

Wellington Square Co-operative Homes Inc

Co-operatively owned and operated by the members who live here

Policy No. 16. Unit Maintenance Policy

Since the purpose of Wellington Square Co-op is to provide affordable housing in a comfortable environment for its members, and since the Occupancy By-law clearly defines the responsibility of individual members to ensure that their units are properly maintained and that all repairs are promptly and correctly, be it therefore resolved that:

- 16.1. Members are required to carry out the routine day-to-day maintenance of their units. Any member who is unsure of how to handle these responsibilities may ask their neighbour for assistance or contact the office or the co-ordinator of work orders to arrange for instruction. Most materials will be available at the Co-op Centre to complete the repairs (see Member Procedure to Obtain Maintenance Materials from the Maintenance Room). Staff will be provided with a list of materials to be charged to the member. This list may be updated from time to time. Any member who is unable to handle these responsibilities because of physical limitations should contact the office so that a work order can be completed.

The routine day-to-day maintenance, for which the members are responsible includes repairs that usually do not require special tools or special ability. These include, but are not limited to:

16.2. Plumbing

- Changing of tap washers
- Fixing toilet blockages
- Replacement of toilet seats
- Adjustment of toilet float and other minor toilet repairs
- Fixing clogged drains except where persistent (unless, for example, due to hair)
- members are cautioned not to use crystal type drain cleaners since these can cause blockages to become worse. Liquid drain cleaners are much more efficient and safe
- Shut off water to outside taps in winter (if you have a shut-off valve)
- For service on your hot water heater call your contract service provider, Union Energy
- Other minor plumbing repairs

16.3. Caulking

All indoor caulking provided you are confident in the use of a caulking gun and have been trained thoroughly in the use of a caulking gun by a member of the Maintenance Committee.

16.4. Electrical and Appliances

- Testing and cleaning of smoke detectors
- Cleaning of bathroom fan, range hood, stove, oven and fridge
- Changing furnace filters every three months during periods of operation
- Replacement of light bulbs including oven and fridge, light switch covers and wall plug covers, stove catch basins, burners, oven racks, fridge racks and
- Crispers

16.5. Windows and Doors

- Minor adjustments to locks, latches, handles and frames
- Repair or replacement of screens and weather stripping
- Repair or replacement of window glass should be arranged with the office
- Replacement of door stops
- Repairs to cupboard doors
- Other minor repairs, replacement and adjustments

16.6. Drywall

- Repair of stains, burns, tears, gouges, nail pops, furniture marks, minor cracks, scratches and holes
- All interior painting and cleaning
- Other minor repairs

16.7. Miscellaneous

- Replacement of mailboxes and house numbers
- Repair or replacement of broken heat registers
- Other minor replacements, adjustments or repairs

Reporting Problems

16.8. Report repairs that are not member responsibilities, to the office, promptly

- i A work order must be obtained for all repairs that members cannot do themselves or that fall under the responsibility of maintenance or contractors. Members of the work order team are not to handle any of these repairs if they have not been properly written up on a work order. If further damages are caused by failure to deal with or report a problem, the member will be charged for the costs of repairs. For example, if damage is caused to flooring or drywall because of improper bathtub caulking over an extended period of time, or if a kitchen counter is damaged by water from an unrepaired faucet, the member will be charged for the repairs.

- ii The cost of repair for any damage caused to the units or other Co-op property through neglect, misconduct or vandalism by members, family, friends or guests will be fully charged to the member responsible. Any cost for repairs of damage to driveways caused by vehicles will be at the member's own expense.
- iii The following repairs will be handled by the Maintenance Work Order Team or Outside contractors:
 - Major structural repairs
 - Major plumbing repairs such as replacing tap sets, sinks, toilets, major leaks, persistent clogs and other major plumbing repairs
 - Major electrical repairs such as repairs to furnaces, bathroom and kitchen fans, outside vents, repair or replace smoke detectors and other electrical repairs except those listed as member responsibility
 - Window and door repairs except those listed as a member responsibility
 - Garage door repairs
 - -Drywall and ceiling repairs of major cracks and holes
 - Flooring and carpet replacement by outside contractor
 - All exterior caulking and painting
 - Any indoor caulking where a member is not proficient in the use of a caulking gun or has not received thorough training

Any deviation from this policy must have prior approval of the Board of Directors.

Approved by the Board of Directors August 14, 2001

Approved by the General Membership April 24, 2002