

Windy Woods Co-operative Homes of London Inc.

Amendment Date: October 30, 2024

Amendment Date: April 11, 2016

Amendment Date: August 27, 2007

Date Approved: October 7, 1993

Section: Maintenance and Improvements

Policy # 3: Maintenance Policy

Maintenance Policy

MAINTENANCE AND IMPROVEMENTS

The purpose of this policy is:

- to set out the respective responsibilities of the members and the Co-op for the maintenance, repair and improvement of Co-op property;
- to establish guidelines concerning what repairs and improvements members may undertake within their individual units.
- the policy does not deal with procedures related to maintenance that will be used to carry out the policy. The Maintenance Committee (in consultation with the Board and Co-op staff) is responsible for putting in place such procedures.

1. GENERAL

i) The Co-op is generally responsible for the routine maintenance, repair and improvement of the buildings' interior, exterior and grounds in order to:

- a) ensure that buildings are structurally sound, safe and secure
- b) to provide property-related services and facilities to meet the needs of members
- c) to keep mechanical systems and appliances in good working order
- d) to maintain and enhance the effective appearance of the property

ii) Members are generally responsible for the upkeep and cleaning of the units including:

- a) redecorating carrying out minor repairs
- b) reporting maintenance problems to the co-op promptly and, where applicable
- c) grounds keeping and general maintenance of private yards

iii) Members will be responsible for any costs resulting from repair or replacement of co-op property which is necessitated by removal, undue wear and tear or damage caused by willfully or through negligence by the members.

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**Section: Maintenance and Improvements
Policy # 3: Maintenance Policy**

2.UNITS

i) Decorating:

- a) Members are required to paint their own units at move-out if they have painted a different colour than the Co-op colour.
- b) The co-op can supply sufficient paint to repaint units every five years or when there's a change of occupancy. This allowance may be claimed in installments if the whole unit is not painted at one time. The Maintenance Staff will determine the amount of paint allowable for each size of unit.
- c) The co-op will provide members with a standard paint colour. Members will not be reimbursed for the cost of paint which they have purchased themselves.
- d) If members choose to repaint an area of a unit a colour other than the co-op's standard colour, they assume the responsibility and cost of returning the area to the co-op's standard colour when they move out. Failure to do so will result in a deduction from the members unit deposit to return the unit to the standard Co-op colour.
- e) Painting equipment and supplies (other than paint), e.g. rollers, thinner and drop cloths, must be supplied by the members at their own expense.
- f) Only surfaces previously painted may be painted. Cover plates on electrical outlets must be removed before painting and all hardware, controls, fixtures etc., masked before painting. Ceilings never be painted any colour other than the standard co-op colour. All doors in the unit should remain in the standard co-op colour.
- g) Members are expected to take due care when painting. Drop cloths or similar protective coverings must be used.
- h) All wallpaper must be dry-strippable and must be removed when the member vacates the unit unless the member moving in has requested that the wallpaper be left in place. The Co-op will not contribute to the cost of wallpaper.
- i) Other wall finishes such as cloth, tiles, mirrors, etc. may be used only if their application will not damage the wall surface. Any damage caused by their application must be corrected by the members at their own expense before the unit is vacated.
- j) The use of texture spray, stucco or textured paint on any wall or ceiling is not allowed.

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Section: Maintenance and Improvements
Policy # 3: Maintenance Policy

- k) Members are responsible for the repair of damage caused to walls and ceilings by picture hanging devices, ceiling hangers, etc.

3. FIXTURES AND FLOORS

- a) Members are expected to regularly clean and maintain their vinyl tile and carpet floor coverings.
- b) Carpets installed by members must be installed in such a way as not to cause permanent damage. Rubber-backed carpeting and area rugs must have underlay.
- c) Members may not remove or change any portion of the carpeting in their units without the consent of the Maintenance Committee.
- d) Caster cups should be used to protect against damage by heavy pieces of furniture.
- e) Members are not permitted to paint, alter, or replace co-op cupboards or fixtures – ie. Countertops, sinks, shower tiles, toilets, mirrors, smoke/C02 detectors, heat sensors etc... without prior written permission of the Board of Directors. There is no grandfather allowance. Members will be held financially responsible for damage/unauthorized repairs or replacements to fixtures. Altered fixtures will be returned to original co-op state as at move in or maintenance will repair/replace fixtures at members expense or deduct from unit deposit at move out.

4. APPLIANCES

- a) Co-op owned appliances and their accessories belonging to the Co-op may not be removed, painted, moved from one unit to another, or replaced without prior written permission from the Co-op.
- b) The Co-op is responsible for maintaining Co-op owned appliances in working order and replacing them, as necessary but members will be held financially responsible for damage to appliances caused by neglect or abuse by the member.
- c) Members are required on a regular basis, to clean their refrigerators and to clean both the interior and exterior of their stoves, in accordance with the recommendations of the

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Policy # 3: Maintenance Policy**

manufacturer. Damage to any appliance which is caused-by the failure of a member to carry out these responsibilities will be repaired by the Co-op at the member's expense. Any damages incurred by the member due to a cut off of any essential services, will be the members responsibility to repair or replace.

- d) Members may install other, additional 'appliances without consulting the Co-op provided no structural alterations are required to do so. If structural alterations are required, they must be approved, in advance, by the Maintenance Committee in accordance with paragraph 5 below.

5. WINDOWS AND SCREENS

The Co-op is responsible for the replacement of all broken windows and torn screens. The member will be charged for the cost of such repairs if the damage is judged to be the member's fault.

6. LOCKS

- a. Members may not alter the locking system of their unit without the written permission of the Board of Directors.
- b. If a lock is changed or added, *the lock must be keyed to the master* and a copy of the new key must immediately be delivered to the Co-op office. Extra locks must remain in place if the members vacate.

7. HAZARDS

- a. Members are not permitted to store highly flammable substances within their units.
- b. Smoke detectors and carbon monoxide detectors installed by the Co-op may not be painted, disconnected, or removed.
- c. Members must not cause electrical circuits to be overloaded.
- d. Members whose essential services are cut off for non-payment are in breach of their Maintenance Responsibilities and can have their Membership and Occupancy rights terminated.
- e. If any individually metered household uses more cubic meters of water in their unit than the set water usage limit, then the household will be billed for the extra usage.

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Policy # 3: Maintenance Policy**

8. BASEMENTS

We would recommend that if you paint the basement floor, an etching is used to ensure proper adhesion.

9. HANGING THINGS ON WALLS AND ON DOORS

- a. If you should decide to hang pictures, mirrors, or other wall hangings, please patch and touch up with paint discreetly when you move out. Regular picture hooks should support pictures of a reasonable weight. However, expansion anchors or toggle bolts for heavy items should be used. Please do not use hooks that attach with sticky tape. They damage the wall when they are removed.
- b. Please do not put any decals or stickers on walls, doors, or appliances.

10. CURTAIN RODS

Drapery tracks have been installed on all of the windows. If a member wishes to change one or more of these, he/she must replace the original track before moving out. Members will also be responsible for filling any holes left by the rod or rods.

11. AIR CONDITIONERS

Members wishing to install air conditioners in their units must submit a written request to the Maintenance Committee for approval. The member may be required to hire a professional to do the installation of the air conditioner.

12. BASIC CARE

- a. Please do not use abrasives on the fixtures. This means no cleansers such as Comet and no steel wool. A detergent like Spic and Span or Mr. Clean should be sufficient for cleaning fixtures.
- b. Please do not use your counter as a chopping board.
- c. Please do not place any reflective coating (that is, foil) on windows. Do not use Pledge/floor wax etc., on non-absorbent surfaces, i.e. closet doors, cupboards, etc.

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Amendment Date: April 11, 2016

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Policy # 3: Maintenance Policy

13. MOVE-OUT & MOVE-IN INSPECTIONS

- a) On receipt of *60 days written notice* from a member, of intention to vacate, the Maintenance Committee will carry out an inspection of the member's unit.
- b) On completion of the inspection, the co-op will provide the member with a list of repairs required (if any) to bring the unit up to a condition which, in the opinion of the Co-op, is acceptable.
- c) Where a member is responsible for repairs, a follow-up inspection will take place to ensure that the repairs have been completed. If not, the Co-op will arrange for the work to be done and the member will be liable for the expenses incurred.
- d) The Unit deposit will be applied against the costs of repairs or cleaning.
- e) Money on deposit will not be refunded until after the Co-op has received vacant possession of the unit and costs for all repairs and cleaning has been determined, *up to 60 days after move-out*.
- f) On move-in, a unit inspection will be carried out by the Co-op in the presence of the new member. A report on the condition of the unit will be signed by both the new members and the Co-op.

14. ANNUAL UNIT INSPECTIONS

- a) As part of the preventative maintenance program, the Co-op will carry out an annual inspection of all units to identify present and possible future maintenance problems.
- b) The Co-op will be responsible for giving the members *one week* advance notice of the annual inspections.
- c) Following the inspection, the member will be given a list of the repairs (if any) required and a date for a follow up inspection will be set. If the member fails to carry out the necessary repairs, the Co-op will arrange for the work to be completed and the member will be liable for the expenses incurred.

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Policy # 3: Maintenance Policy

15. INTERIOR COMMON ELEMENTS

i)General:

- a) The Co-op is responsible for the routine maintenance, repair and periodic redecorating of the Common Areas.
- b) The Co-op will carry but an annual inspection of the Common areas.
- c) The Co-op is responsible for maintaining and servicing all common mechanical systems and equipment (e.g. laundry room, appliances, etc.)
- d) The Co-op is responsible for re-lamping lights in the common areas.
- e) Members must not permit anything to block fire exits, stairs and corridors or public thoroughfares.

ii)Mechanical and Electrical Systems:

- a. The Co-op is responsible for the routine maintenance and repair of mechanical and electrical systems to ensure they are functioning effectively.
- b. Members are responsible for reporting any mechanical or electrical problem (e.g. leaking faucets) to the Co-op as soon as detected.

iii)Buildings:

- a) The Co-op is responsible for the routine maintenance, repair and improvement of the exterior of the Community building and townhouses (e.g. roofing, masonry, windows, light fixtures etc.)
- b) The Co-op will carry out an annual maintenance inspection of the building exterior and common areas.
- c) The Co-op is responsible for all exterior painting.
- d) The member is responsible for periodically cleaning the exterior and interior of all windows in their units.

16. GROUNDS

i)Co-op's Responsibilities for the following common area grounds maintenance:

- a) routine maintenance of lawns and trees

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Policy # 3: Maintenance Policy**

- b) routine maintenance and improvements of driveways, steps and walkways, including repair and resurfacing of pavement, cleaning and sweeping
- c) removal of litter from lawns, walkways, driveways, and play area.
- d) maintenance of exterior drains
- e) routine maintenance repair, and replacement of exterior common area lighting, including periodic re-lamping
- f) regular removal of snow and ice and sanding of common walkways, steps and driveways
- g) painting and staining of fences and gates to be done solely by the Co-op in order to maintain uniform appearance
- h) repair of damaged fences. (The cost of repair will be charged to the member if the damage was caused by neglect or abuse.)

ii) Member's Responsibilities:

- a) for the reasonable maintenance and orderly appearance of their private yards and walkways leading to their units, including grass cutting and snow removal
- b) members must receive prior, written approval of the Maintenance Committee to erect any structure (e.g. storage shed) in their backyard.

17. WORK ORDERS

- a) Requests by members for repairs in their units should be made by completing the Work Request Form provided by the Co-op *located on the Maintenance Office Door and leaving it at the Maintenance Office.*
- b) The Work Request Form will be received and dealt with by Maintenance Staff.

18. IMPROVEMENTS BY MEMBERS

- a) Members will be individually responsible for the cost of improvements and alterations to their units unless the improvements or alterations are undertaken at the initiative of the Co-op. Members will not be entitled to compensation for improvements carried out at their own initiative.

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**Section: Maintenance and Improvements
Policy # 3: Maintenance Policy**

- b) Major structural changes (such as removing or adding walls) and plumbing or electrical alterations, must receive the prior written approval of the Board of Directors and must meet all applicable building codes and by-laws. Members are responsible for obtaining any building permits or permits for electrical work required by the local municipality. The *Board of Directors* must be provided with a photocopy of any permit received.
- c) Any other alterations which are to be permanently left in place (e.g. installation of paneling or built-in furniture) or any alterations which affect the external appearance of the unit, must receive the prior written approval of the *Board of Directors*. When reviewing requests, the *Board of Directors* will consider the future marketability of the unit.
- d) Fixtures in place are the property of the Co-op. Members may, on a temporary basis, replace Co-op owned fixtures with their own but are responsible for storing the original fixtures within their units and replacing them, in good condition, before they move out.
- e) If the *Board of Directors* find it necessary to employ the services of a consultant in order to determine whether an improvement request should be approved, the member submitting the request will be responsible for the cost involved. (The member will be advised of costs and asked whether the consultant should be employed.)
- f) The *Board of Directors* may, from time to time, set standards of design, materials and quality of work for improvement which members carrying out such improvements must meet.
- g) The *Board of Directors* may require a member to pay a deposit to the Co-op prior to undertaking an improvement. The deposit may be held pending and returned following satisfactory completion of the work, or, in the case of a temporary but major alteration, it may be held by the Co-op until the unit has been restored to its original condition.
- h) If members undertake any alteration or improvement listed above without the approval of the *Board of Directors*, such members may be required to restore the unit to its previous condition at their expense. Unsafe alteration must be made acceptable immediately upon the *Board's* request.
- i) All Requests for Member renovations must be submitted on the Co-op Maintenance Request Form. Unacceptable exterior alterations must be made changed immediately upon the *Board's* request.

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Policy # 3: Maintenance Policy**

19. REIMBURSEMENT FOR EXPENDITURES BY MEMBERS

The Co-op will reimburse members for maintenance related expenditures made only if they have received the prior approval of the Co-op for the expenditures. Receipts must be provided.

20. TOOLS AND EQUIPMENT

- a) Maintenance tools and supplies owned by the Co-op may not be borrowed or used by members for their own use.
- b) The Maintenance Committee will determine from time to time what Co-op equipment, if any, may be loaned to members and on what terms.
- c) Members will be responsible for loss or damage to any equipment borrowed from the Co-op while in their custody, however caused.

20. SATELITE DISHES

Due to safety and security reasons and defacing Windy Woods co-op, satellite dishes are not permitted on unit balconies in apartment the building.