



SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

GUIDELINES

SUBJECT: **Maintenance Responsibility Guidelines**

ORIGINAL DATE OF APPROVAL: May 26, 1988

APPROVED BY: Board of Directors

DATE OF AMENDMENT OR REPLACEMENT: October 22, 2003, January 2005, March 2006, February 2008, May 2008, March 2009, December 2010, February 2017

Members of SMHC are designated to be “homeowners” by several pieces of provincial legislation. Our supplemental by-laws enhance this concept. SMHC members are expected to act as homeowners.

Members, in caring for their own homes, are responsible for:

- the health and safety of residents, visitors, contractors and staff
- reporting problems
- repair, cleaning and caring for items
- replacing items
- ensure liability insurance is in place
- decorating

This document will attempt to identify all of the various “items” that collectively make up our entire home. It will also determine the “standards” and the “responsibility” for each item.

This checklist should be used by members in identifying problems.

It will be used to determine responsibilities and standards when the co-operative does inspections.

Members are encouraged to personalize their homes, following approved guidelines. [See Home Improvements Policy]

Members wishing to replace items are encouraged to:

- store items that have been replaced in the unit, should they ever want them back
- turn items into the shop for recycling, in the case where the member will never require this item again. Stoves, fridges and dryers must be stored in the unit.

Any damage to units and common areas, i.e. tradespeople, wind, etc. should be reported immediately. Damage caused by vandalism may be repaired by SMHC if a police report number is obtained by the member.

REFER TO: MOVE OUT POLICY, HOME IMPROVEMENTS POLICY AND THE PARKING POLICY.

Definitions

The following definitions attempt to clarify the terms used throughout the Maintenance Responsibility Guidelines:

Original item

Describes any item that was originally included in the unit when the co-op was built, and includes appliances, fixtures, cabinets, tubs, toilets, floorings, finishes, etc.

Standard item

Item currently being used by SMHC to replace any original item.

Replacement of original or standard item

Maintenance staff will evaluate member concerns regarding original or standard items, and determine when repair or replacement is needed.

If the co-op determines that an item does not meet the criteria for replacement, the member may still choose to replace or upgrade at his or her own cost. Any such change requires approval.

Improvements

Any alteration, addition, or deletion to the original housing accommodation. (See Home Improvements.) This may or may not be an upgrade.

An improvement is the replacement of an original or standard item:

- with an item chosen by the member rather than a SMHC standard item or
- with an item not originally in the unit when it was built, such as a patio cover, fence or deck, etc.
- when SMHC does not consider the item in need of replacement, but the member wants to replace the item anyway.

A member must submit a home improvement form and obtain approval before proceeding with any improvement. In some cases, the application for improvement will need to go to the Property Maintenance Committee for approval.

If a member wishes to upgrade an item and SMHC determines that the item is due for replacement, the member is responsible for all costs over and above the cost of labor and materials that would have been incurred with the standard item. This only applies in some cases such as flooring, cupboards, countertops, sinks and tubs.

If the item is not due for replacement, the member is responsible for the full cost of the item and the installation.

In the case of vanities the full cost of the upgrade and installation are member responsibility.

Removal of Improvements:

Members wishing to REMOVE any improvement from their housing unit interior or exterior or surrounding grounds must have approval to do so.

On unit turnover incoming members assume responsibility for any improvements installed by previous members. Should the incoming members not want the improvement, such as air conditioners as a whole and humidifiers installed on the furnace, it will be removed at the expense of the out-going member and the unit will be restored to original or better condition.

Approval for removal of an improvement will NOT be granted:

- If SMHC provided the installation of said improvement, eg. flooring, storm doors, windows, etc.
- If the removal of the improvement will in any way damage SMHC property.
- If restoration to original or better condition cannot be made.
- If any improvements are paid for under the time payment plan, they must remain with the unit, except air conditioners as a whole and humidifiers installed on the furnace.

Member responsibility

Describes responsibility of each member for maintenance, care of unit and replacement of both interior and exterior items.

Co-op responsibility

Describes responsibility of SMHC for maintenance and replacement of both interior and exterior items.

Neglect

These guidelines will not apply when maintenance and replacement costs are the result of member neglect. In these cases, the member will be fully responsible for all associated costs and charges will be applied.

Overview

The following guidelines are intended to clarify areas of responsibility in maintaining your home. In each category, it is assumed that the “improvements” done by members will be approved by the co-operative following the home improvements policy and procedures.

A fee schedule of costs to members for various improvements can be obtained from the SMHC administration office.

EXTERIOR

1. **STORM DOOR:**

Original item:	Wooden door with screen and glass insert.
Member responsibility:	Screen to be free from tears and holes. Member is responsible for painting the inside and outside of the original wooden storm door.
Co-op responsibility:	Repair screens and windows for a nominal fee.
Improvements:	Aluminum doors. For doors not supplied by SMHC, replacement parts become members responsibilities.

2. **WEATHERSTRIPPING:**

Original items:	Weather-stripping around doors and windows.
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| Member responsibility: | Member to report problems. |
| Co-op responsibility: | Co-op will replace, as required. |
3. SOLID DOORS:
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| Original item: | Solid wooden entrance door. |
| Member responsibility: | Care of door, which should be sanded, painted and/or varnished regularly. Neglect will be charged to the member. |
| Co-op responsibility: | Co-op will adjust door, or replace, as required. |
| Improvements: | Can be replaced with an insulated steel door. |
4. LOCKS:
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|------------------------|---|
| Original item: | Doorknob locks only. Lock is keyed to master key. |
| Member responsibility: | Member is responsible for home security and installation of deadbolt locks. |
| Co-op responsibility: | Co-op will service all locks including deadbolt lock if purchased from co-op |
| Improvements: | Deadbolt locks may be installed, but a copy of the key must be given to the office, to ensure access. |
5. DOOR FRAME:
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| Original item: | Wooden frame. |
| Member responsibility: | Member is responsible for care. |
| Co-op responsibility: | Co-op will repair or replace, as necessary. |
6. DOOR KNOBS/HANDLES:
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|------------------------|---|
| Original door knob: | A standard Weiser door knob. |
| Member responsibility: | To report problems. |
| Co-op responsibility: | To replace with standard door knob as needed. |
| Improvements: | Levered door handles. Disabled members may be provided with levered door handles at no cost. A doctor's note may be required. |
7. DOORBELL:
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|------------------------|--|
| Original item: | Each unit has one doorbell chime. |
| Member responsibility: | Member is responsible for reporting problems. |
| Co-op responsibility: | Co-op will repair, as necessary. |
| Improvements: | Upgraded or additional doorbells at member expense. Parts and repairs are member responsibility. |
8. NUMBERS:

Original item: Front address numbers are provided for each unit.
Member responsibility: Member responsible to ensure they remain in place and are in good condition.
Improvements: They may be upgraded at member expense. No holes in vinyl siding.

9. MAILBOX:

Original item: One standard mail box per unit.
Member responsibility: Member responsible for care of the mailbox and reporting problems.
Co-op responsibility: Co-op will repair/replace, as necessary.
Improvement: May upgrade or move - must not involve holes in the vinyl siding.

10. OUTSIDE LIGHT FIXTURES:

Original item: One light fixture at both front and back entrance.
Member responsibility: Responsible for supplying light bulb and globe.
Co-op responsibility: Co-op will replace with a motion sensor light, as necessary.
Improvements: May be upgraded. Must be energy efficient.

11. MILKCHUTES:

Original item: One milk chute on the front of the unit. All milk chutes have been closed off from the outside.
Member responsibility: Notify office before painting so that interior milk chute can be removed.

12. GARBAGE BINS:

Original item: One bin on the front of the unit.
Member responsibility: Repair as required.
Co-op responsibility: Will remove on request. Most bins have now been removed.
Improvements: Half gable shed or decks

13. SIDING AND STUCCO:

Original item: Cedar siding and stucco in various designs.
Member responsibility: All cedar siding has been replaced with vinyl or aluminum siding. Member is responsible to clean the siding by hosing it down annually.
Report problems immediately.
Do not attach anything that creates holes in the siding.

Keep the BBQ well away from the siding.

Co-op responsibility:

Co-op will repair and replace, as necessary. Charges may apply.

14. DOWNSPOUTS, EAVESTROUGH/FASCIA:

Original item:

Ivory colored metal or aluminum.

Member responsibility:

Member is responsible for reporting problems, keeping extensions in place.

Co-op responsibility:

Repair or replace, as necessary.

15. CHIMNEY STACKS:

Member responsibility:

Member to report problems.

Co-op responsibility:

Repair, as necessary.

16. ROOF:

Member responsibility:

Member to report any problems and stay off the roof. Attachments of any kind strictly prohibited.

Co-op responsibility:

Repair, as necessary.

17. FENCE & DECKS:

Original item:

None

Member responsibility:

Repair, replacement, and painting of fences and decks are member responsibility. Paint colours must be SMHC approved. Only one fence - back or front - is allowed.

Replacement of a fence is the responsibility of the member who built it. If this member no longer lives in the unit, the existing members are encouraged to share the responsibility and cost of a common shared fence.

Co-op responsibility:

None

Improvements:

Member must have approval and comply with policy.

18. HEDGES/ SHRUBS:

Original Item:

None

Member responsibility:

We have a contractor responsible for the hedges and shrubs.

Co-op responsibility:

Insect control. Pruning to remove deadwood and disease, but not shaping. Will remove shrubs or hedges when necessary.

Improvements:

Member may plant a hedge or shrub, with prior approval, following approved guidelines.

19. GRASS AND TREES:

Original Item:	None
Member responsibility:	Member must keep grass and trees watered. We have contractors responsible for cutting the grass and pruning trees.
Co-op responsibility:	Fertilize grass, in common areas, prune and remove trees when necessary.
Improvements:	Approval required for member to plant any tree or shrub, or remove any existing tree or shrub.

20. CONCRETE STEPS, SIDEWALKS AND PATIO:

Member responsibility:	Member is responsible for reporting problems and salt damage. Excessive use of ice melt will damage concrete and member may be charged with neglect. We have a contractor responsible for snow removal.
Co-op responsibility:	Will supply ice melt, and repair concrete, as necessary. CAUTION: use ice melt sparingly.

21. RAILINGS:

Original Item:	None
Co-op responsibility:	Provide one railing on one side of concrete steps.
Improvements:	Members may purchase an additional railing

22. DRYER VENT COVERS:

Original item:	One vent on outside of the unit.
Member responsibility:	Member is responsible for ensuring that the cover is in place at all times. Minimum clearances should be observed to allow outside vent to operate properly.
Co-op responsibility:	Co-op will replace, as necessary.

23. WINDOWS AND SILLS:

Original/Standard Item:	Vast majority of original windows and patio doors have been upgraded with several brands and styles.
Member responsibility:	Cleaning and reporting of any problems. Screens to be free of holes and tears. Broken glass (or panes) to be reported immediately. Impact damage causing breakage may result in member charge.
Co-op responsibility:	Will repair damage or breakage caused by settlement. Will perform adjustment or repairs as necessary. Will repair glass or screens. Member charge may apply.

Improvement:

Members may purchase approved windows and incur the cost of the window and installation.

24. OUTSIDE WATER TAP:

Original item:

Not all units have an outside water tap, so they must be shared with a neighbour.

Member responsibility:

Member must shut off the water and bleed line properly in the fall. Frozen pipes resulting from taps not being turned off properly, will result in a member charge when repaired.

Co-op responsibility:

Co-op will repair or replace as needed.

Improvement:

Co-op will install a new outside water tap for a charge.

25. OUTSIDE UNIT PLUG-IN:

Original item:

Not all units have outside plug-in, so they must be shared with a neighbour.

Member responsibility:

Member responsible for reporting problems.

Co-op responsibility:

Co-op will repair, as necessary.

Improvement:

Will install an extra outlet for a charge.

26. PARKING STALL:

Original item:

All units are allotted one parking stall with a plug-in. It will not support more than a block heater. Do not use in car warmers.

Member responsibility:

Members are responsible for reporting problems. Member is responsible for cleaning fluid leaks in both rental and regular unit stalls.

Vehicle cleaning shall be done in accordance with City of Calgary By-laws.

Vehicle repairs shall be done in accordance with the Parking Policy.

Plugged in cord must not be left lying in the stall when not in use.

Members are responsible for moving vehicles on request. Derelict or inoperable vehicles are not to be stored on SMHC property.

Clearing and keeping parking stalls clear of snow and ice. Ice melt is available from the office free of charge and sand is available from the yellow bins in each parking lot to aid members.

Co-op responsibility:

Co-op will repair plug-ins, as necessary. Parking lots will be cleaned as required.

27. RENTAL STALLS:

Original item:

Most rental stalls do not include electricity.

Members using extra electricity must voluntarily pay for it. Extension cords are not to run across sidewalks or roadways. Plugged in cord must not be left lying in the stall when not in use.

Member responsibility:

Member is responsible for cleaning fluid leaks in both rental and regular unit stalls.

Vehicle cleaning shall be done in accordance with City of Calgary By-laws.

Vehicle repairs shall be done in accordance with the Parking Policy.

Member is responsible for moving vehicles on request. Derelict or inoperable vehicles are not to be stored on SMHC property.

Clearing and keeping parking stalls clear of snow and ice. Ice melt is available from the office free of charge and sand is available from the yellow bins in each parking lot to aid members.

Co-op responsibility:

Co-op will repair plug-ins, as necessary. Parking lots will be cleaned as required.

28. VISITOR STALLS:

Visitor stalls are for visitors only.

INTERIOR

1. CEILINGS:

Original item:

Ceilings stippled throughout with the exception of bathrooms and some kitchen areas.

Member responsibility:

Member is responsible for painting ceilings, as necessary. White latex paint, of good quality, must be used to avoid damage to the ceiling.

Check painting guidelines for further clarification.

Improvements:

Stipple can be removed if done by a professional.

2. WALLS:

Original item:

Off white throughout.

Member responsibility:

Members are responsible for cleaning, repairing and painting walls, as required. Walls must be free of holes

and marks on move-out. Wall colour is member choice, although on move-out, the paint color and paint job must be acceptable to SMHC staff members conducting the inspection. Kitchen and bathrooms should be done in oil base or high-quality latex paint. Textured wall paint is not allowed.

Only dry strippable wall paper may be used. Patterns must be matched. On move-out, wallpaper must be removed. Only nailed on wall panel may be used. Glued on wall panel is not permitted. All wall panel must be removed on move-out.

Improvements:

All other wall coverings require approval from property maintenance committee.

Mac tac, mirror tiles, cork, Z-brick, stick-on picture hangers, and glued on wall panel are not allowed.

3. WOODWORK:

Original item:

Door casings, window frames, stairwell railings - in high quality latex white paint.

Member responsibility:

Repainting in high quality latex paint or stained. Must be free of nicks and gouges.

Improvements:

Handrailings may be replaced, or they may be stripped and varnished.

4. ATTIC:

Member responsibility:

Members must not enter the attic. Hatch must remain closed at all times.

Co-op responsibility:

Any required entry or repair.

5. KITCHEN CABINETS:

Original item:

Flat finish particle board.

Member responsibility:

Member is responsible for regular cleaning and maintenance. If member chooses to paint, then repainting becomes member responsibility. Members may not paint the oak cabinet doors.

Co-op responsibility:

Repairs done by the co-op with possible member charge if the damage is caused by the member. Replacement of original cupboards.

Improvements:

Exterior of the cabinets shall not be altered in any way without the authorization of SMHC.

Home improvement application required for any changes.

6. KITCHEN COUNTER TOPS:

Original item:	White arborite
Member responsibility:	Member will use care to ensure the counter top is not damaged. Please use a cutting board to prevent knife cuts.
Co-op responsibility:	Replace, repair, as necessary, with possible member charge for neglect/damage.
Improvements:	Member may replace with proper authorization of SMHC. Home improvement application needed for any changes.

7. CLOSET DOORS:

Original item:	Floor to ceiling metal vented doors, off white in colour.
Member responsibility:	Doors shall be clean, free of dents, paint splatters, etc. doors should be on track.
Co-op responsibility:	Repair/replace as necessary. Metal closet doors will be replaced with wooden bi-fold doors and headers when flooring is replaced or on move out.
Improvements:	Replacement doors are acceptable. Header can be installed to allow a different door to be installed.

8. INTERIOR DOORS:

Original item:	Hollow core, pre-finished interior doors. One per room. Locks on bathroom door[s].
Member responsibility:	Member is responsible for the care of the door. Doors shall be free of holes, decals. etc.
Co-op responsibility:	Repair/replace, as required. Member will be charged for the door plus labour, if the repairs/replacement is because of neglect or damage. Locks will be repaired/replaced as required with possible charge.
Improvements:	Can be painted with good quality oil base or latex paint. Can be replaced. Levered door handles. Disabled members may be provided with levered door handles at no cost. A doctor's note may be required.

9. COVING [BASEBOARD]:

Original item:	Dark brown rubber base throughout.
Member responsibility:	Member is responsible for ensuring paint is not dripped on coving.

Co-op responsibility: Co-op will replace, as required, when floor covering is replaced or when coving has deteriorated due to age.

Improvements: Baseboard may be upgraded at member expense.

10. LIGHT FIXTURES:

Original item: Glass globe style light fixtures throughout, except in the living and dining rooms, both bathrooms, kitchen and landings.

Member responsibility: Member is responsible for broken light globes and replacing light bulbs. [60-watt bulb maximum only in all incandescent fixtures].

Co-op responsibility: Co-op is responsible for correcting electrical problems. Co-op stock light fixtures and bulbs available at cost to members.

Co-op is responsible for PL fixtures.

Improvements: Member may replace light fixtures. Should be energy efficient. Replacement parts then become member responsibility. Co-op will install replacement fixtures to more energy efficient PL lighting where applicable.

11. ELECTRICAL PLUG-INS AND LIGHT SWITCHES:

Member responsibility: Member is responsible for immediately reporting any electrical problems.

Improvements: Home Improvement application is needed. Any alterations or additions must be approved.

12. TOILETS:

Original item: White porcelain

Member responsibility: Member responsible for repair of plugged toilets.

Co-op responsibility: Co-op is responsible for repair to fixtures and plumbing. Co-op will unplug toilet with charge to member. Co-op can supply member with toilet seat sets.

13. SINK:

Original item: White porcelain in bathroom and stainless steel in the kitchen.

Member responsibility: Member is responsible for cleaning with non-abrasive cleaner and ensuring damage does not occur - chips, etc. Member is responsible for plugged sinks. Reporting all problems immediately.

Co-op responsibility: Co-op will repair, replace, as required. Co-op will clear plugged drains for a charge. Two handle taps will be replaced with single lever taps as required.

Improvements: Upgrades require improvement form, but it should be noted that upgrades not purchased through SMHC will become member responsibility as the co-op may not stock replacement parts. When eligible for replacement member may qualify for partial cost coverage. Single levered taps: Disabled members may be provided with single levered taps at no cost. A doctor's note may be required.

14. TUBS/SHOWERS:

Original item: White porcelain tub and standard showerhead.

Member responsibility: Member is responsible for cleaning with a non-abrasive cleaner and ensuring damage does not occur. Member is responsible for ensuring that the shower head sprays into the tub only. Water damage is member responsibility.

Co-op responsibility: Co-op will replace tub as required, and replace showerhead when necessary. Plumbing is also co-op responsibility.

Improvements: Soaker tub. Cost of upgrades over and above standard item member responsibility. Jet tubs prohibited. Single levered taps installed only when tub and tile replacement is done.

15. TUB ENCLOSURE - TILES, ETC.

Original item: Cream coloured 4" ceramic tile.

Member responsibility: Member is responsible to ensure that moisture is not seeping behind tiles. Report all problems immediately.

Co-op responsibility: Co-op will re-caulk, replace, and repair as necessary, with possible member charge for neglect. Handicap grab bars will be installed at no charge after consultation with the member.

Improvements: Member may install shower doors. Care of such becomes member responsibility.

16. FLOOR COVERING:

Original item: Off white lino floor throughout, except living room which had off white shag carpet.

Member responsibility: Member is responsible for regular cleaning of floor and professional cleaning of carpet, as required.

Co-op responsibility: Co-op will repair, replace, as necessary. Co-op flooring contractor will do member replacements as time allows. Co-op may assist in door adjustments, if required. Once every two years carpet cleaning. At the time of flooring replacement Laminate will be installed where linoleum was on the main level.

Improvements: Member may replace floor covering with proper approval. Use of glued down rubber backed carpet and floor tiles, is prohibited. When eligible for replacement member may qualify for partial cost coverage.

17. APPLIANCES:

Original item: Each unit is equipped with a stove, fridge and dryer. If the fridge breaks down due to mechanical failure the co-op will reimburse a member up to a maximum of \$150 for food loss.

Member responsibility: Member is responsible for reporting problems and proper care of appliances. Harsh oven cleaner should not be used in oven, only use environmentally friendly cleaner. Do not use any oven cleaner during the self-cleaning cycle. Do not use abrasive cleaning pads on stove top or consol. If fridge break down occurs members are responsible for taking measures such as using coolers and ice, using neighbours or family fridges etc.

Co-op responsibility: Repairs and replacement with possible charge if neglect or damage is apparent.

Improvements: Members may use their own fridge and stove or dryer, but the co-op is not responsible for repair of same, and member will be responsible for storage of SMHC appliances within the unit. Extra basement fridges are discouraged.

18. SMOKE DETECTORS/CO-DETECTORS:

Original item: Two battery-operated smoke detectors. One is at the basement entry and one in the upper hallway.

Member responsibility: Member is responsible for replacing batteries, as required. Only Duracell or Energizer 9 volt batteries work in the original detectors. Must be in place and operational at all times.

Co-op responsibility: Co-op will service and replace, as necessary.

Improvement: Members may purchase additional smoke detectors and CO-detectors.

19. BATHROOM ACCESSORIES:

Original item:

Bathrooms are equipped with one exhaust fan, medicine cabinet, towelbar, toilet paper holder, and shower rod in the upstairs bath.

Member responsibility:

Member is responsible for care and reporting any problem.

Co-op responsibility:

Co-op will service and replace, as necessary.

Improvements:

Accessories can be upgraded at member expense. Original items to be stored in unit.

20. FURNACE:

Original item:

Forced air furnace.

Member responsibility:

Member is responsible for changing the filter as required and for reporting problems. Member must not store or build anything in close proximity to the furnace. See Home Improvement Guidelines for basement development for specifics.

Co-op responsibility:

Co-op will provide furnace filters and repairs which includes annual and emergency service.

21. HOT WATER TANKS:

Original item:

One hot water tank per unit.

Member responsibility:

Member is responsible for ensuring temperature control is set at normal and turned down during lengthy absences. Report problems promptly. Water damage is member responsibility. Member is not to build or store anything close to the burner panel. See Home Improvement Guidelines for basement development for specifics.

Co-op responsibility:

Co-op responsible for repair and replacement.

22. SEWER:

Member responsibility:

Member is responsible for ensuring foreign objects are not released into drains. The only things to be flushed are human body waste and toilet paper. Member is responsible for plugged drains and toilets. Member is advised to carry insurance to cover damaged goods, as this is member responsibility.

Co-op responsibility:

Co-op will service main sewer lines. If sewer back-up, the co-op will hire a firm to aid in clean-up.