered with the Province.

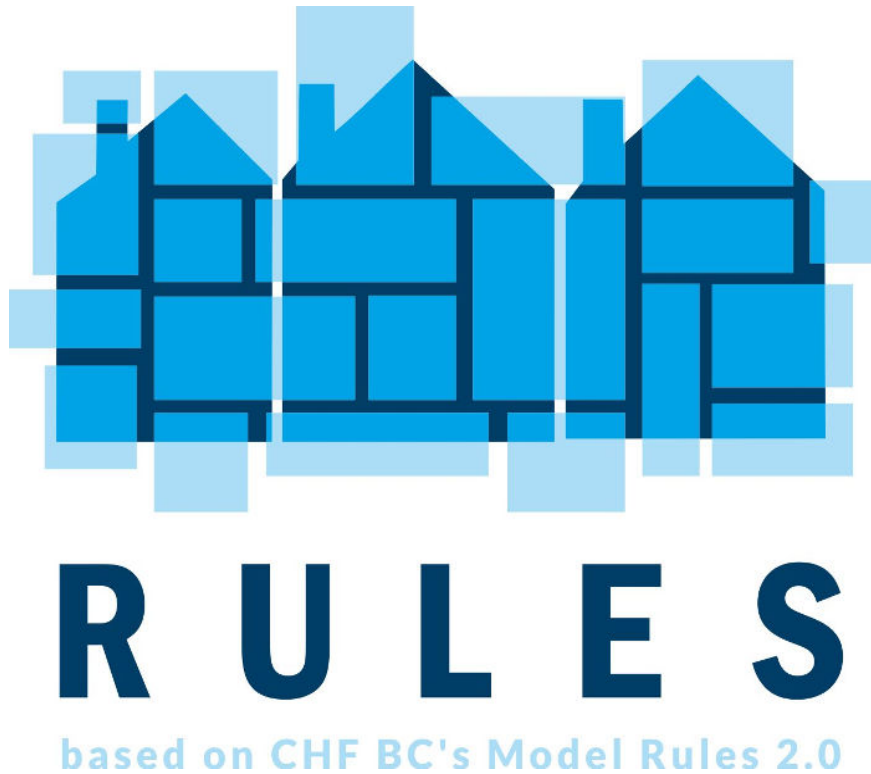
Governance: Original Memorandum of Association

1. The name of the Co-operative association is: **GENERIC EXCELLENT HOUSING CO-OPERATIVE**
2. The purpose of the association is:
 - 2.1 To provide accommodation for persons, the majority of whom are members of the Co-operative and are ordinarily resident in the accommodation;
 - 2.2 To construct, hold, manage, provide and maintain, at cost on a co-operative basis, housing primarily for its members who occupy the housing otherwise than as owners
3. The Co-operative is restricted from carrying on business other than:
 - 3.1 To buy, lease, hold and build, develop or improve any lands and buildings necessary for the carrying out of the purpose of 2.1 and 2.2;
 - 3.2 To do all such things as are incidental or conducive to the attainment of the above purposes, including but not limited to participating as members in the provincial and national co-operative housing sector associations.
4. The Co-operative is restricted from exercising the following powers:
 - 4.1 Carrying on the business of the Co-operative with the purpose of gain for its members and no part of any income of the Co-operative shall be payable or otherwise available for the personal benefit of the members thereof, and any profits or other accretions to the Co-operative shall be used for promoting its purposes;
 - 4.2 Providing remuneration to Directors for service as Directors or officers, and it being intended and required that no Director shall directly or indirectly receive any profit from his or her position as Director or officer provided that a Director may be paid reasonable expenses incurred by him or her in the performance of his or her duties;
 - 4.3 Distributing or paying any part of the assets or property of the Co-operative to the members of the Co-operative during the existence of the Co-operative or upon a winding-up or dissolution;
 - 4.4 Paying any dividend or interest in respect of shares;
 - 4.5 Making payment to a member for patronage, for payment of any indebtedness or otherwise, by way of issue of shares of the Co-operative to the member;
 - 4.6 Nothing in this section shall restrict the Co-operative upon a person ceasing to occupy housing accommodation provided by the Co-operative, from paying to that person the amount paid on account of shares of the Co-operative.
 - 4.7 Nothing in the section shall prohibit the Co-operative from paying any bona fide indebtedness and interest thereon to any proprietor, member or shareholder.
5. The capital of the Co-operative consists of an unlimited number of membership shares with a par value of \$10 per share.
6. The liability of the members of the association is limited, in accordance with the *Cooperative Association Act*.

7. Section 173 of the *Cooperative Association Act* shall apply in the case of dissolution or winding up of the Co-operative. This provision is unalterable.

8. We, the persons whose names and addresses are listed below, desire to be formed into an incorporated association under the *Cooperative Association Act* and by our signatures subscribe to the number of shares set opposite our respective names.

Dated in the City of Vancouver, in the Province of British Columbia in [Month DD, YYYY].



Note: In the event of a conflict or inconsistency between the Handbook and the Rules/Occupancy Agreement, the Rules and Occupancy Agreement prevail.

[Generic Excellent] Governance: Occupancy Agreement (see appendices for full text)



OCCUPANCY AGREEMENT

(Schedule “A” to the Co-op Rules)

Note: In the event of a conflict or inconsistency between the Handbook and the Rules/Occupancy Agreement, the Rules and Occupancy Agreement prevail.

[Generic] Governance: Co-op Policies and Procedures*

These policies are meant to guide interactions between members and the co-operative and make expectations more clear.

There is no separate smoking policy. The Co-op Rules set out limitations on smoking: **Smoking is forbidden anywhere on co-op property**, this includes inside units and on balconies or patios. Smoking includes tobacco and non-tobacco products whose use generates smoke. Vaping is similarly prohibited.

- [Alterations to Units or Exteriors Policy]
- [Amenity Room Policy]
- [Annual Inspections Policy]
- [Arrears and Payment Policy]
- [Balcony, Patio, and Window Policy]
- [Barbecues Policy]
- [Bike and Storage Room Policy]
- [Building Security Policy]
- [Housing Standards (Over-/Under-Housing) Policy]
- [Internal Transfers and Waiting List Policy]
- [Keys and Locks Policy]
- [Move-Out, Inspections, and Repairs Policy]
- [Parking Policy]
- [Pet Policy]
- [Playground Policy]
- [Privacy Policy]
- [Vacancy Policy]
- [Video Surveillance and Home Security Policy]

Board and Governance

- Ethical Conduct Policy
- Policy Regarding Rules of Order
- Board and Other Position Descriptions Co-op

For added clarity: where Co-op policies (now or as amended or adopted in the future) are inconsistent with the *Cooperative Association Act*, the legislation will take precedence.

Board and Governance

Co-op Ethical Conduct Policy

Purpose of Policy

To clarify for directors their ethical responsibilities.

Policy

1. Directors must abide by the principles set out in the Ethical Conduct Agreement.
2. Directors must sign the *Ethical Conduct Agreement* form each year.

Ethical Conduct

3. A Director will act honestly, in good faith and in the best interests of the Co-op. In so doing the Director will use the care, diligence, and skill that any reasonably prudent person would use in a similar situation.
4. A Director will observe and comply, in order of precedence, with:
 - a. the *Cooperative Association Act* and other relevant laws;
 - b. the Co-op's *Memorandum of Association, Rules and Occupancy Agreement*;
 - c. policies adopted and approved by the Co-op; and,
 - d. decisions taken by resolution of the Board or members.
5. A Director will not publicly disparage or undermine the policies and positions of the Board of Directors.
6. A Director will:
 - e. put the interests of the Co-op and the Board of Directors ahead of the Director's personal interests;
 - f. avoid conflicts of interest; and,
 - g. declare in writing any possible conflicts of interest that a Director has, or may have, in connection with any co-op contract, business or proposed business as soon as it occurs.
7. A Director will comply with policies and procedures adopted by the Co-op in respect of the *Personal Information Protection Act of British Columbia*.
8. A Director will keep confidential all:
 - h. financial information and sensitive personal information about members, applicants, former members, residents, and employees of the Co-op;
 - i. information about co-op business which should be kept confidential to protect the Co-op; and,
 - j. information a Director learns about matters specifically determined by board resolution to be matters of confidence.
9. Where a Director is uncertain in determining whether something is a matter of confidence, the Director will seek direction by way of a resolution of the Board of Directors.
10. A Director will not disclose any confidential information that the Director comes to learn through his or her position with the Co-op unless authorized by the Board of the Co-op. This applies while a Director acts a director or member of the Co-op as well as after a Director leaves the Co-op.

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Co-op Policy Regarding Rules of Order

Purpose of Policy

For the Co-op to run effective meetings it is important to have a well-structured meeting process, and for meeting participants to follow a shared set of rules.

Policy

1. The meeting's Chair shall apply the Rules of Order fairly.
2. The members shall treat each other with consideration and respect during meetings.
3. The following Rules of Order are adopted by the Co-op for use at Co-op meetings:

Rules of Order

Main Motion

Purpose:

To get the meeting to take some kind of action. The motion and its meaning should be clear. It should include what, when, where, who, how and timeline, as needed.

Use:

Secunder required. Debate allowed. All other motions apply to it.

Note:

A simple majority is required to pass a motion. The *Co-op Act* requires the Co-op to pass a "special resolution" in order to take certain actions (like changing the co-op's Rules or removing a director from office).

To pass a special resolution,

- members must be given at least 14 days' notice of the meeting.
- the notice of meeting must indicate that the special resolution is to be considered, and
- the majority in favour of the motion must be at least two-thirds (or more, depending on your Rules).

Check the *Co-op Act* and your *Rules* for details about when a special resolution is required and the majority it needs to pass.

To Amend

Purpose:

To make some change to the main motion without changing its intent. Amendments may not be directly against or unrelated to main motion.

Use:

Secunder required. Debate allowed on the proposed amendment. Simple majority required to incorporate the amendment into the main motion.

Note:

Once an amendment is passed, the meeting continues to discuss and eventually vote on the main motion as amended.

Friendly amendment:

A member may ask the mover and seconder of the main motion to accept an amendment as “friendly”. If they all agree, the main motion is debated as amended. A friendly amendment should only be used to make minor changes or correct obvious errors.

*To Refer***Purpose:**

To send the main motion to another body for consideration (e.g., the Board, committee).

Use:

Secunder required. May debate whether to refer or not. Provides direction about who to refer to and timeline for reporting back to the meeting, if necessary. Simple majority required.

*To Close Debate***Purpose:**

To close debate on the motion under discussion without hearing any more speakers and proceed directly to the vote.

Use:

Secunder required. No debate. Two-thirds majority required.

Note:

This is sometimes called “calling the question”. Someone who has already spoken on the motion cannot move to close debate.

At any time, if no member of the assembly wants to speak on the motion, the chair may call for a vote and there is no need for a motion to close debate.

*To Table***Purpose:**

To postpone consideration of a motion, usually to a stated time.

Use:

Secunder required. No debate. Simple majority required.

*To Withdraw***Purpose:**

To withdraw any motion under consideration.

Use:

May be moved only by mover of the motion and requires permission of seconder. No debate. No vote required unless there is an objection to the withdrawal, in which case a simple majority would be required.

*To Appeal***Purpose:**

To appeal a decision of the chair.

Use:

Secunder required. No debate. Mover states reason for appeal, then chair states reason for decision. Simple majority required to uphold the chair or not.

Point of Order

Purpose:

To correct an error in the conduct of the meeting.

Use:

No debate. The member calls out “point of order”. The chair interrupts the current speaker (if there is one) and asks the member to state the point of order. Point is decided by the chair. The chair’s decision may be appealed. After the point of order has been dealt with, the meeting continues where it was interrupted.

Note:

May also be used as point of information where a mover asks for clarification about the business at hand.

Point of Privilege

Purpose:

To make a request to the chair or to propose a motion on a matter that may affect the integrity, comfort, rights, or privileges of the meeting or of individuals.

Use:

No debate. The member calls out “point of privilege”. The chair interrupts the current speaker (if there is one) and asks the member to state the point of privilege. Point is decided by the chair. The chair’s decision may be appealed.

Any resulting motion (if permitted by chair) is debated. All other motions apply to it. Simple majority required.

After the point of privilege has been dealt with, the meeting continues where it was interrupted.

To Close

Purpose:

To end the meeting.

Use:

Secunder required. May be debated. Majority vote required. Not normally made until all business has been completed, except in cases of urgency.

Note:

The chair may close the meeting without a motion when all the business is done, there is no quorum, or it has become impossible to conduct business.

To Adjourn

Purpose:

To adjourn the meeting to a future time, date, and place. No business shall be conducted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.

Use:

The chair of a meeting may, and if directed by members must, adjourn a meeting at which quorum is present. Secunder required. May be debated. Simple majority required.

There are two motions that have less priority than the main motion, because they cannot be made until the vote has been taken on the main motion. They are:

To Reconsider

Purpose:

To reconsider the vote on the main motion.

Use:

Debatable if original motion was debatable. Can be moved at any time, by any person who voted in favour of the original motion, providing that no one has acted on the original motion and it can be reversed. Requires same notice and same majority as the original motion.

Cancels the outcome of a previous vote on the main motion and allows the meeting to debate and vote again on the motion.

To Rescind

Purpose:

To cancel a main motion.

Use:

Debatable. Two-thirds majority required. Has the effect of cancelling an earlier decision (if the decision has not yet been acted upon). If passed, a new motion may be placed before the meeting. Rarely used and not in order if a motion to reconsider would have the same effect.

Note: The Rules are adapted from CHF Canada and CHF BC Rules of order.

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Board and Other Position Descriptions

The following position descriptions are included for information purposes only. They are not formally adopted policies or procedures. Being responsible means ensuring that something is done; responsibility does not mean carrying out all related tasks.

Position Descriptions: President and Vice-President

Overview

The president unites the community by leading the Board of Directors, committees, members, and staff to work together for the Co-op's goal—well-maintained, affordable housing and a strong community that values diversity.

The president and vice-president work together as a team to carry out the president's responsibilities. They are usually signing officers. They decide together how to share the responsibilities. They review their responsibilities regularly to see that they are following the priorities set by the Board and members. Sharing the work will keep the job of president from becoming too difficult. Here is a list of regular responsibilities.

Education

The president and vice-president:

- See that education for the Board, staff, committees, and general members is a top priority in the plan for each year.
- Meet with any new directors to bring them up to date and discuss their responsibilities.
- Explain rules, policies, and Board decisions to members in terms that everyone can understand.

Meetings

The president and vice-president

- Work with the staff and the corporate secretary to set the agenda of meetings.
- See that directors and members receive early information on all agenda items.
- Make sure that there is a report on the Board's activities at all general meetings.
- Lead a review of the Board's performance before the election and share this evaluation with the new Board.

Representation

The president and vice-president make sure a director represents the Co-op to neighbourhood organizations.

Position Description: Treasurer

Overview

The treasurer is an officer of the Co-op and is appointed by the Board. The treasurer monitors the finances and makes sure that the co-op keeps proper financial records. The treasurer reports regularly to the Board and members and is usually a signing officer.

Responsibilities

The treasurer makes sure there is a clear presentation of:

- The annual budget to the members.
- The monthly financial statements to the Board.
- The audited financial statement to the Board and to the members at the annual general meeting.
- The Board's recommendation of auditor to the annual members' meeting.

The treasurer makes sure that:

- The Board has all the information it needs to make decisions on financial matters.
- The Co-op is following its rules and financial policies.
- The Co-op has an up-to-date set of financial records.

The treasurer reviews:

- The bookkeeping and internal financial controls of the Co-op. The treasurer should work with the bookkeeper, management company or staff to solve any problems that come up and to develop new procedures as they are needed.

Position Description: Corporate secretary

Overview

The corporate secretary is one of the officers of the Co-op. The corporate secretary is sometimes called the secretary and is usually a signing officer. The secretary's main duties deal with the corporate responsibilities of the Co-op, meetings, and communication. If a co-op has management staff, a staff person usually carries out these tasks. However, the corporate secretary is responsible for making sure that they are done.

Corporate responsibilities

The secretary is responsible for the records of the co-op and should check regularly to make sure that:

- The Co-op obeys government laws and its agreements with governments.
- The Co-op makes proper reports and files the notices that the governments require. This includes the Registrar of Companies and any relevant funding agency.
- The Co-op has an up-to-date record of rules and changes to the rules.
- The Co-op obeys its own rules, policies, and procedures.
- The Co-op keeps the minute book up to date and in a safe place.
- The Co-op has all records it must keep by law.

Meetings

The secretary makes sure that:

- A quorum of members or directors is present before any decisions are made at a meeting.
- Members and directors receive proper notice of meetings.
- Only members move motions and vote.
- Minutes are taken at all meetings of the members and the Board, and that copies of the minutes are available as soon as possible.

Communication

The secretary makes sure that:

- members have up-to-date copies of rules, policies, procedures, and committee job descriptions.
- Co-op correspondence is handled promptly.

Some co-operatives expect the corporate secretary to take minutes at Board and members' meetings. Other co-ops appoint another person as recording secretary.

Position Description: Recording secretary

Overview

Some co-ops appoint a recording secretary to assist the corporate secretary. The Board can appoint any member who has the necessary skills.

Usually, the recording secretary has the following responsibilities:

- Record minutes at board and general meetings.
- Amend the minute book copy of minutes, rules, policies, reports and other documents if corrections are necessary.
- Help the corporate secretary with correspondence.

Limits

If the recording secretary is not a director, the recording secretary:

- Does not take part in discussions at board meetings.
- Does not vote at board meetings.
- Has the same responsibility as directors to protect confidentiality. The recording secretary should sign a confidentiality agreement.

Position Description: Chair

Overview

The chair makes meetings run smoothly. The chair is also responsible for making sure that members treat each other with respect during the meeting. Chairing meetings calls for skills.

The Board should appoint one or more members to chair members' meetings. If you do not have members with chairing experience, ask your federation to provide training for members who want to learn.

The chair should know and follow the Co-op's rules of order.

Here are some guidelines for chairing meetings.

Before each meeting

- Study all reports on each agenda item.
- Make sure that someone will record the minutes of the meeting.
- Check that a member will prepare and present each item on the agenda.

At each meeting

- Call the meeting to order and ask the members to approve the agenda.
- Follow the agenda by keeping the speakers on topic.
- Explain clearly how each item will be discussed and decided. Most items need a simple majority to pass. However, rules and special resolutions need a higher level of support.
- Receive motions from the members and check that motions are clear.
- Invite everyone to give their opinion.
- Control the meeting so that some speakers do not take over the meeting.
- Sum up each discussion and decide if members are ready to vote.
- Make sure that everyone understands the decisions they have made.

Personal Information Protection Officer (PIP officer)

Purpose

The PIP officer(s) will ensure that the co-op follows the *Personal Information Protection Act* (PIPA), its principles and the co-op's personal information protection policy.

Job description

The PIP officer's job is to:

1. Review the co-op's policies and practices for dealing with personal information.
2. Make recommendations to help the co-op follow PIPA.
3. Provide information to members and the public about how the co-op protects personal information.
4. Handle complaints as outlined in the personal information complaint procedure.

The PIP officer[s]:

5. Reports to the Board with periodic reports to the general meeting.
6. Serves for a term of one (1) year and is renewed annually by the Board.

APPENDIX A: Rules (full text)

APPENDIX B: Occupancy Agreement (full text)

APPENDIX C: Forms