

# HUNTER ESTATES HOUSING CO-OPERATIVE LTD.

## UNIT MAINTENANCE AND CARE POLICY

**Type of Policy:** Major Policy – This policy can only be passed, amended or rescinded by special resolution at a General Membership Meeting.

**Supervising Authority:** Hunter Estates Board of Directors ("Hunter Estates Board")

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### 1 – INTRODUCTION

Hunter Estates Housing Co-operative Ltd. ("Hunter Estates") has the responsibility to the members to make sure that the buildings are maintained properly and all necessary repairs are carried out promptly. The members have the responsibility to treat the units that they live in with respect and care. As members it is your responsibility to ensure that no members, residents or visitors are damaging Hunter Estates property. Standards of cleanliness are to be followed by all members and residents to the benefit of all of the members to help control and reduce the occurrence of pest infestation.

### 2 – OBJECTIVE

The objective of this policy is to set out the responsibilities of the members for the maintenance and repair of Hunter Estates property.

### 3 – DEFINITIONS

For the purpose of this policy the following definitions apply:

- (a) "Employee" means anyone who is employed and paid by Hunter Estates.
- (b) "Excessive Clutter" associated with hoarding; when a home becomes so full of possessions that Members and Residents are no longer able to use parts of their home due to blocked hallways, exits and rooms and pose a danger to life through being a fire and safety hazard. For further information please refer to Alberta Health and Safety website: <http://www.ementalhealth.ca/Alberta/Hoarding/index.php?m=article&ID=13330>
- (c) "Member" is anyone listed as a member on the Shareholders' Agreement.
- (d) "Neglect/Negligence" is when a Member fails to clean/maintain or report needed repairs promptly and/or the willful destruction of Hunter Estates property. (See Appendix 1 for details.)

- (e) "Normal Wear and Tear" in respect of residential premises means the deterioration that occurs over time with the use of the premises even though the premises receive reasonable care and maintenance.
- (f) "Resident" is any person, of any age living at an address located in Hunter Estates, whose name does not appear on the Shareholders' Agreement.
- (g) "Respect and Care" means as a Member you should
  - (i) report problems right away;
  - (ii) let approved people in to do repairs;
  - (iii) throw garbage out often and into approved cans or dumpsters;
  - (iv) keep your Unit clean so that rodent or insect pests such as mice and cockroaches don't have a place to hide and multiply; and
  - (v) make sure items Member(s) bring into the Unit are pest-free (e.g. bed bugs).
- (h) "Unit" is where the Member resides.
- (i) "Verified Offence" is when there is a confirmed violation of a policy by the Hunter Estates Board.

#### **4 – MEMBER'S MAIN RESPONSIBILITIES**

The main responsibilities for Hunter Estates Members include, but are not limited to, the following.

- (a) Regular cleaning of your unit, yard areas and parking stall to ensure cleanliness, attractive appearance, safety and extending the useful life of buildings and appliances (e.g. fridge, stove, furnace, hot water tank, etc.).
- (b) Prompt reporting of maintenance requests in writing. Email requests will be treated the same as a written request provided Members use the sample form found in Appendix 6 of this Unit Maintenance and Care Policy.
- (c) Reporting emergency maintenance immediately.
- (d) Members have the responsibility to ensure that no Members, residents or visitors are damaging your Unit.
- (e) In accordance with the Pet Policy, Members must ensure that they maintain and Care for the Units, specifically regarding damage cause by Pets.

## **5 – MEMBER'S DUTIES GENERAL**

- 5.1** Members shall keep and maintain the unit and appliances in good repair and sanitary condition during the term of his or her membership. (See Appendix 3 for further details.)
- 5.2** Members shall not use the basement for a bedroom pursuant to City of Calgary By-Laws respecting the lack of windows for fire escape.
- 5.3** Members shall keep all areas of the unit clean, sanitary and free from all accumulations of debris, Excessive Clutter, garbage, rodents and bugs. With regard to medical/biohazardous waste, the Member may not dispose of these items in garbage bins or in any other place or manner except as authorized by Alberta Health Services.
- 5.4** Keep all areas of the unit free of feces.
- 5.5** Allow access for work to be done and co-operate with Hunter Estates to remedy any maintenance issue.
- 5.6** Supply own proper window coverings (not tin foil, no paper, plastic bags or similar).

## **6 – MEMBER'S DUTIES INTERIOR CLEANING**

- 6.1** Members are responsible for cleaning all areas of the interior of the premises.
- 6.2** Members must keep light fixtures, sinks, bathroom fixtures, floors and walls in good order and repair and use with Respect and Care.
- 6.3** Members must remove all collected trash and food waste from the unit.

## **7 – MEMBER'S DUTIES EXTERIOR CLEANING**

- 7.1** Keep the exterior area of the unit clean and free from all accumulations of debris, excessive clutter, garbage and recycling. Keep the exterior areas (deck, patio and lawn) of the unit free of feces.
- 7.2** Water and cut your lawn as often as necessary.
- 7.3** Remove snow and ice from sidewalks and steps of unit within twenty-four (24) hours, in accordance with City of Calgary By-law 20M88.

## **8– MEMBER'S DUTIES MAINTENANCE**

- 8.1** See Appendix 3 of this Unit Maintenance and Care Policy for responsibilities of the Members and Hunter Estates.

**8.2** Members that are physically unable to perform Member responsibilities should contact the office to arrange for help.

## **9 – INSPECTIONS**

**9.1** Members have the responsibility to ensure that no members, residents or visitors are damaging Hunter Estates property. To ensure Units are being maintained and cared for with Respect and Care annual inspections will be conducted.

**9.2** For known issues with Units, multiple complaints or issues that come to the attention of the Hunter Estates Board, a 24 hour notice of an inspection will be given to the Member(s) and conducted at that time.

## **10 – PROCESS FOR MAKING A COMPLAINT**

Follow the steps outlined in the Complaint Process for the Unit Maintenance and Care Policy attached.

This policy expands on the following Pet Policy:

- Section 7.1 – Maintenance

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**Process for Unit Maintenance and Care Policy**

Board Approved: [DATE]

## **APPENDIX 1 – NEGLECT/NEGLIGENCE**

When neglect occurs, a Member will usually be charged the full replacement cost of the item including material and labour. Age of the item may be taken into consideration when assessing the cost charged to the Member and be prorated accordingly. Hunter Estates will provide proof that the damage occurred while the current Member was occupying the unit (e.g. the date a replacement was done, the date of a move-in inspection or the date of the last satisfactory maintenance review where the item was reported to be in good condition).

### **Some examples of neglect/negligence include, but are not limited to:**

- (a) Tile repairs or replacement required when the Member has not requested re-caulking or re-grouting during the previous six (6) months nor reported a problem with the tiles.
- (b) Unreported dripping faucets that cause damage to sinks and tubs.
- (c) Burn(s) or hole(s) to floor covering.
- (d) Carpet replacement due to pet damage or other forms of neglect.
- (e) Knife cuts to kitchen counters.
- (f) Frequent oven elements needing replacement due to improper care or usage.
- (g) Wall, ceiling or floor damage due to improper showering (e.g. water spilled from the tub left on the floor and pouring down heat register). Excessive bathroom condensation and mold build up on the ceiling, walls and/or tiles caused by not using the fan and not wiping tiles dry.
- (h) Finish removed from tub or sinks due to abrasive cleaners or "stick on" decals.
- (i) Holes in doors, walls, etc.
- (j) Junk piled up so that it blocks the furnace intake and prevents proper air circulation.
- (k) Damage caused by pets.

## **APPENDIX 2 – UNSANITARY CONDITIONS**

**Some examples of unsanitary conditions include, but are not limited to:**

- (a) Mold growing on the bathroom wall.
- (b) Animal feces not in a litter box.
- (c) Garbage in the house that is more than a week old.
- (d) Signs of rodents or bugs.
- (e) A potent smell coming from the property.
- (f) Unsafe chemicals lying around the property.
- (g) Rotten food.
- (h) Appliances that are "sticky" to the touch and their performance are affected.
- (i) Unsanitary conditions caused by pets and associated with the keeping of pets.

### APPENDIX 3 –RESPONSIBILITIES OF THE MEMBER/CO-OPERATIVE

MEMBER	HUNTER ESTATES
<p><u>Small Repairs – Interior:</u></p> <ul style="list-style-type: none"> <li>• Tighten hinges on cupboards</li> <li>• Door knobs</li> <li>• Replace electrical switch plates</li> <li>• Unplug toilets</li> <li>• Replace toilet seat, as necessary</li> <li>• Change furnace filter (every 3 months)</li> <li>• Tighten towel racks</li> </ul>	<p><u>Repairs – Interior:</u></p> <ul style="list-style-type: none"> <li>• Plumbing</li> <li>• Electrical</li> <li>• Fixture replacement</li> <li>• Appliance repair &amp; replacement (fridge and stove only)</li> <li>• Hot water heater</li> <li>• Furnace</li> <li>• Gas line breaks</li> <li>• Structural repairs (e.g. cracks in foundation, main sewer blockage)</li> <li>• Caulking</li> <li>• Entrance door locks</li> <li>• Adjust closet doors</li> <li>• Replace weather stripping</li> </ul>
<p>Check stove buttons before calling office for assistance</p>	<p>Service furnace and change filter once per year</p>
<p><u>Exterior:</u></p> <ul style="list-style-type: none"> <li>• Lawn: <ul style="list-style-type: none"> <li>• water, cut, fertilize, kill weeds, pick up pet feces and replacement of dead grass (if neglected)</li> </ul> </li> <li>• Water trees</li> <li>• Paint fence, gate and deck (provided by Hunter Estates)</li> <li>• Ice &amp; Snow removal</li> <li>• Additional concrete blocks that are not part of the sidewalk (ie: inside fenced yard)</li> </ul>	<p><u>Exterior:</u></p> <ul style="list-style-type: none"> <li>• Replacement of dead grass (if no negligence by Member)</li> <li>• Concrete steps</li> <li>• Concrete patio blocks</li> <li>• Prune and debug trees</li> <li>• Repair fence, gate and deck</li> <li>• Walls and roofs</li> <li>• Check soffits</li> <li>• Check and clean eaves troughs</li> <li>• Windows</li> <li>• Painting trim and cedar</li> <li>• Dryer and attic vents</li> <li>• Sockets (i.e. car plug-ins)</li> <li>• Mail boxes</li> <li>• House numbers</li> </ul>

MEMBER	HUNTER ESTATES
<p><u>Cleaning:</u></p> <ul style="list-style-type: none"><li>• Appliances and light fixtures regularly</li><li>• Windows</li><li>• Replace or clean filters in stove hood fans</li></ul>	<p><u>Replace as necessary:</u></p> <ul style="list-style-type: none"><li>• Carpeting</li><li>• Linoleum</li><li>• Cupboards/vanities</li></ul>

## APPENDIX 4 – STANDARDS OF CLEANLINESS

As necessary Members should clean as follows:

- (a) Behind and under the fridge and stove and clean the oven and burners on the stove.
- (b) Clean appliances inside and out per the manufacturers manual.
- (c) Wash the countertops and cabinets inside and outside.
- (d) Clean inside and outside of all windows/tracks, closet doors/tracks and patio doors/tracks.
- (e) Wash walls and floors.
- (f) Dust or wash fans and vents, light fixtures, replace burnt out light bulbs.
- (g) Check the smoke detectors every month and replace batteries as needed.
- (h) Clean bathroom thoroughly including the tub, tile, sink, vanity, mirror, medicine cabinet, cupboards and toilet.
- (i) Vacuum and clean the carpets, when necessary.
- (j) No junk should be piled up so that it blocks the furnace intake and prevents proper air circulation.
- (k) Clean up after pets, both interior and exterior of the Units.
- (l) See attached Appendix 6 - Sample Cleaning List for further details.

**APPENDIX 5 – FORM FOR MAINTENANCE REQUEST**

Name: \_\_\_\_\_

Unit #: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

Describe the issue: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## APPENDIX 6 – SAMPLE CLEANING LIST

<b>ENTRANCE AND HALL</b>	
	Clean walls
	Clean floors
	Clean entry doors inside and out
	Clean entry and broom closet and door
	Clean basement door
	Clean light fixtures and wash globes
	Clean all switch plates and electrical plates

<b>KITCHEN</b>	
	Clean refrigerator inside and out
	Pull refrigerator out from wall and clean under and behind
	Clean stove inside and out including under burners, oven and drawer
	Pull stove out from wall and clean under and behind
	Clean walls
	Clean windows inside and out
	Clean cabinets inside and out including the top of the upper cabinets
	Clean range hood, filter, and light fixture
	Clean floors
	Clean light fixtures and wash globes
	Clean all switch plates and electrical plates

<b>LIVING ROOM</b>	
	Clean walls
	Clean floors/ vacuum carpets
	Clean windows inside and out
	Clean window screen and tracks
	Clean all switch plates and electrical plates

<b>HALF BATH</b>	
	Clean walls
	Clean floors
	Clean toilet, sink, vanity and mirror
	Clean light fixtures and wash glass cover
	Clean ceiling fan and cover
	Clean all switch plates and electrical plates

<b>BASEMENT</b>	
	Sweep and wash floor
	Dust rafters, vents and pipes
	Clean surfaces of water heater and furnace
	Install new furnace filter

<b>STAIRWELL AND UPPER HALLWAY</b>	
	Clean walls
	Clean handrails
	Clean light fixtures and wash globes
	Clean linen closet and shelves
	Vacuum carpet
	Clean all switch plates and electrical plates

<b>FULL BATH</b>	
	Clean walls
	Clean floors
	Clean tub and tiles
	Clean toilet, sink, vanity and medicine cabinet
	Clean light fixtures and wash glass cover
	Clean ceiling fan and cover
	Clean all switch plates and electrical plates

<b>MASTER BEDROOM</b>	
	Clean walls
	Clean inside of closet including walls, shelves, doors and door tracks
	Clean light fixtures and wash globes
	Vacuum carpet
	Clean all switch plates and electrical plates

<b>SECOND BEDROOM</b>	
	Clean walls
	Clean inside of closet including walls, shelves, doors and door tracks
	Clean light fixtures and wash globes
	Vacuum carpet
	Clean all switch plates and electrical plates

<b>THIRD BEDROOM</b>	
	Clean walls
	Clean inside of closet including walls, shelves, doors and door tracks
	Clean light fixtures and wash globes
	Vacuum carpet
	Clean all switch plates and electrical plates

<b>YARD(S)</b>	
	Cut and rake grass
	Clean deck and steps

<b>PARKING STALL</b>	
	Clean up fluid spills, accumulation of leave, pine cones, etc.

## **HUNTER ESTATES HOUSING CO-OPERATIVE LTD.**

### **COMPLAINT PROCESS FOR THE UNIT MAINTENANCE AND CARE POLICY**

#### **1 – VIOLATION OF THIS POLICY**

- 1.1** If Members do not clean adequately and regularly, Members will be liable for all cleaning charges due to unsanitary conditions.
- 1.2** Any costs associated with damage resulting from activities in excess of normal wear and tear, abuse to the property, negligence will be charged to the Member.
- 1.3** Any major damage done to appliances resulting from negligence will be paid for by the Member. This includes but is not limited to, damage to the stove, fridge, hot water tank, furnace, etc.
- 1.4** If the Hunter Estates Board determines that the issue requires immediate inspection the Hunter Estates Board will issue a 24 hour notice to the Member to enter the Unit and inspect for damage.

#### **2 – MAKING A COMPLAINT – GENERAL**

- 2.1** If a Member observes a violation of the policy or procedures, they may file a written report at the Hunter Estates office. The identity of the complainant will be kept confidential. No verbal complaints will be responded to. All complaints will be investigated in a timely manner.
- 2.2** If Hunter Estates employees, during the regular performance of their duties, observe a violation of the policy or procedures, they may file a written report. This report shall serve as a formal record of the violation in the same way as a written Member complaint.
- 2.3** If more than one complaint is received within a period of one week about the same violation of this policy or procedures, the complaint will count as one complaint only.

#### **3 – ENFORCEMENT – GENERAL**

- 3.1** When Hunter Estates becomes aware that a unit has been damaged or if Members are not keeping the unit in clean and sanitary order, whether through a Member filing a complaint, a regular maintenance review, or a routine maintenance visit, a Hunter Estates representative(s) will visit the unit to confirm the unsanitary condition or damage. Upon confirmation of any formal written complaint or report, the Member who has allegedly violated the policy will be issued a warning letter by the Hunter

Estates Board and asked to take corrective measures to repair the damage within thirty (30) days and be inspected. This will be considered a 1<sup>st</sup> verified offence and a copy will be kept in the Member's file.

- 3.2** If the mandated corrective measure has not taken place or the Member continues to violate the Unit Maintenance and Care Policy, a 2nd Verified Offence will be considered to have occurred, and all the costs associated to restore the unit to acceptable condition will be the Member's responsibility, including but not limited to, hiring a professional cleaning service. After the corrective measures of the 2<sup>nd</sup> Verified Offence and the remediation efforts undertaken either by the Member or Hunter Estates Board have been completed, follow-up Unit inspections will commence with increased frequency until such time that the Hunter Estates Board has been satisfied that the behaviour will not be reoccurring.
- 3.3** If the mandated corrective measure still has not taken place or the Member continues to violate the Unit Maintenance and Care Policy, a 3rd Verified Offence will be considered to have occurred. If a 3<sup>rd</sup> verified offence occurs the Member will be asked to appear before the Hunter Estates Board to give reasons why termination of membership and occupancy rights should not be enforced.
- 3.4** The Hunter Estates Board will make the final decision on action to be taken (e.g. termination of membership and occupancy rights or giving the Member another chance). Should further violations of the policy and procedures occur, the Hunter Estates Board may determine that the matter is chronic and warrants termination of membership and occupancy rights.