

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

PROCEDURE FOR HANDLING COMPLAINTS

- PASSED: 29 01 90 UPDATED: 30 10 90 TYPED 15 10 96

- a) First, check the house rules to verify the exact wording of the rule which you feel is being violated, ensure that you have a valid complaint.
- b) Second, try to resolve the matter in a neighbourly way. Try talking to the individual directly about your concerns.
- c) If a member feels the problem cannot be solved by their making this first contact with the member, or on the rare occasion that a member finds it difficult to approach a member personally about a problem, the member shall consult with a member of the Rules & Safety Committee and this committee member may then go with the complainant to discuss their concern with the other member.
- d) Members who do not attempt to resolve the matter in a neighbourly way or with an accompanying Rules & Safety member, will be required to put their complaint in writing and have it addressed at the next committee meeting.
- e) A member who has attempted to resolve a problem in a neighbourly way, but who was not able to find satisfaction, may then contact the Rules & Safety Committee Chairperson. Describe the nature of your concern and the results of your efforts to resolve the matter yourself. Be prepared to put your complaint in writing and sign your name to it.
- f) The matter will be brought up at the next meeting of the committee. If it is a concern which requires immediate action, the Chairperson will either contact the member about whom the complaint is being made, or else will designate another committee member to do this.
- g) If the matter is still not resolved to your satisfaction, then your concern may be presented to the Board of Directors.
- h) The Board of Directors may choose to refer the problem to a Mediation Committee for resolution.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

MEDIATION PROCEDURE - PASSED: 07 03 90 TYPED: 10 10 96

The purpose of the Mediation Procedure is to provide procedures affording the individual members the opportunity to resolve grievances or disputes using the process of mediation.

Mediation may be defined as a situation where a neutral third party provides a safe environment and process for two or more parties to resolve a dispute. It is not like arbitration where a third party is called in to hear the details of a complaint or dispute and then render a decision on the disputing parties. In mediation, the two parties strive to find their own solutions, the mediator is present to help them along and facilitate the process.

- a) The Mediation Procedure shall consist of a meeting of the following three (3) individuals of the Co-operative:
 - i) mediator appointed by the Board of Directors;
 - ii) the Complainant;
 - iii) the Respondent.
- b) The Board-selected mediator shall chair the meeting and ensure a safe environment for the two parties to resolve the dispute.
- c) If successful mediation is not achieved, the complaint may be referred to arbitration and dealt with by the Grievance Committee.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

GRIEVANCE PROCEDURE - PASSED: 07 03 90 TYPED: 10 10 96

The purpose of the Grievance Procedure is to provide procedures affording the individual members the opportunity to resolve grievances or disputes using the process of arbitration.

- a) The Grievance Committee which shall be composed of three (3) members of the Co-op:
 - i) the person who has written the complaint, the "Complainant", shall nominate one member to this committee;
 - ii) the person who has been complained about, the "Respondent", shall nominate one member to this committee;
 - iii) the third shall be chosen by the two so nominated and shall act as Chairperson.
- b) Members of the Grievance Committee shall select from among themselves someone to record the details of the grievance or dispute (the minutes of the Grievance Committee will be filed in the office as "in camera" minutes and may not be reviewed by anyone not involved in the Grievance Committee).
- c) The Chairperson of the Grievance Committee shall arrange a meeting between the Complainant and the Respondent and the Grievance Committee.
- d) Either party may have witnesses appear on their behalf, the number of witnesses to be at the discretion of the Grievance Committee.
- e) The Grievance Committee may request the presence of any resource person or witness that they may think is appropriate.
- f) In the case that the Committee Chairperson is unable to arrange a meeting with the person against whom the grievance is being made, the Chairperson will report immediately, in writing, to the Board of Directors of his/her inability to make this arrangement and will report the details of the grievance or dispute.
- g) In the case that the Committee Chairperson is unable to arrange a meeting with the Complainant, then it will be recorded in the Committee's file "NOT PURSUED"

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

GRIEVANCE PROCEDURE - continued

- h) After meeting with all parties concerned the Grievance Committee shall discuss and decide ways by which to resolve the grievance or dispute. This decision will be recorded by the Committee in the minutes. Copies of the decision shall go to each of the parties involved. The final decision must be agreed upon by 2 out of 3 members. If no decision is agreed upon then it will be recorded "NOT RESOLVED".
- i) In the event that the Board of Directors receives a report from the Grievance Committee that they were unable to arrange a meeting by any of the reasons above, then the Board shall endeavour to resolve the grievance or dispute in whatever manner it shall deem to be appropriate.
- j) All parties will commit their best efforts to the completion of the procedures above within a period of three (3) weeks.
- k) Time limits may be extended by written mutual agreement.
- l) The Grievance Committee shall report to the Board of Directors.
- m) A member has the right to approach the General Membership for final decision if Mediation and Arbitration have been completed and satisfaction has not been gained.
- n) Procedures of Mediation and Arbitration are to be completed "in good faith" members must honestly be trying to resolve the dispute or grievance.
- o) The existence of these procedures shall be made known to members of the Co-operative through appropriate Co-operative publications.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

CONFLICT OF INTEREST POLICY - PASSED 25 09 96

The following policy is in accordance with the Co-op Act section 30.1 (The Companies Act section 147) and Granville Gardens Rules of Association section 42.1.

1. Conflict of Interest exists when any Board member, Committee member, or staff member of Granville Gardens who may be in a position, or whose family may be in a position to derive any direct or indirect financial benefit from any financial transactions, contract, work, or membership with Granville Gardens or be in a position to gain, through access to co-op property, information or opportunity, in a manner not available to all members.
2. Persons identified in item 1 above must disclose their Conflict of Interest at the meeting where said transactions, contracts, work, information, decisions, or opportunity, are to be discussed.
3. Any person having knowledge of another person's Conflict of Interest at the time of a discussion or decision, must make such conflict known to the Chairperson of the meeting.
4. After a declaration of a Conflict of Interest, persons identified in item 1 above must remove themselves from said meeting until such time as the current discussion and decision making process involving the Conflict of Interest are over. Such person(s) shall not vote on any decisions.
5. Should the person who has a Conflict of Interest vote, his/her vote shall not be counted.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

FENCE POLICY - Amended and Passed: GM 25 09 96

FENCED IN BACK YARDS

- a) All new fences to be 4 feet high and 17 feet in length (i.e. the length of two 8 feet panels plus posts) measured from the back wall of the member's unit.
- b) All fences to have a latchable gate that opens in from the common area. Gates are to be a minimum of 36 inches.
- c) All fence posts are to be cemented into the ground.
- d) All fence materials are to be pressure treated Hem-Fir, colour is to be as close to that of the existing fences as possible.
- e) Material dimensions are to be as follows:
posts 4" x 4" x 6' runners 2" x 6" slats 1" x 6" or 1" x 8"
- f) All nails are to be galvanized.
- g) Any existing landscaping that has to be modified is to be done with Landscape Committee approval and supervision.
- h) Fencing is to be erected according to the contours of the ground.
- i) There will be no exceptions to the size of fenced in yards unless the contours of the ground warrant an exception being made. Specific requests for exception must be processed through the Landscape and Maintenance Committees for their recommendation to the Board of Directors and are subject to the final approval of the General Membership.

Procedure for obtaining approval to install new fencing:

1. The member will apply in writing to the Maintenance and Landscape Committees. The application will include a drawing of what is proposed, showing the location of the gate, and all measurements, and a brief written description.
2. If the proposal is within the fencing guidelines, the Committees will recommend to the Board that the application be approved. The Board will notify the applicant in writing whether the proposal was approved or rejected. A copy of the letter will go to the Maintenance and Landscape Committee chairpersons.
3. Upon Board approval, the member will stake out the area to be fenced, and the Maintenance Committee will inspect and confirm that the fencing guidelines are being followed.
4. Upon completion of construction, the Maintenance Committee will perform a final inspection to ensure the fence is built safely and that the fencing guidelines were followed.

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

FINANCE - HOUSING CHARGE POLICY

- PASSED: GM 27 Sep 2006

Purpose - To ensure the timely receipt of housing charges from members.

1. Members are responsible for ensuring that their housing charge payments are on time.
2. Housing charges are payable to Granville Gardens Housing Co-op by cheque, money order, or bank draft.
3. Housing charge payments are due by the 25th of each month dated the 1st of the following month.
4. If a member's full housing charge payment is not received in the co-op office the 1st of the month for which payment is due, a late payment charge of \$25.00 will be assessed to the member.
5. Written notice, including written reasons for lateness, must be provided to the Board, and delivered to the office by the 25th of the preceding month if payment cannot be made for the 1st of the month. The applicable late fee will apply.
6. All members whose cheques are returned by the bank for any reason, other than bank error, will be considered "late" and subject to the \$25.00 late charge PLUS a returned cheque charge of \$25.00. Any member having more than one cheque returned in a 12 month period will be required to pay by money order, bank draft or certified cheque for each of the following 6 months
7. Members who have more than one late housing charge payment in any 12 month period will be required to pay by post dated cheques for each of the following 6 months.
8. Within any 12 month period,
 - a) The first late housing payment will incur a \$25 late fee;
 - b) The second late housing payment will incur a \$50 late fee and will also require a meeting between the Member and the Treasurer and Office Coordinator or other Board Member
 - c) The third late housing payment will incur a \$100 late fee and will also require a meeting between the Member and the Board;
 - d) A fourth late housing payment will incur a \$100 late fee and may result in eviction.
 - e) Further late housing payments will incur a \$100 late fee and may result in eviction.

Members are reminded that non adherence to this policy may result in eviction.

GRANVILLE GARDENS HOUSING CO-OPERATIVE
POLICIES & PROCEDURES MEMBER MANUAL

FINANCE - EMERGENCY SUBSIDY POLICY

- PASSED: GM 27 09 2000

Granville Gardens Housing Co-operative
1 - 6800 Lynas Lane, Richmond, B.C. V7C 5E2
EMERGENCY SUBSIDY APPLICATION

Members who require additional subsidy, OR members who have not been subsidized and now require subsidy should complete this form.

1. Complete this form and submit to the Co-op office for review by committee.
2. Attach pertinent income information i.e. separation slip, EI stubs, WCB stubs.
3. Attach proof of income for all residents in your unit.
4. Proof of above named criteria, i.e. ROE, WCB letter.

Name _____ Unit _____

I would like to request that my housing charges be reassessed on a temporary basis.

Reason for request

As a member of Granville Gardens Housing Co-operative, I hereby declare that the attached proof of income from the sources listed below is a complete and accurate account of all current gross income of all residents of my unit.

Signature _____ Date _____

This section for Office Use Only

Request received _____
 Request reviewed _____
 Request Approved
 Request Denied
 Notify Member _____

Treasurer _____
 Chair of Finance _____
 Chair of Board _____

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

FLOORING POLICY *PASSED GM JAN 30 2008*

Page 1 of 2

1. The Co-op will provide carpeting and/or laminate flooring in units as approved by the Board of Directors.
2. When the Board of Directors determines that a unit needs carpet replaced and where there is currently only carpeting, the member will have the choice of carpet throughout the unit or laminate in the living room/dining room and carpet in the rest of the unit.
3. Selection will be from the flooring approved by the Board of Directors and the Co-op approved contractor will install the laminate flooring and carpet.
4. Laminate flooring will not be installed in the kitchen, bathroom, storage rooms or entryways. The Co-op will install linoleum in those areas.
5. A member who wishes to have laminate flooring in other areas (except those listed in #4) may do so at their own expense but all flooring must be installed by the Co-op approved contractor with flooring approved by the Co-op. The member will pay the difference between the cost of installing laminate in these areas versus the cost that the Co-op would have incurred in accordance with #2 above.
6. Members will not have carpet or laminate installed 'piecemeal' or room by room.
7. The Co-op will distribute a list of instructions for taking care of laminate flooring and members will be expected to comply with these instructions.
8. Warranties will determine the life expectancy of the carpeting or laminate. Should a member leave the Co-op before the life expectancy of the product has elapsed and the carpeting and/or laminate need replacing, they will be charged the pro-rated cost of replacement.
9. Members will not be allowed to install their own carpet and/or laminate flooring. Members who do so will be charged the full cost of replacement upon move out. There will be no retroactive application of this provision to members who had installed laminate flooring prior to this policy.
10. There will be no reimbursement for members who have installed their own carpeting or laminate flooring prior to this policy.
11. Members who have installed carpet or laminate flooring in their units prior to the policy must provide information to the Co-op as to any applicable warranties.

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

FLOORING POLICY *PASSED GM JAN 30 2008*

Page 2 of 2

12. Both carpet and laminate flooring replacement are subject to inspection and budget constraints.
13. When the Board of Directors determines that a number of units require flooring replaced, the Board will determine the priority order of replacement and will consider those who have not been replaced in the longest period of time and the member's participation in the Co-op.
14. The Co-op is not responsible for installation or replacement of flooring in basements. However, any removal or replacement of flooring in basements must be approved by the Board of Directors.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

HOUSING POLICY FOR NEW MEMBERS AND INTERNAL MOVE REQUESTS

-PASSED GM 24 03 2004 – REVISED AGM 27 04 2007

One bedroom apartments will house one person **or** a couple if they so wish. Maximum occupancy for this size unit is **two**.

Two bedroom apartments will house a couple alone, **or** a couple with at least one child or dependent relative*, **or** a single parent with at least one child or dependent relative*. Maximum occupancy for this size unit is **four**.

Two bedroom townhouses will house a couple with at least one child or dependent relative*, **or** a single parent with at least one child or dependent relative*. Maximum occupancy for this size unit is **four**.

Three bedroom townhouses will house a couple with at least two children and/or dependent relatives* **or** a single parent with at least two children and/or dependent relatives*. Maximum occupancy for this size unit is **six**.

Four bedroom townhouses will house a couple with at least two children and/or dependent relatives* **or** a single parent with at least three children and/or dependent relatives*. Maximum occupancy for this size unit is **six**.

This item revised and PASSED GM 29 04 99

Wheelchair accessible units will house qualified applicants and will be dealt with on an individual basis.

Members on the internal waiting list may be offered a unit on a first come first serve basis.

*the intent of the term dependent relative(s) is to refer to dependent children other than immediate offspring and/or dependent parents. Any other cases will be handled on an exception basis by the Membership Committee and approved by the Board of Directors.

Downsizing Housing Policy *PASSED AGM 27 04 2007*

1. Members living in an over-housed situation may be offered an opportunity to downsize to a smaller unit.
2. A single member or a couple living in a 2, 3, or 4 bedroom townhouse may be considered for the internal waiting list for a 1 or 2 bedroom unit.
3. Members willing to downsize may be given priority on the internal waiting list.

GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL

POLICIES & PROCEDURES

ETHICAL CONDUCT AND CONFIDENTIALITY AGREEMENT

I, _____ am a director and/or a member of the Finance Committee of Granville Gardens Housing Cooperative.

- A. I agree that, as I carry out my duties as a director, and/or member of Finance Committee,
1. I will act honestly, in good faith and in the best interests of Granville Gardens Housing Cooperative. I will use the care, skill and diligence that any reasonably prudent person would use in a similar situation;
 2. I will comply with
 - Articles of Association and By-laws,
 - all policies adopted by the Board of Directors of Granville Gardens,
 - all resolutions of the membership;
 - c) I will support the policies and positions of the Board of Directors;
 - d) I will keep confidential any private information about Granville Gardens business, members, and employees that I know through my position as a member of the Board of Directors and/or member of the Finance Committee. If I am not sure whether information should be kept confidential, I will ask the Board of Directors for a decision on the matter;
 5. I will put the interests of the Board of Directors of Granville Gardens ahead of my personal interests;
 6. I will declare any conflict of interest right away.
- C. I also agree that
1. the Board will consider that I have resigned as a director and/or member of the Finance Committee on the date that
 - I declare bankruptcy, or
 - I am refused a bond;
 2. if a situation occurs where my presence on the board would embarrass Granville Gardens, or would damage the members' confidence in the organization, I will
 - resign right away, or
 - ask the board to make a decision on the issue and resign if asked, or
 - resign right away if the board raises the issue itself and asks for my resignation.

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

I understand that

- the board's decision to ask me to resign must be passed by a vote of two-thirds of the directors attending the meeting, and
 - the board must give me a chance to speak at any meeting that will consider asking me to resign.
3. Matters that could embarrass Granville Gardens or damage the member's confidence in the organization include
- charges against me under the Criminal Code relating to violence, theft, or misappropriation of funds,
 - my failing to remain in good standing as defined below, or
 - any other matter that, in the board's opinion alone, could damage the reputation of Granville Gardens with its members or others;
4. I am in good standing if
- a) I do not owe money to Granville Gardens Housing Co-operative other than
 - my housing charge for the current month,
 - scheduled future payments to purchase shares or to pay my member deposit or member loan, or
 - any other amount not above one month's housing charges for which I have a repayment agreement with the co-operative that I am meeting;
 - b) there are no outstanding notices from Granville Gardens Housing Co-op that say I am breaking the by-laws of the co-op or my occupancy agreement.

Name

Signature

Date

Witness

Board/AGREEMENT - PASSED GM 2001 12 05

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

Page 1

INSPECTION POLICY

- CREATED 89 09 25 - REVISED & APPROVED GM 2001 12 05

MOVE-IN INSPECTION

1. To take place within 10 days of move-in.
 - a) two members of the Inspection Committee will visit the new member for a Move-In Inspection. The Inspection Committee members will spend some time going over the Inspection Form for the unit to confirm with the new member the condition of the unit at time of move-in.
 - b) The reminder shall be given that failure to leave the unit in acceptable condition will mean holding back of **MEMBER SHARE PURCHASE**. A copy of the completed Inspection Form shall remain with the member in their **MEMBER HANDBOOK**.
 - c) At this time, the member shall be instructed that they must sign the **UNIT ACCEPTANCE FORM** within 3 weeks of their move-in date, listing any repairs which they may encounter during those first weeks.

MAINTENANCE INSPECTION

2. To take place within 10 days of having given notice to vacate.
 - a) The member must make arrangements with the Inspection Committee for the Maintenance Inspection to be done so as to allow sufficient time for any repairs to be made prior to the new member moving in.
 - b) The Inspection Committee members, accompanied by a Maintenance Committee member, shall examine the unit Inspection Form for the unit and briefly run through the check-list with the member, reminding them of the **SHARE PURCHASE HOLD BACK** which would also include any cleaning charged by the co-op. Any repairs which are required shall be noted on the form provided.
 - c) Work orders will be drawn up.
 - d) In the interest of continuity, when at all possible, the same two Committee members who complete the Maintenance Inspection will also carry out the Move-Out Inspection.
 - e) Accept **MEMBER HANDBOOK/RULES MANUAL** for forwarding to and updating by Membership Committee.

MOVE-OUT INSPECTION

3. The Move-Out Inspection is done when the member has removed all furniture and belongings from the unit and is ready to hand in keys. **THIS INSPECTION MUST BE DONE DURING DAYLIGHT HOURS.**
 - a) This inspection will also include receiving the **KEYS**.
 - b) If the unit is not left in an acceptable condition, money will be held back from the **MEMBER SHARE PURCHASE** to cover the cost of cleaning, painting, repairs and/or carpet cleaning.
 - c) The outgoing member shall have until **NOON** of the last day of the month to have all belongings removed, keys handed in, and the Move-Out Inspection completed.
4. If the member has completed renovations or improvements to the unit, he/she may be required to return the unit to its original state, should the Inspection Committee deem such changes to be unacceptable. If there is any disagreement as to what is unacceptable, the Maintenance Committee will make the final decision.

Members are reminded to complete a Request for Improvements Form before making any major improvements so that they will be less likely to run into this problem when leaving the Co-op.

- a) Instances requiring such action may include such things as:
 - i) unusual paint schemes
 - ii) shoddy workmanship on painted or papered surfaces, or
 - iii) other unacceptable or substandard changes which have been made to the unit.
- b) Acceptable changes may include such things as:
 - i) acceptable painting or wallpapering
 - ii) permanent shelving in basement areas
 - iii) clothing hooks on bathroom doors
- c) It will be the discretion of the Inspection Committee to deem what will be considered acceptable or not based on these general guidelines. If any disagreement - then the Maintenance Committee will make the final decision.
- d) All members are advised to complete a Request for Improvements Form before carrying out any work as unapproved improvements may be requested to be returned to their original state, when the member leaves the Co-op.

MEMBER'S RESPONSIBILITY

5. It is the responsibility of the out-going member to leave all walls of the unit in a clean state and in good repair:
 - a) remove all fingerprints, furniture markings, stains, etc.
 - b) fill and sand all holes, and retouch if not being painted later
 - c) patch and repaint as necessary - - paintwork must be even, no paint on carpets, mouldings, switch plates, etc.
6. It is the responsibility of the outgoing member to leave all carpets clean and litter free.
 - a) this means professionally steam-cleaned and vacuumed - receipts are necessary to verify this has been done.
 - b) members will be charged for replacement of carpets when they are considered to have been damaged beyond normal wear and tear.
7. Woodwork and windowsills must be cleaned, and repainted if an where necessary.
 - a) cupboard doors and shelves cleaned and in good repair (hinges etc.)
 - b) tops of kitchen cupboards cleaned (between top of cupboard and ceiling)
 - c) closet doors on tracks and in good repair and
 - d) doors in good repair
8. Stove to be pulled out from the wall and cleaned behind and underneath
 - a) remember to check the top of inside oven under the element
 - b) all racks and pans to be cleaned as well as under elements on top of stove
 - c) please make sure all chemical cleaner residue is rinsed off as this is hazardous. Vinegar is a good product to use for this purpose
 - d) hood of stove to be thoroughly cleaned

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

Inspection Policy - Continued

Page 4

9. Fridge to be pulled out from the wall and cleaned behind and underneath
 - a) drip tray underneath to be pulled out and cleaned
 - b) all food removed from fridge
 - c) all racks and containers to be cleaned
10. If you have had a household pet, unit to be professionally fumigated - receipts are necessary to verify fumigation has been completed
11. Heat registers must be cleaned inside and out, washed and vacuumed
12. Floors must be scrubbed - wax stripped. Floors under stove and fridge must be cleaned
13. All windows shall be left in a clean and unbroken condition -
 - a) cleaned inside and out
 - b) tracks and rods cleaned
 - c) window coverings must be cleaned
14. All electrical fixtures must be clean and serviceable. Lights must have functioning light bulbs left in them.
15. Sinks and tubs all clean, with plugs
16. Toilet bowl cleaned inside and out, including under the lip of the bowl, and the toilet tank
17. Towel bars, soap dishes and medicine cabinets cleaned and in good repair. Tile to be thoroughly cleaned and stains removed
18. It must be noted that the Inspection Committee places emphasis on the requirement that units be left impeccably **CLEAN** for the next member moving in. However, it is generally acknowledged that a certain amount of wear-and-tear is to be expected and will be taken into account. These units cannot be expected to be "new-looking" forever. It shall, however, be at the discretion of the Inspection Committee to determine what shall be deemed "normal wear-and-tear" and that which is not.
19. ALL GARBAGE IS TO BE REMOVED FROM TOWNHOUSE OR APARTMENT, CARPORT AND YARD, AND PLACED IN BINS.

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

Inspection Policy - Continued

Page 5

CO-OP'S RESPONSIBILITY

20. The following items are the responsibility of the Co-op.:
- a) Weather stripping on doors
 - b) Stove and fridge repairs, electrical repairs
 - c) Re-caulking of bathroom fixtures
 - d) Painting under terms of Painting Policy
 - e) Structural damage due to ageing and/or normal wear and tear

INSPECTION FORMS

21. Copies of the Inspection Form to be provided as follows:
- 1 - ORIGINAL - to the office
 - 1 - copy - to the member
 - 1 - copy - to the Inspection Committee
 - 1 - copy - to the Maintenance Committee

MEETINGS

22. At regularly scheduled meetings, committee members will use a system of taking turns to volunteer to do inspections.

STANDARDS

23. Committee members shall endeavour to use a consistent approach for completing inspections which is approximately equivalent to a "white glove" test.

GENERAL NOTES

24. The policy outlined above, does not include the Annual Maintenance Check by the Maintenance Committee.
25. In case of a conflict between a member and the inspecting committees, the member has the right to appeal by the co-op. grievance procedure.

GRANVILLE GARDENS HOUSING CO-OPERATIVE
POLICIES & PROCEDURES **MEMBER MANUAL**

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

KEY POLICY - *PASSED: 29 01 90 UPDATED: 30 10 90 TYPED 15 10 96*

- a) Not one master key, but individual keys to each unit kept in a key safe, to be used in case of emergency i.e., where there appears to be imminent danger to persons or co-op. property. (Members and office to be informed if any key from the key safe goes missing).
- b) Keys to members' outdoor storage areas to be keyed to the same key as the members' unit key.
- c) Members will receive a laundry room key with their unit key at the time of move-in.
- d) When a unit is vacated, the locks will be changed.
- e) The Coordinator, the President of the Co-op, and two Board approved trustees subject to the approval of the General Membership, will hold the key to the key safe in case of emergency.
- f) Two alternate trustees will be selected to fill in when the regular trustees are absent for an extended period, i.e., on vacation, holidays, etc. Trustees are subject to the approval of the General Membership.
- g) The names and unit number of the trustees to be posted outside the office. In the event that one of the trustees is absent for an extended period, the name of an alternate key trustee will be posted.
- h) Should a member be locked out of his/her unit, and require assistance, Key Trustees listed on the Bulletin Board outside the front door of the community building may be contacted.
- i) In the case of contract work to be done in a unit, as much notice as possible will be given. In no event will entry be made without a minimum of 24-hour written notice, emergencies excepted.
- j) During office hours, Coordinator or designated person to let contractor into units; after hours designates to admit contractors;
- k) In most cases members will be notified in time to let contractor in themselves.
- l) Members holding keys to any of the Co-op. facilities, i.e., community building, maintenance storage areas, office, etc., will sign for keys when they are originally issued and when they are returned.
- m) Co-op keys must not be duplicated.
- n) Holders of Co-op keys will have the authority to lend the key to another person for the carrying out of Co-op tasks.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

KEY POLICY - continued

- o) A person who has been loaned Co-op keys is responsible for locking up and has no authority to sub-lend the key.
- p) A member may apply for a set of Co-op keys for use if there is a need - for example, the secretary of the committee for the purpose of doing minutes, agenda, notices, etc. subject to approval of the Board.
- q) An annual key inventory may be held to check the accuracy of the records.
- r) Anyone wishing to use the community hall must check with the individual designated to handle hall rentals.

RESPONSIBILITIES OF KEY HOLDERS

- a) To take proper care of Co-op keys; i.e., keep them on a proper key ring, to know where they are at all times.
- b) To inform the office if Co-op keys go missing.
- c) To follow proper locking up procedures after use of the facilities.
- d) To inform any person to whom the key is being loaned of the proper locking up and safety precautions (i.e., lights/thermostats).
- e) To insure that keys are returned.

SUMMARY OF LOCKED AREAS

- a) Co-op keys are assigned as follows:
 - 1) **Key safe** - The Coordinator, the President of the Co-op, and two Board approved trustees. Trustees to be chosen who are available during the day, are trustworthy and dependable, and who show a demonstrated commitment to the Co-op.
 - 2) **Office** - the Coordinator, the Treasurer, Finance Committee Chair, and signing officers as designated by the Board of Directors.
 - 3) **Community Building** - the Coordinator, Board Members, Committee Chairpersons, janitorial staff, designated person handling hall rentals, and other persons as approved by the Board of Directors.
 - 4) **Photocopy/Supply Room and Computer Room** - the Coordinator, Board Members, Committee Chairpersons, janitorial staff, designated person handling hall rentals, and other persons as approved by the Board of Directors. This key will access the Hydro Room door located in the Community Hall, and also the back door of the Computer Room.
 - 5) **File Room** - the Coordinator, the President of the Co-op., the Treasurer, and other persons as approved by the Board of Directors.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

KEY POLICY - continued

- 6) **Maintenance Key** - (for the Maintenance Storage Rooms at various locations). Chairpersons for Maintenance and Landscaping Committees and other persons as required and approved by the Maintenance Committee and Board of Directors. This key will also allow access to the community building via the hydro room located on the west side of the community hall.
 - 7) **Tool Shed** - Chairpersons for Maintenance and Landscaping Committees and other persons as required and approved by the Maintenance Committee and Board of Directors.
 - 8) **Hydro Rooms** - at various locations. Chairperson for the Maintenance Committee and other persons as required and approved by the Maintenance Committee and Board of Directors.)
- b) Other Co-op. keys which are not generally assigned but are stored in the key safe:
- 1) **(Coin Box)** (for washers & dryers) - key stored in key safe, key to be issued to person approved and designated by the Board of Directors to collect this revenue.
 - 2) **Laundry Rooms** - key stored in the key safe.
 - 3) **Others** - fire gates at N.E. end of the Co-op.

PROCEDURE FOR LOCKING UP

- a) Check thermostats to ensure they are turned down, especially check the thermostat in the Computer Room to ensure it is turned right down - the baseboard heater located in the File Room may heat up the equipment leading to damage.
- b) Check that all equipment and appliances are shut off - photocopier, kettle, stove, etc.
- c) Check all doors to ensure they are secure and locked.
- d) Check windows to see that they are shut tight and locked, close curtains, and turn off all lights.

DATE: _____

TO: Co-op Office
Granville Gardens Housing Co-op
1 - 6800 Lynas Lane
Richmond, BC V7C 5E2

(COPIES go to Membership Committee
Maintenance Committee
Finance Committee)

SUBJECT: MOVE OUT NOTICE

Please consider this formal notice of intention to move out on _____

I am aware that 60 days notice is required, and that notice must be given BEFORE the first of the month.

I am also aware that my unit will be inspected prior to move out, and I will be informed of the repairs which must be made. I am further aware that my unit will be inspected when I have moved out, and the agreed upon repairs will be completed to the co-op's satisfaction.

Name: _____ (please print)

Signature: _____

Unit No. _____

Phone No. _____

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

MAINTENANCE - PAINT POLICY - PASSED GM 28 09 2005

1. If the unit (or a portion of the unit) has not been painted in:
 - a) the last 3 years, and painting is needed, the co-op will provide paint to refurbish such a unit (or portion of the unit)
 - b) the last 6 years, and painting is needed, the co-op will provide both paint and labour (if requested) to refurbish such a unit (or portion of the unit)

*Both of the above are subject to inspection and budget constraints. Also, units will be prioritized based on participation. Those members who do not participate would not be given high priority.

2. The cost of painting a unit upon internal move or move-out will be based on a seventy-two (6-year) ratio per month.
3. Closet Painting – The inside of closets are to be included in the painting of the unit at time of painting. The member will be responsible for the cost of painting – on move-out – if closets are not painted at this time.
4. **NO PAINTING** of doors (exterior, interior or closet), window frames, and heaters. **ABSOLUTELY NO PAINTING OF CEILINGS BY MEMBERS!**
5. The colour of paint to be provided is soft white / light beige **ONLY**. The bathroom, kitchen, window sills and inside door frames are to be done in a latex semi gloss finish. The balance of the unit is to be done in a velvet eggshell finish.
6. If members wish to paint their unit a different colour, or apply wallpaper, they may do so. However, at the time of move out, colour of unit must be returned to soft white / light beige **ONLY** and any wallpaper must be removed.

*Unless incoming member accepts existing alternative color(s) and/or wallpaper in existing state. In such a case, the incoming member must sign an agreement to return unit to soft white / light beige upon their move-out.

7. At move-out, if the colour and quality of paint is unacceptable or there is a strong odour or discoloration of the paint, the outgoing member shall bear any additional cost of repainting, or paint primer on all affected walls.
8. For co-op provided labour, members will be required to move all furnishings away from the walls and into the center of the room(s), to empty applicable closet(s) and to vacuum floors and carpets nearest to the walls, prior to the arrival of the painters. Failure to have the unit (or portion of the unit) ready in this way will mean additional labour costs to the member.
9. Basement Painting - Member must leave basement in such a condition deemed acceptable by move out inspection.

MAINTENANCE - UNIT INTERIORS POLICY - PASSED: GM 25 03 87 RETYPED 29 10 96

PREAMBLE

In the beginning when members first moved into the Co-operative there was a warranty period in effect and members were asked to report deficiencies. This started members off on a way of thinking that has continued to the present day. In short the attitude has been, "If you have a problem, phone the Co-ordinator and Maintenance will fix it."

This has caused two problems (at least):

1. demands for repairs have always exceeded our ability to find qualified people to do the repairs without cost:
2. many members have forgotten that we have a **mutual** responsibility to our Co-operative and have thought of themselves only as tenants, which we are not!

While as members we can expect that there are other members in our Co-operative who can assist us with problems in our units, we can not expect that it is other members', or our Co-ordinator's, or our Maintenance Committee's, or our Board of Director's responsibility to seek or provide this assistance **except in emergency situations**, at which time our Co-ordinator should be contacted.

No, it is our own responsibility to seek assistance in non-emergency situations, when required.

HOWEVER, one of the distinct characteristics of Housing Co-operatives is that they recognize the right of all persons, regardless of financial status, to decent affordable housing. And inherent in that right to housing is the right to maintain said housing in a reasonable manner with respect to age, defect, and normal wear and tear of said housing. Thus, it would be unjust and immoral to allow low income persons to access our Housing Co-operative and subsequently not provide the necessary resources to "reasonably maintain" their housing units.

So clearly, we have two distinct issues:

1. Who is to be responsible to seek or provide the workers to do the work on repairs to our housing unit interiors?
2. Who shall provide the "resources" with which to do the needed Emergency and Non-emergency repairs to our housing unit interiors?

This leads us to the following policy proposal:

MAINTENANCE - UNIT INTERIORS POLICY - *Continued*

DEFINITIONS

- (a) **Emergency Repairs:** all repairs which affect the structural, electrical, plumbing, heating, safety and usability aspects of one's housing unit interior.
- (b) **Non-Emergency Repairs:** all repairs to one's housing unit interior which are other than "Emergency" and "Cosmetic".
- (c) **Cosmetic Repairs:** all repairs to one's housing unit interior which are exclusively of an aesthetic nature.
- (d) **Resources:** for the purpose of this policy, resources shall refer to all materials, tools, and other matters which must be used to successfully repair something within one's housing unit interior **or** the cash equivalent of the above.

POLICY COVERING UNIT INTERIORS

1. For all Emergency and Non-Emergency repairs to one's housing unit interior, our Granville Gardens Housing Co-operative through our Board of Directors or their delegates, shall ensure that every member can access the necessary resources to successfully do said Emergency and Non-Emergency repairs.
2. For all Cosmetic Repairs to one's housing unit interior, said member shall assume responsibility for the resources to do said Cosmetic repairs.
3. For all Emergency repairs to one's housing unit interior, our Granville Gardens Housing Co-operative through our Board of Directors or their delegates, shall assume responsibility to seek and provide the necessary labour/workers to successfully do said Emergency repairs.
4. For all Non-Emergency repairs to one's housing unit interior, said member shall assume responsibility to seek and provide the necessary labour/workers to successfully do said Non-Emergency repairs.
5. For all Cosmetic repairs to one's housing unit interior, said member shall assume responsibility to seek and provide the necessary labour/workers to successfully do said Cosmetic repairs.

NOTE *** The above policy Proposal does not pertain, in any way, to repairs which are required due to deliberate or willful (destructful) actions of any resident of, or visitor to, our Housing Co-operative.

MAINTENANCE - UNIT ALTERATIONS AND IMPROVEMENTS POLICY

SCREEN / STORM DOORS POLICY - *CREATED: 96 06 PASSED: GM 25 09 96*

1. POLICY

- a) Any and all new installations of screen or storm doors installed on either the front or back of a members unit, must meet the following criteria:
 1. metal / aluminum
 2. white in colour
- b) Once installed the screen / storm door becomes the property of the Co-op. (i.e. not to be removed upon move out)

2. DEFINITIONS

Storm Door: A storm door is usually an insulated door that may have a window and screens. (This type of door is ususally not required in our climate and can be two to three times more expensive than a screen door.)

Screen Door: A screen door usually is made of light weight aluminum and has no insulation, has a mesh screen and may or may not contain a window.

3. INSTALLATION & MAINTENANCE

- a) Member is responsible for the installation and maintenance of the screen or storm door.
- b) All the typical hardware must be attached, such as handles, pneumatic pump return, and closing catch.

4. APPROVAL

Written requests to install screen / storm doors must go to the Maintenance Committee for approval.

MAINTENANCE - POWER WASHER POLICY - PASSED 22 10 93 RETYPED 29 10 96

RULES AND REGULATIONS FOR USE OF POWER WASHER

1. Request for use of power washer to be put in writing along with signature and unit number of member requiring use of power washer.
2. Minimum of two (2) days notice required in writing for use of power washer.
3. Power washer to be used on Saturdays between the hours of noon and 5 p.m. and on Sundays between the hours of noon and 5 p.m. (strictly enforced).
4. Upon loan of power washer for use by member, said member will sign name, unit number, date and time of loan.
5. Where possible member must show that power washer is in proper working condition for which machine was loaned for. A member of maintenance committee will be in attendance at beginning of use of power washer to prove power washer is in proper working condition.
6. Power washer must be used strictly for use of which the machine was manufactured for.
7. Upon obtaining power washer, member who signed for said machine is solely responsible for any damage incurred due to negligence of handling and/or improper use of power washer.
8. Member who signed for and obtained power washer will be held liable to pay for any repairs needed due to damage of said machine due to negligence of handling and improper usage of power washer.
9. Upon completion of use of power washer, member must contact person from which member received said machine that day.
10. Upon completion of use of power washer member who had use of said machine to prove, in presence of appointed personnel that said machine is functioning in proper working condition for which said machine was manufactured and used for.
11. Upon returning power washer to appointed personnel, member will sign name, unit number, date and time returned.
12. Appointed personnel will co-sign when power washer is obtained by member and when returned by member.
13. Power washer to be used by residents of Granville Gardens **ONLY**, and is not to be used outside of premises of Granville Gardens.

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

MAINTENANCE - POWER WASHER POLICY - PASSED 22 10 93 RETYPED 29 10 96 - Continued

- 14. Member obtaining power washer to assume complete responsibility for correct usage of said machine.
- 15. Granville Gardens will not assume any liability for injury or death to any person using power washer if evidence is found that person using power washer was negligent in performing work operations and unsafe practices.
- 16. Any non compliance of above mentioned rules and regulations by any person borrowing power washer will result in that person no longer borrowing power washer for use of own cleanup, and any member who borrows power washer for another person who has lost the privilege of borrowing said machine, shall also lose their privilege of obtaining power washer..
- 17. This power washer is not to be used for washing motor vehicles of any kind.

TO USE - NOT ABUSE

I have read, understand, and agree to abide by the above Rules and Regulations for the use of the Power Washer.

Date	Signature of Member	Unit
------	---------------------	------

Power Washer returned in good condition

Date	Signature of Maintenance Committee Member	Unit
------	---	------

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

PARTICIPATION POLICY

1. It is mandatory a Member / Associate Member from each household attend a minimum of three General Meetings in a calendar year. Any exceptions must be approved by the Board. *Passed GM Jun 25, 2003*
2. It is mandatory that a Member or Associate Member from each household participate on a Committee. Any exception must be approved by the Board of Directors.
Passed GM Oct 8, 2003

Personal information protection policy

Purpose of the policy

To protect the dignity of members and the security of personal information the co-op may gather on individuals, in compliance with the *Personal Information Protection Act (PIPA)* and its principles.

Definition

“**Personal information**” under PIPA means information about an identifiable individual. It includes employee personal information but does not include work contact information or work product information.

Policy

1. The general meeting will appoint one personal information protection officer (PIP officer).
2. The board will:
 - provide the PIP officer with a job description outlining duties as per PIPA and its principles
 - ensure the PIP officer receives appropriate training
 - ensure the PIP officer fulfills their duties
 - co-operate fully with the PIP officer in the performance of the officer's duties and in implementation of the policy.
3. The co-op shall only collect the personal information that it requires to ensure sound management of the co-op and to fulfil its obligations to its members and the government.
4. The co-op shall use and share personal information only with the agreement of the individuals concerned, or as provided for in PIPA.
5. The co-op will store documents which contain personal information securely to prevent unauthorized use. The co-op will destroy personal information when the co-op no longer needs it.
6. Individuals will, on written request, have access to any personal information about themselves that the co-op has. The co-op will provide the information within 30 days, except where to do so would be in violation of PIPA. The co-op will correct any errors in personal information that the individual brings to its attention.
7. All directors and management staff will sign a confidentiality agreement. Any designated members who have access to some personal information or co-op confidential information will also sign the agreement.
8. Discussion that will result in sensitive personal information appearing in the minutes will be held *in camera*. Minutes of the *in camera* portion of meetings will be kept separate from the regular minutes, and stored securely, to prevent unauthorized use.

Personal information complaint procedure

The individual

If you have a complaint about:

- how the co-op collects, uses, shares or stores personal information
- how the co-op has responded to your request for access to or correction of your personal information

1. Talk to the co-op's personal information protection officer (PIP officer) to find out if the *Personal Information Protection Act* (PIPA) covers the subject of your complaint. You may wish to consult PIPA directly or seek advice from another source.
2. If it appears that the co-op has not followed PIPA, put your complaint in writing, sign it, and give it to the co-op's PIP officer. You can ask the PIP officer to help you write the letter. After the officer has read it back, sign it to show you agree.
3. Wait a reasonable time for a response (30 days in most cases).
4. If you are not satisfied with the response, you can take your complaint to the provincial Information and Privacy Commissioner:

David Loukidelis

Office of the Information and Privacy Commissioner for British Columbia
PO Box 9038, Stn. Prov. Govt.
Victoria, BC V8W 9A4

Telephone:

250.387.5629 in Victoria.

For toll-free access, call Enquiry BC at one of the numbers listed below and request a transfer to 250.387.5629

Metro Vancouver: 604.660.2421

Elsewhere in BC: 1.800.663.7867

Website: www.oipc.bc.ca

The PIP officer(s)

If the personal information protection officer or officers receive a complaint about:

- how the co-op collects, uses, shares or stores personal information,
- how the co-op responds to a request for or access to or correcting of personal information

1. Ask for the complaint in writing. If this is difficult for the person complaining, write the complaint for them and read it back. Have them sign the written version to show that they agree with what you have written. Date stamp or write received on [date].
2. Check into the details of the complaint to find out if it is valid and if it is about something that PIPA covers.
 - If PIPA covers the situation, make sure that there was a problem with the collection, use, sharing or storing, access to or correction of personal information.
 - If it is not covered, explain to the person who is making the complaint. Help them to understand what PIPA does and does not cover.
3. If the complaint is valid, try to correct the situation. This may mean proposing a change to a co-op policy or procedure. Ask the board to discuss the change at their next meeting and make a decision if needed.
4. Contact the person who complained and let them know, both verbally and in writing, what you found out during your investigation.

If it was a valid complaint, let them know what the co-op is doing to correct the situation. Apologize on behalf of the co-op for any inconvenience or embarrassment.

5. Let the person know that they can take their case to the provincial Information and Privacy Commissioner. They can do this if they are not satisfied with
 - the co-op's action to correct the problem, or
 - your decision that their complaint was not valid.
6. Keep a record of all complaints, including documentation.

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

ROADWAY PARKING POLICY

- PASSED: 26 05 93 - UPDATED: 27 04 95 - AMENDED & PASSED GM 26 11 97

STATEMENT OF INTENT

At present, Granville Gardens Housing Co-operative accommodates approximately 117 parked vehicles. (This figure does not include the exterior visitor parking spaces.)

Further, primary access to and from the co-op is composed of one narrow oval roadway that is shared by an adjoining pedestrian walk way, adjacent carports, parking stalls, and co-op residences.

With high volume traffic and narrow streets shared by both pedestrians, bicyclists, and children's street games, roadway parking is more than just a matter of traffic control, it is a matter of public safety.

Hence, the intent of the following policy is to help establish and promote vehicle and pedestrian safety on co-op roadways.

A. DEFINITION OF ROADWAY PARKING

1. Vehicles may park adjacent to members units in order to be loaded, unloaded or washed.
2. Vehicles may not be left unattended during any of the aforementioned activities.

Attendance at the parked vehicle is essential in order to ...

- a) Move the vehicle to accommodate neighbours entering or exiting their parking areas.
- b) Monitor traffic and pedestrian safety around the parked vehicle.

B. DEFINITION OF ROADWAY PARKING INFRACTION

1. Any vehicle that is left unattended on the roadway for more than a momentary period of time will be considered to be in violation of this parking policy.
2. Vehicles found to be occupying an assigned parking stall, blocking the access to or regress from assigned parking stalls, or found to be derelict may be towed from Co-op property without notice.

C. CONSEQUENCES OF PARKING INFRACTION

1. **"ZERO TOLERANCE"** of parking infractions. Vehicles may be towed without prior warning to vehicle owners.

ROADWAY PARKING POLICY - Continued

D. ADMINISTRATION OF PARKING INFRACTIONS

1. This policy authorizes any individual member of the Board of Directors, the Chair of the Rules and Safety Committee, the Rules and Safety Committee parking attendant, or the Co-op Coordinator to call the designated towing company to have a vehicle towed from Co-op property.
2. The authorized individual will complete the parking ticket provided by the designated towing company and place it on the windshield of the vehicle illegally parked. After a period of ten (10) minutes the authorized individual will phone for the tow truck to tow the vehicle.
3. In the event that the offending vehicle leave the Co-op prior to the arrival of the tow truck, the parking ticket will serve as a WARNING to the owner and no charge will result.
4. When any vehicle is towed from the Co-op property, the cost of towing, and storage when applicable, will be the responsibility of the vehicle's owner.

TREE AND BUSH REMOVAL POLICY - PASSED: GM 29 04 97

Purpose - To provide guidelines regarding tree and bush removal.

1. The Member shall not remove trees or bushes from the Co-op common areas without consultation with the Landscape Committee.
2. The Landscape Committee will only approve the removal of trees and bushes if they are diseased, are causing an obstruction, or have become a safety or security issue.
3. Members with fenced in yards may remove bushes, but must have prior approval from the Landscape Committee before removing trees. Only diseased trees or those causing obstruction or structural damage will be removed at Co-op expense.

Definition of obstruction:

1. Tree or bush causing structural damage.
2. Blocking light.
3. Obstructing walkways or patios.

Date Drafted February 11, 1997
Presented to Board February 12, 1997
Approved by Board March 12, 1997

Granville Gardens Housing Co-operative

6800 Lynas Lane, Richmond, B.C. V7C 5E2

COMMUNITY HALL RENTAL AGREEMENT

Name of Member Renting Hall _____ Unit No. _____
Phone Number (home) _____ (work) _____
Date Hall Wanted _____ Time From _____ To _____
Reason Hall Wanted _____
Approx. How Many People _____

All members using the Community Hall for a private function must complete this rental agreement form and comply with the following RULES:

1. You must give the person renting the hall to you two cheques, made payable to GRANVILLE GARDENS HOUSING CO-OPERATIVE - one for \$15.00 for hall rental, and one for \$50.00 as damage deposit.
2. The member who rents the hall must be in attendance during the event, and is considered responsible for any resulting damage. Individuals under age 19 are to be supervised at all times.
3. The member and their guests must not remove co-op property from the community hall. Decorations may NOT be affixed to the walls, ceilings, doors, door frames, or window coverings by any materials such as: tape, masking tape, pins, tacks, or nails. Use existing decoration hooks to mount your decorations. Co-op pictures, wall plaques, and flags are not to be removed.
4. No smoking is allowed inside the community hall. Smoking is allowed at the front entrance of the hall only.
5. At 11:00 p.m. all event participants must be inside the hall, with doors closed, and noise kept to a minimum.
6. Your guests must park only in the VISITORS parking area. Vehicles parked anywhere else in the co-op may be towed with no prior warning.
7. All doors and windows must be closed and locked when you leave. Special care should be taken to insure the double doors are closed securely.
8. By noon the following day the hall (and any co-op equipment used) must be cleaned and all personal belongings and garbage removed. The floor must be swept and if necessary washed (with warm water only).
9. The hall key must be returned as soon as the clean up and inspection is completed the day following the event. The member renting the hall is responsible for returning the key.
10. The cheque for the damage deposit will be returned the next day, after the hall has been inspected and no damage found.

I have read and understand all the above rules and regulations governing the use and rental of the hall.

DATE

MEMBER SIGNATURE

CO-OP REPRESENTATIVE SIGNATURE

GRANVILLE GARDENS HOUSING CO-OPERATIVE

POLICIES & PROCEDURES

MEMBER MANUAL

FINANCE - AMOUNT OF SHARE PURCHASE POLICY - PASSED: GM 24 11 93

Effective January 1, 1994 the number of paid up shares for any new member whose previous year's verified gross annual income was less than \$15,000 be set at 150 (\$1,500) and any new member whose previous year's verified gross annual income was \$15,000 or more be set at 200 (\$2,000).

FINANCE - CCEC SHARE PURCHASE LOANS POLICY - PASSED: GM 09 96

Granville Gardens will become a member of the CCEC Share Purchase Loan Program to a maximum of \$4000.00. Members who participate must have a minimum of \$500.00 towards their Share Purchase. Exceptions to this must have the approval of the Board of Directors.

FINANCE - HOUSING CHARGE SUBSIDIZED, MINIMUM & MAXIMUM RATES POLICY

- PASSED: GM 04 98

Effective July 1, 1998, housing charges for subsidized units be increased from 25% to 27% of gross income. Unit maximums are to remain unchanged at the following rates of:

- 1 bdrm \$613 per month
- 2 bdrm \$712 per month
- 2 townhouse \$769 per month
- 3 townhouse \$880 per month
- 4 townhouse \$976 per month

That effective July 1, 1998, minimum housing charges for all units will be increased from \$200.00 per month to \$250.00 per month.

FINANCE - INTERNAL MOVE APPROVAL POLICY - PASSED: GM 11 98

When considering an internal move, it will be in conjunction with the Treasurer, Coordinator, and the Membership Committee.

FINANCE - HOUSING CHARGE MAXIMUMS POLICY - PASSED: GM 11 98

Effective January 1, 1999 Housing Charge maximums will be lowered:

- | | |
|---------------------------------|------------------------|
| 1 bedroom units by 15%, | \$613 reduced to \$521 |
| 2 bedroom apartment units by 5% | \$712 reduced to \$676 |
| 2 bedroom townhouse units by 5% | \$769 reduced to \$731 |
| 3 bedroom units by 5%, | \$880 reduced to \$836 |
| 4 bedroom units by 10% | \$976 reduced to \$878 |

GRANVILLE GARDENS HOUSING CO-OPERATIVE
POLICIES & PROCEDURES **MEMBER MANUAL**

FINANCE - DOWNSIZING INTERNAL MOVE INCENTIVE POLICY - PASSED: GM 24 03 99

An incentive payment of \$300.00 per unit, to help cover the out of pocket expenses, incurred by members who are over-housed, to downsize to a more appropriate size unit within our community.

FINANCE - HOUSING CHARGE ASSESSMENT POLICY - PASSED: GM 24 03 99

Effective May 1, 1999, current year Housing Charges will be based on previous year's verified income.

If a member's income decreases and they can show proof, then their housing charges can be adjusted. Some members could be classified as special and done month to month.

**GRANVILLE GARDENS HOUSING CO-OPERATIVE
MEMBER MANUAL**

POLICIES & PROCEDURES

FINANCE - EMERGENCY SUBSIDY POLICY

- PASSED: GM 27 09 2000

1. What is Emergency Subsidy

The emergency subsidy is intended to assist members whose income changes due to unforeseen circumstances. The emergency subsidy policy will allow the co-op to take into account a member's current circumstances when determining housing charges. As housing charges are based on the member's income during the previous year, there are many situations which could arise which might make it difficult or impossible for a member to pay the assessed housing charges.

2. Eligibility For Application for Emergency Subsidy

The criteria members need to meet in order to be considered for approval for reassessment of housing charges are:

- ▶ retirement
- ▶ EI, illness, maternity, lay off
- ▶ Worker's Compensation
- ▶ change in family size i.e. death in family, marriage break up
- ▶ company downsizing i.e. job reclassification, down graded
- ▶ Union job action - strike

3. Approval of Emergency Subsidy

All applications meeting the above criteria must be approved by a Sub-Committee, consisting of the Treasurer, the Chair of the Finance Committee, and the Chair of the Board of Directors. Any applications for reasons for other than the above must be approved by the Board of Directors.

4. How to Apply

Emergency subsidy request application forms are available from the office. Completed form and all required documentation must be submitted to the office as soon as possible. This includes the following:

- ▶ Emergency Subsidy Application Form
- ▶ declaration signed by the member stating that all sources of income of all members of the household have been declared
- ▶ proof of above named criteria i.e. record of employment, WCB acceptance letter
- ▶ proof of current income i.e. cheque stubs

If approved for emergency subsidy members are required to provide proof of current income by the 25th of each month.

5. Return to work / Increase in Household Income

The member must notify the office in writing immediately upon return to work. Proof of current income to be provided as soon as possible.

56.1 OPERATING AGREEMENT DEFINITION OF INCOME

For the purposes of this agreement, "income" means the aggregate gross income, in whatever form received, of all members of the family, or of an individual where applicable,

EXCLUDING:

1. **earnings of children in regular attendance at recognized institutions of learning; funds for tuition, such as scholarships, bursaries and contributions from non-resident family members;**
** effective January 1, 1993 interpreted to mean any person under 25 years of age and in full time attendance at recognized institutions of learning and that contributions from non-resident family members be interpreted to include child support
 2. **living out or travelling allowances of a family head;**
* interpreted to mean living out or travelling allowance while living out, of the principal member or spouse
 3. **earnings of a working spouse up to \$900 per annum;**
* interpreted to mean income of the spouse regardless of the source of this income
 4. **income from any source other than social assistance payments of a one-parent family, up to \$900 per annum;**
* no interpretation made
 5. **earnings in excess of \$75 per month of all members of the family, other than of the family head or spouse. (This will include persons related by blood, marriage or adoption, or other persons who may reasonably be assumed to form part of the family.);**
* interpreted to mean earnings in excess of \$75 per month of all persons 28 years of age and under, living in the unit other than the family head or spouse
 6. **capital gains, such as insurance settlements, inheritances, disability awards, sales of effects; and**
* no interpretation made
 7. **family allowance.**
* interpreted to include Child Tax Credit.
- * Interpretations of exclusions passed by extraordinary resolution - February 11, 1989 General Meeting.
- ** Interpretation of this exclusion passed by extraordinary resolution May 26, 1993 General Meeting.