

LE COEUR HOUSING CO-OPERATIVE

Policies as adopted by the General Membership

Compiled March 2021

PLEASE REPLACE THE POLICIES SECTION IN YOUR BINDER WITH THIS UPDATED DOCUMENT.

This document has been arranged, where the information was able to be found, in order of the date the policies were *first* adopted. It is also formatted in such a way that pages can be updated as policies are amended or adopted. Please ensure you remove and replace pages as they are distributed to Members as time goes on.

REMINDER: Binders should be left in the unit upon departure from the unit or the co-op.

Dear Le Coeur Members,

The Policies on the following pages were collected and compiled by the Policy and Rules Committee from the old “black book” or white binder and from what was on a diskette – plus new/revised policies voted on. In some policies, clauses that are no longer applicable due to changes to City Bylaws or to our Operating Agreement have been struck out and should be amended or updated when the policy is revised next. We have also added some valuable information about Policies and Rules from CHF-BC (Co-op Housing Federation of BC).

At the beginning of the Policies are some “guidelines” for holding meetings, the function and running of committees, showing appreciation to the Board, etc. Some of these were in the Black Book or on the diskette and are included as useful information and for educational and discussion purposes.

Co-op Policies are always a work in progress and can be changed, added to or deleted by the Membership.

Our goal is to have all our members aware of what our co-op’s current Policies are and be able to refer to them, in the interest of co-operative living. This Policies section will be updated as needed, with new policies that are ratified by the membership.

-Mary Hiebert & Sarah Rosen – March 2021

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Le Coeur Co-op Mission, Values and Vision

Le Coeur Housing Co-operative adopted the following in November 2015 as part of the 20/20 workshop offered by CHF BC. While it is not considered a policy, the general principles below should guide policy adoption and decisions for all Le Coeur members.

Mission

Le Coeur Housing Co-operative provides safe, secure, affordable, sustainable housing to a diverse and caring community.

Values

- Le Coeur members are respectful of each other's views and value democratic decision making.
- Le Coeur members value the participation of members of all ages and abilities.
- Le Coeur members are committed to principled leadership and good governance.
- Le Coeur members act responsibly and co-operatively in all areas of co-op life including interaction with neighbours, support for families with various incomes and commitment to the Co-op Principles.
- Le Coeur members support practices which contribute to environmental sustainability.

Vision

- We will develop and maintain a long-term plan to ensure that our co-op is financially, structurally and environmentally sustainable. We will begin now to explore options regarding our land lease.
- We will call on government to continue to provide subsidy assistance. If government won't help, we will examine ways to provide subsidy while keeping our housing affordable for all members.
- We will arrange for a building condition assessment every three to five years. We will use that assessment to update our capital plan. We will also use annual unit and common space inspections to develop and carry out preventative maintenance plans. We will do annual evaluations to make sure we are following our plans.
- We will make sure our Rules are up-to-date and regularly review all of our policies to make sure they are in compliance with the Co-op Act and our Rules. We will also ensure that our Board has an annual training session so that our directors are clear on their role in enforcing policy.
- We believe that co-op education is critical to our success. We will allocate resources to provide our members with opportunities for co-op education and our board with training.
- We will research and discuss the most meaningful ways that members can contribute to the co-op. This will include the best way to achieve the necessary balance between good governance sound management.
- We will also develop a plan to ensure we have sound leadership, which is vital to our co-op's success.
- Le Coeur Housing Co-operative strives to maintain a safe, friendly environment for all our members. We will allocate resources to activities that will contribute to building and maintaining a strong, cohesive co-op community that reflects our values.

Helpful Information & Best Practices

Basic Principles

A continuing co-operative in which members do not own individual houses but share collectively in the ownership of all. Democratic control by members on the basis of one vote per member or associate member. When a member leaves the co-operative, he/she does so without financial loss or gain.

Guiding Principles

- To co-operatively provide and maintain good housing and community services for members at costs they can reasonably afford.
- To involve members in planning, development, and management of all aspects of the co-operative.
- To make optimum use of available land, while at the same time preserving the natural aspects of the environment.
- To design and build housing to conserve energy and minimize waste of materials.
- To provide individuals and members with freedom and privacy while maintaining standards and regulations agreed upon by the members themselves.
- To provide housing to members on a non-profit basis,
- To provide member residents with security of tenure comparable to that of private ownership
- To create a community in which people can comfortably live regardless of income, age, ethnic background, or family structure.
- To take into consideration the needs of the physically disabled.
- To maintain a secure and responsible financial position.
- To support the co-operative philosophy and maintain communications with other co-operative organizations.

Responsibility of Members

To accept the responsibilities common to all members for:

- a) the maintenance of the inside of your home and private grounds;
- b) courtesy and consideration of neighbours.

To participate in the affairs of your Co-operative by:

- a) attending member meetings and expressing your opinions;
- b) joining and participating in the work of a committee;
- c) responding to requests for volunteer help from time to time.

To co-operate by

- a) knowing and following the rules and policies established by the members and the Occupancy Agreement;
- b) following the established procedures for expressing concerns and complaints.

Making Policy

Policies can start with:

- a suggestion made at a members' meeting
- a proposal from a committee
- an issue that comes up at a board meeting, or
- a recommendation from management staff.

Wherever it starts, a policy should go through the same steps:

Think about it. Do you need a policy? If only one or two members think there's an issue, a policy may not be the answer. Or if something will only come up every other year, perhaps it can be left to the board to decide. Co-ops can choke on too much regulation. Check CHF BC's website for samples to see what other co-ops have done. Review the discussion notes and be clear about the reasons for having a policy. When you're sure that you need a policy, and why, move to the next step.

Write it. A members' meeting cannot write a policy – not well anyway. Start with one person or a small group to write the first draft. Don't reinvent the wheel. Start with the samples in this manual and change them to suit you. Do keep it simple. **And don't mix procedures in with policies.** For example: A pet policy can provide that pets be registered with the co-op, but it need not include the registration form.

Review it. The board should review policies at this stage to make sure they:

- are consistent with the Co-op Act, Rules and Occupancy Agreement, and other policies
- assign the right responsibilities to members and directors
- don't leave out anything important, and
- will work because they are fair, reasonable and balanced.

If you wrote the first draft, don't be defensive. Every good idea can benefit from a second look. You will save time and effort at this stage with a careful review.

Discuss it. Once a policy is approved, members are bound by the Occupancy Agreement to follow it. So, members deserve a chance to have input before anything is made final. Take draft policies to members' meetings for a good discussion. Circulate them before the meeting so members can think about the issues and prepare questions or comments. If you aren't pressed for time, discuss the policy at one meeting and approve it at the next. If that's not possible, try not to pack too much into one meeting agenda so members will get a fair chance to have their say.

Approve it. In some co-ops, the board approves policies. In most co-ops, members have final approval. Your Rules will set out who has the authority to approve policies (the members have this authority in Le Coeur). Make sure you follow your Rules for things like proper notice for meetings and the majority needed at the meeting to approve the policy.

Record it. Members, directors and management staff will need to refer to policies all the time. Keep a complete, up-to-date set of policies in a central manual. When a new policy replaces an older version, replace it in the policy manual right away. The manual should be kept in a secure place, but members should have easy access to it (or to a copy). Policies should be kept in the same format.

Live by it. A policy that is not followed by members and enforced by the co-op is a waste of everyone's time and money. If you don't plan to enforce a policy, don't bother to make one in the first place. And if you do plan to make and enforce a policy, be sure that it meets the test of a good policy and improves the management of the co-op and its members' quality of life.

What is a Good Policy? (Tips from CHF BC)

Good policies make a co-op run better, not worse. They improve the management of the co-op and the quality of life in the co-op.

You have made a good policy if:

- it is simple
- it is consistent, and
- it works.

A policy should be *simple*. Write it in plain language, not legal jargon. Some members may not read well. Others may not know very much English. But everyone needs to understand policies, so:

- keep sentences short (in fact, keep the whole policy as short as possible)
- be ready to explain policies to anyone who asks, and
- don't confuse policies with the procedures needed to carry them out.

Good policy is *consistent* with:

- the Co-op Act, Rules and Occupancy Agreement
- other co-op policies, and
- itself (in other words, one section of a policy does not contradict another).

Finally, good policies *work*. They strike the right balance between the needs of members and the needs of the co-op. They are fair and reasonable. They respect the role of the members and the board in the structure of the co-op.

Policy vs Procedure

Policies are voted on by the general membership. Procedures to carry out those policies are voted on by the Board and may be changed as need arises. Policies can only be changed at a general meeting of members with quorum present.

Sample Rules of Order

This is a rule of thumb for committee, board and general meetings based on Roberts Rules, which can be found online or in most book stores. There are also Rules and Policies that may govern the process by which something is approved or altered by Membership.

FOR BOARD OR COMMITTEE MEETINGS

- There is no limit to the number of times a member can speak to a question.
- Motions need not be seconded.
- Informal discussion of a subject is permitted while no motion is pending.
- Sometimes, when a proposal is perfectly clear to all present, a vote can be taken without a motion's having been introduced, however, all proposed actions of a Board must be approved by vote under the same rules as in a general meeting.
- The chair can speak in discussion without rising or leaving the chair; and, subject to rule or custom within the particular Board (which should be uniformly followed regardless of how many members are present), they usually can make motions and usually votes on all questions.

FOR GENERAL MEETINGS

- There is no limit to the number of times a member can speak to a question, and
- Motions need to be seconded.
- Motions may be amended.

Your Board of Directors

The Board of Directors is composed of very special people. They are members of your Co-operative and live here. Like every member, they have jobs, families, responsibilities, personal problems, and a need to rest and relax from time to time.

They are special because they give so much of their time and abilities to serve you. They receive no payment. They have nothing to gain that does not benefit every member.

They deserve to be carefully nurtured.

DO

- Respond immediately to their requests for information or assistance.
- Question them carefully at meetings and listen to their answers.
- Appreciate that they are doing their best to see that the greatest good devolves on the greatest number and that to do this they must safeguard the Co-operative as a whole.
- Submit all concerns or complaints in writing for the consideration of the whole Board.
- Realize that it is your responsibility as a member to fully understand the business of your Co-operative.

DON'T

- Phone them at night or corner them on the street with small complaints.
- Involve them in small disputes with neighbours.
- Berate an individual member of the Board for decisions taken by the whole Board. Go to a Board meeting and berate them all.
- Expect them to serve forever. Be prepared to offer yourself as a candidate and take your turn.

Remember, you gave them your trust and confidence when you elected them. While they serve, they also need your consideration, and above all, SAY THANKS ONCE IN A WHILE!

Conduct of Business

For most items of business, a decision by the general meeting is required. Decisions come about as follows: the item is presented, and a motion is made; the motion is debated, and possibly amended; and the meeting votes on the motion.

1. Motions

As each item on the Agenda comes up for discussion, it is introduced by the Chair or a presentation is made by the sponsor. The sponsor may have a specific proposal for the meeting, or, after some discussion, it may become apparent that the Co-op should make a decision about the item, in which case a motion should be proposed and seconded. Every main motion should be submitted to the Chair in written form. (This does not include procedural motions.)

2. Speaking

Once a motion has been made, it is debated by the meeting, with debate regulated by the Chair. Speakers must speak for or against the proposal and the Chair may rule a speaker out of order if their comments are not relevant to the motion. All remarks should be addressed to the Chair, rather than to any particular member at the meeting.

Each speaker may speak for only five minutes or less at a time. At the discretion of the Chair, no person may speak more than once on the same item until all members present who wish to speak on the item have done so.

All persons desiring to speak must raise their hands until acknowledged by the Chair. The Chair will maintain a Speakers' List of all persons requesting to speak and will allow them to speak in order.

3. Amendments

During debate on a main motion, amendments to the motion may be introduced. An amendment may delete part of the main motion, add to it, or change parts of it, but cannot be contrary to the intent of the motion.

An amendment must be moved and seconded. If the mover and seconder of the main motion agree to the amendment, it immediately becomes part of the main motion. If they do not agree, a vote must be taken on the amendment.

Once an amendment has been moved and seconded, all speakers must address the amendment rather than the main motion. The Chair will keep a separate speakers' list for the debate of the amendment.

When the meeting is ready to vote on the amendment(s), the Chair will review all the amendments and then take a vote on each. Those that pass are incorporated into the main motion and debate continues on the main motion AS AMENDED, using the main speakers' list, until the meeting is ready for the vote on the main motion or another amendment is proposed.

Occasionally a member wishes to amend a motion by replacing it with a whole new motion. This is not allowed as a valid amendment. However, the member may briefly outline the substitute motion and either ask the mover to withdraw the motion on the floor or urge the meeting to defeat it so that the substitute motion can be proposed.

4. Withdrawing a Motion

The mover of a motion may withdraw the motion from the floor. This would be done if the mover has decided no decision should be made at this time, or to allow a substitute motion to be made.

5. Calling the Question

During the debate of a main motion or an amendment, any speaker, in turn, and other than the mover or seconder, may call for a vote on the question or "call the question". This is an attempt to end debate on a motion and to vote without allowing any more discussion. Because a motion to "call the question" may take away some members' right to speak, it should be used carefully.

Before proposing to "call the question", there should be some indication that most members have made up their minds, and that speakers are not contributing any new arguments.

A motion to "call the question" requires a seconder and may not be debated. In order to be carried, the motion to "call the question" requires a simple majority (the majority required to pass a Special Resolution is defined in the Rules). If the motion is defeated, debate on the main motion or amendment continues.

If the motion to "call the question" is carried, then the meeting is ready to vote on the main motion or amendment on the floor. The Chair should take the vote with no further debate.

6. Deferring the Question

During the debate on a main motion or an amendment, any speaker, in turn, can move to "defer the question" to a subsequent meeting. This is an attempt to postpone a decision on the proposal on the floor until a future date or until after a specific action has been taken or decision made.

A motion to "defer the question" does not need to be seconded. The mover, or if the mover declines, one other person may speak in favour of deferring the proposal, and one person may speak against deferring. A vote on the motion to "defer the question" is then taken. If it carries, the proposal is deferred as per the motion. If it is defeated, debate continues on the main motion or amendment.

7. Interruptions

Members may speak out of turn only if they wish to raise a point of order or a point of information. To raise such a point, a member stands and with as much courtesy as possible interrupts the current speaker or the Chair and announces that he or she wishes to raise a point of order or information. The Chair may accept or reject such an interruption at their discretion. If the Chair acknowledges the member, the point should be stated simply and briefly, and the member should then sit down.

A point of order should be raised when a member feels that an incorrect procedure is being followed, there is a better procedure, the Chair has made an incorrect ruling, or there is a lack of quorum. Once the point of order has been stated, the Chair will rule on its validity and if appropriate act on it.

A point of information should be raised when a member feels the speaker, or the Chair can provide information which will assist the members to vote correctly. The interrupter asks the Chair for permission to ask a question. The Chair will direct him or her to state the point upon which he/she desires information. If the information is desired of the speaker, the Chair inquires if the speaker is willing to be interrupted, and if he/she consents, the Chair directs the inquirer to proceed. The inquirer then asks the question through the Chair.

8. Dilatory Motions

The Chair may rule a motion out of order on the grounds that it is absurd, frivolous, obstructive, delaying, or otherwise dilatory.

Committee Information

Le Coeur currently has 7 standing committees, composed of volunteer members of the Coop and listed below. We also occasionally have ad hoc committees which are created to do a special job, such as the Nominating Committee or Long-Term Planning Committee.

- Grounds
- Maintenance
- Participation/Education
- Membership
- Welcoming (sub-committee of Membership & Maintenance)
- Newsletter
- Social

These committees do most of the extra jobs that need doing in the Co-op and much of the regular work. Most committees meet monthly, although they may call other meetings for special purposes or because of date conflicts. Committees may meet in the Community Building or virtually.

Committee membership is a necessary part of the functioning of this Co-op. You are urged to join the committee of your choice as soon as you are able.

Committees are under the direct jurisdiction of the Board of Directors and, through them, of the membership. They should report to the membership through minutes of their meetings and a verbal report at general meetings and should submit written reports of their activities and notice of upcoming meetings to the Board. They must also submit a written report detailing the year's activities to be distributed at the Annual General Meeting.

Guidelines for Co-op Committees

A Board of Directors will delegate much of its authority to various committees. These committees will have responsibilities in a particular area of the Co-op's overall management, e.g. finance, maintenance, member selection, etc.

A. COMMITTEE RESPONSIBILITIES

The committee's task is initially to develop a proposal describing overall objectives and specific goals, as well as the policies and procedures which will be used as guidelines in achieving the objectives and goals. The proposal would then be presented to the Board of Directors and the Co-op members for approval.

Once the proposal is adopted (either as proposed or with amendments), the committee has a number of ongoing tasks, depending on its job description. These will usually include some or all of the following:

- carrying out specific management tasks (e.g. Maintenance Committee inspections; Membership Committee interviews);
- reviewing achievement of goals, identifying problems, reviewing policy and procedures and proposing amendments with a view to solving problems;
- reporting to the Board and members on a regular basis.

B. MEETING GUIDELINES

Establish a regular time, place and frequency for meetings. An agenda should be prepared in advance. A typical agenda would include the following items:

APPROVAL OF AGENDA: The committee should review the agenda and agree on any changes, additions or deletions.

ADOPTION OF MINUTES: The minutes of the previous meeting should be adopted.

BUSINESS ARISING FROM THE MINUTES: Any item noted in the minutes of the previous meeting which required follow-up action should be reported and unresolved issues should be discussed.

NEW BUSINESS: All additional items for discussion, report or action should be listed here.

Minutes of meetings must be recorded and circulated to all committee members. One copy should be placed in a file, one should go to the Board of Directors. The minutes should include:

- the date, time and place of the meeting;
- a list of those present;
- a record of all items considered;
- a record of all decisions made;

It is very important that all decisions made requiring follow-up action be specifically assigned to one or more people with a deadline set for each task. This should be recorded in the minutes for reference.

Setting a time limit for meetings encourages participants to work toward accomplishing the business.

C. ROLE OF THE CHAIRPERSON AND RESPONSIBILITIES

- To call meetings when necessary, set the agenda and make sure that all committee members know about the meeting.

- To direct the meeting in such a way as to ensure that the business gets done by calling the meeting to order, following the agenda, keeping the discussion on track, and making sure that a decision is reached on each item.
- To make sure that minutes are taken at every meeting. The job of Secretary can be assigned to one person or rotated at every meeting.
- To help the committee make effective decisions by making sure that adequate information is available for each item, that everyone who wishes has a chance to speak, and that no one monopolizes the discussion or is overly repetitious.
- To pay special attention to the integration of new committee members.

D. TERM OF OFFICE OF CHAIRPERSON

The term of office of each committee Chairperson shall be limited to one (1) year but may be extended for another two (2) years, approved one year at a time. Such rotation shall commence "May 1, 1995 and immediate past time served will be counted. The retiring Chairperson may act as Co-Chairperson for a period of six (6) months only and must then share their expertise with a different committee. The retiring Chairperson who has joined another committee shall have the right to continue as a member of the committee he or she previously chaired. Two years after retiring, an ex-Chairperson shall again be eligible to resume that office for one year, with the same provision for two extensions.

E. DECISION-MAKING

Members should make sure that they have enough information and time to discuss all aspects of an item prior to making a decision. Sub-committees can be used to investigate certain issues. Special issue-oriented meetings can be scheduled to avoid lengthy discussions when regular business requires attention. Try to work toward a consensus. This often takes more time but has the advantage of arriving at creative solutions which everyone can live with.

F. INTEGRATION OF NEW MEMBERS ON COMMITTEES

Please be sure that newcomers are made to feel welcome by introducing them to everyone else, being friendly and generally putting them at ease. Make sure that they understand the role and responsibilities of the committee as a whole and what specific tasks they will have; and see that they are furnished with sufficient information to enable them to participate in discussion and decision-making.

Be patient with questions. It takes time for new members to be brought up to the same level of information as other members. Don't reject their ideas summarily. The committee is always open to fresh ideas. A committee member should be assigned to provide information to the new member before their first meeting.

Rental Assistance and Subsidy

Members who are interested in or in need of rental assistance or subsidy should contact the office coordinator to discuss their eligibility and the different options available to them. Currently the co-op is receiving rental assistance funds under FCHI-2 until March 31, 2028 from CMHC and the eligibility requirements are laid out by CMHC and The Agency for Co-operative Housing who administers that for them. There is also a small internal fund that will be administered according to our internal subsidy fund policy.

Policies

Policy 1 – Appearance of Property

Policy

- 1.01 Pursuant to the Occupancy Agreement section 14.01, signs of political preference shall be displayed during the period between the date of the election call and the day after the election, and the same shall not protrude beyond privacy (fence) allowance.
- 1.02 Only collapsible outdoor clothes dryers shall be allowed in backyards.

Policy 2 – Cleanliness of Property

Policy

- 2.01 Members are responsible for the proper disposal of garbage.
- 2.02 The large garbage containers on the common grounds are for household trash only.
- 2.03 Every man, woman and child is responsible for not littering the common grounds of the co-operative.

Policy 3 - Groundskeeping

Policy

- 3.01 Each member is responsible for the care and upkeep of his/her individual yard(s), i.e. grass cut, weeds under control, neat appearance.
- 3.02 No household items (e.g. appliances, furniture, furnishings, mattresses) or auto parts shall be stored in private yards.
- 3.03 Each member is also responsible for the immediate area outside his/her yard(s). It must be swept, kept neat and free of debris and potential hazards to passersby at all times.
- 3.04 The Co-op is responsible for the care and upkeep of all other common areas under the direction and advice of the Grounds Management Committee, acting on behalf of the membership.
- 3.05 Due to the lack of common water faucets in the Co-op, it is necessary for the groundskeeping crew and Grounds Management Committee to attach the Coop's hoses to members' outdoor faucets when the common areas are being watered.
- 3.06 The Grounds Management Committee will periodically conduct walk-about around the Co-op to check for problems that may be developing in both common and individual areas, and to advise on solutions.
- 3.07 Parents and guardians are responsible for ensuring that their children do not pick flowers or damage shrubs and trees in private gardens and common areas,
- 3.08 No more than 25% of a member's yard(s), including the existing patio, may be covered with cement.
- 3.09 The height of vegetation planted shall not be such as to interfere with a neighbour's sunlight and/or view.
- 3.10 A member may alter the common grounds in the immediate vicinity of her/his own unit only with the approval of the Board of Directors.
- 3.11 Champlain Heights specifications list regarding vegetation not allowed or not expected to do well on this land will be held by the Grounds Management Committee and used to advise members.
- 3.12 Certain plants (e.g. bamboo) have a tendency to "take over" and grow wildly. These plants should be grown in containers to prevent their uninhibited growth (for example, through to another neighbour's garden). The Grounds Management Committee will be able to answer questions on this matter or other garden problems.
- 3.13 Saplings, because of their fragile nature, need as much protection as possible until they are sturdy trees. Because of this, tree-climbing is forbidden.
- 3.14 No new planting of all types of Ivy, Bamboo, Climbing Hydrangea and Virginia Creeper be permitted in private gardens, and that these existing plants be trimmed back to a minimum of two feet from shingles or house.
- 3.15 Members must receive permission in writing from the Grounds Committee before planting a tree in their yard or any common area.

Amended by General Membership March 3, 2021

Policy 4 - Pets

Policy

- 4.01 All outdoor pets (cats or dogs) must be registered in the Register of Pets, which is updated annually.
- 4.02 Original members were permitted two (2) outdoor pets on move-in, on condition that if one pet died it could not be replaced. For all other members, only one (1) outdoor pet shall be allowed for each unit.
- 4.03 All outdoor pets must be neutered/spayed and documented proof retained by owner. Owners of certified show animals shall apply to the Board for exception.
- 4.04 All dogs must be controlled while on owner's property and not allowed to run at large on common property. The City Leash By-law shall be in effect on common grounds.
- 4.05 Permitted indoor pets shall be birds such as lovebirds, fish, turtles, gerbils, and any other pet approved by the Board. Indoor pets need not be registered.
- 4.06 Wild animals or dangerous, vicious or exotic pets shall not be allowed. ~~A vicious dog, as defined in Pound By-law 2046, Sec. 2(10), means: (a) any dog with a known propensity, tendency or disposition to attack without provocation any domestic animals or humans; or (b) any dog which has bitten another domestic animal or human without provocation; or (c) a Pit Bull Terrier, American Pit Bull Terrier, Pit Bull, Staffordshire Bull Terrier, American Staffordshire Terrier, or any dog of mixed breeding which includes any of the afore-mentioned breeds. (Note: there is no longer a bylaw that lists certain breeds as "vicious" or "dangerous".)~~
- 4.07 No animal is to be housed on a balcony.
- 4.08 Any member may call the Animal Control Shelter to control animals from outside the Co-operative or to control animals not under control of their owners. ~~The phone number is 604-871-6888. (Note: This is no longer their number. Please call 311 or visit the City of Vancouver website for more information on Animal Control.)~~
- 4.09 Pursuant to City By-law: POOP & SCOOP is in effect. ~~A copy of this By-law is available for inspection in the office. (Note: no longer available in office but is available online.)~~
- 4.10 ~~Pursuant to City By-law 5330, no member shall allow his or her dog to bark in such a manner that the noise can easily be heard by someone who is not on the same premises as the barking dog. A copy of this By-law is available for inspection in the office. (Note: This Bylaw has been updated and is now 9150~~ 4.12 "Barking or howling". Please refer to the City of Vancouver bylaws for the updated wording and any other bylaws that may apply to members.)
- 4.11 All dog owners must have liability insurance.
- 4.12 All cats shall be litterbox trained, with the litter box being kept indoors.
- 4.13 Caged pets shall be well cared for and securely housed so as to prevent unpleasant odors, or possibility of spreading disease or accidental escape.
- 4.14 Members should watch their pets' behaviour vis-a-vis health and safety matters in the designated play areas.
- 4.15 Flagrant disregard of these rules may lead to a demand by the Co-op that such pet(s) shall not be kept in the Co-op after seven (7) days' written notice is given to the owner.

Policy 5 – Policies of Co-op Living (General)

Policy

- 5.01 Members of the Co-operative shall be provided with a copy of the Policies. Additional Policies, amendments, and deletions of existing Policies shall be provided to each member.
- 5.02 These Policies are enforceable under the terms of the Member Occupancy Agreement.
- 5.03 The Policies have been adopted by a general meeting of the membership.
- 5.04 The Policies may be amended or repealed by the general membership at any time.
- 5.05 Children are reminded not to ride their bikes on grassy areas of the Co-op and not to do their cycling, roller-skating or skateboarding on the sidewalks and pathways (which are used by young and old alike) and are asked to operate their bicycles and other wheel-toys carefully in all areas. However, tricycles, ride 'em toys (non-pedalled toys) and two-wheelers under 15" in height will be allowed on the sidewalks.
- 5.06 Balconies should not be used as storage or utility areas to house crates, bicycles, freezers, etc.
- 5.07 Air pellet (BB) guns and other similar projectiles shall not be used on Co-op grounds.
- 5.08 If within two weeks of moving into the Co-op the incoming member reports and the Maintenance Committee confirms a flea or pest problem, the Co-op shall arrange for fumigation of the unit, the cost of such fumigation to be deducted from the outgoing member's share purchase refund.
- 5.09 ~~As per City Health By-law,~~ Whenever a unit in Le Coeur is to be fumigated, the units on each side and above and below must be notified 72 hours ahead of time. This is in order to allow the neighbouring residents the choice of vacating their premises.
- 5.10 The laundry room may be used from 8:00 a.m. to 10:00 p.m. daily. Members leaving the room must switch off the light and lock the deadbolt.
- 5.11 Each member must provide access to the unit for repairs by the Maintenance Person and/or tradespeople and for spot inspections of work in progress or problem areas on 24-hours written notice (pursuant to Occupancy Agreement 22.04). If the member fails to do so, any additional cost resulting from the delays will be charged to the member.

Policy 6 – Play Space Policy

Purpose of the Policy

The Co-op has the right to set rules and guidelines on the use of play space, and to restrict use to members of the Co-op and their families. All members of the Co-op, young and old, share the community space and have rights. Play space should be designated according to principles of good planning and realistic estimates of use. Residents affected by the addition of equipment or alterations in use of community space have a right to be consulted. Those who use the space and equipment have a direct responsibility to see that it is protected, maintained, and used in a co-operative manner. Children who use the equipment should be consulted wherever possible and bear a responsibility for upholding Co-op policies. The "quiet enjoyment of residents" takes precedence over playful disturbance. All space and equipment should be selected and used in accordance with safety precautions.

Policy

- 6.01 Play areas and equipment should be clustered with due attention to reducing disruption to residents, visibility by adults, safety and protection of grounds and natural environment.
- 6.02 No play area or equipment shall, in future, be placed within 20 feet (7 metres) of the wall or fence of any unit.
- 6.03 Normal hours of use for play areas and equipment shall be 10:00 a.m. to dusk (including a cleanup period).
- 6.04 Hours of use of the basketball pad shall be 10:00 a.m. to 9:00 p.m.
- 6.05 Proposals for play space and equipment must be supported by acceptable evidence that:
 - a. it will conform to Co-op policies;
 - b. proposal is accompanied by specifications, diagrams (maps), and a safety analysis;
 - c. there has been consultation with residents most likely to be affected,
 - d. there has been consultation with children.
- 6.06 Complaints about the use of play equipment or disruptions in the play area must be in writing, directed to the Grounds Committee or Board of Directors.
- 6.07 If any play space is consistently abused, then the Board shall be required to consider a motion to remove the equipment.
- 6.08 Parents have a responsibility to ensure that their children use the Co-op's play space and equipment in an orderly, co-operative, peaceful manner.
- 6.09 All parents, guardians, care-givers and guests are responsible for the safe conduct of their children and/or wards at all times when using the playgrounds and their equipment.

Approved (as amended) by general membership August 13, 1984.

Hours of use of the basketball pad approved by the general membership on August 29, 1991.

Policy 7 – Internal Moves Policy

Purpose of the Policy

Within our inclusive, co-operative community, our aim is to maintain an equitable balance between member preferences for unit selection and encouragement of optimum use of Co-op housing stock.

Living in the spirit of our mission and values, we aim to ensure that this policy responds to changing household needs over time. As Co-op Members, we are all responsible to maintain the economic and social viability of the Co-op.

Definitions

Member in good standing: see Member in Good Standing Policy.

Internal move:

- a) where a member changes units, i.e. vacates one unit entirely and moves into another unit, or
- b) where a member moves to another unit but the original unit does not become vacant because another member remains there. If the member remaining in the original unit is an associate member, that member must apply for principal membership in order to remain in the unit.

Policy

Criteria for Internal Move

- 7.01 Members who wish to apply for an internal move must notify the membership committee and Board of Directors in writing and copy the Office Coordinator.
- 7.02 A member must be a member in good standing according to the Member in Good Standing Policy, as well as:
 - a. A member must be current with monthly housing charges and any repayment plan.
 - b. A member must be actively involved in the co-op to the satisfaction of the board (for example, attend AGM, General Meetings, as well as participate in a committee or other ad hoc volunteer activities unless special circumstances prevent them from doing so).
 - c. A member must also have a good maintenance history or must submit to an inspection of his or her unit to make sure that the unit is not in disrepair at the fault of the member.
 - d. A member has no outstanding issues with the Board (i.e., they are a good neighbour).
 - e. If a member is an associate member, they must, in addition to the above, also meet the membership selection criteria as an external applicant but are still considered an internal move.
- 7.03 Internal wait list application forms should be accompanied by a letter from the Member describing how they are currently being (and have been) a good member.
- 7.04 To change units, the number of occupants must be in accordance with the Over/Under Housing Policy. Members who are currently not eligible for a larger unit based on the Over/Under Housing Policy, but who wish to be considered for a larger unit on the basis of a prospective new household resident must request to be approved for the wait list by applying in writing to the Board. Examples include: expecting

a child through birth, adoption or fostering; or expecting a relative to move in. Once a unit comes available, an interview will be required for the prospective new resident unless they are a minor.

- 7.05 Priority for internal moves goes to:
- a. Members who are upsizing because they are **under-housed** (*i.e., having too few bedrooms for the number of occupants in the unit*), then to
 - b. members who are downsizing because they are **over-housed** (*i.e., having too many bedrooms for the number of occupants in the unit*), then to
 - c. members **eligible to move** to a different unit size but are not over- or under-housed, and then lastly to
 - d. members asking for a **lateral move** (*i.e., 2-bedroom to 2-bedroom*).

Should applicants be ranked equally by the above criteria, the date on the internal move application will be the deciding factor.

- 7.06 In January of each year the internal wait list will be culled to removed members who are no longer “members in good standing” in accordance with the Member in Good Standing Policy and item #2 above. Members who lapse in good standing will need to add their names to the internal waiting list again and will start their waiting time over once they are in compliance with the Member in Good Standing Policy.
- 7.07 Members must wait at least one year between internal moves.
- 7.08 Subject to the above, the membership committee will select, and the co-op will offer, vacant units in the following order of priority to:
- a. Members on the internal waiting list subject to the above,
 - b. Pre-approved members from the external waiting list,
 - c. Three members from the external waiting list to be interviewed by membership committee.

Membership Committee Recommendations and Board Decisions

- 7.09 In all cases, the Membership Committee or the Board may, at its discretion, consult with those interested in moves to better facilitate multiple unit switches.
- 7.10 Where an internal move is in the best interests of the Co-op overall, the Board may at its discretion, waive some or all of this policy (*example: allowing an over-housed member who is not in good standing to move to a smaller unit in order to free up a larger unit*).
- 7.11 The Membership Committee recommends internal moves to the Board of Directors for review and decision.
- 7.12 If any member disagrees with the Committee’s recommendation or the Board’s decision in regard to their acceptance on the internal wait list or their internal move, they may appeal to the Board within a period of three days after receiving notice of the decision.
- 7.13 The Board may limit the number and timing of internal moves based on the needs and best interests of the co-op.
- 7.14 Internal moves and unit allocations are approved at the discretion of the Board.

Policy replaces Internal Moves Policy 12.00 from previous policy manual passed in 1988.

Policy approved at General Meeting: February 26, 2020

Policy 8 – Arrears Policy

Definitions

The term "arrears" refers to any member's assessed charges unremitted in the form or by the due date specified in this policy. Arrears include arrears of housing charges, and any or all amounts owing or special charges agreed upon by the Board of Directors. Arrears situations not covered by this policy will be referred to the Board of Directors.

Policy

- 8.01 All members are required to submit payment of their monthly housing charges in the form of six (6) post-dated cheques covering periods of six consecutive months. The full block of six cheques is due in the office no later than the date specified on the request for cheques unless special arrangements have been made with the office. Members may be exempted from this requirement with Board approval or if they have special housing charge payment situations such as backward averaging or re-assessments. *(Note: This section is currently outdated and could be updated and moved to "procedures" during the next update of this policy.)*
- 8.02 Housing charge payment not received in the form and by the date specified above will be subject to a \$25.00 charge. *(Note: This section is currently covered by the \$50 admin fee and could be updated and moved to "procedures" during the next update of this policy.)*
- 8.03 Members who have had more than one NSF housing charge cheque not due to bank error must replace an NSF housing charge cheque with a money order. Members with three (3) NSF housing charge cheques not due to bank error within a one-year period must pay housing charge by money order until notified otherwise.
- 8.04 Any member anticipating a problem in making his/her housing charge payments on time is required to notify the office of this likelihood in advance of the due date. The Coordinator will take action appropriate to this policy, and notify the Board of Directors.
- 8.05 Two "free" holds per fiscal year will be permitted in which a member may request to have his/her housing charge cheque held until the 15th day of the month stated on the cheque. Additional holds will be subject to a \$10.00 administration charge. If a member's payment is still not forthcoming by the 20th of the month, the member will be in breach of the terms of the Occupancy Agreement with the Co-op.
- 8.06 All special charges agreed upon by the Board of Directors are due when specified on their notice, usually 30 days from the date of issue.
- 8.07 Any member in arrears for special charges for more than 60 days will be deemed in breach of the terms of the Occupancy Agreement with the Co-op.
- 8.08 Breach of the terms of the Member's Occupancy Agreement with the Co-op is valid reason for termination of membership.
- 8.09 If a member is evicted for arrears, a sum equal to the amount of unpaid charges will be deducted from the Share Purchase refund.
- 8.10 All charges detailed above will be reviewed and reset from time to time by the Board of Directors.

Approved by the General Membership on March 27, 1991.

Policy 9 – Participation Policy

Purpose of the Policy

To ensure that all members contribute to the efficient operation of the Co-operative and the development of a genuine community spirit.

Policy

- 9.01 Each unit, (comprised of the member and the non-member occupants of a housing unit), shall perform four hours of volunteer time per calendar month relating to the administration, management and maintenance of the Co-operative, (the "Participation Requirements"). This would include General Membership meetings, committee time and committee responsibilities.
- 9.02 Each unit may accumulate volunteer hours over the minimal four hours per month and may draw upon these accumulated hours to satisfy the Participation Requirements in any month in which these requirements will otherwise not be met.
- 9.03 Should a unit fail to satisfy the Participation Requirements in any month, the Participation Policy Coordinator will assist such unit to fulfill the obligation to the Co-operative.
- 9.04 Should a unit refuse or neglect to satisfy the Participation Requirements, the Co-operative may impose a charge equal to the current BC minimum wage per hour plus 50%, multiplied by the number of hours of volunteer time required but not performed (the "Charge").
- 9.05 If a unit fails to satisfy the Participation Requirements and fails to pay the Charge, the member is deemed to be in contravention of a material condition of the Occupancy Agreement under which the member occupies and resides in a Co-operative unit and may be expelled from the Co-operative and evicted from the unit occupied by him/her.
- 9.06 Any amount of Charges payable by a member is a debt due from him/her to the Co-operative of the nature of a debt due by instrument under seal.
- 9.07 After a member is expelled from the Co-operative, a sum equal to the amount of the unpaid Charges may be deducted from the amount paid up on the member's shares.
- 9.08 Exemption from Participation Requirements may be granted in special circumstances upon application to the Board. The automatic cut-off date for participation requirements shall be the age of 65. All members are encouraged to participate as much as they are able.
- 9.09 All monies paid in lieu of volunteer time shall be separately accounted for and used to cover the jobs not done by the members and to fund projects or events that encourage and reward participation and education.
- 9.10 Policy applies to everybody in the Co-operative with two exceptions:
 - a. For the first three months of residence there will be no billing for participation. In the first month no participation is required, in the second and third months full participation is encouraged and all hours are recorded. Any shortfall in hours are required to be made up in the first six months of occupancy, or the member will be charged.
 - b. For the final month of residence in the Co-operative, no volunteer work shall be required.

Adopted June 12, 1991, Revised Policy approved at a general meeting on September 20, 2004 and May 7, 2015.

Policy 10 – Key Policy

Policy

- 10.01 Keys to the Community Building and the office shall be issued to all Directors and all committee Chairpersons, as well as the Co-ordinator and the Maintenance Person,
- 10.02 ~~The Co-ordinator, President, Secretary, Treasurer and Finance Chairperson shall have keys to the confidential cabinet in the office and the Co-ordinator, President and Secretary shall have keys to the desk. (Note: In order to maintain confidentiality this is no longer followed.)~~
- 10.03 Any Member or Associate Member may obtain a key to the Community Building on the payment of \$5.00, which shall be refunded on return of the key.

Responsibilities of Key-Holders

- 10.04 To take proper care of keys, i.e. keep them on a proper key ring and know where they are at all times.
- 10.05 Keys may not be duplicated. Follow proper locking-up procedures after use of facilities.
- 10.06 Keys are to be used for Co-op business only, except keys to the Community Building, which may be used for recreational purposes.
- 10.07 ~~The office computer cannot be used for personal correspondence. (Note: The co-op no longer has a computer for member use.)~~
- 10.08 The Chairperson of each committee has the authority to lend the key to a person on that committee, i.e. the secretary, for the purpose of ~~typing minutes, reports,~~ making photocopies, etc. *(Note., the co-op no longer has a computer for member use.)*
- 10.09 A member who receives a key from a committee Chair is responsible for locking up and has no authority to lend the key to another person.
- 10.10 The committee Chair is responsible for informing the person to whom the key is loaned what the proper locking-up procedures are and what safety precautions to take. The Committee Chair is responsible for ensuring that the key is returned.
- 10.11 Lost keys must be reported to the Coordinator immediately.
- 10.12 ~~Office facilities may be used by key holders when the Coordinator is absent. At other times, special arrangements must be made with the Coordinator. (Note: the coordinators office is no longer available for member use.)~~
- 10.13 All key-holders must sign for keys when they are originally issued. When they are returned, the person to whom they are given must sign acknowledging receipt.

Approved by the general membership on June 7, 1994.

Policy 11- Credit Check Policy

Policy

- 11.01 Before acceptance for Membership and Associate Membership, all applicants must have a Credit Rating check from the Vancouver Credit Bureau.
- 11.02 The applicant must have a Credit Rating of 0, 1 or 2 for the last two (2) years minimum. No undischarged bankrupts will be accepted. If there is a history of default of payments, applicants will not be accepted.
- 11.03 The applicant may apply to the Credit Bureau for an explanation of any extenuating circumstances so that a further credit check may be done at the applicant's expense for further consideration by the Board of Directors.

Approved by the general membership at the meeting of March 6, 1996.

Policy 12 – Paint Policy

Policy

- 12.01 Members may paint units at any time at the member's expense.
- 12.02 Colours other than Co-op colours (~~samples in the office~~) to be approved by the Maintenance Committee in writing before applying. *(Note: Samples may be obtained from the Maintenance Committee)*
- 12.03 If a unit needs painting at the time of move out, the unit will be painted by a professional contractor hired by the Maintenance Committee and paid for by the Co-op (Approved by membership June 13, 2013).
- 12.04 If the member caused willful damage to the unit, as ascertained by the Maintenance Committee and/or approved inspector hired by the Co-op, the Co-op will hire a professional contractor to paint the unit. The cost will be charged back to the member.
- 12.05 Units, including ceilings and closets, excluding basements and basement stairwells, will be painted by a contractor hired and paid for by the Co-op as needed. This will be determined by the Maintenance Committee or after eight (8) years from the last paint year.
- 12.06 If a member wishes to have their unit painted, and it is the year for the unit to be painted, then the Co-op will pay for the unit to be painted OR pay for the paint and supplies, should the member choose to paint the unit themselves. (Approved by membership Feb 19, 2008)
- 12.07 The Co-op will paint bi-fold doors and inside doors, including the inside of the front door with white paint. (Approved by membership June 13, 2013)
- 12.08 There will be no painting over wallpaper. All wallpaper must be dry strippable and removed by member upon notice to vacate and prior to painting.
- 12.09 Semi-gloss latex paint is to be used throughout, excluding the bathroom, kitchen, windowsills and door frames, where semi-gloss oil base paint is to be used.
- 12.10 Painting of baseboard heaters must be authorized by the Maintenance Committee and a paint specifically formulated for this use must be used.
- 12.11 All paint allocated remains the property of the Co-op and any surplus paint must be returned to the Co-op, less a small amount (1/2 litre) that would be used for touch-ups in the unit.

New policy approved by the general membership on September 30, 1996.

With additions/changes Feb 19, 2008 and June 13, 2013.

Policy 13 – Community Building

Policy

- 13.01 Rental of the Community Building shall be according to a fee schedule as established by the Board.
- 13.02 Each unit is entitled to one free booking of the Common Building per year. All other conditions of use apply, including payment of a damage deposit (ratified by General Membership December 1, 2009)
- 13.03 There shall be a damage deposit regarding use of the Community Building, to be established by the Board.
- 13.04 The Co-operative shall inspect the Community Building before and after rental of the building.

NOTE: THIS IS A NON-SMOKING BUILDING

Various changes were made to this document at the General Meeting of February 19, 1998.

Revised May 6, 1998

Policy 14 – Babysitting Policy

Purpose of the Policy

To ensure that all members of the Co-op have an opportunity to participate in Committee and Board meetings.

Policy

- 14.01 Each household in the Co-op shall be entitled to be recompensed for baby-sitting expenses incurred while attending a properly convened meeting of a committee or the Board or a general meeting.
- 14.02 The maximum allowable time will be two hours for each meeting or general meeting and three hours for each Board meeting attended.
- 14.03 The base amount will be \$10.00 per hour for one child, and an additional \$2.00 per hour may be added for additional children, to a maximum of \$16.00 per hour.
- 14.04 Applications for reimbursement will be distributed to any members who require them. These will be signed by the babysitter (acknowledging receipt of the money), the member (making application for the reimbursement), the Chair of the committee or Board (verifying that the meeting took place and authorizing reimbursement) and the Co-ordinator (verifying he has made out and delivered the cheque).
- 14.05 The maximum time to be paid each month shall not exceed four hours per household for committee members and six hours per month for Board members.
- 14.06 The policy is to be reviewed by the Board after six months and the Board will report to the general meeting in November 1998.

This policy was approved by the general membership at the meeting April 22, 1998.

Revised April 19, 2016.

Policy 15 – Hiring Within the Co-op Policy

Policy

- 15.01 The Maintenance Committee has the authority to hire within the Co-op up to a limit of \$250 per person per season, March to August and September to February, and the people hired shall be answerable to the Handy Person and the Maintenance Committee.
- 15.02 The Board and the other committees have the authority to hire individuals for special projects, subject to Board approval, up to a limit of \$250 per person per season.
- 15.03 The Committee or the Board shall inform all members of the opening at least one week prior to the hiring.

A motion to this effect was passed at the general meeting of April 22, 1998.

Policy 16 – Vehicles and Parking Policy

Policy

- 16.01 Motor vehicles shall travel no faster than 8 kilometers per hour on Co-op property.
- 16.02 In accordance with the B.C. Fire Code, no parking is allowed anywhere along the fire routes or in any area not specifically designated as a parking space. Double parking is forbidden.
- 16.03 A member shall have the right to use the parking space that has been specifically assigned to his/her unit. No other member or visitor shall park there without the express permission of the member to whom it has been assigned.
- 16.04 The parking space assigned to a member shall not be rented or leased.
- 16.05 Parking spaces can be used for vehicles not exceeding (that fit safely within) the dimensions of the parking space.
- 16.06 Members shall be permitted parking privileges for 1 additional vehicle in visitors' parking spaces on a "first come, first serve" basis.
- 16.07 Motorized mini-bikes or trail-riders are not to be operated on the Co-op's property.
- 16.08 No major automotive repairs are to be made on the Co-op's property.
- 16.09 A Register of Vehicles shall be maintained in the Co-op office and updated annually. Members are required to register all vehicles kept within the Co-op.
- 16.10 No inoperative or unlicensed vehicles are to be parked in Co-op parking spaces unless they have parking insurance that includes Third Party Liability coverage. Said vehicles shall be allowed to remain in Co-op parking spaces no longer than three months unless the Board grants permission for an extension of this time.
- 16.11 When an inoperative or unlicensed vehicle is parked in a Co-op parking spot, a copy of the insurance certificate must be affixed to the windshield and a further copy must be delivered to the office.
- 16.12 There shall be no overnight camping in common areas.
- 16.13 By the decision of any two Board members, vehicles that do not comply with these policies may be removed at the owners' expense.

Revised at Policy Meeting on June 4, 2003.

Approved by the General Membership on September 20, 2004

Policy 17 – Expenditure Policy

Purpose of the Policy

Ultimate control of spending rests with the Membership who must approve the annual budget each year. At the same time, staff, committees and the Board of Directors must have sufficient flexibility to manage the co-operative. This expense guideline outlines how spending control is to be achieved.

Policy

17.01 Annual Operating Budget

- a. Prior to the commencement of each fiscal year, the Treasurer and/or the Finance Committee shall present a proposed Annual Operating Budget to the Board of Directors. The Capital Replacement Fund Plan Projected Budget must be presented at the same time as the annual budget.
- b. The Annual Operating Budget is approved by the Membership at a General Meeting.
- c. During the course of the fiscal year, the Board may revise the budget if necessary. These revisions must be reported to or approved by the Membership at a General Meeting as follows:
 - i. Any revision in one budget item exceeding \$500 must be reported to the next General Membership Meeting.
 - ii. Any revisions to the approved operating budget, which results in an overall change of more than \$1,000 of the total expense, must be approved in advance to the next General Membership Meeting.
 - iii. Any changes in Housing Charges as a result of revisions to the operating budget must be approved by the members in a General Meeting.

17.02 Capital Replacement Fund

- a. The Replacement Reserve is a fund that must be kept by every housing co-op under the terms of their operating agreement with Canada Mortgage & Housing Corporation (CMHC). The replacement reserve is only meant to pay for replacing capital items or for making major renovations or repairs to them. The co-op finances the reserve by transferring funds from their operating budget.
- b. The Capital Replacement Fund Plan is to be updated by the Maintenance Planning Group concurrent with the preparation of the Annual Operating Budget. At least one director and a member of the Finance Committee must participate in the preparation of the plan. The proposed annual update for the fund must be presented to the Finance Committee at least three weeks prior to the budget-planning meeting.
- c. The Board of Directors must specifically approve the proposed update of the Capital Replacement Fund Plan before it is presented to the general membership. The Board of Directors reserves the right to question, and if necessary, alter the plan as presented.
- d. During the course of the fiscal year, the Treasurer and/or the Finance Committee may review the Capital Replacement Fund Plan if necessary. Any changes in capital expenditures, other than

those that fall under other expense categories within this policy, must first be approved by the Board of Directors and reported to the general membership.

- e. ~~Expenditures expensed through the replacement reserve account require prior approval by CMHC. (Note: This is no longer required as we are out of our CMHC operating agreement)~~
 - f. ~~Where there is a comprehensive pre-approved replacement plan in effect, replacement reserve expenditures do not require prior approval by CMHC. (Note: This is no longer required as we are out of our CMHC operating agreement)~~
 - g. The plan is updated no less often than every three years and those expenditures are made at any point within the three-year period covered by the plan.
 - h. ~~Any expenditures falling outside the plan which are not of an emergency nature require prior approval from CMHC. (Note: This is no longer required as we are out of our CMHC operating agreement)~~
 - i. The purchasing rules vary depending on the amount the co-op needs to spend. It is recommended that the following purchasing criteria be met for replacement costs of more than \$5,000.
 - i. For costs above \$5,000 and under \$30,000: Competitive prices from 3 sources through quotation, tenders or proposals
 - ii. For costs above \$30,000 and under \$100,000: Competitive prices from 3 sources through quotation, tenders or proposals.
 - iii. For construction work, public or invitational tender from at least three contractors/trades.
 - iv. For costs of \$100,000 or more: Public tender for construction work in all cases or competitive bids from at least six sources.
- 17.03 Bulk Purchasing Programs: Purchasing requirements may be met through bulk purchasing programs. Bulk purchasing is a service organized and operated by CHF/BC. CHF/BC's Bulk Purchasing Program is one way to keep your costs down and protect your replacement reserves (i.e., flooring, appliances, etc.).
- 17.04 Non-Discretionary Expenses: Non-discretionary expenses are those which are incurred by the Co-op automatically and are not the result of a specific purchase (e.g., municipal taxes, utilities, mortgage payments, contracted services -once a contract is signed).
- a. The Board will designate non-discretionary expenses to be paid by the Management Company and/or a person designated by the Board.
 - b. If a non-discretionary expense goes over budget, it must be reported to the Board and the Finance Committee.
 - c. If the expense is over-budget, the Treasurer and/or Finance Committee may recommend changes to the budget.
- 17.05 Discretionary Expenses: Discretionary expenses are those, which are incurred by choice (e.g., equipment purchases, maintenance supplies, office supplies, professional or consulting services, and contracts).
- a. The Treasurer or a committee designate appointed by the Board of Directors may approve a budgeted discretionary expense up to \$500. The Board of Directors must approve all budgeted discretionary expenses over \$500.

- b. A non-budgeted discretionary expense up to \$250 may be approved by the Treasurer, but must be reported to the next meeting of the Board of Directors. The Board of Directors must approve anything between \$251 and \$1000. All unbudgeted discretionary expenses over \$1000 must be approved by the General Membership.
- c. Where possible, at least three (3) quotes / estimates must be obtained before authorization will be considered for any expense over \$1000, unless this is impractical and the Board of Directors has waived this.
- d. All contracts must be approved and signed by the Board of Directors. Major contracts (\$5000 and over) must be approved by the General Membership.
- e. All contracts must be signed by two (2) Signing Officers on behalf of the Co-op.
- f. Any person given responsibility for making a discretionary expenditure whether budgeted or not, must fill out an expense voucher and submit it to the Board with any supporting information. If the expenditure is approved a cheque will be prepared or authorization given to spend on account.
- g. In all cases in which a particular person or group requires approval, such approval must be granted BEFORE the expense may be incurred.
- h. Authorization Needed From:

<u>Authorization Needed From</u>	<u>Budgeted</u>	<u>Non-Budgeted</u>
Treasurer	Up to \$500	Up to \$250
Committee Designated Person	Up to \$500	Zero
Board of Directors	Over \$500	Over \$250
General Membership	-	Over \$1000

- i. Contracts that require membership approval must include the date and amount approved by the membership. *(Approved at July 24, 2008 General Meeting)*

17.06 Emergency Expenses: Emergency expenses are those, which must be incurred immediately because a delay will risk property, endanger personal safety or health.

- a. The Maintenance Chair, President, or any two (2) members of the Board of Directors may authorize any emergency expenditure up to a maximum of \$5000. Under extenuating circumstances, this limit may be over expended.
- b. The Office Coordinator or the Maintenance Handyperson may approve an emergency expenditure to a maximum of \$1000 if they are unable to consult any of the above. Before such expenditure is made, all possible attempts must be made to obtain approval from the Maintenance Chair, President, or any two (2) members of the Board of Directors. Once the emergency has been dealt with, normal spending policy and procedures must be followed for all remedial and restoration work.
- c. All emergency expenditures must be reported to the Board, Finance, and General Membership meeting together with a written explanation of the emergency and the action taken.

17.07 Petty Cash Expense

- a. The Board of Directors will be allotted a petty cash account not to exceed \$500.00 from which to reimburse committees for minor expenditures. Receipts must be kept and submitted attached to expense voucher. Other than petty cash, all payments must be made by cheque.
- b. Committees designated by the Board of Directors to maintain a petty cash fund are required to expend their petty cash allotment within the limits of their budget.
- c. If the member is requesting reimbursement for out of pocketed expenditures, receipts must accompany the expense voucher.
- d. Those receiving petty cash from the Board will sign an expense voucher for the amount, acknowledging receipt of the funds and providing receipts where applicable.
- e. Any advance of funds for special events or purchases must have an expense voucher including receipts completed within 14 days.

17.08 Procedures

- a. All completed Purchase Order forms must be logged by the Coordinator. Authorization signatures are obtained, according to the Authorization Table.
- b. The purchase order is given to the supplier. The supplier must record the purchase order number on the invoice.
- c. The committee chair verifies the goods or services were satisfactory by approving and signing the packing slip or the invoice.
- d. The coordinator completes the purchase order information and updates the log. The coordinator prepares the cheque, attaches it to the purchase order, invoice and other documentation.
- e. The signing officers review the documentation and sign the cheque.

17.09 Disbursements and Cheques

- a. All the Co-op funds shall be disbursed by cheque, with the exception of minor purchases, which may be paid-out of petty cash.
- b. The petty cash fund shall also be replenished by cheque.
- c. Before a cheque may be issued, adequate documentation for payment must be available (e.g., invoice or expense voucher), or a receipt must be produced after-the-fact for any goods given approval and requiring an advance of funds for its purchase.
- d. All cheques drawn on the Co-op account must be signed by two (2) of at least three (3) signing officers as designated by the Board of Directors.
- e. Persons preparing cheques shall not sign them.
- f. No person may approve a purchase or payment, which will directly benefit that person.
- g. Signing officers shall not sign cheques which are payable to them.
- h. If a signing officer refuses to sign a cheque, the President and/or Treasurer are responsible for satisfying the objection and having the same officer sign the cheque. If the objection cannot be satisfied, then it will go to the next Board of Directors meeting and it will be resolved there.

17.10 Committee Recognition Expenses

- a. Each committee may budget \$15.00 per member for a dinner/party to be held at year end in recognition of work done by the members over the last year.
- b. In unavoidable cases where a committee member cannot be present at the event, committees may disburse funds to deserving members who cannot be present.
- c. The intent of the policy is the annual recognition of participation by committee members. Committees shall not use these funds, nor any others, to pay for work done by co-op members.

Approved by the General Membership.

Revised July 24, 2008 and June 15, 2017.

Policy 18 – 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.

Definitions

“**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

- 18.01 The general meeting will appoint one personal information protection officer (PIP officer).
- 18.02 The board will:
 - a. provide the PIP officer with a job description outlining duties in relation to PIPA and its principles,
 - b. ensure the PIP officer receives appropriate training,
 - c. ensure the PIP officer fulfills their duties, and
 - d. co operate fully with the PIP officer in the performance of the officer’s duties and in implementation of the policy.
- 18.03 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, its contractual obligations, and any legal requirements.
- 18.04 The co op shall use and share personal information only with the agreement of the individuals concerned, or as provided for in PIPA.
- 18.05 The co op will store documents that contain personal information securely to prevent unauthorized use. The co op will destroy personal information when the co op no longer needs it.
- 18.06 Individuals will, on written request, have access to any personal information that the co op has about them. 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.
- 18.07 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.
- 18.08 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.

Ratified by General Membership Dec 1, 2009

Policy 19 – Administration Fee Policy

Policy

- 19.01 The co-op and their designated authorities shall notify members of their responsibilities within an appropriate amount of time for members to comply and will provide the date or amount of time in which a response is required. When a member cannot comply with a request, they should contact the Office Coordinator in a timely manner.
- 19.02 If a member repeatedly ignores phone and written communication (3 times) and does not inform the Office of a problem, at the discretion of the Board, an Administration Fee will be charged the member.
- 19.03 Administration Fee will be charged for, but not limited to, the following situations:
 - a. Member is not present to let a Contractor enter unit.
 - b. Member misses an appointment regarding co-op business.
 - c. Member is late paying arrears.
 - d. Member does not respond to request for information from the Office Coordinator (proof of insurance, proof of stored automobile insurance, et cetera).
- 19.04 In the above situations, an Administration Fee of \$50 will be charged.

Approved by the General Membership February 25, 2015. Revised March 3, 2021

Policy 20 – Flooring Policy

Purpose of the Policy

To regulate the installation and quality of flooring in units.

Policy

Renovation: Any change made to the structure or material of a unit.

- 20.01 A member wishing to install their own flooring must complete and submit a renovation request outlining where the flooring will be installed and the specifications of the materials to be used and must obtain permission from the Board of Directors prior to commencing the installation.

Temporary Renovation: A temporary renovation is a renovation that the member:

- 20.02 Is responsible for restoring to original condition when the member moves out, or
- 20.03 Will be restored to not less than the minimum co-op standard at the member's expense.
- a. Floor replacement and renovations that did not receive prior approval and funding by the Co-operative will not be eligible for replacement at the Co-operative's expense if it is not due for replacement at the time the member moves out.

Permanent Renovation:

- 20.04 A permanent renovation is a renovation that has been approved and accepted by the Co-operative and which the member is not required removing or restoring when moving out of the unit, except where there is damage (which is the member's responsibility) in need of repair.

Reimbursement for Flooring Renovation:

- 20.05 When the Co-op Contracts for Renovation: The work will not proceed until the cost payable by the member has been deposited with the co-op.
- 20.06 When the Member Contracts for Renovation: The member can apply for and receive partial reimbursement for the renovation if:
- An application detailing the renovation and materials specifications is received prior to the work and approval to proceed given by the Co-operative;
 - The installer meets with the approval of the Co-operative;
 - The installation has passed inspection following completion of the work by a co-op designated inspector;
 - A copy of the Member-paid invoice or receipt has been forwarded to the co-op that details the job specifications; and

- e. The specifications meet with the Co-op's standards.

20.07 Flooring renovations must meet or exceed the following standards:

a. Laminated Wood Grain:

- i. Commercial grade and carries a minimum 15-year warrantee, natural wood colours of high-density core fiberboard of not less than 8 mil thickness, installed to manufacturer's warranty specifications
- ii. Cannot be nailed or glued down
- iii. Floor underlay - Minimum of 3 mil thickness and a density of 18-20 lbs.
- iv. Installation of vapour barrier between cement slab and underlay
- v. Baseboard – baseboard installation required with floating floor
- vi. Should not be installed in kitchens or bathrooms

b. Vinyl Wood Grain Plank:

- i. Commercial grade and carries a minimum 15-year warrantee, natural wood colours, installed to manufacturer's warranty specifications
- ii. Cannot be nailed or glued down
- iii. Floor underlay - Minimum of 3 mil thickness and a density of 18-20 lbs.
- iv. Installation of vapour barrier between cement slab and underlay
- v. Baseboard – baseboard installation required with floating floor
- vi. Can be installed in kitchen and bathrooms

20.08 Note: The preferred product is vinyl plank flooring which is waterproof and can be installed in all areas except on the stairs. Vinyl plank flooring is not permitted on stairs.

20.09 Floor Preparation & Installation:

- a. The cost of extra work to prepare the cement slab will be at the cost of the member.
- b. Cement floors may require preparation prior to installation. If the cement slab is uneven or rough an application of leveling compound and/or grinding may be required for a successful installation of the floating flooring.
- c. Due to acoustic issues, hard surface flooring (e.g., hardwood, laminate, tile, vinyl plank, etc.) may not be installed in the main areas (i.e., hallways, living rooms, bedrooms, and stairs) of second and third floor units which have another unit below them. However, vinyl plank or linoleum may be installed in the entranceway, bathroom and kitchen areas in these units.

Approved by the General Membership February 2, 2017

Policy 21 – Member in Good Standing Policy

Definitions

“A Member in Good Standing” means all financial and member obligations as described in our Rules, Occupancy Agreement, and Policies have been observed. As well, if there are any agreements between Le Coeur Housing Co-Op and the member, there has been no breach of the agreement.”

Policy

- 21.01 Failure to adhere to any of Le Coeur Housing Co-Operative’s rules, occupancy agreement, policies, or temporary agreements with Le Coeur causes the member to become a ‘Member not in Good Standing.’”
- 21.02 A Member not in good standing:
- a. Cannot run for the Board of Directors
 - b. Cannot sit on the grievance and resolution committee
 - c. Cannot obtain special privileges such as
 - i. internal move
 - ii. use of any parking spaces except the initial space granted to the unit
 - iii. change in membership status (i.e., associate to joint member)
 - iv. approval of short-term lease by Board
- 21.03 In addition, and in accordance with the Rules, Occupancy Agreement, and Policies of Le Coeur the member may have their membership terminated by the Board of Directors.
- 21.04 NOTE: If a member is granted a special privilege and then becomes a member not in good standing, the member must wait to be reinstated as a member in good standing before the privilege is granted. An example of this could be that a member in good standing has been approved for an internal move, is waiting for a unit to become available and then becomes a member not in good standing. The member will not be offered a unit until reinstatement as a member in good standing takes place.
- 21.05 How a member becomes a “Member not in good standing:” A member becomes a “member not in good standing by failing to comply with one or more of the following:
- a. Failure to meet all member obligations in the Rules, Occupancy, and policies • Failure to attend at least one members’ meeting a year.
 - b. Failure to pay any monies owed to the co-operative such as but not limited to housing charges, participation fee, payments for goods and/or services.
 - c. Failure to maintain the housing unit as described in the Rules and Occupancy agreement, or policies.

- d. Failure to accurately report household income.
- 21.06 How a member is reinstated as a “Member in good standing”: A member is reinstated as a “member in good standing” by complying with one or all of the following:
- a. By adhering to all member obligations
 - b. By adhering to the policy, procedure and/or bylaw that has been breached.
 - c. By paying any monies owed to the co-op.
 - d. By bringing the unit to “acceptable standards” as described in the maintenance policy and procedures and by passing all subsequent inspections and
 - e. By accurately reporting household income.
- 21.07 EXEMPTIONS:
- a. The board may grant exemptions to the meeting attendance or participation obligation on such grounds as work commitments, age and/or chronic health issues, written verification may be required.
 - b. A written request must be submitted to the board for their approval. Ideally this request will be prior to the beginning of each calendar year for exemptions to apply to the following year
 - c. Permanent exemptions may be granted at the board’s discretion (eg: age and or chronic health issues).

Proposed Le Coeur Co-Operative Presented to GM September 14, 2016

Re-Drafted & Approved by the General Membership June 15, 2017

Policy 22 – Environmental Sustainability Policy

Policy

22.01 Our Commitment

- a. Environmental sustainability is about meeting our own needs without preventing future generations from meeting theirs. To achieve this goal, all of society must take action to protect the natural environment and reduce the human contribution to climate change.
- b. Our co-operative believes that environmental protection and sound business practices go hand in hand. We will strive to manage our property in an environmentally sustainable way and will seek to influence our members' and our suppliers' practices to the same end.
- c. We will
 - i. provide housing of good quality at a fair price, while keeping our environmental footprint as small as possible
 - ii. favour the co-op's long-term economic success over the short-term financial concerns so that we can provide our community with good-quality, member-controlled housing for the foreseeable future
 - iii. extend the useful life of our buildings for as long as we can by consistently taking proper care of them
 - iv. take steps to reduce the greenhouse gases produced in our co-op
 - v. comply with all environmental laws, regulations and by-laws that apply to us
 - vi. seek out opportunities for our staff, board and members to learn how to reduce our environmental footprint
 - vii. encourage our suppliers to adopt environmentally sustainable practices
 - viii. encourage everyone living or working in our co-operative to contribute to a healthier environment
 - ix. draw up an environmental action plan with goals and targets to help us reduce our environmental footprint
 - x. consider the environment in our other planning and activities
 - xi. take the specific steps below

22.02 Our Operations

- a. We will honour the environment and respect the principles of reduce, reuse, and recycle by
 - i. reducing water and energy consumption
 - ii. using less paper
 - iii. reducing waste
- b. We will
 - i. consider the environment, as well as price, before purchasing goods or services

- ii. reduce the harm we do to the environment
- iii. protect the health of our members
- iv. purchase products that
 - 1. are attractive and fit for purpose
 - 2. incorporated recycled materials
 - 3. are long-lasting
 - 4. incorporate few, if any, toxic substances
 - 5. use less plastic
 - 6. require less energy and water in their manufacture and use
 - 7. come with less packaging
 - 8. are reusable, refillable, or recyclable
- v. purchase biodegradable, nontoxic, and non- or low-emitting products and materials
- vi. look for opportunities to recycle, donate or give away surplus and scrap material from capital projects.
- vii. arrange for regular bulk recycling of hazardous household projects
- viii. replace hazardous materials and products in our buildings and dispose of them in ways that protect human health and the environment
- ix. reduce the energy draw of our computers
- x. consider using green power.

22.03 Our Suppliers

- a. Where possible, we will choose suppliers and contractors with good environmental practices when economically feasible
- b. We will source local products, whenever practical

22.04 Our Members

- a. We will inspire our fellow members to practice environmental sustainability by
 - i. leading by example ourselves
 - ii. reminding them about this policy
 - iii. publicizing the co-op's environmental efforts and successes
 - iv. encouraging members to find ways to reduce their environmental footprint and making more sparing use of resources

22.05 Our Staff

- a. We will help our staff adopt environmentally sustainable practices by
 - i. encouraging their environmental awareness
 - ii. allowing them to learn about environmental issues and greening practices on work time through the Internet presentations, events, and other means

- iii. giving them the tools and resources they need to work in an environmentally responsible way
- iv. letting them use the co-op's kitchen facilities for their meals

22.06 Retrofitting Our Buildings

- a. We will
 - i. investigate services and programs that will help our co-op become more environmentally responsible
 - ii. carry out affordable initiatives, such as re-caulking, that can be financed from the maintenance budget
 - iii. track our water and energy use over time
 - iv. complete an energy audit and take the recommended steps to improve waste management and reduce water and energy consumption
 - v. replace worn-out building components with energy-efficient products

22.07 Responsibility

- a. Our Board of Directors and manager will work with members to put this policy into action

Approved by the General Membership February 28, 2018

Policy 23 – Sublease Policy

Purpose of the Policy

Le Coeur Housing Co-Operative is run on Co-operative principles, and as such the Co-operative is a non-profit organization. We are committed to the idea that members may not sublet or rent Co-op housing for the short term or long term for personal profit.

However, Co-op members have an interest in maintaining some flexibility to explore life and work opportunities while retaining long term security of tenure as members of the Co-op. Having given up housing as an investment opportunity, security of tenure as a Co-op member is an important element of personal and family housing security in a challenging housing market in Vancouver. At the same time, members may have a desire or requirement to live elsewhere for periods greater than 3 months to address family, work, educational or personal needs or desires. As an organization, Le Coeur will allow for members to take these opportunities or responsibilities if desired, while appropriately managing risks to the co-op.

Policy

23.01 Sublease Eligibility

- a. The member is eligible for sublease approval for periods of 4 to 12 months, open to review and renewal for up to 12 additional months, based on the following criteria.
 - i. The member is in good standing.
 - ii. The member has followed the sublease application and approval process outlined in section 4 below and received approval from the Board of Directors.
 - iii. The member has agreed to the responsibilities in section 3 below and continues to maintain these responsibilities throughout the sublease period.
 - iv. Failure by the member to agree to or to continue to maintain the sublease responsibilities can result in revocation of the member's status in good standing and result in action by the Board of Directors to terminate membership. Termination of membership will result in eviction of the member from the unit. Throughout such an eviction process, the member retains responsibility to the subtenant for resolution of contracted arrangements.
 - v. The approval of the sublease will not result in less than 80% of Co-op units being occupied by members.

23.02 Member responsibilities in Sublease

- a. The member will undertake the sublease approval process as outlined in this policy see section 4) and receive written approval of the Board of Directors prior to the subtenant occupying the member's unit.
- b. The member will continue to pay directly to the Co-op all Co-op housing charges, and any additional costs incurred by the Co-op as a result of the member's absence. (e.g. compensation for loss of Homeowner's grant).
- c. The member will not benefit financially from subleasing, beyond recovery of funds equivalent to Co-op housing charges.

- d. Any change in subtenant is subject to the same requirements as the original subtenant, including prior screening by Membership Committee of the proposed new subtenant and recommendation for approval, as well as final approval by the Board of Directors.
- e. The member will comply with the BC Residential Tenancy Act and Regulations under that Act in managing arrangements with the subtenant and will provide the Co-op office with a copy of the Tenancy Agreement between the member and the subtenant.
- f. The member shall enter into a written agreement with the subtenant that includes, but is not limited to, the following provisions:
- g. Specify the exact term for the sublease in the Tenancy Agreement with the subtenant, which term will be consistent with the period of sublease agreed to by the Board of Directors.
- h. Require the subtenant to agree to comply with the specific provisions of the Co-op Occupancy Agreement as required by the Board of Directors, including those addressing expected neighborly and safe conduct and liability for damages caused by willful negligent acts or omissions.
- i. Require the subtenant to obtain condominium insurance for personal property and liability omissions.
- j. Confirm the member authorizes the Co-op to communicate simultaneously with the member and the subtenant regarding any concerns of possible or actual breach of the Rules or Occupancy Agreement.
- k. Confirm the subtenant will notify the member and the Co-op simultaneously of any concerns related to unit integrity or maintenance needs and allow access as needed by the Co-op for routine work being carried out generally in the Co-op or as needed by the Co-op to address maintenance problems or concerns arising in the unit or adjacent units.
- l. Confirm the member or the subtenant will make no substantive or structural alterations to the unit and will remain in compliance with Co-op standards for any painting or changes to the unit.
- m. Notify the subtenant that the sublease arrangement gives no privilege with respect to future Co-op membership by the subtenant, and that the subtenant(s) are required to apply to the Co-op for membership using the same procedure as any member of the public.
- n. Any Co-op concerns regarding the non-compliance of the subtenant with the provisions of the Occupancy Agreement will result in the Co-op calling on the member as landlord to enforce those obligations in accordance with the provisions of the Residential Tenancy Act and Regulations. Failure by the member to take action to resolve breaches to the provisions of the Occupancy Agreement will constitute violation of the Co-op sublease policy and potential for revocation of the member's in good status standing, and with the potential to terminate the member's right to occupy or sublease the unit.
- o. The member will provide an address for delivery, and are to a method of delivery, for any notices, other communication or court documents from the Co-op that may be delivered during the term of the sublease.
- p. The member agrees to indemnify the Co-op for any loss or damage caused to the Co-op or its property as a result of the actions of the subtenant or as a result of any claim by the subtenant against the Co-op, including legal or other related costs.

23.03 Sublease Application and Approval Process

- a. The member must make a written request to the Board of Directors stating the desired term of the sublease and the name of the proposed subtenant at least 60 days before the date of the proposed sublease is to start.
- b. The Administrative Coordinator will pass on the request to the Membership Committee for its recommendation.
- c. The Subtenant shall be required to attend an interview with the Membership Committee.
- d. Based upon the recommendation from the Membership Committee, the Board of Directors will make the final decision and inform the Member in writing.
- e. If the application is approved, then the member must ensure that all steps described in section 3 above are followed and a copy of the Tenancy Agreement is filed with the Co-op office.

Policy Approved by General Membership on February 28, 2018.

Policy 24 – Member Selection Policy

Purpose of the Policy

- To establish a framework for recruiting, receiving and maintaining applications for membership in the co-op
- To establish a framework for accepting new members by applying member selection criteria in a fair and consistent manner and in the best interests of the co-op as a whole
- To establish an equitable and consistent system for allocating units to internal and external members and / or applicants
- To strive to attract new members who will share our co-op values of democracy, diversity, responsibility, co-operation, and peacefulness, and
- To make sure that applicants and new members receive a proper orientation and introduction to the co-op.

Definitions

Member in good standing: see Member in Good Standing Policy.

Policy

Applicant List

- 24.01 The co-op maintains a file of applications for membership. This file is called the applicant list. The applicant list is listed as a whole with notes for unit type applied for, family size and financial need. If the co-op has subsidy available, the applicant list will be divided into maximum housing charges and subsidized.
- 24.02 The co-op advertises for applications as required, indicating the unit size for which the co-op is accepting applications.
- 24.03 Applications shall only be obtained by prospective members at a co-op orientation.
- 24.04 The co-op will close the applicant list for all or some of the unit types (e.g. 1-bedroom apartments, 3-bedroom townhouses) or at the discretion of the Membership Committee or Board. The applicant list for subsidized units may be opened or closed by Board decision.
- 24.05 If the applicant list is closed a former co-op member (Principal Member or Joint Member) may be added to the applicant list provided that they left the co-op in good standing and they receive positive recommendations from current co-op members in good standing. Their application will be added to the applicant list based on their date of application.
- 24.06 An applicant may not be added to a closed applicant list even if they receive positive recommendations from co-op members.
- 24.07 The co-op will not charge an application or credit check fee.
- 24.08 Applicants must update information on file with the co-op at least every 12 months. The co-op will not consider applications that are not updated and applications will be removed from the applicant list. An applicant can be re-added to the applicant list by updating their application.

- 24.09 Co-op application forms and procedures will conform to the co-op's personal information protection policy.

Orientation and interviews

- 24.10 Membership committee will select applicants from the applicant list for interview based on a balance of:
- a. the order in which they were received,
 - b. membership selection criteria (see below),
 - c. if they were a former co-op member who left in good standing or have previously lived in the co-op, and
 - d. best interests of the co-op.
- 24.11 The membership committee will interview at least three suitable applicants from the applicant list each time a unit comes available. If the co-op has subsidy available, it will give preference to applicants who need it if they meet the selection criteria.
- 24.12 A minimum of three committee members will interview applicants using established interview procedures.
- 24.13 Interviews must be conducted by impartial members. As such:
- a. No member may interview or participate in discussions or decisions on any applicant who is a relative or close friend.
 - b. No member may participate in discussions or decisions that would provide a benefit to that member, relative or close friend.
- 24.14 The interviewers will bring their results including their rationale to the whole committee for full discussion and decision on who to recommend to the Board after the interviews. Using the member selection criteria, the membership committee will recommend up to two applicants per available unit for board approval for membership and unit allocation. The recommendation will include the committee rationale.
- 24.15 The membership committee will make sure that applicants and new members understand the rights and responsibilities of co-op membership.

Member Selection

- 24.16 The co-op's ability to offer subsidy or reduced housing charges may be limited.
- 24.17 External applicants must receive positive references from the following to be eligible for membership:
- a. previous landlord(s), property manager or co-op coordinator where relevant, and
 - b. a credit check rating
 - c. volunteer references and experience, and
 - d. personal reference.
- 24.18 Member selection criteria are based on the following with the goal of supporting our co-op's values of democracy, diversity, responsibility, co-operation, and peacefulness:
- a. ability to pay the housing charges and compliance with the Over / Under-Housing Policy
 - b. date of application (with all else equal)

- c. skills and experience
- d. degree of housing need
- e. commitment to:
 - i. co-operation
 - ii. being involved in a meaningful and productive way in the co-op
 - iii. good neighbourliness
 - iv. inclusive community living
 - v. maintaining the upkeep of their unit
 - vi. acting and living co-operatively by the co-op's rules and policies
- f. impact on community.

24.19 The co-op will make sure that selection criteria and all aspects of the member selection process are applied equitably, consistently and in compliance with human rights and privacy laws.

Policy approved at General Meeting: February 26, 2020

Policy 25 – Over & Under Housing Policy

Purpose of the Policy

Within our inclusive, co-operative community, our aim is to balance the wants and needs of current and prospective members with the Co-op's responsibility to encourage the optimum use of unit size. Living in the spirit of our mission and values, we aim to ensure that this policy responds to changing household needs over time.

While no members will be forced to move if over- or under- housed after moving into Le Coeur, as Co-op Members we strive to maintain the social and economic and viability of the co-operative.

Definitions

Over-housing means having too many bedrooms for the number of occupants living in the unit (for example, one or two people living in a 3-bedroom unit).

Under-housing means having too few bedrooms for the number of occupants in the unit (for example, three people living in a 1-bedroom unit).

Policy

- 25.01 Where possible and with Board discretion, the Co-op will follow the National Occupancy Standard for unit size determination, taking into consideration the best interests of the co-op. Whenever possible, special needs units (wheelchair accessible units, units for a person with a physical disability) are offered to households who meet the criteria for these units.
- 25.02 For the purposes of this policy, households can include:
- a. A single person, couple, or immediate family (e.g. parent(s) and child or children) living together on a full-time basis
 - b. Children on a part-time basis due to current or pending custody arrangements
 - c. Foster children
 - d. Other family members intending to reside for a significant portion of the year
 - e. Caregivers for members with special needs
 - f. Members with medical conditions requiring an additional bedroom
 - g. Any other person(s) living with the member on a full-time basis.
- 25.03 Members must provide documentation acceptable to the Co-op as outlined in the procedures.
- 25.04 Members must advise the Co-op of any change in household size.
- 25.05 All units that come available in the co-op shall be filled by appropriate sized families as per items 1 and 2 above and taking into consideration the best interests of the co-op.
- 25.06 When a household becomes over- or under-housed, the Co-op will request the member to consider moving to an appropriately-sized unit. Whenever an appropriately-sized unit becomes available, the household will also be informed.

- 25.07 All over-housed members who are income tested (receiving subsidy assistance) will only receive the amount of subsidy for the appropriate unit size/household size as defined above. This is also subject to the subsidy entitlement policy.
- 25.08 When an over-housed member moves internally, they may apply to the Co-op for reimbursement of utility hookup fees due to unit changed and may also ask the Board to approve participation hours for the assistance of other co-op members in helping them move. Co-op members may also receive their first month of housing charge free in their downsized unit upon application to the Board.

Policy approved at General Meeting: February 26, 2020. Revised November 3, 2020.

Policy 26 – Non-Smoking Policy

Purpose of the Policy

To adopt the City of Vancouver Health Bylaw.

Policy

- 26.01 Smoking is prohibited within six metres of openings all buildings, including doors and windows that open and any air intake. This includes cigarettes, marijuana, e-cigarettes and vapes.
- 26.02 All incoming members moving into the Le Coeur Co-op as of the date of this policy cannot smoke inside their units.
- 26.03 All attempts will be made to solve any member's unit in Le Coeur Co-op whose "right to quiet enjoyment and to be free from unreasonable disturbances" such as exposure to second smoke will be made.
 - a. Document the problem to the Board
 - b. Minimize the problem, with help from the maintenance company
 - c. Negotiate solution with the members affected with help from the Board

Approved by the General Membership March 3, 2021

Policy 27 – Internal Subsidy Policy

Purpose of the Policy

[To be added to govern how we administer the internal subsidy fund. External subsidy requirements are governed or dictated by the agreements, rules and regulations set out by the bodies that administer the funds (e.g., CMHC and The Agency) and must be followed by the co-op in order to receive that funding.]

Policy

27.01

27.02

Approved by the General Membership [tbd]