



**SARCEE MEADOWS HOUSING  
CO-OPERATIVE LTD.**

**MEMBER HANDBOOK**

**AND**

**DIRECTORY**

# **SARCEE MEADOWS CO-OPERATIVE LTD.**

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## **SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

### **INFORMATION AND BACKGROUND:**

**This Member Handbook and Directory represents a fairly comprehensive study of Sarcee Meadows Housing Co-operative Limited. It is compiled for your benefit and use as a Member of Sarcee Meadows.**

**You are responsible for maintaining the Handbook & Directory. [May we suggest a safe, but convenient location to store it!] Revisions and updates are provided as frequently as possible. A master copy is maintained in the Office. If you want to make sure that your Handbook/Directory is up to date, you can bring it to the office and check against the master copy.**

**In accordance with Board policy, the Handbook/Directory will become a “permanent fixture” in your home. If you should leave the co-operative you will be responsible to return it upon move-out. If it is in unacceptable condition or missing, a charge will be levied for replacement costs.**

**The attached receipts are to be signed by the Member to indicate that the Member Handbook/Directory has been received. One copy of the receipt is for your Member files and the other remains in the Handbook.**

**Finally, if you are looking for specific information and you can't find it in your Handbook/Directory, please call the office and the information will be made available to you.**

**Please use and enjoy your  
Handbook and Directory!**





## **CO-OPERATIVE PRINCIPLES**

Co-operative worldwide are governed by seven co-operative principles. These principles, adopted at the International Co-operative Alliance's Centennial Congress in September 23, 1995, are outlined in the *ICA's Statement on the Co-operative Identity*.

### **STATEMENT ON THE CO-OPERATIVE IDENTITY**

#### **DEFINITION:**

A Co-operative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly-owned and democratically-controlled enterprise.

#### **VALUES:**

Co-operatives are based on the values of self-help, self-responsibly, democracy, equality, equity, and solidarity. In the tradition of their founders, co-operative members believe in the ethical values of honesty, openness, social responsibility, and caring for others.

### **THE CO-OP PRINCIPLES FOR HOUSING CO-OPS:**

The co-operative principles are guidelines by which co-operatives put their values into practice.

#### **1. Voluntary and Open Membership**

Membership in a housing co-op is open to all who can use the co-op's services and accept the responsibilities of being a member, without discrimination.

#### **2. Democratic Member Control**

Housing co-ops are controlled by their members. Each member has one vote. Housing co-ops give members the information they need to make good decisions and take part in the life of the co-op.

#### **3. Members' Economic Participation**

Members contribute financially to the co-op and share in the benefits of membership. The co-op does not pay a return on the members' shares or

deposits. Instead it sets aside reserves for the future and charges the members only what it needs to operate soundly.

#### 4. **Autonomy and Independence**

Housing co-ops are independent associations. They follow the laws that apply to them and their agreements with governments or other organizations. But the members control the co-op.

#### 5. **Education, Training and Information**

Housing co-ops offer education and training to the members, directors and staff so that everyone can play a full role in the life of the co-op. Housing co-ops find ways to tell the public what they are and what they do.

#### 6. **Co-operation among Co-operatives**

By organizing together in federations, housing co-ops grow stronger and help to build a healthy co-op movement. Where they can, housing co-ops use the services of co-op businesses to meet their needs.

#### 7. **Concern for Community**

Housing co-ops work to build strong communities inside and outside the co-op. They help to improve the quality of life for others and they take care to protect the environment.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Rules of Procedure for SMHC Meetings  
**Original Date of Approval:** January 27, 1994  
**Approved By:** Membership  
**Date of Amendment or Replacement:** June 2006

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In order to enhance participation at members' meetings, the Board of Directors, in consultation with the membership and committees, has determined that Sarcee Meadows should develop a set of rules of procedure. These procedures have been drawn from various sources including Welty's and Robert's Rules of Order as well as consideration being given to current practice at SMHC meetings. Although the process of developing these rules of procedure is ongoing, we have developed some basic guidelines as to how SMHC meetings should be run.

Please refer to the terms defined below during the meetings. Hopefully, it will ease the process of conducting the business for everyone who is participating.

**Quorum:** *10% of household units*

Before business can be conducted at a members' meeting, there must be a minimum number of members present. This is called a quorum. The quorum for membership meetings at SMHC is 10% of member households present at the beginning of the meeting.

**Notice of meeting:** *Formal written notice required*

Ten clear days formal written notice must be given for a member's meeting and the resolutions to be dealt with at the meeting.

**Resolutions:** *Two kinds of resolutions: ordinary and special*

A resolution is the formal proposal being put forward by a member, board, task force, or committee for consideration by the members. SMHC has two main kinds of resolutions:

- An "ordinary resolution" needs the majority (50%+1) of the votes cast to pass. Most resolutions put forward are ordinary resolutions.
- A "special resolution" needs to be passed by at least 2/3 of the votes cast.
- On a very rare occasion, our bylaws require that a 75% or sometimes a unanimous vote, is needed to pass a resolution.
- Unless designated otherwise, all motions made at SMHC meetings are to be understood to be "ordinary resolutions".

- In accordance with the bylaws, members wanting to submit resolutions to a meeting must submit the proposal to the SMHC office no later than 40 days before the meeting where the resolution is to be discussed.
- A member may propose an ordinary resolution at a general meeting, without notice, if the intent is to seek information rather than change practice or policy.

**Motion:** *Resolution brought to the floor of a meeting*

A motion is a resolution brought to the floor of a meeting. It is the proposal that members consider and debate. Most motions need a member to “move” and another member to “second” the motion before it can be debated.

Debate may happen before or after the motion is moved and seconded. Discussion before the motion may take place when accepting the agenda or approving the minutes. In all other cases, discussion starts after the motion has been made.

**Move:** *To make a motion*

A motion is moved when a member puts a proposal to the meeting by raising his or her voting flag and saying, “I move the motion.”

**Second:** *To support discussion of a motion*

Before most motions are discussed, a voting member is required to second the motion by raising his or her voting flag and saying, “I second the motion.” Agreement with a motion is not necessary in order to “second” the motion.

**Mover and seconder cannot be from same household:**

According to section 7.8 of SMHC’s Bylaws, “the mover and seconder of any single motion must be from different member households.”

**Withdrawing a motion:** *Non-debatable if withdrawn before moved and seconded*

Before a motion is moved and seconded, the individual or body making the proposal can decide to withdraw a motion. This is not debatable and does not need approval of the membership.

Once a motion has been moved and seconded, then the motion can only be withdrawn if the chair determines by a show of hands that no member objects to its withdrawal. If no one seconds a motion, the motion is automatically withdrawn.

**Speaking to a motion:** *Permission of chair needed to speak more than once*

Members are encouraged to speak to a motion by going up to the microphone. Once a member has spoken to a motion once, he or she should ask permission from the chair before speaking a second time. Dominating the discussion is discouraged as all members should have an opportunity to speak.

**Calling the question:** *Asking for the vote to be taken. Non-debatable.*

To “call the question” means asking that a vote be taken on the motion being debated. No one who has taken part in the discussion can call the question. The motion to call the question cannot be debated.

Once a member moves to call the question, no seconder is needed, as long as no other person wishes to speak to the motion. If a motion to “call the question” is made and there are still members who want to speak to the motion, the chair must find out from the meeting whether or not members want to proceed with debate. The chair does this by asking members to vote on the motion to “call the question”. The motion this time needs to be seconded. If members defeat the motion to “call the question”, then debate continues on the original motion.

**Voting procedures:** *By show of voting flags unless secret ballot approved by members.*

Section 7.9 of SMHC’s bylaws states that “Any matter put to a vote must be decided by a show of hands, unless either before or after the vote, the members, by a show of hands, demand a secret ballot, in which case a secret ballot must be taken as directed by the chair of the meeting”.

**Straw vote:** *Informal. Not binding.*

A straw vote is an informal way to find out what members want to do during a discussion or consideration of a proposal. A straw vote is not binding and should not be used to make a final decision, which can only be made through a formal vote.

**To amend a motion:** *First vote on the amendment, then on the motion.*

A member may ask to amend the main motion being considered, which means to change the wording or intent. The amendment must be related to the motion it is amending. For example, if the motion made is to reduce the share price by \$500, a member cannot propose an amendment to lower the income levels. A member can, however, amend the motion to reduce the share price by \$1000.

Any proposal to change the motion that has been sent to the members, must be presented as a motion to amend and be moved and seconded. Unless a very simple amendment, the wording of the amended motion will be written on a flip chart so that members are clear on the change being proposed.

Once the motion to amend is moved and seconded, discussion on the proposed amendment can take place. Once discussion ends, or the question is called, the chair will then ask the members to vote on whether or not to approve the suggested amendment. This vote only approves changes to the motion. A second vote will still be needed on the motion itself.

If the motion to amend passes, the amended motion is discussed until someone “calls the question” or the discussion ends. Then the vote is taken on the amended motion.

If the motion to amend is defeated, discussion can continue on the original motion until someone “calls the question” or the discussion ends. Then a vote is taken on the main motion as originally presented.

**To refer:** *Replaces to table, to defer, etc. Motion that can be debated*

To refer a main motion to another body to consider within a specific timeframe or for consideration at another time. e.g. To refer to later in the meeting, the Board of Directors, a committee, or the next general meeting.

This replaces the terms: to table, to defer, etc. A request by a member to refer a motion does not automatically mean a motion is referred. The request can be debated as to whether or not it should be referred and with what instructions.

**Clarification Please:** *Non-debatable. Decided by chair. Decision can be appealed.*

To be used in a non-disruptive manner and only in a special situation. This replaces the terms: point of privilege, point of information or point of order. Not debatable. A member can ask for the chair to call attention to a matter that may affect the honour, dignity or safety of the meeting or individuals (point of privilege), clarify the content of a motion, (point of information), or to correct an alleged error in the conduct of the meeting (point of order).

The chair rules on whether anything needs to be done as a result of the call for clarification. The chair's decision can be appealed by a member by saying "I appeal the decision of the chair." When the chair's decision is appealed, the members at the meeting would then vote on whether or not to confirm or overturn the decision.

**Voting:** *Vote in the best interests of SMHC*

There are two options when voting on a motion, voting in favor of the motion or voting against the motion. In either case, voting should be in the best interests of SMHC not the individual member.

**Abstaining from the vote:** *Abstain if you have a conflict of interest*

If a member has a conflict of interest, the member should abstain from voting and may, if he or she likes, ask to be recorded as abstaining. When asked to approve minutes for a meeting where a member was not in attendance, the member does not need to vote, but neither does he or she need to formally abstain.

**Out of Order:** *Improper discussion not allowed*

Means discussion is off topic or inappropriate.

**Adjournment:** *Can be decided by consensus*

The chair will ask if there is any objection to adjourning the meeting. If no objection is made, the meeting is adjourned by consensus.



## **SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**In 1968 the Founding Members of Sarcee Meadows set down the OBJECTIVES as part of our MEMORANDUM OF ASSOCIATION. The Objectives should be considered our strong belief about what is right, important and necessary in any given situation. They should influence our decisions, behavior, and the direction we should go in the Co-operative. We should apply them to ourselves, our decision making, and our work in Sarcee Meadows.**

**THE OBJECTIVES for which the Association was formed are:**

**to provide, on a co-operative basis, affordable and quality housing and services and facilities ancillary thereto to persons - the majority of whom are Members of the Association and who will occupy the housing units otherwise than as owners;**

**to develop a community environment which will support human development and growth both as individuals and as members of responsible communities;**

**to provide an opportunity, on a co-operative basis, to maintain control over their living environment through democratic participation in all aspects of their housing and services and facilities ancillary thereto;**

**to provide for ongoing education of the membership, officers, and employees of the Association, and the general public in the principles of co-operative development and organization;**

**to promote and encourage co-operation with Co-operative Associations at the local, national, and international level.**

**In addition, the next clause goes on to state that if there is a problem with the explanation of these objectives, the interpretation should widen them, rather than restrict them.**

# SPEAKING UP AT SARCEE MEADOWS MEMBERSHIP MEETINGS

Sometime people attending meetings are confused about the process, the rules, or they just don't understand what is happening. Sometimes they are shy about speaking up.

## ***WHY SPEAK UP?***

Because SMHC belongs to the members, democratic control by the members is one of the main principles of our co-operative. You may have an idea that others may not have considered.

Remember your ideas and opinions are as valuable as those of anyone else. Other people may choose to agree or disagree with your opinion. That is their right. So long as we are respectful of one another, we can disagree without fear.

At first you may feel uncomfortable with all the motions and amendments at meetings. That does not mean that you can't learn to get your ideas across. The more often you speak up, the easier it gets.

## ***UNDERSTANDING THE MEETING PROCESS:***

Membership Meetings: To keep order at large membership meetings, information including the plan for the meeting [call the ***agenda***] is sent out well in advance of each meeting.

This information contains the minutes of the previous members' meeting and information on decisions that members will be asked to make.

Decisions made at members' meetings are done by formal motions.

## ***BEING PREPARED:***

Members are expected to come to meetings prepared to deal with the proposed agenda items. This allows the meeting to move along without delays while waiting for people read information that they receive prior to the meeting.

Feel free to make notes on matters you wish to address. It is much easier to speak up if you know what you want to say and are prepared to say it.



## ***ADDING ITEMS TO THE AGENDA:***

If you want to discuss something that is not included in this meetings' agenda, you should ask to have your item added to the agenda. You make the request ***at the beginning*** of the meeting when the agenda is being approved. Just ask to add "XXX" to the agenda.

Your item will most likely be placed at the end of the agenda under "other business" but, it might be placed elsewhere depending on your topic.

When the meeting reaches your item on the agenda, then you will have an opportunity to speak to it. Depending on what you want to do, the meeting will determine how to handle your item. For example, if you want to make a change to a housing policy, you cannot do it at this meeting. You can ask that it be added to the next meetings agenda. This way everyone in the co-op will know that this policy will be discussed with a view to changing it. You might be asked to meet with the committee who would normally be involved in this policy.

## ***MAKING DECISIONS AT MEMBERS' MEETINGS:***

During a members' meeting all "action items" are handled by way of a "motion" which requires someone to make the motion and someone to support the motion. The names of these members are recorded in the minutes as the "mover and seconder" of the motion.

Once the motion has been moved and seconded then the motion can be discussed, questions asked, etc. The chairperson will ask the meeting to do this. If you want to speak on the motion you need to do so at this time.

To allow everyone to be able to hear what you have to say, you should go to the microphone which will be in the middle of the room. If there are others wishing to speak a line will form behind the microphone and the people in the line will speak in turn. Normally, everyone who wishes to speak will have this opportunity.

Sometimes the motion may be amended to change wording but not the intent of the motion.

Sometimes a motion may be tabled for more information, or referred to a committee for further study.

## ***VOTING:***

When the speakers are finished the vote will be called and the members present will decide.

If no one indicates that they wish to speak on the motion, then the vote will be called on the motion. Sometimes this happens quickly, so **DO NOT** assume that others will speak up for you. If no one indicates that they wish to speak, it is reasonable for the chairperson to determine that the members are ready to vote.

When the vote is called, if you are unsure of what you are voting on, ask for clarification. Just stand up, wave your hand to get the chairperson's attention and ask. If you are confused, chances are there may be someone else who feels the same way.

Members can vote in favour of the motion, vote against the motion, or abstain from voting. Anyone can ask to have the minutes reflect the way they vote on a motion. Typically, the chairperson will ask, "do you want to be recorded?" This means "do you want your name to be recorded in the minutes". You may wish to be recorded - or not. The choice is completely yours.

## ***DISCUSSION:***

Frequently members will be asked to discuss an issue in order to provide input to a committee who is trying to determine how to proceed on that issue. This will be noted on the agenda as a discussion. No decision will be reached at this meeting. The discussion may be "small group" discussion. For some people speaking to a smaller group of people is easier than speaking to the entire meeting. Sometimes the "small group" will report back to the whole meeting. Sometimes their input is sent directly to the committee for their use.

## ***STRAW VOTES:***

This is a term used when members will be asked to indicate their preference in how to proceed on a discussion item.

For example if there are three possible ways to proceed on an issue, members might be asked to indicate which they prefer by a straw vote. If you like all three ways, you could choose to vote three times. If you prefer only one way, then you would vote for that option.

Straw votes are not binding and do not make the final decision.

The real decision will be made at a future meeting when the committee has completed their work on the matter and bring it back for membership approval.

## ***WRITTEN REQUESTS:***

Sarcee Meadows fully appreciates that some folks are still simply terrified of speaking in front of a bunch of people! If you fall into this category you can simply write out your comments and hand them in before the meeting starts. The chairperson will read your

comments to the meeting. This way you can be heard without fear of having to speak in public.

You can also use this method if you are unable to attend a meeting and have something you want to say. You won't be able to vote if you are not present at the meeting, but your views can be heard by others.

## ***STILL NOT SURE?***

Ask someone for help.

Committee members, staff, or board members will all listen and try and find you the answer to your questions.

## ***Constructive Attitudes at Members' Meetings:***

- A meeting is not a trial by combat. A meeting is a collaborative effort among people who respect one another and who want to achieve the wisest possible decision, drawing on the knowledge and thought of everyone present.
- Come to the meeting with an open mind. Try not to make a final decision before the meeting. Be prepared to enter into the meetings' decision-making process in good faith. Be as anxious to listen as to speak.
- Judge the merits of the proposal, not the merits of the proposer. Don't choose a course of action because you owe someone a favour or because you like the maker of the motion. Select the best solution for the issue at hand and for the entire co-op.
- We ought to be pleased when others offer alternative solutions. They are gifts not threats. Be appreciative not defensive.
- Participate as a full-fledged decision maker. You're not just an observer, sitting there just to watch what "they" do. You're one of "them" and a responsible decision maker - an owner!

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**MAILING ADDRESSES**

**“A” 4111 SARCEE ROAD, S.W. T3E 6V9**

**“B” 4221 SARCEE ROAD, S.W. T3E 6V9**

**“C” 4331 SARCEE ROAD, S.W. T3E 6V9**

**“D” 3510 - 44<sup>TH</sup> AVENUE, S.W. T3E 6W2**

**“E” 3620 - 44<sup>TH</sup> AVENUE, S.W. T3E 6W2**

**“F” 4240 - 37<sup>TH</sup> STREET, S.W. T3E 3C4**

**“G” 4240 - 37<sup>TH</sup> STREET, S.W. T3E 3C4**

**“H” 4020 - 37<sup>TH</sup> STREET, S.W. T3E 3C4**

**“J” 3525 - 40<sup>TH</sup> AVENUE, S.W. T3E 6W1**

**“K” 3223 - 40<sup>TH</sup> AVENUE, S.W. T3E 6W1**

**“L” 3201 - 40<sup>TH</sup> AVENUE, S.W. T3E 6W1**

# RUTLAND PARK COMMUNITY ASSOCIATION

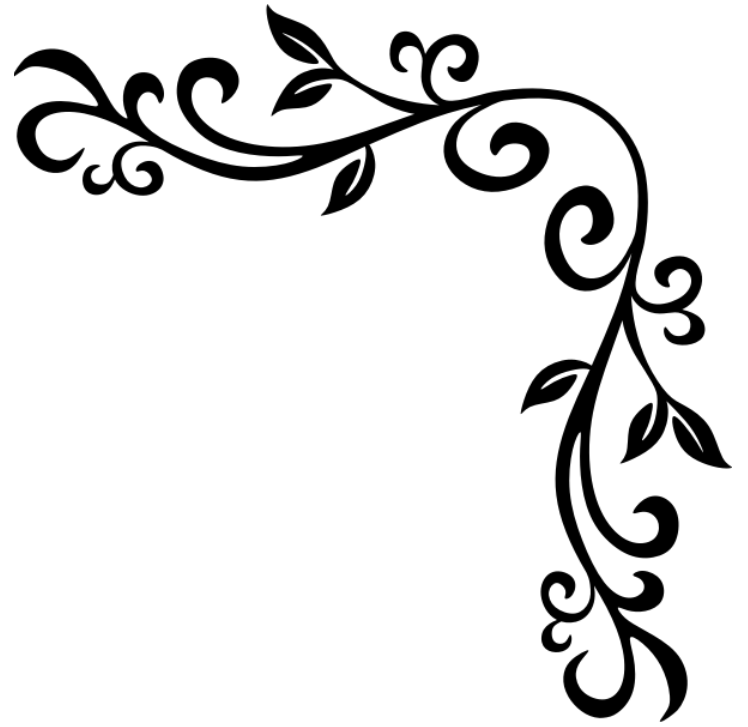
Sarcee Meadows Housing Co-operative is within the borders of **Rutland Park Community Association**. The boundaries of the community are from Crowchild Trail on the east to 37 Street on the West, and from Richmond Road on the north to Glenmore Trail on the South, plans are underway to include part of the recently developed base lands in our community.

Sarcee Meadows, on behalf of its residents, pays the annual dues to the community for everyone living here.

- As a dues paying member, you are entitled to the use of the Community Association facilities. During the winter, a natural ice skating rink and a skate changing shack are available. The community hall is available to rent for parties, receptions, banquets, meetings, etc.

Some of the community sponsored events that take place at the hall which your family members are eligible include, but not limited to seniors activities and Beavers and Cubs.

Your community association also represents the views of its residents to all levels of government, primarily to City Council.

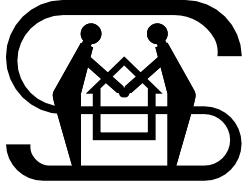


*Sarcee*

*Meadows'*

*History*





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

# HISTORY

FEBRUARY, 1968	Housing Committee activated from a meeting of the Labour Co-operative Committee.
AUGUST 23, 1968	Incorporation papers were signed for the Co-operative Association of Calgary, Ltd.
SEPTEMBER 5, 1968	Certificate of Incorporation issued.
OCTOBER 17, 1968	FIRST ANNUAL MEETING! 230 people had become members of CHAC.
JUNE-AUGUST, 1969	600 people were interviewed in the home of Secretary-Treasurer, Helma Dahlam!
JANUARY 14, 1970	40-day option to purchase for the City-owned 35 acre land parcel known as the "Sarcee triangle". \$11,000 per acre.
MAY, 1970	Floor plans ready. Maximum cost to be \$11.25 per sq; ft. Half bath \$600 extra.
JUNE 24, 1970	"Innovative Housing Funding" - suggested for mortgage - 7 7/8% - 40 years.
SEPTEMBER 30, 1970	C.M.H.C. approved a loan for \$6,382,594. [95% of financing, 5% to be paid by member shares] 7 7/8% for those earning less than \$7,500 per year, 9 ½% for those over \$7,500 per year. Credit Union Federation to supply interim financing.
NOVEMBER 5, 1970	Hashman hired as contractor.
NOVEMBER 7, 1970	Sod turning ceremony.



- NOVEMBER 9, 1970 Construction started.
- MARCH 10, 1971 "Housing Agreement" was approved.
- MAY 12, 1971 Following a trip to Ottawa and a meeting with C.M.H.C. changes were made to the mortgage: income levels raised to \$8,500; surcharge lowered to 8  $\frac{3}{4}$ %; 20% of the members could earn over \$8,500; housing charge should be 27% or less of total income; payments to be a sliding scale - depending on income. 7  $\frac{1}{2}$ % to 8  $\frac{3}{4}$ %
- JUNE 24, 1971 Show home opens - over 2000 people toured in the first week-end!! 20 per day in the next week.
- AUGUST, 1971 First members move-in construction deficiencies already showing up! Extra cost not included in the original plans begin to show. Eg. No dryer vents in the 2-B units; no shower curtain rods [CMHC requirement] 5 ft. of lawn and sidewalk to meet the City sidewalks, lawns, etc.
- AUGUST 11, 1971 Board unhappy about the quality of work in some areas. Payment withheld.
- SEPTEMBER 8, 1971 City taxes 1970-1971 - \$19,000
- OCTOBER, 1971 First newsletter published.  
Parking problems!
- OCTOBER 13, 1971 Sarcee Meadows Housing Co-operative Limited, chosen as the name for the complex. Three committees struck:
- maintenance
  - public relations
  - management
- NOVEMBER 10, 1971 Line of credit at the Credit Union Federation of Alberta for interim financing is \$7,000. Applications for home improvements being received by the management committee!
- DECEMBER 11, 1971 Adult Christmas party held. Bulk purchase of turkeys at 40 cents per pound.
- JANUARY 12, 1972 Dogs running loose!

**MARCH 14, 1972**                      **Roofs leaking!!**

**MAY 10, 1972**                      **Only 240 units spoken for; interim financing costs mounting.**

**AUGUST 2, 1972**                      **Unit vacated, left \$1,148 in damages shares only \$800. Unit in "6" suffers severe settling problems; SMHC to pay half repair costs - our share amounts to \$12,000.**

**AUGUST 30, 1972**                      **122 units still empty. Continued hassle over construction deficiencies; basements are leaking.**

**SEPTEMBER 28, 1972**                      **Bloc Rep program established.**

**NOVEMBER 8, 1972**                      **Gestetner purchased! [hand crank model - \$250]**

**FEBRUARY, 1973**                      **City claims monies in lieu of community reserve lands; SMHC disputes.**

**APRIL, 1973**                      **Pet regulations passed at the annual meeting.**

**JUNE, 1973**                      **Credit Union gives notice to terminate SMHC management.**

**JULY, 1973**                      **19 units empty.**

**NOVEMBER 7, 1973**                      **C.M.H.C. will increase mortgage to cover deficit; grant available from the Provincial government.**

**JANUARY 1, 1974**                      **First mortgage payment made. Repairs to be made to three more units with settling problems.**

**FEBRUARY, 1974**                      **Office moved into B50.**

**APRIL 4, 1974**                      **Name officially changed. Board of Directors are all resident members.**

**MAY, 1974**                      **Members begin staining exterior of the units.**

**JULY, 1974**                      **Problems with a lack of member participation in committees.**

**FEBRUARY, 1975**                      **Bulk purchase of dead bolt locks made.**

**MARCH, 1975**                      **Typewriter purchased for the office!**

JUNE, 1975	SMHC paid City \$43,020.92 for community reserve after a long fight. City tax increased 60% - \$63,000 more than the 1974 bill. Mid-year housing charge increase of \$15 per month required as a result.
OCTOBER, 1975	Electric gestetner purchased!
NOVEMBER, 1975	Move-out policy established.
MARCH, 1976	Sub-letting policy established.
APRIL, 1976	Underground parking in central park was studied. Cost would be \$300,000 to create 60 stalls!
JULY, 1976	Roofing repair experiment commenced.
SEPTEMBER, 1976	Part-time administrative assistant hired to relieve secretary- treasurer.
MARCH, 1977	Reserve fund at \$175,000 - goal \$400,000
JUNE, 1977	Attendance at prospective member seminars become prerequisite for membership.
JUNE, 1977	"Manager" title changed to "Co-ordinator". Waiting list priorities struck.
JULY, 1977	"History Book" to be compiled.
OCTOBER, 1977	Bulk purchase of smoke detectors - 2 per unit.
DECEMBER, 1977	Secretary-treasurer became a full-time salaried position.
MAY, 1978	New edition of SMHC Handbook and Directory distributed to members.
AUGUST, 1978	Mortgage negotiation committee struck. First annual summer field day and BBQ! Balloons launched from SMHC - landed "who knows where!!"
DECEMBER, 1978	Lengthy board meetings continue to run into the wee hours of the morning.

- FEBRUARY, 1979** Incoming members are assigned "one-year probationary membership".
- JULY, 1979** Waiting list opens for fifty only applications. Line forms outside B50 before 6:00 a.m.!!  
Tour of Japanese co-op representatives visit Sarcee Meadows.  
Speed bumps installed in all parking lots.
- NOVEMBER, 1979** Board begins "supper meetings" to aid digestion and earlier adjournments.
- JANUARY, 1980** Problems??! Parking!! Pets!!!  
Participation!!!
- MARCH, 1980** Fee established for maintenance nuisance calls.
- SEPTEMBER, 1980** Waiting list opens again for sixty applicants. Line-up begins at 4:00 p.m. the day before - all night affair!
- OCTOBER, 1980** Mortgage renewal negotiating team organizes. Survey team begins on all units to assess replacements; indications are that bathroom tiling is our worst problem!
- FEBRUARY, 1981** Analysis of "E" section sewer lines  
- repair costs will be high.
- JULY, 1981** Concerns voiced re: rowdiness of teens in central park; question raised about possibility of internal security program.
- AUGUST, 1981** Fourth annual field day and BBQ was a big success even tho' the dinner was rained on!! Introduction of new sensation - "Boardin' Friends" - our very own jug band.
- SEPTEMBER, 1981** Big celebration!!!! 10<sup>th</sup> Anniversary of Sarcee Meadows [and official opening] - seems that ten years ago we were much too busy to have an official opening!  
  
Siding replacements on two units carried out as an experiment [vinyl siding].
- NOVEMBER, 1981** SMHC begins process for address changes - delivery people should find places easier!

- MAY, 1982** Task force on parking working to have proposals brought to the membership. New playground equipment for central park.
- JUNE, 1982** Open house for members to view damaged unit - repair costs over \$3000!
- JULY, 1982** Unit B131 annexed as office space - temporary solution to overcrowding.
- AUGUST, 1982** Fifth annual field and BBQ - a smashing success.
- SEPTEMBER, 1982** Task force on parking presented proposals at general meeting - which were defeated - try again!  
New income eligibility requirements minimum \$21,370 - maximum - \$41,800!
- NOVEMBER, 1982** Mortgage renewal committee successfully negotiates new mortgage!
- DECEMBER, 1982** Rehabilitation funding committee struck to look into rehab. monies for escalating maintenance costs - we're aging!
- JANUARY 15, 1983** Waiting list opens for fifty applicants people begin arriving at 6:00 p.m. on January 14<sup>th</sup>!
- FEBRUARY, 1983** Person from 1980 waiting list "patiently" waiting....  
Queries, "Doesn't anybody ever move out?"
- MARCH, 1983** Board secretary becomes a part-time salaried position.
- MARCH, 1983** A member's request for flooring replacement is tabled. The member asked that flooring be removed from the table and put back on the floor!
- APRIL, 1983** The task force on parking presented a motion that would reduce visitor parking in each parking area by 10%. The remaining visitor stalls would be converted to rental stalls.  
That motion was ultimately approved.

- APRIL 14, 1983** Following several years of negotiations, the new mortgage was signed! The impact was that SMHC's finances were virtually redesigned. Income tested assistance was now available through the new mortgage agreement.
- MAY, 1983** Task force was struck to look at the possibility of expanding B50.
- JUNE, 1983** As part of the new mortgage agreement, SMHC received a \$300,000 RRAP grant. A task force on rehabilitation was struck to identify priority needs. A "project manager" was hired.
- DECEMBER, 1983** "Best Use of Space" policy to be strictly enforced.
- JANUARY, 1984** Rehab projects get underway. The waterline insertion program - the replacement of all flat roofs with gabled roofs.
- JANUARY, 1984** Major purchase takes place - rider elephant, rider duck, rider pig, at \$210.75 each - plus freight. To be installed in the "E" section tot lot.
- FEBRUARY, 1984** The policy that in-coming members purchase unit improvements from out-going members is becoming a problem. This policy was ultimately discontinued.
- MARCH, 1984** The economic situation in Calgary is such that SMHC has some concerns regarding vacancies. As a result a task force was struck to initiate ideas for increasing interest in our co-op. It was dissolved later in the year, as vacancies were no longer considered to be a possibility.
- MARCH, 1984** A photocopier is purchased for the office - \$7,000.
- MAY, 1984** B50 expansion presented plans for expanding the existing building to include an annex - with a basement - and a board room upstairs. Expansion was completed and the office returned to B50 in August of 1984.
- OCTOBER, 1984** The work of the rehab task force is now complete. Waterline replacement and re-roofing were the major

projects. Suggestion for ongoing property consideration include - sewer line repairs, exterior painting and siding.

NOVEMBER, 1984

Work began on rewriting SMHC's by-laws and occupancy agreement.

JANUARY, 1985

Sewer back-ups are becoming a common maintenance issue. Repair costs are increasing dramatically.

Two board meetings are being held monthly. One was closed and dealt with confidential matters. The other was open and all other board items were handled at the open meeting. The executive committee is disbanded as it was duplication of work. Their agenda items were re-discussed at board meetings.

A standing personnel committee was struck. The staff has become larger.

The position of "personnel liaison officer" is created.

FEBRUARY, 1985

Sarcee Meadows' office has a computer! It doesn't seem very "user-friendly".

APRIL, 1985

A membership inquiry line is approved. It will respond to membership requests and questions regarding membership in Sarcee Meadows.

JUNE, 1985

A membership meeting is called to consider the new by-laws and housing agreement. The new documents were approved, and thus began the "document conversion program". New documents had to be issued to 380 members.

A "task force on replacements" is struck to evaluate the condition of all of SMHC's property - inside and out!  
We're really aging now!!

NOVEMBER 20, 1985

The open board meeting adjourned at 8:54 p.m. - never heard of before!

DECEMBER, 1985

Document disbursement report indicates that 29 information sessions were held to allow members to sign

their new documents and receive interest payout on their member loans. Only 4 families left to sign!!

**JANUARY, 1986**

An addition has been built to the maintenance shop - an official opening was held which included a dance in the new shop!

T-5' were issued to members regarding the interest payout on their member loans.

Office is becoming more computer literate...however, the computer still not very "user-friendly".

**FEBRUARY, 1986**

Flooring replacement is now considered a major project. Fifty-three units will be done.

**MAY, 1986**

The board of directors evaluated the current committee structure of fourteen standing committees.

Consideration has been given to replacing cupboards with new oak cupboards. Five or six sets a year. Appliances need to be replaced as well.

**JUNE, 1986**

Office co-ordinator, Claire Scott, resigned from the position. This position is now called - general manager.

**SEPTEMBER, 1986**

The focus of committee work is to develop and define policies which are consistent with the new by-laws.

**DECEMBER, 1986**

A motion was approved to spend \$5,130 to replace all the steel flex dryer cables with cables that have a plastic finish to prevent wear and possible gas leakage.

**DECEMBER, 1986**

AHEAD - the local resource group is hired to assume interim management of SMHC, until a new general manager is hired.

Financial statements are all done on the computer now...

**FEBRUARY, 1987**

20<sup>TH</sup> Anniversary Task Force struck.



FEBRUARY, 12, 1987

Board of Directors approve a motion which would allow for doing a complete maintenance review of all units...interior and exterior.

All board meetings are now "open".

MARCH, 1987

The management structure is changed in order that the general manager is the only staff person who reports directly to the board. All other staff report to the general manager. A new personnel policy is implemented.

JUNE, 1987

Flooring installer hired to begin work on replacing main floor - flooring.

A "sprinkler system" study group is struck to look into costs and feasibility of installing a sprinkler system along 37<sup>th</sup> street.

SEPTEMBER, 1987

Serious sewer problems in the "B" section. Four basements are involved in the dig - estimated cost \$15,000.

Several big poplar trees are removed. They are creating problems with the sewer lines. An additional \$4,000 is added to the tree removal budget as a result of the "ever-growing" concerns about poplar trees.

All office staff now have a computer!

All refrigerators will be replaced during 1987-1988. Replacement cost is \$531 each. The original fridges purchased in 1970 cost \$181.

20<sup>th</sup> Anniversary Task Force presents detailed plans for celebrations to be held in August of 1988.

NOVEMBER, 1987

New home improvements policy is in place and is working well. There is a clear definition of what improvements are allowed.

Staff are up to their square eyeballs in computer training.

JANUARY, 1988

Maintenance responsibility

guidelines are drafted, and a consultation process with the members took place. The members ultimately endorsed these guidelines for use in SMHC.

The general manager was authorized to purchase 4000 sq. yards of flooring at a cost of \$55,000. This was done to ensure that the dye lot is consistent.

**FEBRUARY, 1988**

Most of SMHC's volunteers are busy....busy....busy with work on the 1988 winter Olympics.

Members are given the opportunity to purchase materials from SMHC to do improvements to their homes. They can pay back on an "easy time payment plan". A lot of members have taken advantage of this opportunity.

**MARCH, 1988**

All furnaces, heat ducts, etc. have been cleaned. First real cleaning of this type since construction.

**APRIL, 1988**

New Snapper tractor purchased for grass cutting, etc. \$5125.

**APRIL, 1988**

As part of the 20<sup>th</sup> Anniversary celebrations, SMHC now has a new logo. The winner of the contest is Steve Rachynski, C173.

**MAY, 1988**

197 units have had the stucco painted. Irrigation system on 37<sup>th</sup>. Street is up and running.

**JUNE, 1988**

As part of the 20<sup>th</sup> Anniversary celebrations, a time capsule is buried in the front of B50. It contains such items as: \$1.00 bill, the "old logo", a copy of the master shareholders list; Olympic posters; list of the current staff and board members, top ten music and books, etc. The time capsule is to be opened in 40 years!!

**JUNE, 1988**

On-site work includes - roofers, siders, concrete replacement, stucco painters and a major water line dig!

**AUGUEST, 1988**

On August 16<sup>th</sup>, there was a really

vicious hail storm that resulted in considerable damage to SMHC's property. CO-OPERATORS INSURANCE COMPANY set up a reserve fund of over \$500,000 to cover our claim!

SEPTEMBER, 1988

Honours & Awards committee is struck as a standing committee. We now have two scholarships in place - Herb Isaac Memorial Trophy, and the Gerry Coates' Memorial Scholarship.

Seniors social club formed in SMHC.

In addition to the painting to be done by the insurance company under our claim, SMHC will assume responsibility for painting all the remaining siding and trim.

MARCH, 1989

Only 134 maintenance reviews left to do! The information obtained will go a long way in assisting with long term financial planning for replacements.

APRIL, 1989

Honours & Awards committee mandate is now expanded to include Member of the year.

JUNE, 1989

All maintenance reviews are complete. Only seventeen units found to be in poor condition.

SEPTEMBER, 1989

SMHC purchased aluminum doors. Members can purchase them at cost.

OCTOBER, 1989

Plans are approved for a kids Christmas party - cost to be - \$100 for the hall rental - \$300 for oranges, candy, etc.

NOVEMBER, 1989

Honours & Awards committee advise that fifteen applications have been received to nominate member of the year....one of those was for Barney the office dog!!! Investment portfolio has now reached the point where a broker is being used.

DECEMBER, 1989

Finance committee began discussions about what the co-op should do about the new Goods and Service tax. [GST]

DECEMBER, 1989

Bathtub reglazing program ....  
"results are dismal"... tub liners to be used instead.

- JANUARY, 1990** 500 volunteer pins ordered. They were well received by over 100 members who received one at the volunteer appreciation dinner.
- FEBRUARY, 1990** Bob cat tractor purchased \$17,349.
- MARCH, 1990** "Democratic Functioning Group", formed to evaluate and implement more effective ways for members to participate in the democratic functioning of the co-op.
- APRIL, 1990** B50 expansion task force struck... again... to investigate the possibility of adding another level to the existing building. Ultimately, this was deemed "not workable". It was agreed that we should approach Rutland Park Community Association and endeavor to work with them to expand their building.
- MAY, 1990** Sarcee Meadows' commitment to Rooftop Canada - who work to develop co-operative in the developing world - results in a special visitor to SMHC. Sylvia Keera, from Uganda was with us for a few weeks.
- Office computers get more memory.. does that mean they are becoming more "user-friendly"?
- SMHC is beginning to think "green". Coloured paper is no longer used.
- JUNE, 1990** Environment committee is struck as a standing committee ....we're getting greener!
- SMHC assumes complete responsibility for exterior painting.
- AUGUST, 1990** SMHC's board sends letters to the government protesting that our shares should not be subject to GST. This is not like a membership in a golf club!!
- "Tree study" underway. Horticulturist indicates that we should remove any poplar tree that is more than 21" in

diameter. We have at least 50 trees that are more than 14" in diameter.

**AUGUST, 1990**

Canada Mortgage and Housing is evaluating the national co-op housing program. Sarcee Meadows will participate in the evaluation process.

**SEPTEMBER, 1990**

380 paid community association memberships for one year. All SMHC members are now members of the community association!

**OCTOBER, 1990**

Dryers are purchased to replace all the original dryers at a cost of \$121,000. Stove replacements continue.

**NOVEMBER, 1990**

Ross Robertson, SMHC's mail delivery person, for many, many, years - is honored.

Renovations done to the maintenance shop. A shed is in place to store the tractors. Some poles have been removed from the front of the shop to allow for space to cut carpet and lino. A rack for storage of lino and carpet is built.

**JANUARY, 1991**

"Tree Study Group" deemed to be a "branch" of the property standards committee. Horticulturist report received and action determined - 75 polar trees will be removed in the spring. They will be replaced ...not with poplars!

Sarcee Meadows continues its support of co-op development in Uganda. Carol James, SMHC's general manager, will travel to Uganda. Funds will be sent with her to allow for our friends at the Kataayi multi-purpose co-op to purchase a brick and tile making machine.

**MARCH, 1991**

A special membership meeting was called to allow members to discuss tree replacement and budget allocations. Ultimately, a \$60,000 landscaping reserve account was established for tree replacement.

**APRIL, 1991**

Consultation process begins which will allow for Sarcee Meadows to develop our own "rules of procedure" for co-op meetings.

- MAY, 1991** Property tax bill to the City of Calgary paid - \$289,214.00!
- JUNE, 1991** Guidelines for the building of compost bins have been established.
- SEPTEMBER, 1991** We now have a policy manual!!!  
The membership were asked to rescind the nuisance call policy...they did, although all agreed - it was a nuisance.
- NOVEMBER, 1991** Members are seeing a lot of changes at the members' meetings. They are becoming much more "user friendly" ....so are the office computers!
- Under the terms of the proposed Canadian Constitution, social housing could become a provincial matter. This could mean the end of the Federal Co-op Housing program. Lobby activities are organized.
- JANUARY, 1992** Betty Jean Coates is celebrates 10 year of employment with SMHC. An open house is held to celebrate this milestone.
- FEBRUARY, 1992** The federal government co-op housing program is eliminated. This is a real blow to moderate and low income Canadians who will no longer have access to decent and affordable housing.
- MARCH, 1992** Parking lot lighting is upgraded. Pole type lights are installed on parking lot islands and entry ways.
- Environment operations policy is implemented. Reduce - reuse - recycle!
- APRIL, 1992** Kids carnival held at Rutland Park Hall. A great success!!
- The board approves a motion to do the following improvements/replacements:
- all parking lots will be re-paved in 1992
  - all kitchen lighting will be replaced with fluorescent light fixtures
  - all original patio doors in the 2 bedroom units will be replaced

- an irrigation system will be installed on Sarcee Rd.

**APRIL, 1992**

The board determines that because interest rates are so low, projects that have been on the "back-burner" should be done now. In-house labor is saving a lot of money.

**MAY, 1992**

Grounds work continues with tree replacement, pruning, etc.

Sarcee Meadows wins the Co-operative Housing Federation - Jim MacDonald Award for Social Change. Presentation is made at the annual general meeting in Winnipeg.

**JUNE, 1992**

Sarcee Meadows now has a FAX machine!

Grounds keeping has become a co-op responsibility, and as a result the inspection committee exterior unit inspections are discontinued on a trial basis.

Milk chutes will be removed on all units.

A task force was struck to begin planning our 25<sup>th</sup> Anniversary of Incorporation.

**AUGUST, 1992**

SMHC wins a favourable judgment in court. The judge acknowledges that co-ops do not fall under the Landlord & Tenant Act and that our by-laws and housing agreement are legal contracts.

Eighty-seven stoves are replaced. The old ones are sold.

Lightning strikes ...\$1,126.95 insurance claim.

**OCTOBER, 1992**

Flag pole installed by the site sign in the "F" section. Co-op flag will be flown there permanently.

25<sup>th</sup> Anniversary celebrations to include a full year of activities. The highlight will be a dinner/dance celebration to be held in October, 1993.

**DECEMBER, 1992**

Computer terminal and printer

installed in the maintenance supervisor's office.

Sarcee Meadows continues to send funds to Kataayi Co-op in Uganda.

JANUARY, 1993

The concept of expanded services for members who require it, is introduced to the members at the annual meeting. The idea is met with favourable support. Services include - snow removal, yard care, etc.

FEBRUARY, 1993

Property standards committee propose that consideration be given to replacing all cedar siding. The work would be done "in-house" which would result in considerable savings.

All units will have carpets cleaned professionally, annually.

MARCH, 1993

Bernadette England celebrates 10<sup>th</sup> anniversary of employment with Sarcee Meadows.

MAY, 1993

Social issues task force is struck. The mandate is a large one.

Property tax bill paid in the amount of \$313,747.61!

JUNE, 1993

Sarcee Meadows' membership approve a pet policy - it replaces the policy approved in 1973.

Summer park program initiated by several of SMHC's young people. The program was very successful and enjoyed by the little kids who participated.

OCTOBER, 1993

Since the implementation of the housing charge life insurance, we have paid out \$82,004.91 in premiums and collected \$129,410.00 in claims.

Approval is granted to publish a 25<sup>th</sup> Anniversary edition of the annual report.

Statistics show that over 25% of SMHC's total residents are over 50 years of age. This would indicate that we have a stable membership, consisting of long-term members.



NOVEMBER, 1993

All unit siding has now been replaced. The face-lift worked...we look terrific!!!

25<sup>th</sup> Anniversary celebrations included:

- a cookbook - over 500 copies were sold
- dinner/dance held in October - it was a great success
- Family Fun Day held in August - in spite of the rain, it was well attended and fun was had by all
- seniors tea - was held in conjunction with the Family Fun Day

We celebrated 25 years of success, which allowed for renewed energy and enthusiasm to go forward with joy!

The 25<sup>th</sup> Annual Report was dedicated to Bob Jensen, SMHC's first resident "President".

JANUARY, 1994

Perspective member's names are obtained from SACHA, who hold a common waiting list. Attendance at a public information session regarding co-op housing is a prerequisite for membership in Sarcee Meadows.

Huge increase in utilities causes concern over year-end results for 1994-1995 fiscal year.

Sarcee Meadows' Rules of Procedure are approved for use at SMHC meetings.

Several newly elected board members are - "second generation co-operators" - they grew up here and now have units of their own!

JULY, 2000

Update to the history to be done....old minute books dusted off and revisited... where did the time go since the last update...1994  
HERE WE GO.....

FEBRUARY, 1994

Board meetings are co-chaired - everyone takes a turn. Helps to increase leadership skills and shared responsibility.

Volunteer appreciation dinner honours over 150 volunteers.

Board proposes that we approach Canada Mortgage and Housing [CMHC] for a reduced interest rate on our mortgage - current mortgage is substantially higher than market rate. Ultimately, CMHC says "no" - board is determined to persist. More to come...

Nearby military base closing. Discussions begin on the redevelopment of base lands.

MARCH, 1994

Membership meeting has small group discussion on "member-in-good-standing" - what does it all mean?

Social Issues Committee strikes three sub-committees - domestic violence, youth and seniors.

Environment Committee purchases 2 compost bins - considerable discussion about where they should go?

Wine and cheese socials - door prizes - seem to attract more people to members' meetings. Socials last longer than the meeting - board determines "one hour only following adjournment"!

APRIL, 1994

Social Issues Committee - reports that 235 people in SMHC are over 55 years - that number will increase.

New inspection policy approved.

MAY, 1994

Green Step hired to do door to door recycling pick-up - three month trial project.

Operations policy approved which allows for members with mild disabilities to obtain special services - members pay for materials - SMHC provides labour - ie. support bars, extra railings, etc.

Tax bill received - surprise - it's lower than last year - last year it was \$314,000 - this year - it's \$260,124 - not as good as 1971 when the taxes were \$19,000

JUNE, 1994

Special board meeting is called.  
Clause 28 of the Co-operative Associations Act of Alberta is invoked and a board member's seat was

declared vacant. Many special board meetings were held on this issue and related matters.

Democratic functioning committee recommends, and the board approves, that an Education Committee be struck.

As a result of the current legal issues, the board will meet over the summer.

Board considers a "code of ethics" for directors.

Legal and CMHC issues discussed at membership meeting. Members ask that a special meeting be held on these matters.

SMHC has a special visitor and a new friend... Emmanuel Kateregga-Ndawula, from Kataayi Multi-Purpose Co-op in Uganda. We hope that we have given Emmanuel a lot to take home with him by way of information and skills. By the same token, because he is a very special person, he left a lot with us!

#### JULY, 1994

Three aging members have had to leave SMHC. As a result of their health, they are no longer able to manage stairs.

CMHC does a "special monitoring visit". This represents a comprehensive review of all aspect of SMHC management. Subsequent reports indicate that they are greatly impressed with our organization!

#### AUGUST, 1994

Legal counsel hired to assist in resolving problems with a member.

General Manager, Carol James, comes back to work after a vacation, with a tan and a new last name - she's Carol Davis, Congratulations Bud and Carol!

#### SEPTEMBER, 1994

Wayne Cirrullo celebrates 10<sup>th</sup> anniversary of employment with SMHC. Shindig held....lots of fun!

Special information meeting held with the members to advise them regarding legal matters and issues with CMHC.

As of August 25<sup>th</sup>, 1994, only 10 units left for painting of original trim.

Furnaces report - At the time of the purchase of the current furnaces they were rated at a maximum 54% efficiency. Over the years this would have decreased by 10% at best.

1994 furnaces start at 72% efficiency - serious thought needs to be given to furnace replacement.

OCTOBER, 1994

"Ethical Conduct Agreement For Directors", approved by the membership as a housing policy.

Computer upgrades required... we're three generations behind!!!

Rooftops Canada agrees that a SMHC member will visit Kataayi Multi Purpose Co-op in Africa. Betty Jean Coates was ultimately chosen to go.

NOVEMBER, 1994

SMHC applies for and ultimately receives the Award for Excellence in Co-op Housing Management.

DECEMBER, 1994

Democratic Functioning Committee - name and mandate changed - they are now the Member Involvement Committee.

Preparations underway for the "26"th. Annual General Meeting!

Lawsuit filed against SMHC

JANUARY, 1995

New set of maintenance responsibility guidelines approved - schedule "C" of the membership documents.

FEBRUARY, 1995

As an ongoing tribute to our first resident president, the "Bob Jensen Scholarship" is established. It's intended to assist students in the fine arts program at Central Memorial High School - to be awarded to the top male and female student.

Open house held for members to see a unit that was left in a "mess" - 150 people dropped by. Once the unit was

restored, members were invited to drop by again to see the high quality of workmanship done by staff - 125 hours worth of work!

New site signs being considered to replace aging and fading old ones. [sorta like the computers!]

#### MARCH, 1995

Community Service Day - five students from AE Cross Jr. High School spent the day working for us. Our cost was \$20.00 per student.

Approval was given to spend up to \$4000 from furnace replacement reserves to do experiments in six units on the effects of fresh air venting to furnaces.

Signs with maps installed at the entry way of each parking lot - helps people find their way - pizza delivery is faster!

#### APRIL 1995

Corporate secretary becomes responsible for monthly newsletter report from the board.

Special events committee survey of the members regarding preferences for social activities - responses - "all over the dance floor".

First meeting of the new member involvement committee - two people attend.

#### JUNE, 1995

Africa Fund Raising Month - Betty Jean to take funds raised with her when she goes to Kataayi. Activities - car wash, pub night, phantom ball - staff contribute \$800.

Phoning committee struck - T.A.L.K. Group - Talk, Advice, Listen, Know.

Second hand golf cart purchased - maintenance staff save on shoe leather!

Name of "board liaison" changed to "committee liaison from the board".

Grand total for Africa Fund Raising - \$3,384.31!!!

Youth involved in membership meeting preparations - hall set-up.

Members advised that our trees are part of our assets - removal of trees requires prior approval.

JULY, 1995

Severe hailstorm - insurance company sets up a reserve of \$116,000 for repairs.

Betty Jean is off to Africa!

SEPTEMBER, 1995

Sheila Elliott donates \$5000 for an endowment fund. Sheila is a long time member. The interest from the endowment is awarded annually to provide financial assistance for needy children for the purchase of school supplies, etc.

Fence guidelines amended to ensure that new fences are back from the sidewalk at least 36 inches - maintenance equipment requires room on the sidewalks.

Social Issues Committee becomes one again - not three sub-committees - name ultimately changed to Family Resource Committee.

OCTOBER, 1995

New office computers are in place - learning curve is really high - "where do you want to go today?" - Windows '95.

A legal reserve account is established.

1996 Co-operative Housing Federation of Canada will have their annual general meeting in Calgary. SMHC's members involved on the planning committee.

Approval in principle is given to develop the downstairs print room into a resource library.

NOVEMBER, 1995

Litigation report - standard agenda item.

SMHC will be responsible for weed control in common areas - members will be responsible for weed control in their private yards.

Board minutes, committee minutes, memo's, newsletters, all have a lot of different "fonts", "graphics", "bullets", etc. - new computers seem to be a novelty!

DECEMBER, 1995

Volunteer evaluation questionnaire developed by the member involvement committee - results indicate that our volunteers are a happy bunch - who enjoy what they do!

JANUARY, 1996

Administration annual report - in 1995, there were 2921 work requests; 13 units changed hands - two of those were internal moves - indicates the housing shortage in Calgary.

Parking committee consult with the members about the possibility of contracting out the enforcement of the parking policy. Ultimately... "not doable".

Volunteer Rights and Responsibilities - approved as a housing policy.

So far this winter there has been large quantities of snow and ice - resulting in a lot of extra work - snow removal reserve established.

The International Co-operative Alliance has reworded the Co-op Principles and added a new one - 7<sup>th</sup> Principle - "Concern for Community".

Graham Lundquist & Rob McCharles celebrate 10<sup>th</sup> anniversary of employment!

FEBRUARY, 1996

On a national level, Co-operative Housing Federation of Canada mounts a lobby to keep co-op housing as a federal co-op housing program. There is real concern that social housing will be devolved to the Provinces - the result would be huge changes to the program.

Fresh air intake vents to be installed in 240 units.

MARCH, 1996

SMHC joins investment pool administered by First Calgary Financial - through SACHA - the local federation - all housing co-ops who participate will gain a higher interest rate by pooling funds.

Library construction well under way. The Committee is discussing furnishings and supplies, including - TV, VCR, computer, etc.

Special Events Committee - name change to Entertainment & Social Events Committee.

Squirrels - at work again - they are causing damage. Minutes suggest that this is an "emotional" issue with some members - should we consider changes to the pet policy?

March newsletter report to include - it's time to turn off your Christmas lights - at the same time the members were advised that the Easter bunny dropped in on the board meeting...

"Info Pac For Committees" - revised and re-introduced as an education tool.

#### APRIL, 1996

Members are advised that CMHC is attempting to separate electrical costs from the subsidized housing charge - if this should occur, housing payments for those members receiving housing charge assistance could increase by \$35 per month. SMHC's appeal of this matter was lost and members receiving housing charge assistance are now required to pay for domestic electricity.

Furnace fresh air intakes project - complete - all 380 units done.

CHF Canada annual meeting delegates - bus tour will stop and visit SMHC.

#### MAY, 1996

Management receives a letter from two "small" children offering to clean the park for \$1.00 per day - staff nervous!

1996 tax bill - City of Calgary \$254,074.70

Time payment plan expanded to offer members the opportunity to do unit upgrades - patio, decks, etc. and repay SMHC over time.



House wine to be brewed.... Contest held to design a label and give it a name..."Sarcee Cellars" - ultimately chosen!

Co-operative Housing Federation of Canada - annual meeting a great success - great "yahoo" time had by all!

#### JUNE, 1996

Maintenance yard to be extended to accommodate more storage - more work is being done in-house. Staff to park behind B50 - electronic gate installed.

Board family members appreciation meeting - held at the Museum of the Regiments and family members invited to either sit in on the board meeting or visit the Museum. Was it a success? Well, the board was unable to complete their agenda at that meeting - the agenda items were completed at a meeting in early July.

Two special board meetings were held in August to deal with litigation issues and CMHC program matters.

#### SEPTEMBER, 1996

Contest held to find a new name for the Newsletter - in due course, the "Insight" became "Connections".

[Is it just me, or are we always changing the names of things????]

On a recommendation from the Member Involvement Committee - SMHC implements a standard agenda for meetings - helps to ease the committee work and minute taking.

#### OCTOBER, 1996

Approval granted for the Parking Committee to pursue the idea of vehicle ID tags... this will surely solve all the parking problems?

Welcome pack developed to present to new members. It contains many, many useful items for more-in day - like paper towels, garbage bags, tea bags, coffee, hand lotion, etc.

Great Pumpkin attends the board meeting. [can't vote]

NOVEMBER, 1996

Review of board - committee minutes, memo's indicate that the "font" styles seem to be more consistent - less graphics - has the novelty of Windows '95 worn off? Not to worry - rumor has it - Windows '98 is in the works!

Current babysitting expense procedures rescinded and replaced with "care giving expense policy" - expands the scope.

Board is made aware that Care West will build a health care facility for seniors on the east side of Sarcee Rd.

DECEMBER, 1996

Over the past years, most committees have begun the practice of having a pot luck supper at their December meeting.

Declared nominees running for a board position, attend both the December and January board meetings as observers.

December board meeting minutes confirm a trend observed over many years - a lot of items get "tabled" to the "new board" - there's an early adjournment and a visit from Santa!

Planning underway for the "28th" annual general meeting... whew!

JANUARY, 1997

Huge snow fall resulted in truck moving snow from the parking lots to the big park... kids love it!

FEBRUARY, 1997

Each year at this time, and as a matter of "on-going" business, all committees review and revise policies. There is no question that "times they are a changin'" and Sarcee Meadows needs to change as well.

MARCH, 1997

Over the past several years, the board holds an annual planning meeting in March - "co-op planner" is a key function area of the board's work.

Question form approved as a standard item to included in membership meeting package - helps members who have difficulty speaking publicly to express opinions or ask questions.

Aging Task Force struck - mandate - to deal with current and potential issues and needs of our aging membership. Note: the name of the task force was changed to the Task Force on Aging - although the task force members concurred that they were indeed aging!

All the changes that are occurring in the community along with concerns about the Federal Co-op Housing Program, prompt the board to prepare an article for the newsletter clarifying the differences between housing co-ops and non-profit housing.

48 bottles of "Sarcee Cellars" is consumed at a volunteer function - all agreed whatever year it is - it's a good one!

APRIL, 1997

Nominating committee and board determine that guests will be invited to sit in and observe board meetings - the objective is twofold - education and potential nominees.

MAY, 1997

Laurie Altilio celebrates her ten anniversary of employment.

Consideration and discussion regarding a by-law change which will expand grounds for termination of membership to include disloyalty.

This matter, as well as a report from legal counsel regarding litigation issues were considered at a special general membership. The by-law change was approved and the members responded well to the legal update.

JUNE, 1997

Efforts are being made to involve the youth in Sarcee Meadows. Youth skills and inventory form was circulated to 14 to 21 year olds.. Not well responded to.

Lap top computer is proposed in committee minutes - board's response - "not feasible at this time".

Stucco painting - major summer work project.

Carol Davis celebrates 10<sup>th</sup> anniversary of employment.

## SEPTEMBER, 1997

Our best friend, Emmanuel, from Kataayi, in Uganda, is visiting. Kataayi has prospered a great deal as a result of our partnership with them - so have we.

CHF Canada has established a separate legal fund in the event that a "war chest" is required to "do battle" with Canada Mortgage and Housing regarding the Federal Co-op Housing program.

Large turn out of 55+ members attend a special meeting to view and discuss the CHF Canada video, "Aging together... Aging in place". Several members volunteer to serve on the task force.

## OCTOBER, 1997

"When is a visitor no longer a visitor?" - "When is a member no longer a member?" - age old questions - still surfacing again and again...

After several years of work, consultation and revision, the membership is presented with a new grievance policy - it's approved.

Democratic Functioning committee dissolved - Family Resource committee - dissolved.

Great Pumpkin attends yet another board meeting - 15<sup>th</sup> or 20<sup>th</sup> annual visit - still no vote!

With respect to paying out the mortgage - legal opinion suggests that we likely could. The worst case scenario suggests that if co-op housing is turned over to the Provinces - any problems we think we have with the Federal Government would be considerably worse at the Provincial level. Lots of discussion will be required on this subject.

## NOVEMBER, 1997

Task Force on Aging to survey all 55+ members regarding their needs and issues. This survey will take the form of one on one interviews. Results are considered fundamental to future planning.

Internet to be installed on the library computer... wow - we're on the "information highway".

Speaking of roadways... the parking committee has drafted a "new & improved" parking policy which will be presented

at the annual meeting. It was ultimately approved... there will be no more parking problems?

A special meeting is held with members who have expressed a willingness to run for a board position - 8 members attend.

DECEMBER , 1997

New library - hours of operation; access, computer use, all become debatable issues.

New phone system being considered for the office - voice mail, automatic answering - will the members be o.k. with this?

JANUARY, 1998

30<sup>th</sup> year of operations.... Wow! August 23<sup>rd</sup> will be the 30<sup>th</sup> anniversary of incorporation!

Five nominees observe the December and January board meeting.

FEBRUARY, 1998

We now have twelve standing committees - two task forces.

Seniors Fair held.

New phone system still being researched.

Parking committee minutes note that with the approval of the new parking policy - the "first hurdle has been jumped... with no injuries to the team".

Member involvement committee now assumes responsibility for receiving nominations and determining recipients for the neighbour of the year and volunteer of the year. Committee now has eight members.

MARCH, 1998

Official opening of the library - ribbon cutting, speeches - the whole works!

Board minutes reflect the worst snowfall in 113 years! The result was that current snow removal equipment - not up to the job. Staff and members shoveled snow by hand for several days. Trucks full of snow are being hauled and dumped in the big park. Might look at purchasing a bob cat type vehicle to help with snow removal - also with sewer digs [yes, they still occur] and landscaping.

Peter Cottontail appears to have braved the elements and paid a surprise visit to the board meeting.

Entertainment & Social Events Committee proposed 30<sup>th</sup> Anniversary Celebrations - August 22, 1998 - family - August 29, 1998 adult banquet and dance..

Anniversary year slogan - "SMHC 30<sup>th</sup> Anniversary - A Dynamic Past - a Challenging Future".

All committees are challenged to plan a special 30<sup>th</sup> Anniversary project.

The board asks that research be done into the feasibility of constructing a low rise apartment as well as an expansion to the upper level of B50.

Automated phone system "a go" - if you want more information - press "16"!

City advises that back flow preventors must be installed on the three big main water valves. Also they must be installed on all lawn service taps.

#### APRIL, 1998

Board meeting held at our co-op neighbour's house - Whippetree West Housing Co-op.

Honours & Awards Committee creates a new award to coincide with the 30<sup>th</sup> Anniversary - Humanitarian Award.

Education & Involvement Committee is having a contest to design a flag for SMHC.

A task force is struck to deal with youth involvement in the co-op.

A unity garden will be created - housing co-ops from across Canada are invited to send a teaspoon of soil from their co-op - dirt is coming in from all over the country!

SMHC to send representatives to the World Volunteer Conference in Edmonton.

#### MAY, 1998

TALK group to call members asking for help with the family fun day in August - response - awesome!

Vigorous planning underway for all 30<sup>th</sup> Anniversary projects!

JUNE, 1998

Promotional items as commemorative 30<sup>th</sup> Anniversary gifts are purchased.

Elder from the Tsuu Tina Nations will do the "sweet grass" ceremony at the banquet.

Member Involvement Committee will follow up with members who have not attended a members' meeting during the past year - June to June.

Property Standards Committee to install three flag poles at each of the two big site signs - 30<sup>th</sup> Anniversary project.

Entertainment & Social Events committee is getting anxious - the clown booked for the family fun day - backed out! As always, SMHC member steps up to the plate with big red shoes to fill-in!

AUGUST, 1998

30<sup>th</sup> Anniversary activities huge success - we really celebrated. Congratulations to all the committees who planned and carried out special projects. The involvement of all the committees in planning and carrying out projects were congratulated on a job well done!

Thirty years of operations as one of the most successful housing co-ops in Canada!  
We're doing great!!!!

SEPTEMBER, 1998

The board requests that a policy be drafted that would establish the criteria for granting member privileges - policy ultimately approved by the membership.

Consulting engineering firm to look at costs estimates and timelines for the replacement of all furnaces - huge - costly project.

Task Force on Aging survey results compiled - 110 survey forms returned - lots of issues surfaced - further analysis of the results will take place. The good news -

responses indicated over and over again that our seniors really appreciate where they live.

**OCTOBER, 1998**

Sunday pot luck - membership meeting - didn't work - members don't seem to want to combine their Sunday dinner with a membership meeting.

Furnaces - 40 units will be inspected this will indicate the scope of the work and what's involved.

Large bob cat purchased - capable of snow removal and sewer digs!

Access to the library and the use of the equipment continues to be discussed.

Litigation issues continue to be an agenda item.

Staff asked to check-out cost of a sound system - over 30 years of squealing microphones, and "can't hear", could be a thing of the past.

Parking committee establishes a parking lot monitor system for enforcement of the parking policy - could work?

Recommended and ultimately approved, that effective November 1st, 1999, the share purchase amounts be increased for incoming members - to be 22 shares at \$100 each - \$2200. Depending on move in date and unit size - share have been valued at \$700; \$800; \$900, \$1100, and \$\$1500.

**NOVEMBER, 1998**

Joint education and member involvement committee meeting results in the amalgamation of the two committee - we have an Education & Involvement Committee.

SMHC to participate in the relief efforts for victims of hurricane Mitch - we collected bottled water and blankets.

**DECEMBER, 1998**

New word appearing here and there - Y2K - has to do with computers and the new millennium - year 2000.



**JANUARY, 1999**

Membership meeting evaluation form has - happy face; sad face, and non-committal face to describe your feeling about the membership meeting.... "cool!"

**FEBRUARY, 1999**

Parking committee discussed the possibility of eliminating visitor parking - unit and rental stalls only - members say - "no".

Task Force on Aging presents their final report to the seniors. They also ask that that the task force be dissolved and standing committee be struck - Seniors Issues Committee

On a provincial level, work begins on a re-write of the Co-operative Associations Act of Alberta. This has not been done since 1914. There will be a special section which deals with housing co-operatives.

Y2K workshop - helps identify possible problems.

Efforts to involve youth in SMHC proves unsuccessful - the task force is dissolved.

**MARCH, 1999**

Alberta successful in our lobby efforts to keep co-op housing in the hands of the federal government. Good news!

Joint meeting held with Board, Property Standards and Finance Committees regarding replacement reserves. Proposed plan - furnaces replaced in 1999 - fridges in 2000 - stoves in 2001 and dryers in 2002

Board determines to hold some board meetings off site - visit the neighbours - several meetings are held at Grace Lutheran Manor.

**APRIL, 1999**

Committee continue to bring policy changes to the board and the membership. Work is beginning on a policy that will define member's rights and responsibilities.

Invitation to bid on the replacement of 380 furnaces.

**JUNE, 1999**

1999 property tax bill - \$291,716.18.

Notice - "No skateboarding in the wading pool" - what????

Staff representatives to attend City of Calgary Y2K meeting.

Energy conservation study done on approximately 100 units to determine areas where energy is being lost - windows and furnaces....

Neighbour of the Year becomes a monthly nomination for the recipient of the "Random Act of Kindness" award. Well received by the members, lots of nominees.

SMHC contributes to the CHF Canada publication - History of co-op Housing in Canada.

Fourteen contractors bid on furnace replacement. Heatcraft awarded the contract - contractor hopes to install eight per day.

#### SEPTEMBER, 1999

Furnace replacements going well. Venting has been a greater problem than anticipated. City inspectors want 18" clear inches above the grade - so "snorkels" are required. Members are warm and happy!

#### OCTOBER, 1999

Great Pumpkin - has attended more board meetings than the members... what makes him so welcome?

Question and answer section of the handbook and directory - resurrected, rewritten and reincluded in the handbook.

Kids Halloween party held at the hall - lots of fun - over 100 kids attend.

Annual reports in meeting package to say "Ready for the New Millennium" - All those Y2K workshops - we're ready!!!

#### NOVEMBER, 1999

Retiring directors, who have completed one term on the board will be recognized with an inscribed iceberg plaque.

Final draft of members' rights and responsibilities ready for membership - also, new education tool - "Speaking Up a SMHC Meetings". - both were approved.

Annual report - November 1<sup>st</sup>, 1998 to October 31, 1999  
- there were 25 move-outs - however, as a result of internal moves, family share purchases, etc. only thirteen from the external waiting list moved in.

**DECEMBER, 1999**

Board spent considerable time looking at restructuring the agenda for membership meetings - earlier start time - less verbal reports - reduce agenda item - earlier adjournment time.

December ice storm results in 59 large boxes of "ice melt" being used in one day!

Letter sent to all members regarding the need to participate in co-op management - result - 9 candidates running for 5 board positions.

Plans are finalized for mobilizing help responses in the event of any Y2K disaster.

**JANUARY, 2000**

New millennium.... completely uneventful... all the computers in the world did not crash.... Life goes on!

Following considerable discussion, the five year plan is revised and reconsidered - fridge replacement will not be done in 2000 - windows replacement considered a higher priority. Living room and dining room windows will be replaced first - all windows by 2004.

Board determines that effective May 1<sup>st</sup>, 2000 all of B50 will become a "non-smoking" facility.

Parliamentarian appointed to assist members to participate more effectively at membership meetings.

**APRIL, 2000**

Keith Robinson celebrates 10<sup>th</sup> anniversary of employment with Sarcee Meadows.

Membership survey indicates support for the board's decision that B50 be a non-smoking building. Many people 'breathe' a sigh of relief.

General membership meeting held at Grace Lutheran Church hall, largest attendance in many, many years - 214 members - 192 shareholders.

- Meeting planned with parents of small children to discuss playground equipment
- MAY, 2000** Changes are occurring in the old neighborhood. Master Plan for the redevelopment of the base lands circulated. While things will change - it's looks exciting!
- Over thirty years of operations - pets, parking, participation.. with a recent addition - litigation ... continue. We also continue to enjoy a remarkable way of life - member satisfaction is high - life is good!
- SEPTEMBER, 2001** New windows were installed. This should help reduce our energy costs.
- JANUARY, 2001** SMHC implements the auto debit system for paying housing charges. This system should be beneficial to both the staff and the members.
- APRIL 2001** Our new roofing project has started. This will be aluminum shingle that will never need replacement.
- JULY 2001** Our new central park was officially opened. You will know which the children live by the trail of of rubber crumb. Thank you to everyone who helped.
- MARCH 2002** Elena Schacherl starts as our general manager.
- AUGUST 2002** Carol Davis's retirement farewell.
- APRIL 2003** A change in the pet policy. Members will be restricted in number and type of pets that they can have.
- JUNE 2003** Rob McCharles becomes the new maintenance Supervisor.
- JULY 2003** "Garden in the Meadows" is officially opened. Many thanks to all the volunteers to help with design and planting of the garden. Thank you to the members who donated benches and the chess table for all of us to enjoy.
- OCTOBER 2003** Caroline Bont celebrates 10<sup>th</sup> anniversary of

- employment with Sarcee Meadows.
- OCTOBER 2003 Mary Emro, becomes the Assistant to the General Manager.
- JUNE 2004 Members will start to get new fridges. Members in "C" section will be lucky group to get new fridges.
- JUNE 2004 Subsidy list opened for incoming members
- AUGUST 2004 Wayne Cirrullo celebrates 20<sup>th</sup> anniversary of employment with Sarcee Meadows.
- AUGUST 2004 Sarcee Meadows marks 35 years incorporation as a non profit housing co-opertive in 1968.
- NOVEMBER 2004 Bylaws and Articles of Incorporations were approved by The provincial government and the certificate of continuance issued.
- MAY 2005 Balance of new energy efficient fridges were installed.
- JUNE 2005 Year of Big Flood - many units had flooded basements and water damage.
- DECEMBER 2005 Lobbying Task Force formed
- DECEMBER 2005 Graham Lundquist celebrates 20<sup>th</sup> anniversary of employment with Sarcee Meadows.
- DECEMBER 2005 Rob McCharles celebrates 20<sup>th</sup> anniversary of employment with Sarcee Meadows.
- DECEMBER 2005 Lobbying Committee formed.
- FEBRUARY 2006 Building Committee formed. Sarcee Meadows is in the early planning stages of build a 3 storey apartment building for seniors and the physically disabled.
- MARCH 2006 Rob McCharles farewell.
- APRIL 2006 Mike Read hired as a new maintenance supervisor
- JUNE 2006 Terry Grimm celebrates 15<sup>th</sup> anniversary of

	employment with Sarcee Meadows.
JUNE 2006	David Sedor celebrates 10 <sup>th</sup> anniversary of employment with Sarcee Meadows.
JULY 2006	2 bedroom waiting list is closed.
AUGUST 2006	Terry Grimm's retirement(??) farewell
AUGUST 2006	Installation of the new low flush toilets. The City of Calgary gave us a rebate of \$50.00 per toilet.
OCTOBER 2006	3 and 4 bedroom waiting lists are closed
DECEMBER 2006	"Ariens" snow brush purchased.
JANUARY 2007	Betty Jean Coates celebrates 25 <sup>th</sup> anniversary of employment with Sarcee Meadows.
JANUARY 2007	Replacement of original will begin this year. Lottery done & the work will start in "E" section.
MARCH 2007	Elena Schacherl retires as General Manager.
APRIL 2007	Laurie Altilio celebrates 20 <sup>th</sup> anniversary of employment with Sarcee Meadows.
APRIL 2007	Subsidy waiting lists closed.
MAY 2007	Moving forward with technology - we now have a laptop computer.
JUNE 2007	Work begins on repairs to the shop roof.
AUGUST 2007	Paula Martin hired as our new General Manager
OCTOBER 2007	Fire destroyed unit A43.
OCTOBER 2007	\$50.00 administration fee for satellite dishes eliminated
NOVEMBER 2007	Simply Accounting program implemented.
JUNE 2008	Sarcee Meadows is the recipient of the Rooftops Canada Award
JULY 2008	New stoves delivered to all the units

SEPTEMBER 2008

*Sarcee Meadows celebrates its 40<sup>th</sup> Anniversary*

SEPTEMBER 2008

*Water Main Break - members without drinking water for 5 days.*

DECEMBER 2008

*40<sup>th</sup> Anniversary Cookbook - all units will be given a free cookbook.*

**TO BE CONTINUED.....**

**AS OUR HISTORY**

**UNFOLDS.....**

## ARTICLES OF INCORPORATION

### 1.0 Name of Co-operative

Sarcee Meadows Housing Co-operative Ltd (SMHC).

### 2.0 Registered Office Location

B50, 4221 Sarcee Road South West  
Calgary, Alberta  
T3E 6V9

### 3.0 Incorporators

Douglas Crombie - Chairperson  
K693, 3223 40<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W1

Della Brown - Vice Chairperson  
J586, 4020 37<sup>th</sup> Street SW  
Calgary, Alberta  
T3E 3C4

S. Arlene Floyd - Treasurer  
H532, 4020 37<sup>th</sup> Street SW  
Calgary, Alberta  
T3E 3C4

Leonard Lock - Corporate Secretary  
C163, 4331 Sarcee Road SW  
Calgary, Alberta  
T3E 6V9

Astrid DesLandes – Director  
C175, 4331 Sarcee Road SW  
Calgary, Alberta  
T3E 6V9

Carma Florence - Director  
A32, 4111 Sarcee Road SW  
Calgary, Alberta  
T3E 6V9

Anne Halliday – Director  
J581, 3525 40<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6V9

Patricia Higgins - Director  
D233, 3510 44<sup>th</sup> Avenue SW.  
Calgary, Alberta  
T3E 6W2

Heather Millar – Director  
D232, 3510 44<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W2

Jennifer Penfold - Director  
L742, 3201 40<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W1



#### **4.0 General**

SMHC is a nonprofit continuing housing co-operative subject to the Cooperatives Act of Alberta, and will be organized and operated and carry on business on a co-operative basis. SMHC must not amend its articles to change from a nonprofit housing co-operative to any other type of co-operative or corporation.

#### **5.0 Mission statement**

To ensure the development of a member-driven, nonprofit housing co-operative that provides quality and affordable housing and related services within an inclusive, safe and secure, diverse, and caring community.

#### **6.0 Objectives of the organization**

The objectives of SMHC are as follows:

- [a] To carry on business as a nonprofit, continuing housing co-operative and to provide housing and related services and facilities to individuals the majority of whom:
  - are members of SMHC,
  - are ordinarily resident in housing units, and
  - occupy the housing units otherwise than as individual owners.
- [b] To develop an environment that will support human development and growth both as individuals and as members of the co-operative community at large.
- [c] To encourage interaction between SMHC and the broader community.
- [d] To provide opportunities for the members, on a co-operative basis, to maintain control over their living environment through democratic participation in all aspects of their housing and related services.
- [e] To provide ongoing education in co-operative principles to the membership, officers, and employees of SMHC, and the general public.
- [f] To promote and encourage co-operation with other co-operatives at the local, national, and international levels.

#### **7.0 Number of directors**

The board will consist of a minimum of 9 and a maximum of 13 directors with the exact number decided by ordinary resolution at a general meeting.

## **8.0 Restrictions on class of membership**

In accordance with the Cooperatives Act, SMHC shall have no restrictions on class of membership.

## **9.0 Restrictions on the board of directors**

All housing policies must be approved by the membership, not the board of directors.

## **10.0 Special voting requirements**

The following requires a special resolution (2/3 vote of members present at the meeting) to pass:

### **[a] Bylaws, Articles of Incorporation and Share Subscription Agreement**

Any resolution proposing amendments to SMHC's articles of incorporation, bylaws, or the share subscription agreement.

### **[b] Removal of director**

Any resolution proposing to remove a director.

## **11.0 Shares**

SMHC has a single class of membership shares consisting of an unlimited number of shares with a nominal par value of one hundred dollars.

There must not be any preference, right, condition, restriction, limitation, or prohibition on membership shares, except as provided by the Act.

SMHC shall not issue investment shares.

## **12.0 Transfer of shares**

Membership in SMHC may be transferred if it is approved by the board of directors and meets all requirements of SMHC's articles, bylaws, and policies.

## **13.0 Payments to members**

[a] SMHC must carry out its activities without the purpose of gain for its members. It must not distribute any of its property nor pay any money to its members except for:

- amounts owed to a member in share capital, and
- reasonable amounts for goods or services provided by a member.

[b] SMHC shall not require member loans to raise share capital.

[c] SMHC must not pay nor credit to its members:

- any dividends or interest on membership shares, nor
- any patronage returns.

[d] Any accumulated funds must only be used to promote SMHC's objectives.

[e] Upon termination of membership, for any reason, SMHC must purchase all shares in SMHC held by the terminating member(s) for the same amount per share as the member(s) originally paid, and subject to the Cooperatives Act and SMHC's bylaws.

#### **14.0 Remuneration to Directors or Officers**

Officers and directors of SMHC must not receive any payment nor benefit for services provided as officers or directors, but may receive a payment or benefit for services provided other than in their capacity as officers or directors for which SMHC might reasonably make or provide such payment or benefit.

#### **15.0 Distribution of property upon dissolution:**

If SMHC is dissolved, its assets must first be used to satisfy its debts and liabilities. Any remaining assets must not be distributed among members of SMHC, but instead transferred to, or distributed among, one or more non-profit housing co-operatives, non-profit organizations or charitable organizations with objectives similar or compatible with those of SMHC. Such organizations must prohibit the distribution of its -- or their -- income among members to an extent at least as is imposed on SMHC under this clause. SMHC's members must determine such distribution when or before the co-operative is dissolved. This clause may only be changed by the unanimous vote of the members.

#### **The following are the incorporating directors:**

Douglas Crombie - Chairperson \_\_\_\_\_

Della Brown - Vice Chairperson \_\_\_\_\_

Arlene Floyd - Treasurer \_\_\_\_\_

Leonard Lock - Corporate Secretary \_\_\_\_\_

Astrid Deslandes - Director

\_\_\_\_\_

Carma Florence - Director

\_\_\_\_\_

Anne Halliday - Director

\_\_\_\_\_

Patricia Higgins - Director

\_\_\_\_\_

Heather Millar - Director

\_\_\_\_\_

Jennifer Penfold - Director

\_\_\_\_\_

**Signed in the presence of:**

\_\_\_\_\_  
Name of witness

\_\_\_\_\_  
Signature of witness

\_\_\_\_\_  
Date

These articles of incorporation were approved on October 27, 2004 at a Sarcee Meadows Housing Co-operative Ltd. general members' meeting.

**List of original founders**

**“W.Y. PATERSON”**  
**“JOHN C. SIMONS”**  
**“DONNA HARING”**  
**“R.J. FREDERICK”**  
**“ARIE H. INTVELD”**  
**“D. GRAHAM”**  
**“J. DONNACHIE”**  
**“N. MALM”**  
**“L. TUNNEY”**  
**“R. GREEN”**

**BYLAWS**

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**OF**

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**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

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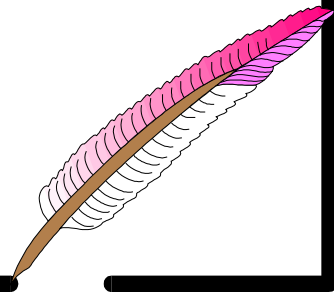
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# BYLAWS



- BYL A W S -
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**1.0 GENERAL****1.1 MISSION**

To ensure the development of a member-driven, nonprofit housing co-operative that provides quality and affordable housing and related services within an inclusive, safe and secure, diverse, and caring community.

**1.2 OBJECTIVES**

The objectives of SMHC are those set out in the Articles of Incorporation.

**2.0 DEFINITIONS**

**2.1 “ACT”** means the Co-operatives Act.

**2.2 “BOARD”** means the Board of Directors of Sarcee Meadows Housing Co-operative (SMHC) and “director” means the same thing.

**2.3 “BORROWING”** means to use or promise SMHC land, buildings, and/or assets as collateral to secure a loan from a lending institution.

**2.4 “CLEAR DAYS”** means counting each calendar day starting the day after the notice is delivered and including the day of the required deadline.

**2.5 “CONFIDENTIAL”** includes, but is not limited to, personal and financial information about members and staff.

**2.6 “ETHICAL CONFLICT”** exists when a reasonable observer would think that a person’s loyalty to another organization or interest, including his or her self-interest, may influence the exercise of his or her objective judgment or compromise his or her duty of loyalty to SMHC. Ethical conflict includes:

- **Conflict of Interest**

Conflict of interest is normally associated with improper financial gain, whether deliberately sought or innocently arrived at.

- **Conflict of Loyalties**

A conflict of loyalties is present when a person owes a duty or loyalty to two or more parties and cannot reconcile those loyalties by identifying and serving the common interests of the separate parties.

- 2.7** “**EXPROPRIATE**” means to deprive of rights or property or to take land for public use and applies when SMHC is not able to restore a unit destroyed by fire or other casualty.
- 2.8** “**FLAG**” means a specifically colored and numbered piece of paper officially used for purposes of voting. Only one flag is assigned to each member household.
- 2.9** “**HOUSING CHARGE**” means any payment due from members to SMHC and includes charges unrelated to housing.
- 2.10** “**HOUSING UNIT**” means a self contained housing unit or shared unit and includes a non-member unit.
- 2.11** “**HOUSING RIGHT**” means the right of a member to occupy and use a housing unit as described in SMHC’s bylaws and policies. Such right is to be a shareholder’s right and in no way must be taken to mean the relationship of landlord and tenant.
- 2.12** “**IMMEDIATE FAMILY**” includes spouse/partner, child, grandchild, brother, sister, parent, grandparent, aunt, uncle, niece, nephew and corresponding in-laws.
- 2.13** “**JOINT MEMBERSHIP**” involves two or more members, with each member having the right of survivorship. When one member dies, that person’s interest automatically passes to the other member(s). All persons who make up part of a joint membership are jointly and severally responsible for meeting all financial and other obligations as indicated in the share subscription agreement.
- 2.14** “**MEMBER**” means a person who has met the conditions of membership set forth in these bylaws, and has been accepted as a member by the Board of Directors and includes "shareholder", "joint member", and "joint shareholder".
- 2.15** “**MEMBER HOUSEHOLD**” means that all members residing in a housing unit make up a single household for purposes of voting, share payment and redemption, etc.
- 2.16** “**MEMBER IN GOOD STANDING**” means meeting all financial and member obligations as described in SMHC's policies, bylaws, or any agreements between SMHC and a member.

- 2.17** “**NON-MEMBER**” means a person that resides in a housing unit but is not a registered SMHC shareholder.
- 2.18** “**NON-MEMBER UNIT**” means a housing unit rented by SMHC and exclusively occupied by non-member(s).
- 2.19** “**OFFICER**” includes the chair and vice chair of the Board of Directors, the secretary, the treasurer and the general manager of SMHC, and any other individual designated as an officer of SMHC by bylaw or by resolution of the directors.
- 2.20** “**ORDINARY RESOLUTION**” means a resolution that is submitted to a members' meeting or a Board of Directors' meeting and passed at the meeting by a majority (50%+1 vote) of the votes cast.
- 2.21** “**POLICY**” means a SMHC policy created in accordance with the bylaws.
- 2.22** “**PROPOSAL**” means the written intent submitted by a member to present an ordinary or special resolution at a members' meeting, which must be submitted to SMHC within the deadlines indicated in 7.1[b] and 7.2[c], and accompany the notice of meeting.
- 2.23** “**SHARE**” means a membership share in the capital stock of SMHC to which the articles of incorporation attach no special preference, right, condition, restriction, limitation or prohibition.
- 2.24** “**SHARE SUBSCRIPTION AGREEMENT**” means the agreement between SMHC and the member by which the member subscribes for shares in the capital stock of SMHC.
- 2.25** “**SMHC**” means Sarcee Meadows Housing Co-operative Ltd.
- 2.26** “**SPECIAL GENERAL MEETING**” means a members' meeting that is called for a specific purpose. The only item for discussion and decision making is the item that caused the meeting to be called – no other business is conducted.
- 2.27** “**SPECIAL RESOLUTION**” means a resolution submitted to a members' or Board of Directors' meeting and passed at the meeting by at least 2/3 of the votes cast.

### **3.0 MEMBERSHIP**

#### **3.1 Eligibility**

Membership in SMHC is open to all individuals:

- [a] eighteen [18] years of age or over, and
- [b] who qualify according to SMHC's member selection policy, and
- [c] who agree with SMHC's mission and objectives, and
- [d] regardless of:
  - (i) their race, national or ethnic origin, colour, religion, age, sex, marital status or sexual orientation, or
  - (ii) conviction for which pardon has been granted, or
  - (iii) children forming part of the family.

### **3.2 Application for membership**

An individual must apply for membership following the process outlined in SMHC's membership policies.

### **3.3 Membership approval**

- [a] An applicant becomes a member of SMHC when:
  - (i) the Board of Directors approves the individual's application for membership, and
  - (ii) the individual has signed all required documents, and
  - (iii) shares are issued to and paid for by the applicant.
- [b] A members' meeting is not required to approve membership.

### **3.4 Share subscription agreement**

- [a] The terms and conditions contained in the share subscription agreement of any member shall serve as a contract between SMHC and the member.
- [b] Notwithstanding, these terms and conditions may be amended by a special resolution at any general meeting called for that purpose.

### **3.5 Rejection of a membership application**

The Board of Directors may reject an application for membership when, in its opinion, to do so is in the best interest of SMHC.

### **3.6 Joint membership**

Where more than one person over the age of 18 plans to occupy a unit, they may hold a joint membership in SMHC, as long as they meet all the requirements outlined in the membership policies.

### **3.7 Member rights**

Each member of SMHC has the following rights:

- [a] To accommodation as created by the member's status as a shareholder.
- [b] To occupy a housing unit at SMHC until the member ceases to be a member.
- [c] To allow other persons to occupy the unit, subject to approval of SMHC and in accordance with the bylaws.
- [d] To quiet use and enjoyment of that accommodation and surrounding areas.
- [e] To have access to and use the common spaces of SMHC in accordance with these bylaws and SMHC's policies.
- [f] To access of services as stated in SMHC's policies.
- [g] To participate in the affairs of SMHC as a member.
- [h] To one vote for each unit for all resolutions presented at all members' meetings.
- [i] To be treated with respect and dignity.
- [j] To be informed regarding SMHC's activities.
- [k] To sound management by the Board of Directors.
- [l] To affordable and quality housing.
- [m] To live without fear of discrimination of any kind.
- [n] To have the opportunity to support human development through personal growth.

### **3.8 Member obligations**

A member at SMHC has the following obligations:



- [a] To help maintain a member-driven co-op by participating in decisions about the co-op through committees and members' meetings.
- [b] To attend at least one members' meeting annually, unless an exemption is approved by the Board of Directors.
- [c] To comply with all SMHC procedures, policies and bylaws and ensure all non-member residents in a member's own unit also comply.
- [d] To interact co-operatively with other members of SMHC.
- [e] To make sure that he or she does not disrupt the lives of other members through loud noise or other offensive behaviors.
- [f] To meet all financial obligations, including paying monthly housing charges in accordance with SMHC policies.
- [g] To maintain a fully paid up share account.
- [h] To maintain his or her housing unit as described in SMHC's maintenance procedures, policies, and bylaws.

### **3.9 Transfer of membership**

A membership in SMHC can be transferred under the following conditions:

#### **[a] General**

A transfer of a member interest is valid only if it is approved by the Board of Directors and meets all requirements of SMHC's articles, bylaws, and policies.

#### **[b] Family share purchase**

A member may apply to the Board of Directors to transfer his or her shares to an immediate family member. The application must meet all criteria as set out in the family share purchase policy and be approved by the Board of Directors.

#### **[c] Death of a member**

- (i) When there is more than one member in a housing unit, and one member dies, the remaining members retain their membership and occupancy rights.

- (ii) A member may nominate a person to whom that member's shares may be transferred on death as outlined in the death of a member policy. When any such transfer is made, the new shareholder must comply with all SMHC policies and bylaws before being approved as a member.

### **3.10 Withdrawal of membership**

A member may voluntarily withdraw his or her membership in SMHC by doing the following:

- [a] Giving written notice two [2] clear months before the first day of the month on which the member intends to move out of the housing unit. Such written notice begins on the last day of the month in which it is given, and
- [b] Subsequently moving out of his or her housing unit.
- [c] A member may not move out of his or her housing unit without giving notice nor give notice without moving out.
- [d] Moreover, an application to withdraw from joint membership in SMHC must be signed by all persons comprising the joint membership.

### **3.11 Termination of membership with no right to appeal**

The Board of Directors may terminate membership in SMHC and require the member to move out of his or her unit, without appeal to the membership, if a member:

- [a] fails to pay housing charges or other money due to the co-operative as described in SMHC's policies and bylaws, or
- [b] fails to meet the conditions respecting the leasing of a housing unit to a non-member as described in these bylaws, or
- [c] vandalizes or destroys property belonging to SMHC, or
- [d] uses the housing unit for activities contrary to the law, or
- [e] threatens the safety of other members, residents, and staff of SMHC, or
- [f] is a physical danger to the members and staff of SMHC or other residents, or
- [g] the member has failed to remedy any of the above within a reasonable time of receiving a written notice from SMHC to do so.

### 3.12 Other reasons for termination

In addition to the reasons listed in section 3.11 above, the Board of Directors may also terminate membership if, on more than one occasion:

- [a] a member has breached any of SMHC's bylaws, policies, the share subscription agreement or any other agreement between the member and SMHC, or
- [b] a member is in breach of the bylaws respecting member obligations, and
- [c] the contravention has continued to occur after SMHC has given written notice to the member.

### 3.13 Termination procedure

The following is the process that must be followed in terminating a member:

- [a] The Board of Directors shall give a member whose termination will be considered, a notice in writing:
  - (i) at least 3 days before the board meeting called to consider the termination, for reasons stated in 3.11, or
  - (ii) at least 14 days notice, if the termination is being considered for reasons stated in 3.12.
- [b] The notice must contain:
  - (i) the resolution to be considered at the meeting, and
  - (ii) a statement of the grounds for termination of the membership, and
  - (iii) a statement of the right of appeal of the member, if the resolution is passed, or if the reason for termination does not have a right of appeal, a statement to this effect.
- [c] A member or his agent or counsel may attend the meeting to make a submission.
- [d] The resolution to terminate membership must be passed by at least 75% of board members present at a duly called board meeting.
- [e] If the resolution to terminate is passed, the board must have delivered to the member's housing unit 14 clear days written notice of termination of membership.

### **3.14 Appealing termination**

When a member is issued a notice of termination for reasons stated in section 3.12 above, then the member has the right to appeal the termination to the membership as follows:

- [a] By filing a notice of appeal with SMHC within 7 days of receiving the notice of termination.
- [b] Upon receiving an appeal, the Board of Directors will by 14 clear days issue to the member written notice stating :
  - (i) the breach or default committed, and
  - (ii) the date and time of the general meeting to be called to consider the appeal, and
  - (iii) the resolution for termination to be presented at that meeting.
- [c] No further action with regards to termination will be taken until the appeal process has been completed.
- [d] The appeal must be heard at the next general or special meeting of members where voting will take place by secret ballot.
- [e] After hearing the appeal, the members may by ordinary resolution confirm or quash the termination of the membership of the member.
- [f] If the members support the board's decision for termination, then the member must be given notice and move out of the unit as stated in these bylaws.

### **3.15 Moving out of the housing unit upon termination**

- [a] Any member whose membership has been terminated must move out of the housing unit they occupy within 14 clear days after the termination notice has been delivered, or on such subsequent date as the members or the board may by resolution direct.
- [b] The member's shares will be repurchased in accordance with these bylaws.
- [c] All move out standards must be met as set out in SMHC's move out policy.

#### **4.0 CORPORATE SEAL**

##### **4.1 Form of corporate seal**

SMHC shall have a corporate seal in a form approved by the directors.

##### **4.2 Use of corporate seal**

The corporate seal must only be used :

- [a] as authorized by a resolution of the Board of Directors, and
- [b] in the presence of a member of the executive committee or such other person(s) approved by the directors, who must authenticate its use by their signature(s).

#### **5.0 DISPUTES**

- [a] All disputes between members, or between a member and SMHC, or a member and staff person, with the exception of pets and parking, shall be handled by the grievance committee in accordance with the grievance policy.
- [b] Any disputes between members involving pets and parking shall be handled in accordance with the pets and parking policies and procedures.
- [c] Failure to resolve any disputes, including those brought to the grievance committee, shall be passed on to the Board of Directors for consideration.
- [d] When a dispute cannot be resolved to the satisfaction of all parties involved, the board may bring in an outside mediator to assist in finding a resolution.
- [e] If a member fails to comply with an agreement made to resolve a dispute, that person's membership may be terminated.

#### **6.0 CAPITAL STOCK**

##### **6.1 Value of shares**

The capital stock of SMHC must consist of an unlimited number of shares with a nominal par value of one hundred [\$100.00] dollars.

**6.2 Number of shares**

The number of shares that need to be maintained in a fully paid share account shall be decided from time to time by ordinary resolution at a members' general meeting. The minimum number of shares must be seven (7).

**6.3 Share payment**

Shares in SMHC must be paid as follows:

- [a] 50% of the payment upon acceptance of the unit, and
- [b] The remaining 50% must be paid with the first month housing charges on the first day of the month in which the member assumes occupancy of the unit.

**6.4 Share register**

[a] SMHC must keep appropriate books of record in which must be entered :

- (i) the name of the person(s) owning the shares, and
- (ii) the number of such shares, and
- (iii) the date of issue.

**6.5 Members' list**

[a] Upon request, SMHC must provide a list of members to any member, or his or her legal representative, as long as :

- (i) the request includes the name and address of the applicant, and
- (ii) the information must not be used for soliciting, fundraising, market surveys, nor financial gain of any kind nor any illegal activity, and
- (iii) the request does not contravene the PIPA Act.

[b] Any member has the right to be excluded from the list by advising SMHC in writing not to include his or her name.

[c] SMHC may set a reasonable fee for producing the list.

## 6.6 Joint shares

Joint shares may be held in SMHC with the following implications:

[a] If joint shareholders cannot agree among themselves as to who should exercise the vote at any members' meeting, the name of the person first appearing in the share register as a shareholder shall be entitled to cast the vote.

[b] Joint shareholders shall all:

- (i) be liable for assessments, levies, dues, fees, payments and other charges imposed or payable as members of SMHC, and
- (ii) sign the share subscription agreement.

## 6.7 Charge on member's shares

SMHC shall have a charge on the share of a member for any loan or debt owed by a member or his or her legal representative. SMHC may apply a portion or all of the share value to the member to cover payment of the debt.

## 6.8 Share re-purchase

Within six [6] calendar months of the housing unit being vacated, SMHC must purchase the shares held by a withdrawing member for the same amount as the member purchased the shares. SMHC shall deduct from the value of the shares any debt owed to SMHC by the member, as determined by the board of directors for:

- [a] any amount due SMHC under these bylaws, SMHC policies and procedures or the share subscription agreement, and
- [b] the cost of all repairs and maintenance, including but not restricted to painting, redecorating, and floor finishing, needed to put the former member's housing unit into "move out condition" and suitable for new occupants, as outlined in SMHC's move out policy, and
- [c] any costs the Board of Directors may determine as required in the re-purchase of the member's shares.

## **7.0 MEMBERS' MEETINGS**

### **7.1 Annual General Meetings**

#### **[a] Timing**

SMHC must hold each annual general meeting within six months after the end of the preceding financial year of SMHC, on a day and at a place determined by the board.

#### **[b] Deadline for Submission of Proposals**

SMHC must provide members with the deadline for submitting proposals to be considered at the next annual general meeting. Members shall receive notice of the deadline date no less than 60 nor more than 90 days before the end of each financial period.

#### **[c] Agenda**

The annual general meeting agenda must include:

- (i) consideration of the audited financial statements, and
- (ii) an auditor's report, and
- (iii) the appointment of an auditor, and
- (iv) the election of directors, and
- (v) an annual report from the Board of Directors, standing committees, and the general manager, and
- (vi) consideration of the minutes of the previous general meeting.

#### **[d] Special Business**

Any other matter relevant to SMHC business as raised by any member or the Board of Directors shall be considered "special business".



## 7.2 Regular General Meetings

### [a] Timing

The regular general members' meetings shall be called by the board at least three times a year. As nearly as convenient, the annual general meeting and regular general meetings shall be spaced at quarterly intervals through the year.

### [b] Agenda

The agenda for each regular general meeting shall include the receiving of reports from the board and other matters relevant to the affairs of SMHC that may be raised by the members or the Board of Directors.

### [c] Deadline for Submission of Proposals

Any member wishing to submit a proposal for consideration at a general meeting must submit the proposed resolution to SMHC no later than 40 days before the general meeting where the resolution is to be discussed. A member may propose an ordinary resolution at a general meeting, without notice, if the intent is to seek information rather than change practice or policy.

## 7.3 Special General Meetings

### [a] Board initiated

A special general meeting of SMHC may be called at any time by the directors when they consider it necessary or advisable to do so through an ordinary resolution at a duly called board meeting.

### [b] Member requested

The directors must call a special general meeting upon receiving a written request signed by 10% or more of member units that:

- (i) includes the unit number and printed names as well as the signatures of all members making the request, and
- (ii) clearly states the nature of the business to be transacted at the meeting, unless
- (iii) the Board of Directors have already called a meeting and given notice of it, or

- (iv) the exceptions stated in 30(7) of the Co-operatives Regulations apply, in which case the board is not required to call the meeting.

[c] **Member called**

If on receiving the request, the directors do not within twenty-one [21] clear days call a special general meeting, any one or more of the members making the request may themselves call the meeting, except when not required as stated in 7.3 (b) above.

**7.4 Electronic Meetings**

SMHC may hold electronic meetings. Unless circumstances indicate the need for an electronic meeting, Members meetings will be held face to face.

**7.5 Quorum**

[a] At any general meeting of SMHC, one-tenth of member households (38 units) present at the beginning of the meeting shall constitute a quorum.

[b] For the purpose of determining a quorum, any joint shareholders shall constitute one member.

[c] If a quorum is not present after one [1] hour from the time the meeting was to start, the meeting shall be adjourned to such time and place as the Board of Directors may determine.

**7.6 Rules of procedure**

The following applies to all rules of procedures followed at a members' meeting:

[a] The Board of Directors may from time to time establish rules of procedure for consideration of the members.

[b] The rules of procedures become effective through an ordinary resolution passed at a general meeting.

[c] All questions as to the interpretation of the rules of procedure shall be decided by the chairperson. Any member may appeal the chairperson's ruling to the members present at the meeting. The decision of the meeting stands.

**7.7 Notice of meetings**

The secretary must ensure delivery of a written notice to each member household of any members' meeting (including any members' meeting that considers the annual budget and housing charges):

- [a] at least ten [10] days but not more than sixty [60] days prior to such meeting, and
- [b] stating the purpose, time and place where the meeting is to be held , and
- [c] including any ordinary or special resolution to be considered by the members at the meeting.
- [d] If a shareholder or shareholders do not receive the notice, or notice to a shareholder is accidentally omitted, it shall not prevent the holding of such a meeting, nor invalidate any resolution passed or proceedings taken at the meeting.

### **7.8 Voting eligibility**

- [a] At each member's meeting, a member household is entitled to receive only one voting flag which represents one [1] vote.
- [b] If more than one eligible voting member from a member household is present at the meeting, the following applies:
  - (i) Any member may use the voting flag to cast a vote at any one time, but
  - (ii) If they cannot agree as to who shall cast the vote, the vote shall be cast by the member whose name first appears in the share register, and
  - (iii) the mover and seconder of any single motion must be from different member households.
- [c] Only a member in good standing present in person at a face to face meeting may vote; proxies shall not be permitted at face to face meetings.
- [d] A member in good standing may vote electronically at an electronic meeting.
- [e] The secretary must ensure that only voting members make motions or vote.

### **7.9 Voting procedures**

- [a] Unless otherwise provided for in the bylaws or the Act, all decisions shall be made by an ordinary resolution. An abstention shall not be considered a cast vote.
- [b] Any matter put to a vote at a face to face meeting must be decided by a show of hands, unless either before or after the vote, the members, by a show of hands, demand a secret ballot, in which case a secret ballot must be taken as directed by the chair of the meeting.

[c] If a member, the chair shall be entitled to vote on all questions, but shall have no additional vote in the event of a tie vote.

[d] In the event of a tie vote, the motion shall be declared lost.

#### **7.10 Attendance by non-members**

A non-member may attend or speak at a members' meeting if permission is given by the chair or the majority of voting members at the meeting. A non-member may not propose any motions nor vote.

#### **7.11 Record of attendance**

The secretary must ensure that the names of all persons attending members' meetings are recorded and that all registered voters are eligible.

#### **7.12 Minutes of general meetings**

The secretary must ensure minutes of members' general meetings:

[a] be distributed to all members before the general meeting where they are to be approved, and

[b] that these minutes must include details of all items of business discussed, and

[c] must not include details of confidential matters, including the number of ballots cast for candidates for the office of director.

#### **7.13 Electronic voting**

SMHC may conduct a vote at a virtual meeting entirely by electronic means, and any Member entitled to vote at the meeting may vote by those means provided:

[a] each Member has access to the electronic communication,

[b] the electronic communication method is set up and used in a manner that

(i) permits verification of the votes

(ii) permits the votes to be counted without identifying how each Member voted.

### **8.0 BOARD OF DIRECTORS**

#### **8.1 Number of directors**

The number of directors shall not be less than nine [9] nor more than thirteen [13] persons, or such other number as shall from time to time be determined by the membership of SMHC through ordinary resolution.

## **8.2 Term of office**

The term of office of the directors shall be as follows:

- [a] A director normally serves a three year term of office [unless completing the term of a director who has resigned or been removed].
- [b] The term shall end at the beginning of the board meeting immediately following the members' meeting where his or her successor is elected.
- [c] The Board of Directors must hold its first meeting within fourteen [14] days of each annual general meeting.

## **8.3 Eligibility of directors**

- [a] Except as indicated otherwise in these bylaws, any member in good standing of SMHC shall be eligible to be elected as a director if
  - (i) no other shareholder from their member household is currently serving as a director, and
  - (ii) they are present at the meeting where they are elected, and did not refuse to act as a director, or
  - (iii) they were not present at the meeting, but consented in writing to act as a director before the election or within ten [10] clear days.
- [b] A member shall not be eligible to be elected as a director if:
  - (i) they are a party to a contract for profit with SMHC, unless they have approval of the members by resolution at a general or special meeting, or
  - (ii) if the person is an employee of SMHC, or
  - (iii) if the person is not bondable, or
  - (iv) if a retiring director has just completed a second consecutive full term of office, in which case, the individual is not eligible to be a director until the next annual general meeting, or
  - (v) if the person is disqualified for any other reason as listed in clause 8.11.

#### **8.4 Powers and duties**

- [a] The Board of Directors must oversee the management of the business and affairs of SMHC.
- [b] The Board of Directors shall keep the members informed about the business of SMHC. They shall attempt to encourage interest, discussion and support by presenting the members with periodic reports.
- [c] The directors shall exercise all the powers of SMHC except such powers as:
  - (i) are by law, SMHC's articles of incorporation or these bylaws designated as belonging to the members, and
  - (ii) the board may choose to delegate powers to the general manager, except those powers which cannot be delegated in accordance with section 89 of the Act.

#### **8.5 Execution of documents**

All documents required to be executed by SMHC may be signed by any two of the following: the chairperson, the secretary, the vice-chairperson, the treasurer or any other officer appointed by the directors through a board resolution.

#### **8.6 Borrowing**

The board shall be authorized:

- [a] to borrow money on the credit of SMHC, or pledge any of the assets of SMHC, but only to a limit of \$100,000, unless authorized to exceed this amount by an ordinary resolution of members, and
- [b] when borrowing, the board must have regard to the contractual obligations of SMHC to Canada Mortgage and Housing Corporation.

#### **8.7 Banking**

- [a] SMHC's bank account shall be kept at such credit union or other financial institution, as the directors may from time to time determine, and preferably at a co-operative financial institution.
- [b] All cheques, drafts, overdrafts, and other bills of exchange and promissory notes written on behalf of SMHC must be signed by any two of the following: chairperson, vice-chairperson, secretary, and treasurer, or any

other officers or persons as the board may from time to time appoint for this purpose.

### **8.8 Investment of surplus funds**

The board may invest the surplus funds of SMHC in interest-bearing deposits, government bonds or other interest-bearing securities of such credit union or other financial institution as the directors may from time to time determine, and preferably a co-operative financial institution. Any such investments must be in accordance with the guidelines of the current SMHC investment policy.

### **8.9 Nomination of directors**

[a] Nominations will be sought by the elections committee, consisting of two or more people who:

- (i) are members in good standing, and
- (ii) are not directors nor employees of SMHC.

[b] The duties of the elections committee shall be:

- (i) to publicize the upcoming election, seek qualified candidates and inform members of the duties and responsibilities of the board, and
- (ii) to present a slate of candidates and report to the board of directors stating the number of candidates, not less than forty [40] clear days before an annual general meeting or twenty-one [21] clear days before a special general meeting at which directors are to be elected, and
- (iii) other responsibilities and election procedures as described in the elections committee's job description.

[c] Any SMHC member in good standing may nominate, in writing, any member in good standing. The nominated member must accept the nomination in writing not less than [30] clear days before an annual general meeting for the nomination to be valid.

[d] The board must ensure that the nominations list is posted in the SMHC office and other appropriate places.

[e] The secretary must ensure that the written notice of the annual or general meeting where elections are to take place includes the nominations list and states the number of directors to be elected.

- [f] Nominations shall not be received later than thirty [30] clear days before an annual general meeting, nor later than fourteen [14] clear days before any other meeting where an election of directors is to be held.

#### **8.10 Election of directors**

- [a] At the start of any members' meeting where directors are to be elected, the chairperson of the elections committee or his or her designate shall serve as the chairperson for the purpose of conducting the elections.
- [b] At the opening of the meeting, the chair shall first call for a report from the elections committee.
- [c] Members present at the meeting shall appoint at least three scrutineers to count the ballots under the direction of the election's officer.
- [d] At every election for directors, an elections officer and one assistant shall be appointed by the board before the meeting at which elections are to be held. The elections officer shall be responsible for ensuring:
  - (i) that the election is conducted in accordance with the bylaws, and
  - (ii) that sufficient ballots are initialed and provided, and
  - (iii) that the votes are counted with the election officer's assistance, and
  - (iv) that results are announced but not the number of votes for each candidate.
- [e] The election must be held by secret ballot. Members may vote for any number of candidates as long as they do not mark more names on their ballot than the number of positions being filled, in which case the ballot shall be spoiled.
- [f] The candidate with the most votes shall be declared elected to the position having the longest term, and those with fewer votes, in descending order, to the shorter term positions. In the event of a tie, a second ballot must be held immediately to decide who serves the longer term or is elected.

#### **8.11 Disqualification of directors**

Unless otherwise determined by an ordinary resolution at a general or special meeting of SMHC, a person shall be disqualified from becoming or continuing as a director if he or she:



- [a] is absent from two [2] consecutive meetings of the Board of Directors, unless the reason for such absences is acceptable to the other directors and recorded in the minutes by the board, or
- [b] ceases to be a member of SMHC, or
- [c] is convicted of an indictable offense, or
- [d] is bankrupt as defined by the Bankruptcy Act, or
- [e] gives SMHC notice of intent to vacate his or her housing unit, on the day that notice is given , or
- [f] is a dependent adult as defined in the Dependent Adults Act or is the subject of a certificate of incapacity under that Act, or
- [g] is a formal patient as defined in the *Mental Health Act*, or
- [h] is subject of an order under the *Mentally Incapacitated Persons Act* appointing committee of the individual's person or estate or both, or
- [i] has been found to be a person of unsound mind by a court elsewhere than in Alberta, or
- [j] is no longer a member in good standing.

#### **8.12 Removal of director**

A director may be removed from office by a special resolution:

- [a] passed by two-thirds of those present at a special general meeting called for that purpose, or
- [b] at any annual general meeting where a notice of motion of removal has been given in accordance with the requirements for calling that meeting, and
- [c] at the next general meeting an election to fill the unexpired term of the removed director must be held.

#### **8.13 Duties of Director**

In addition to any specific responsibilities any director may have as an officer, the responsibilities of a director are:

- [a] to attend all board meetings unless excused by the board, and such approval by ordinary resolution to be indicated in the minutes of the meeting in question, and
- [b] to be prepared for all meetings by reading relevant reports, and
- [c] to act honestly, in good faith and in the best interests of SMHC at all times, and place this duty before personal matters, and
- [d] to exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances, and
- [e] to be familiar with all relevant provincial legislation, as well as SMHC's articles of incorporation, bylaws and policies , and
- [f] to respect the confidentiality of matters considered by the board or coming to their notice or attention as directors, and
- [g] to adhere to the requirements set out in the ethical conduct policy and agreement, and
- [h] to perform any specific duties which may be assigned by the board.

#### **8.14 Remuneration**

Directors of SMHC shall not receive any payment or benefit for services provided as directors, but may receive a payment or benefit for services provided other than in their capacity as directors for which SMHC might reasonably make or provide such payment or benefit.

#### **8.15 Vacancies**

- [a] The directors may appoint a member in good standing to fill a vacant position of director until an election is held at the next annual meeting if a single vacancy occurs on the Board of Directors.
- [b] If a second vacancy occurs, the position shall remain vacant until an election can be held at the next general members' meeting. At such an election all vacancies on the Board of Directors must be filled, including any temporarily appointed by the board.

### **8.16 Leave of absence**

If approved by the board, a director may take a leave of absence, but for no longer than three consecutive months from the date on which the leave of absence is approved.

## **9.0 BOARD MEETINGS**

### **9.1 Regular meetings**

The board shall meet at least ten [10] times a year. Once the board has passed a resolution setting the regular meeting time, dates, and place, the board may hold these meetings without further notice except as mandated by section 89(3) of the Act.

### **9.2 Special meeting**

A special meeting of the board may be called as follows:

- [a] The chairperson of the board or any three [3] directors may call a special meeting.
- [b] The secretary must ensure that notice of such a meeting, clearly stating the nature of the business to be transacted, be given to each director at least twenty-four [24] hours before the meeting.
- [c] Any action taken at a special meeting, which was not specified in the notice, shall be subject to ratification at the next regular meeting of the board.

### **9.3 Quorum**

At any board meeting, the majority of all directors must be present to constitute a quorum.

### **9.4 Voting**

All voting at board meetings must be counted and recorded as follows:

- [a] Unless provided otherwise in the articles of incorporation or bylaws of SMHC, all board decisions shall be made by ordinary resolution.
- [b] The chair shall have the right to vote on all questions. In the case of a tie vote, the motion must be declared lost.
- [c] An abstention must not be counted as a cast vote; it may be noted in the minutes on request.

### **9.5 Written resolution**

A written resolution of the board, signed by a majority of directors without their meeting together, shall be as valid and effective as if it had been passed at a meeting of the board. Results of this written resolution must be recorded in the next board minutes.

### **9.6 Confidentiality of board proceedings**

- [a] All directors must keep confidential all matters considered by the board - or coming to their notice or attention as directors - which are of a confidential nature, and must sign a confidentiality agreement as soon as they become directors. Such matters must include but not be limited to:
  - (i) personal information on individual members or staff and
  - (ii) information relating to the business of SMHC, where confidentiality is appropriate to preserve SMHC's position against third parties.
- [b] If any officer, employee or other member of SMHC is present at a board meeting where confidential matters are discussed, he or she must keep such information confidential.
- [c] Details of confidential matters discussed at board meetings must not be included in copies of the minutes circulated to members or posted in a public place.

### **9.7 Validity of board action**

All decisions made at any meeting of the directors, or by a written resolution of the directors, shall be valid, even if it is later discovered that a director was not eligible or qualified to hold office.

### **9.8 Participation of members and employees**

- [a] All members and employees of SMHC shall be entitled to attend and speak at board meetings, except when the board determines that the business to be considered must be kept confidential, in which case the member and/or employee must be excluded and leave the meeting.
- [b] Non-directors may speak only with permission of the chair and must not be permitted to make motions or vote.
- [c] The minutes of all board meetings, or a brief summary, excluding any details of confidential information, must be posted in a prominent location as soon

after board approval as is practical. Notwithstanding, in-camera board meetings of a confidential nature must not be circulated to the members.

## **10.0 OFFICERS AND DUTIES**

### **10.1 Designated Officers**

The Board of Directors must designate the following offices, with further powers and duties of each officer described in board approved job descriptions: chairperson, vice-chairperson, corporate secretary, and treasurer.

### **10.2 Other officers**

The board may appoint other officers as required who shall have such authority or perform such duties as the board may from time to time prescribe. If an officer is not a board member, he or she will have a voice but no vote at board meetings.

### **10.3 Executive committee**

- [a] The Board of Directors shall by an ordinary resolution provide for an executive committee to consist of the chairperson, the vice chairperson, the corporate secretary, and the treasurer.
- [b] The executive committee shall have and may exercise all the powers of the board to the extent provided in any ordinary resolution, and
- [c] Shall keep minutes of its meetings, and report to the board at the next meeting.
- [d] The board can revise or alter any action taken by the executive committee provided that no rights of third parties shall be affected.
- [e] The Board may fill any vacancies on the executive committee.

### **10.4 Election of officers**

At its first meeting after the annual general meeting, or more often as may be required, the board shall elect a chairperson, a vice-chairperson, a secretary and a treasurer.

### **10.5 Removal of officers**

- [a] The board may, by ordinary resolution at a special board meeting, remove any officer(s) from office.
- [b] Written notice of any meeting where it is intended to propose such a resolution must be given to all directors, including the officer concerned, in accordance with the calling of a special meeting of the board.
- [c] The officer concerned shall be entitled to attend the board meeting and to make representations.
- [d] The directors must immediately fill any office becoming vacant under this clause.

### **10.6 Resignation of an officer**

Any officer may resign by delivering a written resignation to the office of SMHC, and to the attention of the Board of Directors. The board shall consider any resignation at the first meeting after it is received, unless the officer withdraws the resignation before it is accepted. The resignation becomes effective once accepted by the board.

### **10.7 Remuneration of officers**

Officers of SMHC must not receive any payment or benefit for services provided as officers, but may receive payment or benefit for services provided other than in their capacity as officers for which SMHC might reasonably make or provide such payment or benefit.

### **10.8 Board supervision of general manager**

The board shall supervise and direct the general manager, who supervises all other employees. The board must ensure that the general manager:

- [a] prepares appropriate job descriptions for all staff positions, and
- [b] prepares appropriate procedures for reporting, and
- [c] establishes and follows authorized areas for decision-making.

## **11.0 ETHICAL CONFLICTS**

### **11.1 Directors and officers**

- [a] A director or officer must disclose to the board any conflict of interest that he or she may have regarding:
  - (i) any material contract or transaction or proposed material contract or transaction as outlined in SMHC's ethical conduct policy and sections 80, 81 and 82 of the Act, and any material change to such interest,
  - (ii) either in writing to SMHC or by requesting to have it entered in the minutes of the board meeting,
  - (iii) unless, a similar contract or transaction is routinely available to any like member of the co-operative on the same terms.
- [b] A director or officer who has an ethical conflict must leave the room before discussion and voting on the issue.
- [c] All officers and directors are responsible for disclosing an ethical conflict, whether their own or that of another director or officer.

## **11.2 Members**

- [a] A member who recognizes he or she has an ethical conflict must declare this at any committee meeting of SMHC, and must leave the room before discussion and / or voting on the issue.
- [b] A member is required to disclose all ethical conflicts in compliance with SMHC ethical conduct policy.
- [c] All members are responsible for disclosing an ethical conflict, whether their own or that of another member.

## **11.3 Employees and others**

Employees of SMHC, vendors, independent contractors, and others are required to disclose the nature of all ethical conflicts in the manner described in SMHC's ethical conduct and personnel policy.

## **12.0 COMMITTEES AND TASK FORCES**

### **12.1 Creation of committees and task forces**

- [a] The members or the board may appoint such committees or task forces as needed by ordinary resolution at a board or members' meeting.
- [b] When a committee is formed, the board or members shall develop a job description, which describes the committee's duties, its composition, its

reporting requirements, and whether it is a standing or special committee or task force.

## **12.2 Composition of committees**

Unless stated otherwise in SMHC's policies, members of a committee are not required to be directors. With the exception of the grievance and elections committees, each committee shall include a director appointed by the board to serve as a liaison between the board and the committee.

## **12.3 Financial authority**

No committee shall spend any money, authorize any expenditure, enter into any contract or commit SMHC to any action whatsoever without approval of the board.

## **12.4 Committee minutes**

Each committee must keep minutes of all meetings and make them available to the board in a timely fashion.

## **13.0 FINANCIAL REQUIREMENTS**

### **13.1 Financial Year.**

SMHC's financial year begins November 1<sup>st</sup> and ends October 31<sup>st</sup>.

### **13.2 Approval of the audited financial statements**

The Board of Directors must approve the audited financial statements which will be taken to the AGM for the members' consideration.

### **13.3 Auditor**

[a] The members at each annual general meeting must appoint an auditor who is a chartered accountant or a chartered accounting firm and does not hold office in SMHC. Remuneration of the auditor must be approved by the board.

[b] The auditor shall:

- (i) be entitled to notice of any meeting at which it is proposed to appoint some other person as auditor, and
- (ii) at all reasonable times have access to the books, accounts and vouchers of SMHC, and



(iii) be provided by the directors, officers and employees of SMHC with the information needed to perform the duties of auditor, and

(iv) at each annual general meeting make a report to the members on the financial statements stating whether the financial position of SMHC and the results of its operations for the period under review are in accordance with generally accepted accounting practices, and consistent with the previous period.

#### **13.4 Bonding of employees and officers**

Every officer or employee of SMHC who has charge of or handles money or other securities belonging to SMHC, and every signing officer and every other officer or employee prescribed by the board, must be bonded with a security company selected by the board.

#### **13.5 Reserve fund**

The board must create such reserve funds for capital replacement or other future expenses as good co-operative business practice shall dictate.

#### **13.6 Surplus**

Any surplus arising from operations of SMHC must be applied to the replacement reserve fund or otherwise handled in accordance with all legal and auditing requirements.

#### **13.7 Deficit**

Any deficit arising from the yearly operations of SMHC shall --at the discretion of the board -- either:

[a] be charged against the reserve funds of SMHC, in whole or in part, or

[b] be carried forward as a deficit and deducted from surpluses accruing in subsequent years.

## **14.0 HOUSING RIGHTS AND RESPONSIBILITIES**

### **14.1 Housing Unit**

SMHC shall provide the member with a housing unit at the location indicated in the share subscription agreement, subject to any exceptions contained in these bylaws or the policies of SMHC. The rights the member has to accommodation are created by the member's status as a shareholder.

### **14.2 Relationship between member and SMHC**

The relationship between the member and SMHC:

- [a] is governed by the terms of these bylaws, the share subscription agreement and the policies and procedures of SMHC, and
- [b] is not one of landlord and tenant, nor
- [c] should the share subscription agreement be construed as a lease, and
- [d] no part of the Residential Tenancies Act or any successor legislation shall apply to the relationship of SMHC and its members.

### **14.3 Payment of expenses**

- [a] SMHC shall be responsible for those utility, maintenance, and replacement costs or services provided to the member's housing unit as SMHC may from time to time approve.
- [b] The member shall be responsible for payment of all other goods and services provided by either SMHC or third parties.

### **14.4 Maintenance Responsibilities**

- [a] SMHC is responsible for those items of maintenance as are from time to time provided for in the maintenance policies of SMHC.
- [b] The member is responsible for all other repairs and for maintaining the housing unit to such standards as may be established from time to time by SMHC.

### **14.5 Improvements**

The member may improve the housing unit in accordance with SMHC's maintenance policies and procedures provided such improvements do not conflict with any agreements, instruments, orders or regulations to which SMHC is bound.

**14.6 Access**

- [a] In accordance with all maintenance policies and these bylaws, the member must provide SMHC with reasonable access to the housing unit, for the purpose of:
- (i) inspections, and
  - (ii) necessary repairs and maintenance, and
  - (iii) for showing the housing unit to prospective members following receipt by SMHC of a written notice of a member's intention to vacate, or
  - (iv) where membership has been terminated for any other reason.
- [b] SMHC is entitled to access to the member's unit without notice in cases of emergency.

**14.7 Insurance**

- [a] SMHC must carry public liability insurance on SMHC.
- [b] SMHC shall not be liable nor in any way responsible for:
- (i) any personal or other injury that may be suffered by a member, or any person dwelling in or visiting the member's housing unit, nor
  - (ii) any loss or damage caused to any property belonging to the member, or to any person dwelling in or visiting the member's housing unit, except when such injury or damage is caused by the willful act or neglect of SMHC.
- [c] The member agrees to indemnify SMHC against and to save SMHC harmless from:
- (i) all liability, loss, damage and expense arising from injury to persons or property as a result of the member's failure to comply with any bylaws or policies of SMHC, or
  - (ii) due to any act, default or omission by the member or any person living in or visiting the member's housing unit or SMHC.
- [d] The member must not permit, suffer or allow anything to be done or kept upon or in the housing unit which shall increase SMHC's rate of insurance, or the member shall be personally liable for the additional insurance premiums.

- [e] The member shall be wholly responsible for obtaining insurance for his or her own property both inside and outside the unit. SMHC shall not be responsible in any way for the loss or damage of a member(s)' personal property.

## **15.0 LEASING**

### **15.1 Leasing policy**

A member may lease the housing unit but only in accordance with SMHC's leasing policy.

### **15.2 Board right to reject proposed tenant**

The board of directors may approve or reject a proposed tenant at its discretion.

### **15.3 Lease Agreement**

Before the term of a lease can become effective, the member and the proposed tenant must sign and deliver to SMHC a board approved lease agreement.

### **15.4 Payment of housing charges**

The member remains responsible for the payment of all housing charges levied against the leased unit.

### **15.5 Failure to comply**

Failure to comply with section 15.0 of these bylaws must be considered grounds for termination of membership by the board, without appeal to the members, in accordance with section 3.11 of these bylaws and the Act.

## **16.0 LOSS OF USE**

### **16.1 Temporary loss of housing unit**

If a member's housing unit deemed not habitable due to fire, health and safety concerns, or otherwise, SMHC shall:

- [a] decide within sixty [60] clear days whether or not to restore the premise, and
- [b] waive housing charges during the period of loss of use, but
- [c] not be obligated or liable to provide or pay for any alternative accommodation.

**16.2 Permanent loss of housing unit**

- [a] If SMHC elects in its absolute discretion not to restore the housing unit, it must purchase the member's shares in accordance with SMHC policies, articles of incorporation and bylaws.
- [b] If any unit is expropriated, the member's right to occupy the housing unit shall terminate on the day when the expropriating authority obtains possession. The member shall not be required to pay any further housing charges after this date.
- [c] SMHC shall be entitled to exercise and shall supersede the member's rights to prosecute any claim for compensation.

**17.0 NON-MEMBER RESIDENTS**

- [a] In accordance with the non-member resident policy, a member must:
  - (i) Notify SMHC of any change in residents occupying the unit, and
  - (ii) Apply to SMHC to have residents other than immediate family reside in the housing unit. Board approval may be required.
- [b] Non-member residents must comply with all SMHC bylaws, policies, and procedures, in accordance with the non-member residents policy, or may be required by the board of directors to leave the unit.

**18.0 HOUSING CHARGES****18.1 Consideration of annual budget**

- [a] The annual budget of SMHC shall be reviewed by the board, the finance committee, and such other committees as are considered necessary.
- [b] This information must be submitted for consideration of the members at a general meeting set no later than two months before the start of SMHC's new financial year.
- [c] At this meeting, the members shall:
  - (i) approve an annual budget for SMHC, and
  - (ii) set the annual housing charges.
- [d] Members must be given two months notice of a housing charge increase.

**18.2 Payment of housing charges**

- [a] The member must pay the housing charge for their housing unit in advance to the office of SMHC:
  - (i) on the first day of each and every month, and
  - (ii) by cheque, bank draft, automatic deposit, signed welfare voucher or money order.
- [b] Any housing charges remaining unpaid after the first day of each month shall be subject to penalties in accordance with the arrears policy of SMHC. Such policy shall be established by the members.
- [c] Members who fail to pay housing charges on a timely basis, in accordance with the bylaws and policies of SMHC, must:
  - (i) be considered in breach of the terms of membership, and
  - (ii) the board may terminate the membership without appeal, in accordance with 3.11 of these bylaws.

**19.0 RECORDS**

- [a] SMHC must keep in its administration office such books and records as are required by the Act.
- [b] The directors must cause minutes and other required documents to be kept as part of SMHC's records including, but not limited to, :
  - (i) all appointments of officers, and
  - (ii) all names of directors present at each board meeting, and
  - (iii) all resolutions and proceedings of general and board meetings.
- [c] Any SMHC minutes, once approved by the board of directors or the members, must be considered established fact of the matters stated in such minutes.
- [d] SMHC must make records available as required by section 28 of the Act:
  - (i) to any member by appointment during the co-op's regular office hours, and
  - (ii) to the directors at any reasonable time.

[e] In accordance with the PIPA Act, a member may have access to his or her member files under the following conditions:

- (i) the member must make an appointment to view the records with the General Manager or designate during regular office hours, and
- (ii) SMHC reserves the right to remove any information from the file that violates the privacy of any individual.

## **20.0 BYLAWS**

These bylaws may be amended by special resolution at any members' meeting. The amended bylaws come into effect on the day they are approved by the members, or any later date specified in the resolution approving the amendment.

## **21.0 POLICIES**

### **21.1 Housing policies**

Housing policies must include, but not be limited to, concerns related to arrears, maintenance, occupancy, and subsidy, generally those matters relating to accommodation. Housing policies may only be passed and amended by the membership by ordinary resolution at a duly called members' meeting.

### **21.2 Operations Policies**

Operations policies include those matters generally relating to the administration of SMHC, and may be passed and amended by the board of directors at a duly called board meeting by ordinary resolution.

### **21.3 Role of Committees**

Committees of SMHC may recommend a policy to the membership or the board, but do not have the power to approve it.

### **21.4 Policy Records**

The secretary must ensure that:

- [a] updated records are kept of all policies adopted by SMHC, and
- [b] they are dated as of the day they were passed, and

[c] a copy of any new housing policies or amendments be distributed to the members at least once a year.

**21.5 Priorities**

Whenever possible, SMHC’s articles of incorporation, bylaws, shareholder’s agreement, and policies must not conflict with each other. If a conflict exists, the order of priority must be as follows: the articles of incorporation, the bylaws, the shareholder’s agreement, and then the policies. All of these documents must be binding on SMHC board, staff, and members.

**22.0 DISSOLUTION OF SMHC**

[a] The members may decide to dissolve SMHC by a special resolution passed at a general meeting.

[b] Upon dissolution of SMHC, its assets must be distributed in accordance with the articles of incorporation.

The following are the incorporating directors:

Douglas Crombie – Chairperson  
K693, 3223 40<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W1

\_\_\_\_\_

Della Brown – Vice Chairperson  
J586, 4020 37<sup>th</sup> Street SW  
Calgary, Alberta  
T3E 3C4

\_\_\_\_\_

Arlene Floyd – Treasurer  
H532, 4020 37<sup>th</sup> Street SW  
Calgary, Alberta  
T3E 3C4

\_\_\_\_\_

Leonard Lock- Corporate Secretary  
C163, 4331 Sarcee Road SW  
Calgary, Alberta  
T3E 6V9

\_\_\_\_\_

Mike Cooper – Director  
D303, 3510 44<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W2

\_\_\_\_\_



Astrid Deslandes – Director  
C175, 4331 Sarcee Road SW  
Calgary, Alberta  
T3E 6W2

\_\_\_\_\_

Carma Florence – Director  
A32, 4111 Sarcee Road SW  
Calgary, Alberta  
T3E 6V9

\_\_\_\_\_

Anne Halliday – Director  
J581, 3525 40<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W1

\_\_\_\_\_

Patricia Higgins – Director  
D233, 3510 44<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W2

\_\_\_\_\_

Heather Millar – Director  
D232, 3510 44<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W2

\_\_\_\_\_

Jennifer Penfold – Director  
L742, 3201 40<sup>th</sup> Avenue SW  
Calgary, Alberta  
T3E 6W1

\_\_\_\_\_

Signed in the presence of:

\_\_\_\_\_  
Signature of witness

\_\_\_\_\_  
Date

These bylaws were approved on June 2, 2004 at a special general meeting of the members of Sarcee Meadows Housing Co-operative Ltd.

Original bylaws were approved on the 23<sup>rd</sup> day of August, A.D. 1968.

The original incorporating members were:

W.Y. PATERSON

JOHN C. SIMONS

DONNA HARING  
ARIE H. INTVELD  
J. DONNACHIE  
L. TUNNEY

R.J. FREDERICK  
D. GRAHAM  
N. MALM  
R. GREEN



*HOUSING*

*AGREEMENT*

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**HOUSING AGREEMENT**

DATE: [ **Insert Date** ]

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

(Hereinafter called the “Co-operative” or “Co-op”)

**-AND-**

[ **Insert Member Name(s)** ]

(Hereinafter called the “Member”)

The Member owns Shares in the Co-operative and has acknowledged an intention to be bound by the By-Laws and Policies of the Co-operative with the execution of a Share Subscription Agreement. The Member has been assigned the Housing Accommodation which is referred to in this Agreement as the “home”, and which is located at:

[ **Insert Member Address** ]. The Member and the Co-operative agree this document sets out the Housing Rights and Responsibilities of the Member and the Co-operative, but only to the extent those are provided for in the By-Laws and the Policies of the Co-operative.

This statement of Housing Rights and Responsibilities (referred to as the “Housing Agreement”) is provided solely for the convenience of the Member. It is not intended to establish a separate contract with respect to any matter contained in it. It merely confirms the contract already provided by the Articles of Incorporation and the By-Laws of the Co-operative and by the Share Subscription Agreement. The Member’s signature at the bottom is only to indicate acknowledgment and receipt.

**A. THE RELATIONSHIP**

The rights the Member has to accommodation are created by the Member’s status as a Shareholder and the relationship between the Co-operative and the Member is governed by the terms of these By-Laws, the Policies and Procedures of the Co-operative and the Share Subscription Agreement. It is the express intention of the Co-operative and its Members, that their relationship is not one of Landlord and Tenant, that the Housing Agreement is not construed as a Lease, and that no part of the Alberta Residential Tenancy Act, as amended or any successor legislation, is intended to apply to the relationship of the Co-operative to its Members.

**B. OCCUPANCY RIGHT**

1. The Member has the right to exclusive possession of the home as a residence (herein referred to as the right of occupancy) and for no other purpose and may enjoy in common with other Members the use of any and all community property

and facilities of the Co-operative. The right of occupancy starts on the date the Member's Shares are issued by the Co-operative in accordance with the Share Subscription Agreement and continues until terminated in the manner provided for in the By-Laws.

2. The Member shall abide by the terms of the By-laws and Policies and Procedures reproduced herein, and such other Policies and Procedures of the Co-operative as may from time to time be passed with respect to accommodation and shall ensure that all family, guests and visitors abide by same terms and conditions.
3. Members shall not behave in any fashion that may unreasonably interfere with the enjoyment of other Members, nor shall they commit or permit any nuisance or any noise, or other activity that would unduly disturb other Members, nor shall the Member commit or allow any illegal acts to be committed within the home or on the common elements.
4. The Member agrees to participate in the Management and Operations of the Co-operative.

### C. HOUSING CHARGES

1. Housing Charges shall be established and altered in accordance with the By-Laws of the Co-operative.
2. Commencing **the first day of [ Insert Month & Year ]** the Member agrees to pay to the Co-operative, by monthly payments, a sum called the Housing Charge which shall be the proportionate share of the Membership levy for the home, less any subsidy obtained by the Member in accordance with Subsidy Policy of the Co-operative. This charge shall continue until changed in accordance with the By-Laws and shall be payment for the items listed in the Annual Operating Budget.
3. The Housing Charge in effect at any time may be abated at the discretion of the Board of Directors.
4. The Member recognizes that the Co-operative has entered into an Agreement with the Federal Government which may require a verification of the Member's income. The Member agrees to provide any information the Co-operative may require to fulfill the requirements of their agreement with the Government.
5. The Housing Charge shall be paid by Cheque, Auto debit, Bank Draft, or Money Order to the office of the Co-operative on or before the first calendar day of each month.
6. Any Member who is in arrears with respect to the payment of any charges owed to the Co-operative, in addition to all other remedies the Co-operative might have, is subject to the penalties for late payment established in the Arrears Policy of the Co-operative, including penalties for cheques returned N.S.F.

**D. LEVIES**

The Member agrees to pay any additional levies or loans agreed to by the General Membership.

**E. SERVICES**

The Member is responsible to arrange and pay for all services to the home not provided for in the matters covered by the Housing Charge.

**F. APPLIANCES**

The Co-operative shall provide the homes with a stove, refrigerator, and dryer, for which the Member is responsible for the normal maintenance.

**G. LEASING BY THE MEMBER**

Any Member who desires to temporarily leave the Co-operative may lease the home, in accordance with the Leasing Policy.

**H. MAINTENANCE AND REPAIRS**

1. The Member is responsible to the Co-operative for the repair of any damage caused to any property of the Co-operative by the Member, the Member's family or guests. The repair shall be done in a manner acceptable to the Co-operative.
2. The Member shall report to the Co-operative - as soon as it becomes known to the Member - any condition in the home, its equipment or in the buildings forming the Co-operative which may cause deterioration of the home or building if not corrected.
3. The Co-operative is responsible for maintaining and repairing the items set out in the Maintenance Responsibility Guidelines.
4. The Member is responsible for maintenance and repair of all things not included in the Maintenance Responsibility Guidelines.

**I. GRIEVANCE PROCEDURES**

1. Any Member having a grievance relating to any matter involving the Co-operative, except the payment of Housing Charges, may submit the grievance in writing to the committee designated as the Grievance and Resolution Committee.
2. If the Grievance and Resolution Committee is unable to affect a solution to the matter before them, in accordance with the Grievance Policy and Procedures they shall submit the matter to the Board of Directors.

**J. TERMINATION**

1. A Member whose right of occupancy is terminated, shall deliver up possession of the home on the date of termination of the right of Membership, or on such subsequent date as the Members or Board by Resolution direct.
2. Nothing in this Agreement shall prevent the Co-operative from initiating whatever legal procedures it deems necessary to collect any debt owed by a Member.

**K. RIGHT OF ENTRY**

1. The Co-operative shall have the right to enter the home of the Member for the purpose of:
  - [a] showing the home to a prospective Member once the Member has given notice of withdrawal or if their Membership has been terminated;
  - [b] regular preventive maintenance or in the case of an emergency. Preventive Maintenance shall be done during office hours.
  - [c] periodic home inspections during office hours.
2. The Member will be given 48 hours notice of the co-op intending to enter the premises, except in cases of emergency where no notice is needed, and for periodic home inspections where fourteen (14) clear days notice is required.

**L. INSURANCE AND LIABILITY**

1. The Co-operative shall carry public liability insurance on the Co-operative.
2. The Co-operative shall not be liable, nor in any way responsible, for any personal or consequential injury of any nature that may be suffered by a Member, or any person dwelling in or visiting the Member's home or any licensee or invitee, nor for any loss or damage caused to any property belonging to the Member or any person dwelling in or visiting the Member's home or any licensee or invitee while such property is in or about the home, except when such injury or damage is caused by the willful act or neglect of the Co-op.
3. The Member agrees to indemnify the Co-operative against, and to save the Co-operative harmless from all liability, loss, damage and expense arising from injury to persons or property occasioned by the failure of the Member to comply with any provision of this Agreement, or due wholly or in part to any act, default or omission by the Member or any person dwelling in or visiting the Member's home or the Co-operative.
4. The Member shall not permit, suffer or allow anything to be done or kept upon or in the home, which shall increase the rate of Sarcee Meadow's insurance on the building or on portions of some or all of the Co-operative.

5. The Member is advised that any coverage for fire, water damage and liability for the Member's own contents and/or home improvements as laid out in the Home Improvement Policy and Procedures is the responsibility of the Member.

**M. EXPROPRIATION**

1. If any unit is expropriated, the Member's right to occupy the home as against the Co-operative shall terminate on the day when the expropriating authority obtains possession. Charges shall be paid to the Co-operative to that date but no further charges shall be due thereafter.
2. To implement the objects of the Co-operative, compensation received by the Member on expropriation except for disturbance and relocation expenses shall be the property of the Co-operative. Such compensation is hereby assigned to the Co-operative. The Co-operative's rights to prosecute any claim for compensation supersede the Member's rights. If any Member receives any of the compensation assigned to the Co-operative under this paragraph, it shall immediately be paid to the Co-operative.

**N. LOSS OF USE**

If use of the Member's home is lost to fire or other casualty the Co-operative shall decide within sixty (60) clear days whether to restore the premise. Housing Charges will abate during the period of loss of use. The Co-operative shall not be obliged, or liable, to provide alternative accommodation during the period the home of the Member is unfit for use by the Member. If the Co-operative elects in its absolute discretion not to restore the home, it shall purchase the Member's Shares in accordance with the By-Laws.

**O. NOTICE**

Any notice from the Co-operative to the Member shall be in writing, and shall be served upon the Member by leaving them with a copy of the document to be served at their home, or by substitutional service in a manner determined by the Board of Directors.

**P. AMENDMENTS**

This Agreement sets out the most relevant By-Laws and Policies of Sarcee Meadows Housing Co-operative Ltd. related to accommodation. By-Laws may only be amended by Special Resolution of the General Membership at a General Membership meeting called for that purpose, and any such amendment would alter the rights and responsibilities set out in this document. The Housing Policies represented here may be amended by the Members by Ordinary Resolution provided for in the By-Laws, and any changes made in that way would alter the rights and responsibilities in the same way as would alterations to the By-Laws.



**Q. HEADINGS**

The headings in this Agreement are for convenience only. For more detail, review the By-Laws and the Policies and Procedures of the Co-operative.

**R. PRIORITY**

Where any conflict arises between this Agreement and the Co-operative's By-Laws, the By-laws of the Co-operative shall prevail.

THE MEMBER HAS REVIEWED THIS AGREEMENT on the day and year first above-written and has signed it as an acknowledgment of receipt and review.

DATED at Calgary, Alberta, this first day of [ Insert Month & Year ]

SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

\_\_\_\_\_  
Member

\_\_\_\_\_  
Member

\_\_\_\_\_  
Member

\_\_\_\_\_  
Witness



*SHARE*

*SUBSCRIPTION*

*AGREEMENT*

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**SHARE SUBSCRIPTION AGREEMENT**

THIS SHARE SUBSCRIPTION AGREEMENT is made this

**First day of** \_\_\_\_\_

BETWEEN:

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

("Hereinafter called the "Co-operative")

-AND-

\_\_\_\_\_  
("Hereinafter called the "Member")

1. THE MEMBER hereby Subscribes for **TWENTY-NINE** Shares in the Capital Stock of the Co-operative at a total purchase price of \$2,900.00 which is delivered to the Co-operative with this Agreement and the Member hereby acknowledges that a fully paid Share Account is a continuing condition of Membership in the Co-operative and failure to maintain a Share Account in Good Standing shall be deemed a breach of the terms of Membership and grounds for termination.
2. THE MEMBER acknowledges having received from the Co-operative:
  - a copy of the Member Handbook (the "Handbook");
  - a copy of the Articles of Incorporation.
  - a copy of the Bylaws of the Co-operative
  - a copy of the Housing Policies of the Co-operative (the "Housing Policies");
  - and a copy of a Housing Agreement (the "Housing Agreement").

AND the Member hereby agrees to be bound by all the provisions contained therein and the Member further agrees to be an active participant in the Management and Operations of the Co-operative to better enable the Co-operative to achieve its purposes and objectives as set forth in the Articles of Incorporation.

3. THE CO-OPERATIVE represents that upon the issuance of the Shares, the Member shall be entitled to occupy the Housing Accommodation, municipally known as:  
\_\_\_\_\_ on the terms and conditions herein and in the Articles of Incorporation, the Bylaws and the Policies of the Co-operative now or hereafter adopted from the date first referred to above until the Shares are repurchased by the Co-operative in accordance with the Act and the Bylaws.

4. UNTIL FURTHER notice from the Co-operative, the Housing Charge, referred to in the Bylaws, shall be \$\_\_\_\_\_ dollars per calendar month which shall be payable by the Member to the Co-operative in advance on the First Day of each and every month while the Member holds the Shares and in the same manner as rent for use and occupation so long thereafter as the Member remains in possession.
5. THE MEMBER shall preserve and promote the Co-operative Principles of the Co-operative and shall pay the Housing Charge and observe and perform the conditions of Membership contained in the Articles of Incorporation, Bylaws, and the various Policies of the Co-operative and the Member and their family, servants, agents, employees, visitors, guests and lessee shall observe any and all Policies now or hereafter established by the Co-operative.
6. [a] THE MEMBER acknowledges the presence of a provision in the Bylaws requiring the Member to deliver Written notice of intention to vacate to the Co-operative at least two (2) clear months prior to the first day of the month on which the Member intends to vacate the Housing referred to herein. Such notice is to commence on the last day of the month in which it is given.  
  
[b] THE MEMBER hereby acknowledges their express intention to forthwith vacate the Housing Accommodation upon the termination of their Membership as provided for in the Bylaws or where notice is given in the manner described herein and in the Bylaws and the Member also acknowledges that no form of Periodic or other Tenancy is created by the refusal, for whatever reason, of the Member to so vacate the Housing Accommodation and in all respects the Member thereupon becomes a trespasser.  
  
[c] AN APPLICATION to withdraw from Joint Membership in the Co-operative must be signed by all persons comprising the Joint Membership.
7. THE COVENANTS and representations contained herein, except as immediately hereinafter provided, shall continue in force until the Shares are re-purchased by the Co-operative in accordance with the Act and Bylaws; however, the Member's obligation to vacate the Housing Accommodation, and compensate the Co-operative for use and occupation in the event of a failure to so vacate, shall be a continuing obligation past the termination of Membership and the re-purchase of Shares.

IT IS THE EXPRESS INTENTION OF THE PARTIES HERETO THAT the relationship acknowledged and created by this AGREEMENT does not, nor shall it be construed to, create the Relationship of a Landlord and a Tenant between the Co-operative and the Member.

IT IS EXPRESSLY UNDERSTOOD THAT when more than one person signs this Agreement, all persons who sign are jointly and severally responsible for meeting the financial terms of this AGREEMENT, and each Person signing is solely responsible for meeting all other obligations herein imposed.

**Share Subscription Agreement**

This AGREEMENT is executed in Calgary, Alberta by the Member signing and by the Co-operative affixing its Corporate Seal duly attested by the hand of the proper Officer in that behalf.

DATED at Calgary, Alberta, this **First day of** \_\_\_\_\_

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

\_\_\_\_\_  
Executive board member or designated signing officer

\_\_\_\_\_  
Executive board member or designated signing officer

\_\_\_\_\_  
Member

\_\_\_\_\_  
Member

\_\_\_\_\_  
Member

\_\_\_\_\_  
Witness



*LEASING*

*AGREEMENT*

SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

- LEASE -

BETWEEN

**Sarcee Meadows Housing Co-operative Ltd.**

[Hereinafter called the “Co-operative”]

- and -

---

[Hereinafter called the “Member”]

- and -

---

[Hereinafter called the “Tenant”]

WHEREAS the Co-operative is the owner of the property legally described as Sarcee Meadow Housing Co-operative Ltd. which contains the dwelling unit described as:”

---

[Hereinafter called the “Housing Accommodation”],

AND WHEREAS the Member is the occupant of the Housing Accommodation by virtue of Membership in the Co-operative in accordance with the Housing Agreement and the By-laws of the Co-operative,

AND WHEREAS the Member has requested permission to grant temporary occupancy rights to the Tenant and a tenant of the Co-operative:

1. The Member and the Co-operative hereby grant to the Tenant, the right to occupy the Housing Accommodation for a term of up to 24 months,

commencing \_\_\_\_\_, \_\_\_\_\_

and ending \_\_\_\_\_, \_\_\_\_\_

2. The member is responsible for paying housing charges during the term of the lease by leaving post dated cheques or staying on auto-debit. The tenant is then responsible for paying the member the monthly rent.

The member also agrees to provide the co-operative with a forwarding address and a means of communication in case of emergency.

3. The Member agrees with the Co-operative that full liability for the payment of the Housing Charge and performance of all obligations to the Co-operative shall remain with the Member. The lessee is not expected to attend members' meetings.
4. There shall be no charge payable by the Tenant to the Member, or other payment, benefit or advantage given by the Tenant to the Member, in relation to this lease. Any payment, benefit, or advantage in connection with this Lease given by the Tenant to the Member becomes the property of the Co-operative.
5. The Tenant agrees with the Member and the Co-operative to vacate the Housing Accommodation at the end of the term as set out above. No extension or change in the term shall be permitted without the consent - in writing - of the Co-operative and the Member.
6. The Tenant acknowledges, understands, and agrees that it is the Co-operative's Policy to permit occupancy of the Housing Accommodation by Members only, except for short periods of sub-occupancy by Lease to Tenants. In the event the Member resigns from Membership, or their Membership Rights are terminated, the term of this Lease shall be deemed to end on the day of such termination, and the Tenant agrees to vacate the Housing Accommodation at the same time.
7. The Tenant acknowledges, agrees, and understands that the Co-operative shall have the power to terminate this Lease in accordance with the Alberta Residential Tenancies Act. The Member hereby irrevocably appoints the Co-operative as its agent for such purpose. The Co-operative is hereby authorized to exercise the rights to terminate this Lease in its absolute discretion and without responsibility to the Member.
8. On the basis of all the provisions of this Agreement, the Co-operative hereby consents to the grant of sub-occupancy to the Tenant by Lease on the terms and conditions specified herein.

By signing the lease, the tenant agrees to abide by the policies, procedures, and bylaws of the co-operative.



**Leasing Agreement**

DATED at Calgary, Alberta

This \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

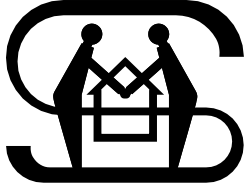
\_\_\_\_\_  
Member

\_\_\_\_\_  
Member

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Witness



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Cannabis, Tobacco, & Alcohol  
**Original Date of Approval:** June 20, 2019  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** \_\_\_\_\_

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For the purposes of Cannabis & Alcohol consumption on SMHC property all Government of Canada, Government of Alberta and City of Calgary bylaws/restrictions apply.

#### **Cannabis:**

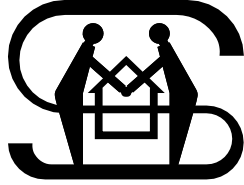
- Cannabis may be consumed on SMHC property in any form (smoking, vaping, or edibles) within the boundaries of a Member's individual unit space. I.e.: in unit, front or back yard.
- Consumption of recreational cannabis is prohibited in any form (smoking, vaping, or edibles) in Calgary's or SMHC's public places i.e.: SMHC parks, common areas, office/maintenance buildings or surrounding areas and common sidewalks.
- Medical cannabis can be smoked or vaped in public places that are allowed under both municipal and provincial rules. This still does not allow consumption of cannabis in SMHC parks, common areas, office/maintenance buildings or surrounding areas and common sidewalks.
- Cannabis cannot be consumed in vehicles in SMHC parking lots, even by passengers.
- There will be no cannabis consumed at SMHC events either on or off-site.
- SMHC will allow the growing of cannabis plants in their individual units with an approved home improvement application. Inspection of growing location and equipment will be required to ensure proper safety measures are taken to prevent damage to unit and residents. **No growing of cannabis plants will be allowed in SMHC outdoors.**

**Tobacco:**

- Tobacco and e-cigarettes may be consumed on SMHC property within the boundaries of a Member's individual unit space. I.e.: in unit, front or back yard.
- Tobacco and e-cigarettes are prohibited in any form in Calgary's or SMHC's public places i.e.: SMHC parks, or designated areas around office/maintenance buildings.
- Tobacco may be smoked or vaped in public places that are allowed under both municipal and provincial rules. This still does not allow consumption of tobacco or e-cigarettes in SMHC parks, or designated areas around office/maintenance buildings.
- Tobacco can be smoked in designated areas at SMHC events.

**Alcohol:**

- Alcohol may be consumed on SMHC property within the boundaries of a Member's individual unit space, specifically: in unit, front yard, back yard or common areas.
- Consumption of alcohol is prohibited in SMHC's public spaces, specifically: SMHC parks, office/maintenance buildings or surrounding areas and common sidewalks.
- Alcohol may be consumed in an SMHC designated public space if there is a Board of Directors approved event providing alcohol.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** COVID-19 Vaccination Policy  
**Original Approval Date:** September 29, 2021  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** \_\_\_\_\_

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Sarcee Meadows Housing Co-Operative (“**Sarcee Meadows**” or the “**Employer**”) is committed to providing a safe environment for employees, co-operative members, and the community. Sarcee Meadows’ operation involves frequent in-person interaction with members, including in the Sarcee Meadows office and in members’ residences. Furthermore, many co-operative members are individuals at high-risk of severe effects of COVID-19. For these reasons and in light of the ongoing and evolving situation with COVID-19 and COVID-19 variant(s) and to comply with required provincial health orders and recommendations, Sarcee Meadows is implementing this Vaccination Policy (the “**Policy**”) to protect employees, co-operative members, and the community against COVID-19.

#### **Application**

This Policy applies to all Sarcee Meadows employees and workers (defined as “**employees**”).

Employees are required to read and understand this Policy and sign and date below acknowledging their understanding and agreement to the Policy.

#### **Vaccination Requirement or Alternative**

Effective **November 15, 2021**, Sarcee Meadows will be requiring all employees to be fully vaccinated against COVID-19.

All employees will be required to disclose to Sarcee Meadows their vaccination status against COVID-19 by **October 18, 2021**. After **November 15, 2021**, employees will be required to advise Sarcee Meadows as soon as possible of any changes to their COVID-19 vaccination status.

To be fully vaccinated, employees must have received the full dose of a Health-Canada approved vaccine for at least 14 days.

Employees who are not vaccinated or do not want to provide their vaccination status must undergo Rapid Antigen Testing at their own expense on a weekly basis in accordance with the following:

- Employees must undergo a Rapid Antigen Test within 3 days prior to attending Sarcee Meadows premises for the first time following the effective date of **October 15, 2021**.
- After the first Rapid Antigen Test is provided, subsequent Rapid Antigen Tests must be provided on a weekly basis.
- Employees must present negative test results directly to the General Manager following each Rapid Antigen Test prior to being permitted access and entry onto Sarcee Meadows premises. Employees who do not submit a Rapid Antigen Test or who screen “positive” will not be permitted access to Sarcee Meadows premises.
- Sarcee Meadows will not pay for the cost of COVID-19 testing for employees.

### **Proof of Vaccination**

Employees will be required to show proof of vaccination to the General Manager through an in-person meeting. Proof of being fully vaccinated may include providing a copy of a vaccine passport, card, certificate, or receipt from the applicable health authority.

Sarcee Meadows will not retain copies of the proof of vaccination. When an employee presents their proof of vaccination, Sarcee Meadows will note that proof of vaccination has been shown to support vaccination status disclosure as well as the employee’s COVID-19 vaccination status and the dates on which the employee received the complete dose of the COVID-19 vaccine.

### **Requests for Accommodation**

Sarcee Meadows acknowledges that some individuals may have legitimate grounds protected by existing human rights legislation to not be fully vaccinated at this time.

Sarcee Meadows will consider individual requests made pursuant to applicable legislation for exemption to this Policy, on a case-by-case basis. Sarcee Meadows will only grant exemptions where the request satisfies requirements of applicable legislation. Any exemption request must be accompanied with a written request and written proof by the applicable professional (i.e., medical professional, etc.) attesting to the need for the exemption.

Where an exemption is granted on the basis of a protected ground mandated by legislation, Sarcee Meadows will work with the employee to find a solution to accommodate them, to the extent required by applicable legislation.

Individuals seeking to make a request for an exemption under this Policy should contact the General Manager.

## **Privacy**

Sarcee Meadows will retain the personal information collected pursuant to this Policy (which may include name, vaccination status, proof of vaccination, type of vaccine, date of vaccination, exemption status and Rapid Antigen Test details and results) only as long as needed to verify and record the vaccination status or test status of employees. The vaccination record or test results will then be deleted.

Any personal information collected pursuant to this Policy will be processed and secured in compliance with applicable privacy legislation and Sarcee Meadows Personnel Information Protection Act Policy. The personal information will be kept within the individual employee's employment file. While Sarcee Meadows endeavors to secure employee personal information, no network, system, or server is 100% secure.

The personal information collected will be used for the sole purposes of implementing, enforcing, and complying with this Policy, and will be disclosed only to those who need to know for the purposes identified in this Policy.

## **Non-Compliance with this Policy**

Employees that refuse to adhere to this Policy, but do not qualify for an exemption under the Policy, will be precluded from attending Sarcee Meadows premises until they comply with the terms of this Policy. Depending on the circumstances, employees may also be subject to discipline up to and including termination of employment.

## **This Policy Is Not Medical Advice**

Any information contained in this Policy, or the attached Employee Disclosure Consent Form is intended for informational purposes only and does not constitute medical advice.

## **Applicable Law**

Sarcee Meadows is committed to compliance with applicable laws including public health orders and occupational health and safety laws.

## **Changes to the Policy**

Sarcee Meadows reserves the right to make amendments to this Policy as required from time to time, and as public health orders, guidance and direction on COVID-19 change. Please contact the General Manager with any questions.

**Please complete the Employee Disclosure Consent Form listed below and return a copy of the form to the General Manager by October 15, 2021**

Thank you for your cooperation as we adapt to ever-changing pandemic protocols.

**Effective Date: September 29, 2021**

## **EMPLOYEE DISCLOSURE CONSENT FORM**

### **Employee Policy Acknowledgement**

I \_\_\_\_\_, hereby certify that I have read, understood, and agree to abide by this COVID-19 Vaccination Policy. I understand that if I violate this Policy, I may face disciplinary actions up to and including termination of employment with Sarcee Meadows Housing Co-Operative.

### **Employee Declaration of Vaccination Status**

I \_\_\_\_\_, hereby certify that I have received full vaccination against COVID-19 and will show Sarcee Meadows Housing Co-Operative my 'proof of vaccination' on or before November 15, 2021. Furthermore, I acknowledge that making a false claim and/or providing inaccurate data may put others at risk, result in legal ramifications, and further result in disciplinary actions up to and including termination of employment with Sarcee Meadows Housing Co-Operative.

### **Consent to Disclosure of Personal Information**

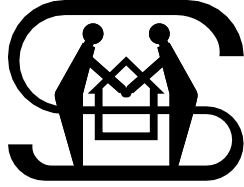
I, \_\_\_\_\_, hereby consent to the transmission and/or disclosure of my personal information, and further to the use and disclosure of the personal information, which may include the disclosure of my vaccination or exemption status or the results of my Rapid Antigen Test, to Sarcee Meadows Housing Co-Operative, as described in the Policy and for the purpose outlined in the Policy. All personal information collected pursuant to this disclosure will be managed and held in accordance with applicable privacy law.

I have had a reasonable and sufficient opportunity to consider the contents of this Employee Disclosure Consent Form, and I voluntarily consent to the above.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Housing Policy**

**Subject:** Environmental  
**Original Date of Approval:** October 29, 1991  
**Approved By:** Membership  
**Date of Amendment or Replacement:** October 2010

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Sarcee Meadows Housing Co-operative Ltd. will encourage its members to reduce consumption, to utilize environmentally safe products, and to support the proper disposal of all waste.





## **SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

### **Operations Policy**

**Subject:** **Environmental Guidelines**  
**Date of Original Approval:** March 26, 1992  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2004, June 2010

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Sarcee Meadows staff and volunteers will do the following:

- Reduce as much as possible the use of disposable paper and plastic products.
- As much as possible, buy paper products which are made using recycled or unbleached materials.
- As much as possible, use containers that can be recycled.
- Set up recycling boxes in B50 and encourage participation in recycling during office hours and meeting times.
- As much as possible seek out new sources of maintenance materials from companies which incorporate recycled materials in the manufacture of their product.
- Strongly encourage members to participate in the bi-monthly recycling program.
- Reduce the amount of paper being used for member communication and notifications by thinking differently about how this documentation is being formatted and distributed. Paper consumption can be reduced significantly by changing font size, setting margins, printing double sided, using half sheets, changing graphic size, and editing content.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Ethical Conduct Policy  
**Original Date of Approval:** October 27, 2004  
**Approved By:** Membership  
**Date of Amendment or Replacement:** \_\_\_\_\_

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#### 1. Preamble

Sarcee Meadows Housing Co-operative Ltd (SMHC) is committed to ensuring fair dealing and integrity in the conduct of all of its affairs. Only through the ethical conduct of its directors, employees and other persons seen to be representing the organization, as mandated in this policy, will SMHC be able to preserve its members' trust, and attend to its own best interests.

The Ethical Conduct Policy seeks to establish principles for the management of ethical conflicts, to provide a source of advice on such matters, and to set out measures for dealing with breaches. The policy is intended to serve as a bridge between what the law requires and what morality advises, providing general guidance, but leaving individuals with the responsibility for acting ethically, in accordance with their best judgement.

In case of dispute or uncertainty, the Board of Directors is vested with the authority of interpreting this policy and ruling on any issues it may give rise to.

#### 2. Application of this Policy

This policy applies to individual directors, employees, independent contractors acting in SMHC's name, committee members and any other volunteers acting on SMHC's behalf.

#### 3. Ethical Conflicts

An ethical conflict exists when a reasonable observer would think that a person's loyalty to another organization or interest, including his or her self-interest, may influence the exercise of his or her objective judgement or compromise his or her duty of loyalty to SMHC. Ethical conflicts can take many forms, as set out below.

##### 3.1 Conflict of Interest

Conflict of interest is normally associated with improper financial gain, whether deliberately sought or innocently arrived at. Under the Cooperatives Act, a director or officer of SMHC has a conflict of interest if he or she has an interest in a material contract or transaction with SMHC. Interest is defined as

- i. being a party to the contract or transaction.
- ii. being a director or officer of a party, or an individual acting in a similar capacity, to the contract or transaction; or

iii. having a material interest in a party to the contract or transaction.

Under the Act, conflict is not present if a similar contract or transaction is routinely available to any like member of SMHC on the same terms.

Under this policy, conflict of interest is also present when any of the following takes place or is attempted:

- i. Self-dealing: using one's position with SMHC to obtain a monetary benefit for oneself or for one's intimates.
- ii. Being on the take: accepting valuable gifts or favours in exchange for delivering benefits from SMHC.
- iii. Influence-peddling: advancing someone else's business or financial interests in exchange for benefits for oneself.
- iv. Making unauthorized private use of SMHC's property.
- v. Using confidential information for one's personal financial benefit.
- vi. Using one's recent close connection as a volunteer or staff member to influence SMHC for personal gain.

### **3.2 Conflict of Loyalties**

A conflict of loyalties is present when a person owes a duty or loyalty to two or more parties and cannot reconcile those loyalties by identifying and serving the common interests of the separate parties.

### **3.3 Political Conflict**

A political conflict arises when a person's fundamental duty to act in the best interests of SMHC clashes with his or her wish to advance the legitimate interests of a specific constituency within the organization or the wider movement.

## **4. Expected Standards of Behaviour**

### **4.1 General**

People employed by or acting on SMHC's behalf must comport themselves in a seemly and responsible way, avoiding any conduct that may bring them or SMHC into disrepute. They must act, and be seen to act, with undivided loyalty and good faith in the long-term best interests of SMHC and its membership.

### **4.2 Compliance with Laws, Regulations and Bylaws**

**People employed by or representing SMHC, when acting in that capacity, will at all times comply with the laws and regulations governing SMHC and the activities performed on its behalf. They will also at all times act in accordance with SMHC's own bylaws and policies.**

### **4.3 In Conflict Situations**

People employed by or acting on SMHC's behalf, including Directors and Officers, are expected to avoid ethical conflict, as defined in section 3 above. When a conflict is unavoidable, as soon as they become aware of it, employees and independent contractors with a conflict must disclose

it to the General Manager, the General Manager, and volunteers to the Board of Directors. They may neither vote on any matter in which they have an ethical conflict nor be present nor take part in discussion of it.

#### **4.4 Financial Assistance**

The General Manager and Board of Directors may award financial assistance to members, as allowed under the bylaws and policies of SMHC. Where no policy exists, they may give only such assistance as would be available to a like member within the membership in a comparable situation.

#### **4.5 Procurement**

**Ethical conflicts associated with procurement arise when a vendor or candidate for a staff position has a personal or immediate family relationship with a member of the Board of Directors or with a staff member. Such a person in authority may use, or may appear to use, his or her position to advance the interest of his or her friends or family. Failure to disclose a conflicting employment relationship may lead to disciplinary action including termination of an employee or removal of a board member. Conflict issues in hiring for permanent or temporary positions are further addressed in Conflicting Employment Relationships of SMHC's Personnel Policy.**

**In order to avoid ethical conflicts involving vendors or independent contractors, SMHC will observe the following principles:**

Opportunities for vendors and independent contractors will be more or less widely advertised, or not advertised at all, in proportion to the importance and urgency of the task, the presence of qualified, known candidates and the length of time the task is expected to take.

**Close relationships that cross lines of authority will be made known to the General Manager or the Board of Directors before procurement decisions are made.**

**No one intimately associated with a vendor or independent contractor may unilaterally decide to use that person's services.**

**In matters of procurement, the Board of Directors and the General Manager will each act in accordance with their fiduciary duty to SMHC in respect both to ethical conduct and to sound business judgement.**

#### **4.6 Gifts, Favours, Entertainment**

No one employed by or acting on SMHC's behalf may give to or accept from members, suppliers, officials or associates anything but a token gift or benefit nor any benefit that, if made public, could appear intended to buy their good will.

#### **4.7 Self-Dealing**

People employed by or acting on SMHC's behalf must avoid all forms of self-dealing, as defined above.

## **5. Appropriate and Encouraged Behaviour**

### **5.1 Political Support**

People employed by or acting on SMHC's behalf are encouraged to exercise their citizenship by voting and participating in such activities as lobbying, political campaigns or running for public office, provided they do not use SMHC's premises for these purposes or in any other way compromise SMHC's tradition of non-partisan political advocacy.

### **5.2 SMHC's Property**

People employed by or acting on SMHC's behalf may make reasonable personal use of SMHC's property, provided they pay for any goods and services they use where such use involves any expense to SMHC, and they have obtained permission to do so either from the general manager in the case of employees, or the general manager or Board of Directors, in the case of directors, to ensure that the property use does not open SMHC to any liability claims, and that there is no conflict with the needs of the co-operative. While they may send personal messages by means of SMHC's system of electronic communications, they must do so in the understanding that SMHC cannot guarantee their privacy and may have no option but to review such messages in order to enforce this or another of its policies.

### **5.3 Confidentiality and Privacy**

People employed by or acting on SMHC's behalf must treat as confidential both SMHC's records and any information they may contain about private individuals and their financial, professional or personal lives, sharing this information only if absolutely necessary, and as permitted by law. They must comply with any privacy policy adopted by SMHC.

### **5.4 Sector Activity**

People employed by or acting on SMHC's behalf are encouraged to participate in the co-operative housing movement at all levels but must reserve their higher loyalty and good faith for SMHC, if a conflict of loyalties should arise.

Directors may support a candidate running for election to a volunteer position within SMHC, if they can do so without partisan excess.

Employees of SMHC may not play any role in the election campaign of any candidate for elected office with SMHC.

SMHC's media will not offer any candidate an opportunity not available to all candidates in a similar position.

## **6. Consequences**

The Cooperatives Act makes various sanctions and remedies available if a conflict of interest on the part of a director or officer is not managed according to its requirements. These remedies are available to SMHC and to any of its members. In light of its broad concern for ethical conduct, SMHC has established the following further measures.

### **6.1 Employees, Vendors, and Independent Contractors**

Failure to follow this policy will lead to sanctions, which may include termination.

## 6.2 Members of the Board

Under certain conditions as outlined in the Ethical Conduct Agreement, sections 15 and 16, a member of the Board may be deemed to resign as a director or may be asked to resign by the Board of Directors.

## 6.3 Other Volunteers

Any volunteer serving on a committee will be deemed to have resigned from that group, if after a fair hearing, the Board in its wisdom decides that his or her conduct or activities are likely in any way to bring SMHC into disrepute.

## 7. Expression of Commitment

Each year the individual directors and members of committees of SMHC, employees, independent contractors representing SMHC, and any other volunteers acting on behalf of SMHC, will read the Ethical Conduct Policy, acknowledge themselves to be in compliance with it and commit themselves to remaining so over the course of the next year by signing an ethical conduct agreement.

## 8. Definitions: For purposes of this policy the following definitions of terms used apply.

Employee: Any person who works for SMHC on an employee / employer relationship and who appears on any payroll records of SMHC.

Fiduciary: A fiduciary is a person who must put someone else's interests ahead of their own.

Immediate family: Includes spouse/partner, child, grandchild, brother, sister, parent, grandparent, aunt, uncle, niece, nephew, and corresponding in-laws.

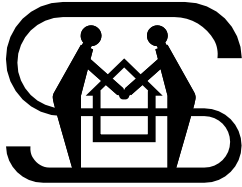
Independent Contractor: A self-employed individual who agrees to provide SMHC with a specific service.

Personal relationship: A personal relationship outside the workplace that might affect the decisions or the ability of an individual to perform his or her duties.

Procurement: The process whereby SMHC purchases equipment, materials, supplies, and repairs, or contracts for services.

Transaction: Any business deal or contract or event that requires the exchange of money from SMHC to the other party.

Vendor: Any person or company hired by SMHC to perform work and/or supply products to SMHC. Includes sellers, traders, retailers, wholesalers, dealers etc.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Ethical Conduct Agreement for Committee/ Task Force Members Of SMHC  
**Original Approval Date:** January 2005  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2005, February 2007

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### General

I, \_\_\_\_\_, am a committee/task force member of the Sarcee Meadows Housing Co-operative Ltd. [SMHC]. I declare that in carrying out my duties:

1. I will use the powers and undertake my duties, honestly, in good faith, and in the best interests of SMHC.
2. I will observe and honour:
  - SMHC's Articles of Incorporation, Bylaws, the Share Subscription Agreement, and the Co-operatives Act.
  - SMHC's policies and procedures.
  - Directions from the board and/or members' meetings involving this committee.

### Confidentiality

3. I will keep strictly confidential when applicable all matters relating to:
  - Employment terms and conditions of SMHC employees.
  - Contracts and other arrangements normally kept confidential.
  - Private, personal, and financial information concerning SMHC members or employees.
  - Information relating to the business of SMHC, where confidentiality is appropriate to preserve SMHC's position against third parties.

Where I am uncertain, I will seek direction from the committee or by way of a resolution of the board of directors.

4. I will, while I'm on the committee/ task force and after I leave the committee/ task force, keep confidential all information I know or that I learn through my position unless authorized by the board of directors to disclose it. I will not use this information for any gain for myself, my immediate family, or any personal relationship.

### Conflict of Interest

5. I will at all times strive to place the interests of SMHC ahead of my personal interest and immediately declare any conflict of interest or loyalties or conflicting employment relationship that may arise. I will also make known immediately any knowledge of a conflict of interest or loyalties concerning another committee/ task force member.
6. I agree not to participate in the discussion, or vote and will leave the meeting before any of the following issues arise:
  - Personnel issues when I have an immediate family or personal relationship (as defined in the ethical conduct policy) with an employee in the organization.

- Unit concerns when issues arise concerning my specific unit, or those of my immediate family.
  - Consideration of any contracts or financial transactions with SMHC, or other decisions which, if approved, would lead to my or my immediate family's financial gain or benefit, whether direct or indirect.
7. I will refrain from influencing the selection of staff, consultants or suppliers who may do business with SMHC in accordance with the Ethical Conduct Policy, section 4.5.
  8. I understand that I will not be eligible to serve on the Personnel Committee if I have an immediate family or personal relationship with an employee of SMHC.
  9. I will ensure all out of pocket expenses charged to SMHC are not for personal gain but related to SMHC business.
  10. Other than a token gift or benefit, I will not accept gifts or services from vendors, suppliers, members, staff, or any other person, when it may be construed that accepting the gift or service may constitute influence on myself in the decisions that I make.

**Contacting outside agencies or professionals**

11. I will not contact outside agencies or professionals about the co-operative without prior direction from the committee/ task force or the board of directors.

**Resignation**

12. I will be deemed to have resigned from the committee/ task force when:
  - I give notice to terminate my membership in SMHC
  - I am no longer a *member in good standing* of SMHC
  - I give notice to leave the committee/ task force
  - I breach confidentiality
  - I fail to disclose a conflict of interest or loyalties
  - I violate this agreement.

When a committee/ task force member has violated this agreement and termination from the committee/ task force is being considered the board liaison or committee/ task force chairperson will refer the matter to the board of directors for resolution.

I have read, understand and agree to abide by this agreement and by SMHC's Ethical Conduct Policy which is attached as Schedule A and forms part of my obligations under this agreement.

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Signature

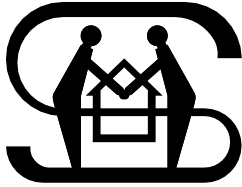
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Date

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Committee





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Ethical Conduct Agreement for Directors Of SMHC  
**Original Approval Date:** October 13, 1994  
**Approved By:** Membership  
**Date of Amendment or Replacement:** October 27, 2004, Nov. 2, 2005

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### General

I, \_\_\_\_\_ am a director of the Sarcee Meadows Housing Co-operative Ltd. [SMHC]. I declare that in carrying out my duties as a director of SMHC during my term of office:

1. I will use the powers and undertake the duties of my office, honestly, in good faith, and in the best interests of SMHC. In doing so I will use the care, diligence, and skills of a reasonably prudent person in comparable circumstances.
2. I will observe and honour:
  - SMHC's Articles of Incorporation, Bylaws, the Share Subscription Agreement, and the Cooperatives Act.
  - SMHC's policies and procedures.
  - Motions passed at duly constituted members' meetings directing the board to take specific action.

### Confidentiality

3. I will keep strictly confidential all matters relating to:
  - employment terms and conditions of SMHC employees.
  - contracts and other arrangements normally kept confidential.
  - matters specifically determined to be confidential by board motions.
  - private, personal, and financial information concerning SMHC members or employees.
  - information relating to the business of SMHC, where confidentiality is appropriate to preserve SMHC's position against third parties.

Where I am uncertain, I will seek direction by way of a resolution of the Board of Directors.

4. I will for the term of my office, after my term and or after I leave the co-op, keep confidential all information I know or that I learn through my position unless authorized by the Board of Directors to disclose it. I will not use this information for any gain for myself, my immediate family, or any personal relationship.

### Support for SMHC

5. I will publicly support the policies and positions of SMHC as approved by the Board of Directors.
6. I will publicly support the actions taken by SMHC's management to implement programs and achieve objectives contained in the co-operative's approved policies, plans and budgets.

## **Conflict of Interest**

7. I will at all times strive to place the interests of SMHC and the Board of Directors ahead of my personal interest and declare immediately any conflict of interest or loyalties that may arise. I will also make known immediately any knowledge of a conflict of interest or loyalties concerning another director.
8. I agree not to participate in the discussion, or vote, and will leave the meeting before any of the following issues arise:
  - Personnel issues when I have an immediate family or personal relationship (as defined in the ethical conduct policy) with an employee in the organization.
  - Unit concerns when issues arise concerning my specific unit, or those of my immediate family, including subsidy approval.
  - Consideration of any contracts or financial transactions with SMHC, or other decisions which, if approved, would lead to my or my immediate family's financial gain or benefit, whether direct or indirect.
  - Any other board discussions that may lead to a conflict of interest or loyalties.
  - When I have information concerning the discussion, I will disclose that information to the board chair or parliamentarian prior to the discussion and my departure from the meeting.
9. I will refrain from influencing the selection of staff, consultants or suppliers who may do business with SMHC in accordance with the Ethical Conduct Policy, section 4.5.
10. I understand that I will not be eligible to serve on the Personnel Committee if I have an immediate family or personal relationship with an employee of SMHC.
11. I will ensure all out of pocket expenses charged to SMHC are not for personal gain but related to SMHC business.
12. As a director I shall not receive any payment or benefit for services provided as a director, but may receive a payment or benefit for services provided other than in my capacity as a director for which SMHC might reasonably make or provide such a payment or benefit.
13. Other than a token gift or benefit, I will not accept gifts or services from vendors, suppliers, members, staff, or any other person, when it may be construed that accepting the gift or service may constitute influence on myself in the decisions that I make as a director.

## **Contacting outside agencies or professionals**

14. I will not contact outside agencies or professionals about the co-operative without prior specific written direction by board resolution for my doing so.

## **Resignation**

15. I will be deemed to have resigned my position as a director on the date that:
  - I resign from office in writing and the Board of Directors accepts my resignation.
  - I make an assignment into bankruptcy.
  - I am convicted of an indictable offense.
  - I am no longer able to be bonded.
  - I give notice to terminate my membership in SMHC, on the day that notice is given.
  - I sign a contract for profit with SMHC without declaring a conflict of interest within 48 hours from signing the contract.

- I continue to be a party to a contract for profit 48 hours or more after failing to receive approval from the members by resolution at a general or special meeting.
- I become a party to a contract for profit at any time after failing to receive approval from the members by resolution at a general or special meeting.
- I become a dependent adult as defined in the Dependent Adults Act or am the subject of a certificate of incapacity under the Act.
- I become a formal patient as defined in the *Mental Health Act*.
- I am subject of an order under the *Mentally Incapacitated Persons Act* appointing committee of the individual's person or estate or both, or
- I have been found to be a person of unsound mind by a court elsewhere than in Alberta.
- I become an employee of SMHC.
- I am no longer a *member in good standing* of SMHC.
- I am absent from two consecutive board meetings. Resignation is effective on the day that the Board of Directors passes a motion at a duly called board meeting that reasons for my absence are not acceptable to the majority of the other directors.

16. When I am in a situation where my continued presence on the Board of Directors would cause embarrassment to SMHC or would undermine members confidence in the board or the co-operative, I fail to disclose a conflict of interest or loyalties or a conflicting employment relationship, I breach board confidentiality or I am disloyal or take action harmful to SMHC, I will:

- Resign my position immediately; or
- I will ask the board to determine the matter and then resign if there is a determination not in my favour; or
- I will resign when the board makes a determination not in my favour after the board raises the matter itself.

A board determination must be made by resolution passed by three quarters of the directors attending a duly called meeting of the board, after I have been given the opportunity to be heard by other members of the board.

The board of SMHC can reasonably determine what matters constitute embarrassment or matters tending to undermine member confidence, which may include, by way of example, charges under the Criminal Code relating to spousal assault, theft from an employer, or other matters. The sole and absolute discretion of the board will determine when the reputation of SMHC has been brought into disrepute either with its members or generally.

I have read, understand, and agree to abide by this agreement and by SMHC's Ethical Conduct Policy which is attached as Schedule A and forms part of my obligations under this agreement.

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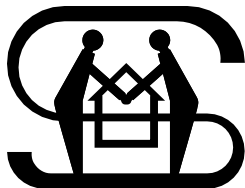
Signature

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Date

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Witness



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Home-Based Business  
**Original Date of Approval:** February 23, 2005  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2010

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### General

Any member of Sarcee Meadows Co-operative Ltd who wants to set up a home-based business from their unit needs to receive board approval. Approval is also required for any existing home-based businesses that have not been previously approved. The board will not approve any home-based business that might harm or disturb other members or property, nor if the member increases the co-operative's liability by failing to take out any additional insurance that may be required.

Information about permits and licenses required for various kinds of home-based businesses is attached.

### Insurance requirements

Any home-based business involving visits by third parties to a member's unit may require the member, at the discretion of the Board of Directors, to take out a commercial insurance and provide a letter from the member's insurer stating that the member has added the co-operative to the member's policy. If the member is an approved Family Day Home, registered with a Day Home Agency, they will provide the member with the additional insurance that the member needs.

### Application process

If the member wants to start a home-based business, or is currently operating one, the member needs the board's approval to do so. To have the member's proposed home-based business considered, the member needs to submit the following to the Board of Directors at least 72 hours before a board meeting:

- a detailed description of the proposed home-based business indicating whether it is a class one or class two home occupation, if applicable, and

- describing any third-party involvement, if any (e.g., visits by outside parties related to the business, including who would visit, and number of expected visits per week), and
- if the member is proposing to provide childcare in the member's home, the number, and ages of children to which services will be provided, and whether the member will be providing a babysitting service or be an approved day home.

Once the proposal is approved, and before starting the business, the member needs to submit to the SMHC office all required insurance documentation, as described above.

**Violation of this policy**

Refusal to comply with this policy may lead to termination of membership in Sarcee Meadows Housing Co-operative in compliance with the co-operative's bylaws.

## INFORMATION ABOUT OPERATING A HOME-BASED BUSINESS

### Kinds of home businesses

**Home Occupation** – A home occupation, as defined by the City of Calgary, is a small-scale business that operates out of a home in a residential neighborhood. There is both a class one and class two type of home occupation. Both types require the member to apply for a permit from the City of Calgary. Some home occupations may also require a business license. (Please see attached list and also contact the City of Calgary Business License office.)

**Class one home occupation** – This is a home-based business that has no effect on the surrounding neighborhood. This type is allowed in all residential neighborhoods. Examples are “desk and telephone” occupations or a consultant’s office. This type of business has three or fewer visits per week from customers, clients, staff and/or couriers. Rules governing a class one home occupation include but are not limited to the following:

- Only one class one business is allowed in each home.
- The business cannot be visible from the outside.
- There can be no outside storage of material, goods, or equipment on or near the site.
- The business cannot create any kind of nuisance by way of electronic interference, dust, noise, odor, smoke, bright light, nor anything of an objectionable nature detectable from outside the house.
- There can be no employee or business partners working at the home who do not live at the home.
- No client visits are allowed for personal service businesses such as hairdressing, chiropractic services, or massage therapy.
- Address of the home occupation cannot be advertised to the public.
- No form of advertising related to the business is allowed on the site.
- Direct sale of goods which are not produced on the site is not allowed.

**Class two home occupation**- This type of home business has the potential to impact on neighbors and therefore the City of Calgary requires a Development Permit. Examples of a class two home occupation are a hairdresser, music teacher, and a consultant’s office which has more than three visits per week. The application process is much more extensive for a class two home occupation, and includes, but is not limited to, posting a sign on the property to inform the neighbors of the proposed use, as well as publishing the intent in two local newspapers.

The same rules govern a class two home occupation as those listed above for a class one home occupation, with the addition of the following:

- The business cannot generate traffic to and from the home that is not characteristic of the neighborhood.
- There can be one employee or business partner working at the home who does not live at the home.

### **Zoning requirements**

Sarcee Meadows Housing Co-operative is zoned by the City of Calgary as Direct Control. Approval of a particular home-based business is approved on a per case basis. In general, the city approves most class one home occupations. A class two occupation business, however, will need a development or land permit and approval is less certain.

### **Further information**

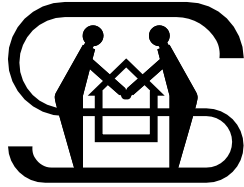
For more details about the requirements of both class one and class two home occupations and to determine whether or not you require a business license, check with the City of Calgary at 268-5521.

### **Home-based childcare**

Members are permitted to look after 6 or fewer children in the member's home (including the provider's own children under twelve years of age).

Sarcee Meadows permits members to look after no more than 6 children (including the member's own children) under the age of 12 in their unit. If a member wants to look after 6 or fewer children in the member's home (including the provider's own children under twelve years of age) the member does not need a license nor permit from the City of Calgary. Under provincial legislation, no more than three children can be under two years of age. The member can either operate a private babysitting service, or become a "Family Day Home", approved by the Family Day Home Agencies who are under agreement with local Child and Family Service Authorities. A Family Day Home has additional requirements including further age restrictions and qualifies for a provincial Child Care Subsidy. A Family Day Home Agency will provide the member with insurance protection. Otherwise, the member is responsible for taking out a commercial insurance policy and adding SMHC onto the policy.

To look after more than six children under 12 (including the caregiver's own children) is not permitted within Sarcee Meadows even though provincial requirements allow for the care of up to 6 children in addition to the caregivers own children.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Guidelines

**Subject:** **Lawn Sales - Guidelines**  
**Original Date of Approval:** April 28, 1994  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** March 7, 1996

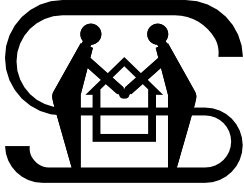
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In accordance with their job description, it will be the responsibility of the *Entertainment and Social Events Committee* to organize lawn sales.

Guidelines for lawn sales include, but are not limited to, the following:

1. In so far as possible, two [2] lawn sales will be held annually in SMHC. One in the spring and one in the fall. The date and time frame will be approved by the Board of Directors.
2. Advertising for the lawn sale will consist of internal flyers for the members offering them the opportunity to participate. A copy of these guidelines will be attached to the internal flyer. An ad will be placed in the local newspaper making the public aware of this activity. If possible, signs will be posted within the community: i.e., the window of local stores, large signs installed on the boulevards, etc.
3. Sarcee Meadows will not provide tables; participants are responsible for their own set-up.
4. Each participant will be requested to pay an amount to be established by the Board of Directors.
5. A space will consist of three [3] meters [approximately 10 ft.] in width.
6. Non-members who wish to have a space, must be sponsored by a member: i.e., provide the unit number of a member who is willing to be responsible.
7. The committee will assign a committee member who will be responsible to collect the cost of a space and record the unit of participants or the sponsor's unit number. This will ensure that should the information be required after the lawn sale records will have been kept.
8. All participants will be responsible to ensure that their space is cleaned up and that no damage has occurred to any of Sarcee Meadow's property. If there is damage, or a mess left, the member or sponsor member will be held responsible.





## **SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

### **Operations Policy**

**Subject:** **Member Appeals to The Board**  
**Original Date of Approval:** October 2007  
**Approved By:** Board of Directors  
**Date Of Amendment or Replacement:** May 2008, February 2017

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The appeals covered under this process will be issues not related to grievance issues. For issues related to grievance see the Grievance Procedures.

Appeals must first be heard by the Committee that made the decision or has jurisdiction over the policy, procedure, and/or guideline the issue pertains to. An example is the Parking Committee will first deal with appeals concerning parking issues, Property Maintenance and/or Property Enhancement, depending on the issue, will first deal with appeals concerning property issues, etc.

The following process will be followed for members appealing decisions to the Board, only after the committee involved has heard the appeal.

- Only one appeal to the Board will be permitted. Board decisions are final.
- The member may request, from the Education and Involvement Committee, assistance in compiling a written presentation and/or attending the Board meeting with a committee member.
- The member will provide, at least 3 business days prior to the Board meeting, a written explanation that will include any and all information that is pertinent to the appeal.
- The member must appear in person before the Board. Exceptions to this will be the appeal of: Parking Lot Cleaning Fines and Member Not in Good Standing notification. These may be handled in writing only; the member(s) is not required to appear in person.
- Members will be allotted 10 minutes of speaking time to present their case.
- No decision will be made in the presence of the member. The member will be notified in writing of the Boards' decision within 7 days of the Board meeting at which the decision was made.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Member in Good Standing  
**Original Approval Date:** June 2006  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** January 2008, January 2011, November 2018

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**DEFINITION:** Member in good standing Bylaw 2.16 states:

“Member In Good Standing” means meeting all financial and member obligations as described in SMHC’s policies, bylaws, or any agreements between SMHC and a member.

Failure to adhere to any SMHC policies, bylaws, or agreements between SMHC and a member, causes the member to become a “member not in good standing.”

One member’s meeting a year refers to the calendar year January to December.

A member not in good standing:

- Cannot run for the Board of Directors
- Cannot sit on the elections committee
- Cannot sit on the grievance and resolution committee
- Cannot vote at a members’ meeting
- Cannot obtain special privileges such as:
  - transfer of shares,
  - intra-family move,
  - approval of leasing,
  - internal move,
  - name addition, and/or
  - access the time payment plan.
  - housing charge assistance
- May have their membership terminated by the Board of Directors.

<sup>1</sup> **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.

### How a member becomes “**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:

- Failure to meet all member obligations under section 3.8 of the bylaws including:
- Failure to attend at least one member’s meeting a year. Bylaw 3.8[b]
- Failure to comply with all SMHC procedures, policies, and bylaws. Bylaw 3.8[c]
- Failure to pay any monies owed to the co-operative such as but not limited to housing charges, time payment plan payments, payments for goods and/or services. Bylaw 3.8[f]
- Failure to maintain a fully paid-up share account. Bylaw 3.8[g]
- Failure to maintain the housing unit as described in SMHC’s maintenance procedures, policies, and bylaws. Bylaw 3.8[h] and
- Failing to accurately report household income. Housing Charge Assistance Procedures

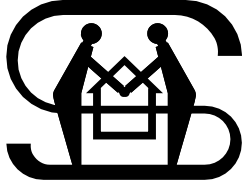
### How a member is reinstated as a “**member in good standing**”:

A member is reinstated as a “member in good standing” by complying with one or all of the following:

- By adhering to all member obligations under section 3.8 of the bylaws including:
- By attending a members’ meeting. The board will notify those members who are not in good standing due to failure to attend at least one member’s meeting a year, by letter in December of each year. Once a member has attended a members’ meeting, the member’s name is then put forward for reinstatement, by a resolution of the Board of Directors, at the next board meeting. The member is then notified of the outcome by letter. Members’ attending their reinstatement meeting are not eligible for a voting flag or any voting ballot but are eligible for a door prize form.
- By adhering to the policy, procedure, and/or bylaw that has been breached.
- By paying any monies owed to the co-op.
- By bringing the unit to “acceptable standards” as described in the maintenance policy and procedures and by passing all subsequent inspections and
- By accurately reporting household income.

### **EXEMPTIONS:**

- The board may grant exemptions to the meeting attendance obligation on such grounds as work commitments, age and/or chronic health issues, written verification may be required.
- 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 (e.g.: a written request must be submitted to the December 2005 board meeting, at the latest, for exemption approval for the following year).
- Permanent exemptions may be granted at the boards’ discretion (e.g.: age and or chronic health issues).



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Minute Distribution  
**Original Date of Approval:** October 26, 1989  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** May 1991, February 1994, January 1995, February 2005, February 2009, February 2017, October 2021

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#### **A. Membership Meeting Minutes:**

In accordance with SMHC's bylaws, Minutes of Membership Meetings will be distributed to all members before the next general meeting.

#### **B. Board of Directors Meetings:**

Minutes of the Board of Directors meetings will be transcribed and circulated to the Directors as soon as possible and before the next Board meeting.

Board APPROVED minute distribution will be as follows: ON REQUEST

- Committee chairpersons
- Committee members
- Task force chairpersons
- Task force members
- staff, and
- members at large who wish to receive them

Approved minutes will be posted in a prominent place accessible to the members.

Approved distribution minutes will not contain minutes of "confidential" reports.

#### **C. Committee and Task Force Minutes - non-confidential**

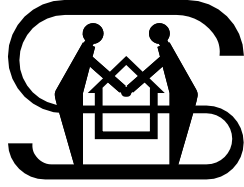
Distribution will be as follows:

- Within two days of the office receiving the minutes will they be distributed to the Chair for review
- If any changes are required, the Chair via email will seek support from Committee members to make the change.

- A minimum of one week prior to the scheduled Board meeting all Committee minutes will be provided to the Committee and Volunteer Coordinator for inclusion in the Board Book.
- Members at large may request to view Committee Meeting minutes.

**D.** Electronic copies of the Membership Meeting minutes, Board of Directors meeting minutes, Committee and Task Force minutes will be kept on a secure server with redundant backups. It will be the responsibility of the staff person assigned to ensure the security of the minutes.

Maintaining, storing, and distributing board only minutes and/or confidential Personnel Committee minutes will be the responsibility of the Corporate Secretary to the Board of Directors.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Housing Policy**

**Subject:** **Newsletter Publication**  
**Original Date of Approval:** January 29, 1991  
**Approved By:** Membership  
**Date of Amendment or Replacement:** May 2004, April 2008, October 2021

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Sarcee Meadows Housing Co-operative Ltd. will publish a newsletter with a view to communicating with:

- SMHC's members
- Prospective members
- Other housing co-operatives [national and international]
- Sector organizations
- Funders, sponsors, and other supporters

The mandate for publication will be to:

- Inform
- Report
- Explain
- Unite
- Motivate
- Teach
- Entertain

The newsletter will endeavor to remain consistent with the *mission and objectives* of Sarcee Meadows Housing Co-operative Ltd. as they are defined in the Articles of Incorporation.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** **Guidelines for Newsletter Publication**  
**Original Date of Approval:** December 20, 1990  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 29, 1997, May 26, 2004, January 2008, October 2020

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The aim of the newsletter is to provide the members with:

- timely information
- inside information - that is, from the appropriate source
- trustworthy information
- specialised information
- a professional look
- a positive approach

The newsletter committee reserves the right to accept or reject any submission to the newsletter. Rejection will be based on items deemed NOT to be consistent with the Newsletter Publications Housing Policy or appropriate for Sarcee Meadows.

The newsletter committee reserves the right to edit all submissions to the newsletter regarding content and length.

When the newsletter is being prepared, the committee will focus on the following:

- simplicity of design
- simplicity of writing
- simplicity of format
- a commitment not to waste paper

**The Newsletter, whenever possible, will include the following:**

- ***Keeping in Touch:*** This will consist of:
  - report from the board of directors,

- committee reports
- board member biography or biographies when available
- table of contents
- calendar of meetings and events
- a list of emergency maintenance phone numbers
- **Advertising:** This will consist of:
  - Members selling items
  - Members looking for specific items to purchase
  - Members advertising services they can provide to other members
  - Community events such as Christmas service at local churches, seniors activities, etc.
- **Letters to the Editor:** The original submission must be signed and the letter will be published with the signature. In all cases [even letters of thanks] a disclaimer will be printed at the beginning, which reads:

*“LETTERS TO THE EDITOR ARE THE OPINION OF THE AUTHOR[S] AND DO NOT REFLECT THE OPINIONS OF THE BOARD OF DIRECTORS’ OR THE MEMBERS’ OF SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.”*

If a letter to the editor is in the opinion of the newsletter committee considered to be of a slanderous or libellous in nature, its exclusion will require a full committee decision. If the committee is unable to make a determination, it will be referred to the board of directors regarding its publication.

- **General/Human Interest:** This will consist of:
  - births,
  - deaths,
  - marriages,
  - anniversaries,
  - birthdays,
  - interesting trips members have taken
  - awards and recognition that members have received
  - welcome to new members / good-bye to members leaving
  - member profiles
  - special items contributed by members - i.e. stories, poems, etc.



- supplements to the newsletter on specific topics such as environmental matters, maintenance tips, SMHC policies, etc.
- recipes
- contest winners
- Innovative and/or unique perspectives on community such as youth reporters, foreign visitor perspectives etc.
- Thank you remarks to recognize sponsors, contributors, and volunteers
- Special events and significant initiatives

**Some of the above require the permission of the member(s) involved before the information is published.**

- ***Just For Youth:*** Whenever possible, there will be a page in the newsletter for children, teens and/or young adults that will consist of:
  - Contests
  - educational information geared to the appropriate age group
  - stories, submitted by children or young adults
  - colouring pages or play activities
  - profiles of youth - achievements and recognition
  - community activities geared for children or young adults

**Deadlines:**

- Submissions deadline will normally be the Friday following the Board of Directors meeting.
- Typing and preparation will normally be done within a week and sent to the office for copying.
- Delivery to the members will normally be completed within one week of the publication.

**Layout:**

The layout of the newsletter will be at the discretion of the committee. However, the newsletter will be proof read before publication to ensure accuracy and the following will be taken into consideration:

- pages should be uncluttered and appealing to the eye
- the same font should be used throughout
- borders, boxes and lines should be used sparingly and only to highlight information

- graphics should be used to: express ideas, convey a mood or image, highlight information

**Evaluation:**

The committee will conduct a monthly appraisal/review of the previous newsletter at its committee meeting. An honest approach will be taken to the following:

- set-up or format
- content
- graphics



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** **Guidelines for Committees Regarding Newsletter Submissions**

**Original Date of Approval:** December 20, 1990

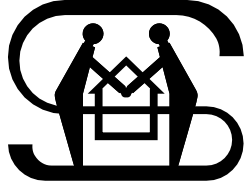
**Approved By:** Board of Directors

**Date of Amendment or Replacement:** October 29, 1997, January 2008, October 2020

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These guidelines are intended to assist committees in preparing submissions to the newsletter.

- The committee report should be considered the first line of general communication with the membership.
  - Committees need only provide a newsletter article IF there is something to report. However, committees are encouraged to provide a report as often as possible.
  - Committee reports should be no longer than two or three typed paragraphs. More space can be used if the committee reporter feels that the information being conveyed is important. Remember the newsletter committee reserves the right to edit any submission for content or space.
  - Articles should be written in plain language.
  - Newsletter submission should provide information regarding current committee activities. The status of ongoing activities can be reported in order to keep the reader updated. [Old news, is not “good news”]
  - Reporting on matters that are not relevant to the reader is not necessary (who will be chairing and who will be recording at the next meeting). Consider what will be of interest to the reader.
  - Committees are encouraged to include human interest matters in their reports.
  - Committees are challenged to help the newsletter committee find ways to encourage readership. For example, committees can sponsor a contest relevant to something they are doing or plan to do.
- Note: this kind of contest needs board approval**
- Newsletter reports should always be positive.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Housing Policy**

**Subject:** **Playground Rules**  
**Original Date of Approval:** April 30, 2002  
**Approved By:** The Membership  
**Date of Amendment or Replacement:** October 2018

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- All members have the right and responsibility to supervise and enforce the playground rules
- No animals within 10 feet of the perimeter of the rubber crumb
- No urinating, spitting or foul language
- No excessive roughness
- No jumping off the top of the equipment
- No glass whatsoever or litter at the playground
- Above all **respect** yourself, others, the playground, and property, or your right to use the playground will be revoked.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Enforcement of Playground Rules  
Procedures

**Date Of Original Approval:** May 2002

**Approved By:** Board of Directors

**Date of Amendment or Replacement:** September 2008

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1. It is the responsibility of the member to make certain that their child/ren and their child/ren's friends, who are invited to play in the park, are aware of the playground rules.
2. If a member observes activity that is unsafe or harmful to the children, they are expected to act to do what they can to stop the behaviour.
3. Members are reminded that it is not the responsibility of the Property Standards Committee or staff to parent their children. If problems occur, parents are expected to be available to deal with their own children.
4. Complaints may be forwarded to the Grievance Committee to deal with.

## City of Calgary Noise Bylaw

<http://www.calgary.ca/CSPS/ABS/Pages/Bylaws-by-topic/Noise-residential.aspx>

### Noise on residential properties

In Calgary, citizens have the right not to be disturbed by noise and have the responsibility to not make noise that disturbs others.

Noise can include, but is not limited to, yelling, shouting, loud music, horns, power tools and air conditioners.

### Under the bylaws, the following cannot be used at night in a residential development:

- hand lawn mower;
- motorized garden tool;
- power tool outside of any building or structure;
- model aircraft driven by an internal combustion engine of any kind;
- snow clearing device powered by an engine of any kind except during the 48 hour period following a snowfall, rain or freezing rain;
- (motorized snow or leaf blowing device;
- an outdoor speaker system within 150 metres of a residential development except during the Calgary Stampede

### These activities are allowed during the "daytime," meaning:

- Between 7 a.m. and ending at 10 p.m. of the same day, Monday to Saturday; or
- Between 9 a.m. and ending at 10 p.m. of the same day, Sunday and holidays.

### Under the bylaws, you cannot cause (or permit to be caused) a continuous sound that exceeds:

- 65 decibels (dBA) measured over a one (1) hour period during the day-time; or
- 50 decibels (dBA) measured over a one (1) hour period during the night-time;
- 85 decibels (dBC) for bass noise for outdoor concerts

### Under the bylaws, you cannot cause (or permit to be caused) a non-continuous sound that exceeds:

- 85 decibels (dBA) measured over a period of 15 minutes during the day-time; or
- 75 decibels (dBA) measured over a period of 15 minutes during the night-time;

**Fines for violations of these regulations range between \$250 to \$500.**



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**  
**PLAYGROUND COMPLAINT FORM**  
**CONFIDENTIAL**

In order for the Playground Maintenance and Safety Committee, and the Board of Directors to take action against violations of the playground rules housing policy.

**ALL THE INFORMATION OF THIS FORM MUST BE MADE AVAILABLE, IF THE FORM IS NOT COMPLETE, IT WILL BE RETURNED TO THE COMPLAINANT ASKING THAT ALL THE INFORMATION BE PROVIDED.**

Complaint against: \_\_\_\_\_

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

Date of incident: \_\_\_\_\_ Time of the incident: \_\_\_\_\_

Brief description of violation, including what action was taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you spoken to the child/ren about the violations? Yes \_\_\_\_\_ No \_\_\_\_\_

Have you spoke to the parents about the violation? Yes \_\_\_\_\_ No \_\_\_\_\_

You are expected to have done both of the above before completing this form.

Your Name \_\_\_\_\_ Unit # \_\_\_\_\_

Phone Number: \_\_\_\_\_ Signature: \_\_\_\_\_

Name of any witness to the violation: \_\_\_\_\_

I understand that this matter will be handled by the Playground Maintenance and Safety Committee and that my identity will remain confidential.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** **Respectful Workplace Policy**  
**Original Date of Approval:** April 2021  
**Approved by:** Board of Directors  
**Date(s) of Amendment or Replacement:** \_\_\_\_\_

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Sarcee Meadows Housing Co-operative (SMHC) is committed to providing a safe and respectful workplace in which the dignity of each individual is respected. A respectful workplace is one that is free of inappropriate behaviour, where members and employees are entitled to be free of discrimination, harassment and violence.

SMHC will make every reasonable effort to ensure that none of its members and employees are subject to acts of discrimination, harassment or violence. It will therefore not tolerate any incidents of discrimination, harassment or violence. Corrective action, which includes discipline up to and including termination of employment for just cause or termination of membership as per SMHC bylaws, will be taken to address breaches of this policy.

SMHC maintains the exclusive right to amend this policy at any time without advance notice to you and you will continue to be bound by any amendments and replacement policy or policies as part of the terms of your membership and or employment.

#### **Purpose:**

The purpose of this policy is to make all members and employees aware that acts of discrimination, harassment, and violence are unacceptable and will not be tolerated. It is also intended to make all members and employees aware that there is a process in place to report any form of discrimination, harassment or violence without fear of retaliation.

This policy is not meant to override applicable provincial, territorial, or federal laws. Where there are inconsistencies, the applicable laws will prevail.

#### **Scope:**

This policy applies to all SMHC members, employees, Directors, and other individuals acting on behalf of SMHC under contract for service or services with SMHC at the Workplace or while using firm property (referenced collectively in this policy as employees). For clarity, within this policy the term “employee” is a catch-all term. It includes all categories of workers and members, including contractors and partners, who may not be considered employees in other legal contexts.

Nothing in this policy prevents anyone from contacting appropriate officials to report a violation of the Alberta Human Rights Act, or the Occupational Health and Safety Act.

This policy applies to behaviour that occurs in the Workplace or outside of the Workplace while representing yourself as a member or employee of SMHC or in a manner that impacts SMHC.



For the purposes of this policy, “Workplace” is defined broadly and includes, but is not limited to:

- all areas of the actual work site;
- the locations of work-related social functions;
- the location of work assignments;
- any location related to the firm’s business;
- any location where interactions may be reasonably viewed as having an impact on the work environment and relationships; and
- work-related conferences or training sessions.

This policy targets actions and conduct that are verbal, physical, sexual, psychological, written, copied, typed, texted, recorded or otherwise communicated to others in the Workplace or in public about SMHC, the Workplace, members, or coworkers.

**Definitions:**

Discrimination means any act, omission or threat, or any policy, practice or term of membership or term of employment, which directly or indirectly causes differential treatment of, or otherwise adversely affects, a member, prospective member in the course of membership or applying for membership, employee or prospective employee, or applying for employment, and the act or practice is based on a statutorily protected or prohibited ground under the human rights legislation applicable to the Workplace of the member or employees involved, including race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or of any other person.

Harassment means any inappropriate conduct, comment, display, action or gesture by a person that is:

1. based on a statutorily protected or prohibited ground under the particular human rights, health and safety or similar legislation applicable to the Workplace of the employees involved,
2. a form of bullying or personal harassment, which involves either:
  - a. repeated conduct, comment, display, action or gesture, or
  - b. a single, serious occurrence of conduct, comment, display, action or gesture, that has a lasting harmful effect,that adversely affects the member or employee’s psychological or physical well-being and that the person knows or ought reasonably to know would cause the member or employee to be humiliated or intimidated; or
3. a form of sexual harassment, which includes conduct, comment, display, action, gesture or contact of a sexual nature that is likely to cause offence or humiliation to the employee or that might, on reasonable grounds, be perceived by that employee as a condition of employment or of an opportunity for training or promotion.
4. a form of sexual harassment, which includes conduct, comment, display, action, gesture or contact of a sexual nature that is likely to cause offence or humiliation to the member or that might, on reasonable grounds, be perceived by that member as a condition of membership.

**Examples of discrimination, harassment or bullying include, but are not limited to:**

- written or verbal abuse;
- yelling, or screaming;
- threats of unwarranted discipline or loss of job;
- intimidating gestures such as slamming doors or throwing objects;
- derogatory remarks;
- cutting the employee out of the communication loop or withholding information they require to perform their job;
- jokes and practical jokes that result in embarrassment or awkwardness;
- innuendo or taunts;
- silent treatment;
- spreading rumours or gossip;
- displays of racist or offensive signs, images or material at or about work or your coworkers;
- communications or displays intended to mock someone;
- patronizing or condescending behaviour;
- isolating another;
- persistently criticizing another;
- tampering with another's belongings or workstation;
- excluding, cornering or confining another person through body language or physical barriers;
- repeatedly assigning unreasonable duties or tasks; and
- physical assault.
- engaging in different treatment of employees with that treatment being motivated by one or more protected ground (as articulated in Human Rights legislation). Different treatment includes but is not limited to remuneration, promotion, opportunities to work on files, and participation in marketing opportunities

**Examples of sexual harassment include, but are not limited to:**

- unwelcome flirtation, suggestive remarks, advances, propositions or gestures;
- unwelcome invitations or requests, whether indirect or explicit;
- unwelcome questions or discussions about sexual activities or preferences;
- drawing attention to a person's gender;
- unwelcome comments, including compliments, jokes, nicknames or pet names, innuendos or taunting about a person's body, attire, sex or sexual orientation;
- leering or whistling;
- displays of pornographic or sexually suggestive signs, calendars, pictures, images or material;
- demands for sexual favours, whether or not in return for work-related favours;
- unwelcome physical contact such as touching, hugging, patting or pinching of a sexual nature; and
- sexual assault.

Reasonable action taken by a manager or supervisor relating to the management and direction of an employee is not discrimination or harassment. For example, behaviours such as holding employees accountable for their performance and imposing justifiable discipline are typically not forms of harassment.

Violence means any action, conduct, threat or gesture by one individual toward another in the Workplace that could reasonably cause physical or psychological harm, injury or illness, and includes sexual violence. Discrimination and harassment may constitute violence.

**Examples of violence include, but are not limited to:**

- physical acts, including hitting, shoving, pushing, kicking, and sexual assault;
- threatening, verbally or in writing, to harm someone;
- adopting threatening behaviour toward someone including gestures, clenching fists, throwing objects;
- intentionally causing or threatening to cause material damage;
- possessing, showing or using a weapon; and
- intimidating or threatening an individual by adopting aggressive behaviour

**Responsibility:**

Members and employees are required to promote a respectful Workplace. Members and employees must refrain from causing or participating in the discriminatory, harassing or violent treatment of others in the Workplace. This includes refraining from violent, discriminatory or harassing treatment of other members, employees and other individuals at the Workplace, including clients, visitors, and service providers.

Members and employees have an obligation to report instances of discrimination and harassment in the Workplace.

If a person, in good faith, brings a complaint that is not supported by evidence gathered during an investigation, that complaint will be dismissed, and no record of it will be put in the accused harasser's file. As long as the complaint was made in good faith, there will be no penalty to the person who complained, and no record in their personnel file.

The Board of Directors and managers will take all reasonable steps to prevent and effectively deal with Workplace violence, harassment and discriminatory treatment. They will support all parties involved in a complaint and provide guidance on this policy, when requested. They will also watch for warning signs of potential violence, discrimination or harassment, such as drastic changes in behaviour, rumors, isolation, increase in sick leave, increase in resignations, increase in conflicts or aggressive behaviour, and sudden changes in performance.

SMHC is committed to creating a positive Workplace, free of violence, harassment and discrimination. It will provide education and training in relation to this policy and to violence, harassment and discrimination generally. It is committed to eliminating violence, harassment and discrimination in the Workplace. It will investigate all incidents of violence, harassment and discrimination and take corrective action where appropriate.

SMHC recognizes that its members or employees may be subject to inappropriate behaviour by those not covered by this policy, such as clients, visitors or service providers. SMHC will support and assist the member or employee affected. SMHC encourages the reporting of all incidents of harassment and discrimination regardless of who the offender is.

SMHC will not tolerate any form of retaliation against someone who brings a complaint or participates in the investigation of a complaint made under this policy. Retaliation will be subject to discipline up to and including termination of employment for just cause or termination of membership.

## Procedure:

1. Individuals who have been subjected to inappropriate behaviour that may constitute discrimination, harassment or violence are encouraged to first clearly and firmly make the offender aware that their behaviour is unwelcome, objectionable and must stop.

SMHC recognizes that this is not always possible or appropriate, depending on the circumstances. Such informal resolution is not required as a precursor to a formal complaint.

Note: It is not necessary for a member or employee who has been subjected to inappropriate behaviour that may constitute harassment, discrimination or violence to first seek to tell the offender that the behaviour is unwelcome and must stop. In some circumstances, it may even be inappropriate or unsafe to do so. It is not required for the member or employee to ask the offender to stop the offensive behaviour before the employer will take steps to address it.

2. If the matter is not resolved informally, the individual may make a formal complaint.
3. Complaints must be submitted in writing to the Grievance Committee or the General Manager. If that individual is the subject of the complaint or is not available, the complaint should be directed to Personnel Liaison.
4. The complaint should include as much detail as possible including dates, times, witnesses (if any), a detailed description of the events and nature of the behaviour, acts or conduct complained of, and your attempts (if any, and if not then why not) to deal with the situation directly.
5. If submitted to the Grievance Committee and is outside of the purview of the Grievance Policy and Procedures, the committee shall forward the report to the Personnel Liaison.
6. The General Manager and the Personnel Liaison will review and consider the complaint to determine if further investigation is required. The review may include interviewing the complainant, the respondent, and witnesses to the incident or circumstances that led to the complaint.
7. The findings of the review and recommendations for further action, if any, must be communicated in writing to the complainant and respondent within 10 working days of receipt of the complaint.
8. If an investigation is recommended, the General Manager and Personnel Liaison must:
  - a. Advise the respondent, in writing, of the nature and specifics of the complaint, of their rights to representation and of the investigation;
  - b. Advise the complainant of the investigation; and
  - c. Assign the investigation to an investigator
9. The investigator will make a written report with the findings of the investigation to the General Manager and the Personnel Liaison within 30 working days. Extensions may be granted by the General Manager and Personnel Liaison in appropriate circumstances.
10. The General Manager and Personnel Liaison must review the report and determine a plan of action within 15 working days of receiving the investigator's report.
11. The General Manager and Personnel Liaison must advise the complainant and the respondent, in writing, of the outcome of the investigation. Summaries of the investigation process and conclusions may be provided to the complainant and the respondent.
12. Where discrimination or harassment has been substantiated, corrective and disciplinary action will be taken up to and including termination of employment for just cause, or termination of the membership, depending on the circumstances. Specific details of the corrective action or

discipline may not be shared with the complainant or others in order to respect privacy and confidentiality.

13. If it is determined that a member or employee made a false complaint knowingly or in a malicious manner, he or she will be subject to corrective action or discipline up to and including termination of employment for just cause or termination of membership.
14. In order to comply with statutory obligations to prevent and investigate discrimination, harassment and violence, the General Manager and Personnel Liaison must follow the above procedure even when:
  - a. a complaint has been made anonymously or by someone who asks to remain anonymous; or
  - b. there is no specific complaint, but
    - i. there is a pattern of inquiries or concerns raised over time which suggest the existence of a specific problem not already addressed, or
    - ii. there is reason to believe that a systemic problem exists in the Workplace.

### **Confidentiality:**

Any complaint brought or investigation conducted under this policy will be treated confidentially to the greatest extent possible. The identity of the complainant, respondent or witnesses, or the circumstances of the complaint, may be disclosed where disclosure is necessary for the purposes of resolving the complaint or taking disciplinary action in relation to the complaint, or to inform the members and employees of a specific or general threat of violence, or as authorized or required by law.

Any unauthorized disclosure of confidential information relating to a complaint may result in disciplinary action, up to and including termination of employment for just cause or termination of membership.

All records of a complaint must be kept separate from the respondent's personnel or membership file except where the complaint is determined to be substantiated.

### **Compliance:**

Failure to comply with this policy may result in action up to and including termination of employment for just cause or termination of membership.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### HOUSING POLICY

**Subject:** **Statement of Principle Respecting Seniors in Sarcee Meadows Housing Co-Operative Ltd.**

**Original Date of Approval:** January 30, 2003

**Approved By:** Membership

**Date of Amendment or Replacement:** \_\_\_\_\_

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### **Statement of Principle Respecting Seniors in Sarcee Meadows Housing Co-operative Ltd.**

Sarcee Meadows Housing Co-operative Ltd supports the principle that seniors should be able to live in dignity in our housing co-op and to participate meaningfully in our co-op community.

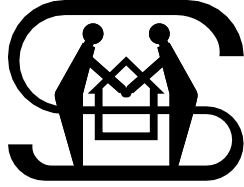
In support of these aims, we will:

- look into and make use of available government and community programs to help make their co-op homes safe and accessible
- gather information on community support and referral services for seniors that need them, and help older members take advantage of these services
- help seniors to volunteer in the co-op in positions that are appropriate to their interests and capabilities
- where possible we will retrofit existing units to meet the needs of aging members – i.e., grab bars, handrails, etc. Requests to be dealt with on an individual basis.
- offer reasonable assistance to seniors who choose to move internally to a smaller unit more suited to their housing needs
- not adopt voluntary policies about unit standards that would force seniors to move out of the co-op
- make sure that seniors whose co-op home no longer meets their needs can move with dignity.

### Reasons For This Policy

1. Canada's population is aging, and so are the members of Sarcee Meadows. Older members face new challenges in volunteering and participation. It is important that Sarcee Meadows recognizes these challenges and act to overcome them.
2. Successfully integrating our older members requires that we take advantage of programs and services that are available from government and the community. Where possible, we should try to assist in the delivery of these programs and services, through the use of our meeting room, for example.
3. While it is not possible to completely retrofit existing units to accommodate the needs of our older members – we can't do anything about the stairs for example, every effort will be made to accommodate changes where possible, including helping older members to move internally to a smaller unit, if they choose to.
4. In many cases, our older members have made long term contributions to Sarcee Meadows, both financially and in building the community. If other housing solutions are not possible within the co-op, older members should not have to leave because of occupancy standards set by Sarcee Meadows that limit seniors' entitlement to their homes. i.e., relax the interior unit inspection guidelines

A RESOLUTION VERY SIMILAR TO THIS ONE WAS APPROVED BY THE MEMBERS OF THE CO-OPERATIVE HOUSING FEDERATION OF CANADA AT THEIR ANNUAL GENERAL MEETING IN 2002.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Housing Policy**

**Subject:** **Volunteer Rights and Responsibilities**  
**Original Date of Approval:** January 29, 1996  
**Approved By:** Membership  
**Date of Amendment or Replacement:** April 2019

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**VOLUNTEER RIGHTS**

**ALL VOLUNTEERS HAVE THE RIGHT TO:**

- A clear job description and to know what is expected of them.
- A suitable assignment - with consideration for personal preference, temperament, life experiences, education and employment background.
- Know as much as possible about co-op management [its policies, its people and its problems] and to be told how their work fits into the overall management.
- Be asked how the job should be done.
- Continued education on the job - by someone who is experienced, patient, well-informed and thoughtful, and who has the time to invest in giving guidance.
- To be heard - to have a part in planning, to feel free to make suggestions, to have respect shown for an honest opinion.
- To be recognized - through day to day expressions of appreciation, and most importantly to be treated as a valued worker.

[portions of this document were taken from CHF Canada samples]



## VOLUNTEER RESPONSIBILITIES

### ALL VOLUNTEERS WOULD BE EXPECTED TO:

- Do their volunteer work to the best of their ability.
- Take on only as much as they can handle. Don't volunteer for a job if you don't have the time to do it.
- Report regularly to the committee on assigned tasks.
- Be ready to learn new skills to help them to do a better job.
- Ask themselves why they are volunteering. Volunteers should be aware of how much commitment is needed to get the job done. To volunteer is to make a promise, Volunteers must be ready to keep their promise.
- Be quick to praise a job that's well-done and offer criticism when it's constructive. Help a fellow volunteer!
- Listen to what others have to say about the work. Ask others for suggestions when you are having a problem.
- Give plenty of notice if they are unable to continue their volunteer work.

[portions of this document were taken from CHF Canada samples]



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Whistleblower's Policy  
**Original Date of Approval:** November 2005  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** \_\_\_\_\_

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#### 1.0 OVERVIEW

All employees, members, and directors of SMHC are strongly encouraged to disclose any wrongdoing within SMHC. This Whistleblower Policy sets out the procedure to be followed in order to "blow the whistle" on all such wrongdoing. The intent of the policy is to protect the person making the disclosure while also preventing baseless allegations.

Anyone found to have engaged in wrongdoing shall be disciplined or prosecuted, and when warranted, an employee may be fired, services with vendors and independent contractors discontinued, a director or volunteer removed from the board or a committee, and a member may have his or her SMHC membership terminated.

Employees shall report harassment or abuse, or other complaints not covered under the following definition of wrongdoing in accordance with SMHC's Personnel Policy and members in accordance with SMHC's Grievance Policy. Employees should refer any abuse or violation of SMHC's bylaws or policies to the general manager's attention while members may also refer such abuse or violation directly to the board of directors or the grievance committee.

Nothing in this policy precludes anyone from immediately contacting the appropriate authorities such as police, social services, etc.

#### 2.0 DEFINITIONS

It is important that the following definitions of "wrongdoing", "baseless allegation", "substantiated allegation" and "unsubstantiated allegation" be kept in mind when reviewing this policy. Notable is the fact that there are three kinds of allegations as defined below.

**Whistleblower:** An employee, member, or director of SMHC who discloses wrongdoing as defined below. Disclosures of wrongdoing must be made in writing following the procedures set out in this policy.

**Wrongdoing:** Wrongdoing refers to:

- Any action that is unlawful, negligent, or fraudulent, or
- Misappropriation or misuse of SMHC's resources such as funds, supplies, or other assets, or
- Authorizing or accepting compensation for goods not received, services not performed, or hours not worked, or
- Any action that jeopardizes the health and safety of individuals working or living at SMHC, or
- A violation of the SMHC Ethical Conduct Policy or Agreements.

**Baseless allegation:** An allegation of wrongdoing made with reckless disregard for the truth. Facts should be reasonably substantiated before any allegation is made. Anyone making a baseless allegation may be subject to disciplinary action which may include termination of employment or membership or removal from a board or committee.

**Unsubstantiated allegation:** An allegation of wrongdoing that proves to be unsubstantiated or groundless but has been made in good faith and with a reasonable effort to substantiate the facts.

**Substantiated allegation:** An allegation of wrongdoing made in good faith that proves to be true. If an allegation is substantiated, further action will be taken including consultation of legal council, possible termination of membership or employment, removal of a member from a committee or removal of a director from the board. Prosecution may also be an option.

### **3.0 WHISTLEBLOWER PROTECTION**

SMHC will use best efforts to protect whistleblowers against retaliation and confidentiality as described below:

SMHC will protect whistleblowers by:

- Prohibiting employees or members from retaliating against a whistleblower by using threats of physical harm or other harassing behaviour.
- Prohibiting supervisors or managers from adversely affecting the terms or conditions of employment by threatening a whistleblower with loss of his or her job or position, providing punitive work assignments, or adversely affecting salary or wages. This is not intended to prohibit supervisors or managers from taking disciplinary action in the usual scope of their duties and based on valid performance issues.
- Whistleblowers who believe that they have been retaliated against should proceed as follows: if the retaliation is by a member, a complaint may be filed with the grievance committee; if by an employee, a complaint may be filed with the general

manager, and if by the general manager, with the Personnel Liaison. A proven complaint of retaliation shall result in disciplinary action up to, and including dismissal, against a retaliating employee, and may lead to termination of membership in the case of a retaliating member.

- The whistleblower's identity will be kept confidential unless:
  - The person agrees to be identified, or
  - Identification is necessary to allow SMHC or law enforcement officials to investigate the report, or
  - Identification is required by law, or
  - The person accused of fraud is entitled to the information as part of legal proceedings.

#### **4.0 RESPONSIBILITIES OF MANAGERS**

The general manager, with the assistance of the maintenance supervisor, is responsible for maintaining a system of management controls that will detect and deter wrongdoing. Knowledge of any wrongdoing must be reported following the procedures outlined in section 5.0 of this policy. Failure by the general manager or maintenance supervisor to establish and maintain management controls or report wrongdoing may result in disciplinary action, up to and including dismissal.

#### **5.0 PROCEDURE FOR DISCLOSING WRONGDOING**

##### **5.1 Allegations of wrongdoing against an employee**

Any SMHC employee or member wishing to disclose wrongdoing on the part of an SMHC employee should report the incident to the general manager (unless the allegation is about the general manager in which case the procedure is described below.) A member of the grievance committee may also be involved if a member is making the allegation. When the general manager becomes aware of employee wrongdoing, whether reported or directly observed, she or he shall proceed as follows:

- Consult with the Personnel Liaison (PL) and Board Chairperson on each disclosure. Failure to report the allegation to the PL and Board Chairperson will result in disciplinary action against the general manager. The general manager should consult the PL and Board Chairperson even if the allegation appears to be unsubstantiated. If the allegation of wrongdoing is substantiated (verified to be true), the PL and Board Chairperson will report the matter to the board of directors who, with the assistance of the general manager, will consult with legal counsel and decide what further action to take. If the accusation of wrongdoing proves to be true, the employee who committed the wrongdoing may be fired for cause and also prosecuted.

- If the allegation of wrongdoing is investigated and determined to be groundless no further action will be taken towards the accused employee nor against any employee or member who makes an unsubstantiated allegation. If the allegation is deemed to be “baseless”, however the employee making the “baseless allegation” may be disciplined or employment terminated.

## **5.2 Allegation of wrongdoing against the general manager**

Any employee or member wishing to report wrongdoing on the part of the general manager shall report the incident to the PL or Board Chairperson. The member making the allegation may, if he or she wishes, ask the grievance committee to be involved. The PL or Board Chairperson will consult with each other and confront the general manager with the allegation. Unless it is clearly an unsubstantiated or baseless allegation, they will refer the incident to the board of directors, and with their input, shall consult SMHC’s legal counsel.

If the allegation of wrongdoing is investigated and determined to be groundless, no further action will be taken towards the general manager nor against any employee or member making an unsubstantiated allegation. An employee making a baseless allegation may be disciplined or employment may be terminated, and a member making such an allegation may have his or her SMHC membership terminated.

## **5.3 Allegations of wrongdoing against a member by an employee**

Any employee alleging wrongdoing by a SMHC member shall disclose the wrongdoing to the general manager. The member against whom the allegation is made may also ask the grievance committee to become involved. The general manager shall report the matter to the PL and Board Chairperson. Unless it is clearly an unsubstantiated or baseless allegation, the PL and Board Chairperson shall refer the incident to the board of directors, and with their input shall, with the assistance of the general manager consult SMHC’s legal counsel. If the allegation proves to be true, a substantiated allegation, the member who committed the wrongdoing may be prosecuted and his or her membership terminated in accordance with section 3.12 or 3.11 of SMHC’s bylaws depending on which is applicable.

If the allegation of wrongdoing against the member is investigated and determined to be groundless, no further action will be taken towards the accused member nor against any employee making an unsubstantiated allegation. Any employee making a baseless allegation, however, may be disciplined or employment terminated.

## **5.4 Allegations of wrongdoing against a member by another member**

Any allegation of wrongdoing by a member against another member shall be reported to the grievance committee who shall refer the incident to the board of directors since this then potentially becomes a legal issue. If the allegation proves to be true, a substantiated

allegation, the member who committed the wrongdoing may be prosecuted and his or her membership terminated in accordance with the applicable section 3.12 or 3.11 of SMHC's bylaws.

If the allegation of wrongdoing against the member is investigated and found to be groundless, an unsubstantiated allegation, no further action will be taken towards the accused member. A member making a baseless allegation may have his or her SMHC membership terminated.

## **6.0 AVOIDING BASELESS ALLEGATIONS**

Reasonable care should be taken in dealing with suspected wrongdoing to avoid:

- Baseless allegations,
- Premature notice to persons suspected of wrongdoing,
- Disclosure of suspected wrongdoing to others not involved in the investigation.
- Violations of a person's rights under the law.

In disclosing a wrongdoing, the whistleblower should take reasonable care to:

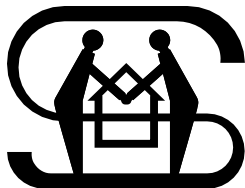
- Discuss the case only with the proper authority as indicated in this policy.
- Refer all inquiries from the media or from a lawyer retained by the suspected individual to the SMHC Board Chairperson or general manager.



**FINANCIAL POLICIES**

**AND**

**INFORMATION**



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

## **FINANCE POLICIES**

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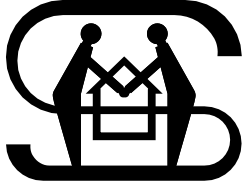
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## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** **Arrears Policy**  
**Original Approval Date:** January 28, 1987  
**Approved By:** Membership  
**Date of Amendment or Replacement:** Rescinded and replaced April 1995. Amended November 2, 2005

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Charges levied by the co-operative against a member may include any or all of the following:

- monthly housing charges - including parking and extra utility charges
- maintenance charges
- fines and penalties
- charge for goods and/or services purchased from the co-operative

Monthly housing charges must be paid on the first day of each and every month. [See bylaw 18.2 (a)]

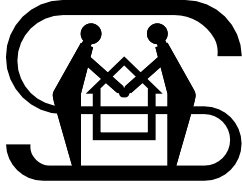
The member will be notified in writing when other charges are applied to their account. Payment terms for these charges will be spelled out by the co-operative on this notice. In some cases, the co-operative may agree to allow the member to pay for a purchase or charge in monthly installment payments. As long as these payment terms are met by the member, the account will be considered current.

Late payment penalties [LPP] set by the board of directors [See bylaw 18.2 (b)] will apply to any unpaid account. The LPP will be applied to the account on the day which the account is considered late. It is the responsibility of each member to make their payments to the co-operative in a timely fashion to avoid such penalties.

For the purpose of interpretation, any charge applied to a member's account will thereafter be considered to be a "housing charge". [See bylaw definitions 2.9]

When an account is in arrears, the member becomes a "*Member Not In Good Standing*". Any account more than fifteen [15] days past due may be cause for *Termination of Membership with no right of appeal*. [See bylaw 3.11(a).]

This arrears policy is intended to be followed by all parties; however, SMHC members recognize that extenuating circumstances may occur which may warrant special consideration to be given to a member by the co-operative's management. The member is responsible for contacting the general manager or financial services co-ordinator **before** the payment is due to apply for special consideration.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

**Subject:** **Arrears**  
**Approved By:** Board of Directors  
**Original Date of Approval:** June 23, 1989  
**Date of Amendment or Replacement:** June 1990, March 1995, May 1999, September 2001, April 2002, June 2003, April 2004, September 2005, June 2009, March 2010, September 2011, November 2011, December 2013, September 2016

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As per SMHC bylaws, all housing charges are due and payable on the **FIRST CALENDAR DAY** of each month.

Any monthly housing charge unpaid at the opening of business on the **SECOND CALENDAR DAY** of the month will be considered late.

When the **FIRST** calendar day of each month is **NOT** a normal working day, staff shall accept all payments received in the night depository at the opening of business on the **FIRST WORKING DAY** of the month as having been made on the first calendar day. Any payment received after this time is late and is subject to penalty.

### METHOD OF PAYMENT TO SARCEE MEADOWS

Refer also to bylaw 18.2 (a)

In addition to the payment methods outlined in the bylaws; members can authorize SMHC to process an Automatic Withdrawal from the Members bank account. For the purpose of this policy an Automatic Withdrawal will be considered to be a "cheque" and the same provisions apply.

Acceptable methods of payment are cheque, bank draft, automatic withdrawal, signed welfare voucher, debit or money order.

### **Withdrawals Occur As Follows:**

The 1st (first) of the month:

- Housing Charges
- Parking Stall Rental

## **PROCEDURES FOR HANDLING HOUSING CHARGE ARREARS:**

- 1. Late payment penalties for housing charge arrears.** If a housing charge payment is received after the first calendar day of the month, the normal late payment penalty will be \$10.00 each calendar day starting on the second day of the month and compounding until the account is paid in full. Whenever a payment is late, arrangements for repayment must be made with the Financial Services Co-ordinator or the General Manager.
- 2. Late payment penalty exemptions.** Twice in any financial period, a member may be exempt from normal late payment penalties. For these two times only, the following will apply:
  - if a payment is received on or before the 5th calendar day of the month, no late penalty fees will be charged, or
  - if a payment is received on or after the 6th calendar day of the month the late payment penalty for that month will be a flat rate of \$25.00.
- 3. Notice of outstanding account.** On the 6th calendar day of the month, any member with an outstanding account will receive a notice of same. If the member has not made satisfactory arrangements for payment with the General Manager or Financial Services Co-ordinator, the notice will also state that any account more than 15 days overdue may be grounds for termination of membership with no right of appeal.
- 4. Board of Directors and housing arrears.** Only the Board of Directors may waive late payment penalties [LPP] once applied. The Board of Directors may also direct (in accordance with SMHC's bylaws) that a termination notice be issued to a member whose monthly housing charge is not paid by the 15th day of the month. A member whose monthly housing charge, or any portion thereof, is in arrears later than the 15th of the month in which the payment was due, will be brought to the attention of the Board of Directors at the next board meeting.
- 5. Chronic Late Payments.** Any member who has three late payments, and/or NSF payments (whether arranged or not) in a financial year, will automatically be considered to have a chronic late payment history and will attend the next regular Board of Directors meeting. Chronic late payments may result in termination of membership without appeal to the membership.

## **CHEQUES NOT HONOURED BY MEMBER(S) FINANCIAL INSTITUTIONS:**

1. Cheques which are not honoured by the member(s) financial institution for any reasons will be charged the late payment penalty and First Calgary Financial not honoured cheque charge. The not honoured cheque must be replaced within three working days after the member has received notice from SMHC. When a member

replaces the cheque prior to SMHC's knowledge of its return, the late payment penalty will be waived, but the member will still be responsible for any NSF or any other bank charges incurred by SMHC. If written proof from the bank of a bank error is provided member(s) record will not be penalized in any way.

2. After two [2] not honoured cheques in any financial period, the member will be asked to make future payments by certified cheque, bank draft, or money order.
3. When a not honoured cheque is not replaced or arrangement made within the 3 working day time frame, the account will be considered to be in arrears and will be brought to the attention of the Board of Directors at the next board meeting.

### **MEMBER NOT IN GOOD STANDING:**

Any Member in Arrears, who has not made satisfactory arrangements for the repayment of such arrears, will automatically become a “***Member Not in Good Standing***”.

Missing payments and /or failure to remain a Member in Good Standing may terminate the Time Payment Plan. Once the Member becomes a “***Member Not in Good Standing***” they will receive a warning to attend the next Member’s Meeting or the Member will be required to pay the full amount of the contract. Failure to honor the contract will be dealt under the Arrears Policy.

### **Exceptions:**

When a Member knows that their payment will not be made on time, the Member must contact the General Manager or the Financial Services Co-ordinator to make arrangements for the late payment. Such arrangements must be in writing, [see attached form] and acceptable to the Co-operative. If re-payment is not made as per arrangements, the full amount of Late Payment Penalties will apply.

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**  
**REQUEST FOR LATE PAYMENT OF HOUSING CHARGE**

Date: \_\_\_\_\_, 20\_\_\_\_\_

I, \_\_\_\_\_, Member in Unit # \_\_\_\_\_ hereby request that Sarcee Meadows Housing Co-operative Ltd. allow me to make my housing payment for the month of \_\_\_\_\_ 20 \_\_\_\_\_ late because:

I will make payment in full, plus any penalties, on or before the \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_

\_\_\_\_\_ [Members Signature]

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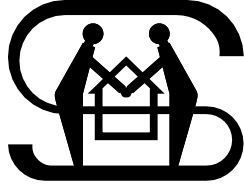
Repayment as outlined above is recommended to the Board of Directors.

Should payment not be received as outlined then the amount of the late payment penalty will be \$ \_\_\_\_\_

Other conditions:

\_\_\_\_\_  
General Manager  
Sarcee Meadows Housing  
Co-operative Ltd.

History of previous late payments: [if any] during previous months.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedures**

**Subject:** **Caregiving Expenses**  
**Original Approval Date:** October 26, 1989  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** November 21, 1998

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When attending SMHC Meetings:

- Membership
- Board of Directors
- Committee/ Task Force
- Special Meetings
- Educational Events

Members may be reimbursed for the cost of care giving to residents in their home.

Claims are to be submitted to the General Manager and payment will be in accordance with current care giving costs.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Guidelines

**Subject:** Conference / Event Attendance, Travel, Reporting, and Expenses  
**Original Approval Date:** April 2010  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** February 2012, February 2016, February 2017

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From time-to-time Members and Staff of Sarcee Meadows Housing Co operative, [hereinafter referred to as Members], are asked to travel to meetings, conferences etc. on behalf of the Co operative. These guidelines are intended to ensure that eligible individuals can apply to attend and that they are compensated for approved out of pocket expenses incurred while on such business and to ensure also that such expenses are within approved Co-operative Guidelines and Budget.

Individual requests for attendance at a conference/ event must be submitted in writing prior to the outing adhering to the deadline set by the Board. Early bird discounts will be taken advantage of whenever possible. The Board of Directors will approve SMHC attendance and determine the maximum number of attendees, whether Member and/or staff person, based on the budget and nature of the event. To be considered for approval a member is to submit their request to the Board of Directors, a staff person to submit their request to the General Manager for the Board of Directors, the General Manager to submit their request to the Board of Directors.

### ATTENDANCE:

Any Member or staff person attending a Conference / Event at SMHC's expense is expected to attend all relevant activities.

### ACCOMMODATION:

Whenever possible, accommodations bookings will be made by SMHC office, using the recommended conference facilities, and taking advantage of available discounts.

### MEALS, GRATUITIES, AND INCIDENTALS:

Per Diem expenses for meals and incidentals will be set annually at the Treasury Board of Canada level. Reimbursement will not include meals or incidentals included in the conference/ event attended.

### TRANSPORTATION:

Up to Economy Class air fare will be paid. Trains and Buses should be considered for shorter distances. Airport bus or shared taxi, whenever feasible, should be used when it is not possible to use your own vehicle.

Automobile travel, when necessary for local trips, will be paid at the current rate set by the Treasury Board of Canada. SMHC insurance can cover only liability to the co-op, not to individual personal

vehicle; the member or staff person check their own vehicle insurance to ensure coverage for occasional business use.

Mileage for attendees of events, workshops etc. which occur within Calgary city limits, whether approval for a registration fee is required or not, will be reimbursed for any amount exceeding 50 kms at the current rate set by the Treasury Board of Canada rate.

Parking costs will be reimbursed at cost.

**ENTERTAINMENT AND PROMOTION:**

Unless specifically authorized by the Board of Directors, funds for entertainment and promotion will NOT be paid.

**LOSS OF INCOME:**

Loss of income will NOT be covered, unless specifically approved in advance by the Board of Directors.

**TELEPHONE:**

Cost of one five-minute long distance call home per day, when attending Conferences etc. will be covered. [Receipts required]

**TRAVEL ADVANCES:**

If required, a travel advance may be obtained by making application to the General Manager.

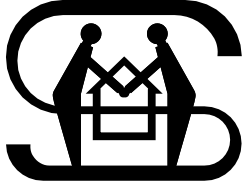
**FILING REPORTS AND EXPENSE CLAIMS:**

Receipts are required for all expenditures. All realistic efforts are to be made to keep individual item costs to minimum amounts. Expense Claim Forms are available at the office. Whenever possible, within ten days after attending a Conference/ Event, attendees are expected to:

- provide a written report on their activities, however an oral presentation is also encouraged
- file their expense claims to the office with supporting receipts

Additional expense claims will not be paid until the written activity report is filed. Extenuating circumstances will be considered on a case-by-case basis; notify the General Manager if required. Failure to submit a report to the Board will affect future applications.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

<b>Subject:</b>	<b>Contract / Spending Policy</b>
<b>Original Date of Approval:</b>	April 23, 1987
<b>Approved by:</b>	Board of Directors
<b>Date(s) of Amendment or Replacement:</b>	February 24, 2021

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#### Purpose:

The purpose of this policy is to outline the authority, the responsibility, the limits, and the guidelines for SMHC engaging with contracts.

#### Scope:

This policy applies to all contracts that SMHC engages with for the purposes of carrying out the SMHC mandate.

#### Authority:

1. Contracts under \$10,000 can be approved by the General Manager or a delegate of the General Manager.
2. Contracts over \$10,000 and under 75,000 must be approved by the General Manager.
3. All contracts \$25,000 and over must be presented to the board for information purposes.
4. Contracts \$75,000 and over require Board approval.

#### Limits:

1. All work supplied by an external proponent over \$3,000 requires a written contract.
2. Contracts between \$3,000 and under \$10,000 can be authorized by the General Manager or a delegate of the General Manager.
3. Contracts between \$10,000 and under \$75,000 must be authorized by the GM.
4. Contracts \$75,000 and over must be executed by a Director.
5. Contracts over \$10,000 but under 75,000 (annual costs) require a minimum of three quotes secured as to the Tender Standard Operating Procedure

6. Contracts \$75,000 (annual costs) and over require a Request for Proposal process.

#### Spending Guidelines:

1. The Membership, by approving the Annual Budget, grants spending authority to the Board of Directors, up to the total Budget for that year.
2. The Board of Directors, through the Budget, delegates Spending Authority and Control to the General Manager.
3. SMHC cheques issued for \$10,000 or over will be signed by at least one board member with signing authority.
4. Any spending over the approved budgeted, contracted, or projected amount needs to be approved by the Board of Directors before being spent.
5. To move funds between categories of the operating budget or between the replacement reserves and the operating budget requires the approval of the board.

#### Members:

Members of SMHC may bid on any contract being led by SMHC. Their quotes will receive equal, but not preferred, consideration.

#### Employees:

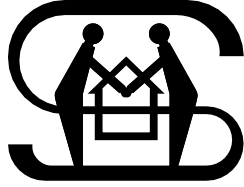
Employees of SMHC may not bid on any contract being led by SMHC.

#### Record Keeping:

Copies of contracts must be retained by the General Manager in a known location where all staff can access them as necessary.

#### Preferred vendors:

1. Sarcee Meadows may keep a list of preferred vendors to complete routine work under \$10,000 per project.
2. Sarcee Meadows will endeavour to ensure value pricing and service by calling for proposals every three years with preferred vendors.
3. This process should end with selected vendors engaging in a Master Service Agreement with SMHC to document their company's insurability and viability as well as outline standard pricing and skill set.
4. Preferred vendors will have the advantage of being engaged in a contract without bidding against two other proponents.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

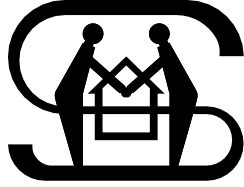
**Operations Policy**

**Subject:** **Depreciation Policy**  
**Original Date of Approval:** February 26, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** \_\_\_\_\_

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Fixed assets are to be recorded at cost, in the books of the Co-operative. Depreciation of fixed assets, and amortization of the deferred mortgage insurance fee, are calculated annually, as follows:

- |                                 |   |
|---------------------------------|---|
| BUILDINGS                       | over the term of our CMHC Mortgage at a rate equal to the Principal paid on the mortgage in any given year; |
| APPLIANCES                      | no depreciation provision. Any required replacement is expensed in the year it is purchased;                |
| MAINTENANCE EQUIPMENT           |   |
| OFFICE EQUIPMENT REHAB          |   |
| SEWER AND WATER LINES           | all at 10% straight line depreciation;  |
| COMPUTER/VIDEO EQUIPMENT        | 30% declining balance depreciation;   |
| DEFERRED MORTGAGE INSURANCE FEE | 2.5% straight line depreciation;  |
| IRRIGATION SYSTEM               | 10% straight line depreciation.   |



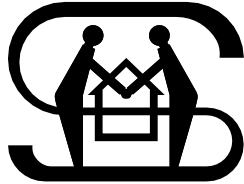
**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedures**

**Subject:** **Gift Purchase Guidelines**  
**Original Date of Approval:** September 10, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** April 1997, January 2006, April 2014

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When circumstances require it, and at the general manager's discretion, an appropriate gift may be purchased to a maximum of three hundred dollars [\$300] on behalf of the Board of Directors.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Housing Charge Assistance (HCA)  
**Date Of Approval:** April 2012  
**Approved By:** Membership  
**Date of Amendment or Replacement:** October 2015, April 2016, April 2019, October 2021

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This policy can only be amended by the membership after due notice and NOT at a meeting where the annual budget is to be considered.

This policy becomes effective January 1<sup>st</sup>, 2014.

**The purpose** of HCA is to assist members who are paying more than 30% of annual household income for the normal housing charge. HCA is NOT intended to address personal budget problems. HCA will be based on Annual (January to December) gross household income. Monthly shortages of income are budgeting issues and are not eligible for HCA. HCA is a privilege not a right of membership.

Applicants must be “members in good standing” who have been shareholders in Sarcee Meadows for a minimum of one year before applying for HCA. Applications for HCA may be made anytime during the year.

Sarcee Meadows agrees to provide Housing Charge Assistance funds to a maximum of \$200,000 in the annual operating budget. If required funds exceed this amount a request will be sent to the Board to consider the use of the HCA Internal Reserve Fund.

Any unused HCA funds at the end of a fiscal year will be transferred to a Housing Charge Assistance Reserve Fund. The HCA Reserve Fund shall not exceed \$200,000. Once the HCA Reserve is fully funded, any excess of HCA funds will be transferred to the Replacement Reserve Fund at the end of the fiscal year. If such a transfer is required for three consecutive years, this policy will be revised with a view to reducing the next budget allocation for HCA.

To apply to receive HCA consideration the Member will complete an application form approved by the Board of Directors. The Board will adopt the Procedures for HCA. The Board will review and approve or deny each application for HCA.

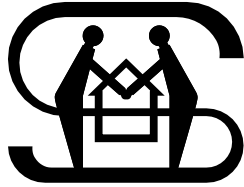
Members receiving HCA are required to immediately notify the General Manager of changes (increases or decreases) in their annual household income and the residents in

their homes including non-member residents. Either of these may change the allocation of HCA to that member.

The minimum monthly payment any member may pay will be no less than 50% of the regular housing charge for the respective unit. (i.e.: if regular housing charge is \$900 the minimum payment based on qualifying income will be \$450)

Members who receive an overpayment of subsidy funds during the year will be required to payback the excess funds to SMHC. Members receiving an underpayment of subsidy funds during the year will receive a rebate of funds.

*Receiving HCA funds under false pretences is a serious breach of SMHC policy and may result in termination of membership which could include legal action to recover the funds received.*



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedure

<b>Subject:</b>	<b>Housing Charge Assistance (HCA) Procedures</b>
<b>Original Date of Approval:</b>	January 22, 2014
<b>Approved By:</b>	Board of Directors
<b>Effective Date:</b>	Retroactive to January 1, 2014
<b>Date of Amendment or Replacement:</b>	<u>April 2016, January 2018, October 2018, September 2021</u>

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### ELIGIBILITY REQUIREMENTS

1. Applicants must complete the necessary forms and provide proof of income by the appropriate deadline dates.
2. Applicants may apply if their maximum annual housing charge is more than 30% of the gross annual household income.
3. Applicants must have been a shareholder for a minimum of one year at the time of their application.
4. Members whose housing charges are being covered by the payment of housing charge life insurance are not eligible for HCA until the life insurance payment is used up.

### DEFINITION OF INCOME

For the purpose of applying for HCA, Members must provide details of all household income from all sources. Income includes, **but is not limited to, Salaries, Commissions, EI, Pensions, Investment Income, Interest or Dividends, RSP withdrawals, RIFF payments, Spousal Support, Child Tax Credits, Grants, Student Loans to a maximum of \$14,856 annually, Social Assistance payments, rental income, Disability payments, Workers Compensation payments.**

HCA will be calculated on 100% of Gross Household Income from all sources from anyone over the age of 18 years residing in the unit.

#### **Self-Employment Income:**

For self-employed applicants, work related earnings are the annual net income, as defined by Canada Revenue before any personal income tax deductions, plus any capital cost allowances used in the determination of the above net income.

### APPLICATION PROCESS

On June 1<sup>st</sup> of each year, Members wishing to be considered for housing charge assistance for the following twelve months may apply to SMHC. To apply the Member must submit the completed Housing Charge Assistance application, the Notice of Assessment for the previous year and their most recent earnings statement.

Earnings statement can include but not limited to; paystub, employment income statement, CPP statement, investment earnings, disability, or any other social assistance statements.

The income shown on your Notice of Assessment will be used to calculate your Housing Charge Assistance for the period beginning July 1<sup>st</sup> that year through to June 30<sup>th</sup> the following.

The General Manager will process all applications and assign an applicant number to each application. The General Manager will report to the Board of Directors on each applicant. The Board will approve or deny each application. The official minutes will show the approvals or denials by applicant number only for confidentiality purposes.

The General Manager will ensure that Members are notified of their HCA allocation.

Members who experience income reductions during any year may apply for consideration for HCA at the time of such reduction.

### **CHANGES IN INCOME**

Members receiving HCA must notify the General Manager within 30 days of an increase or decrease of at least \$2,000 in annual income occurs. Should this change in income affect the amount of the members payments the General Manager will present this information to the next Board Meeting.

### **PROOF OF INCOME**

In May each year, Members who participated in the Housing Charge Assistance program for the prior year will be required to provide their Revenue Canada Notice of Assessment. Members who fail to provide their Revenue Canada Notice of Assessment by June 15 will no longer be eligible to participate in the Housing Charge Assistance program and will be required to repay the assistance received in the previous year.

SMHC may require additional proof which includes but is not limited to employers' verification, verification of shelter allowance from social assistance etc.

### **RECEIPT OF HCA UNDER FALSE PRETENSES**

Receiving HCA under false pretences is a serious breach of SMHC policy.

When a household is discovered to have falsely declared its income or failed to report an increase greater than \$2,000 in annual income, their ongoing access to HCA may be terminated.





SARCEE MEADOWS HOUSING CO-OPERATIVE  
B50, 4221 Sarcee Rd. S.W., Calgary, Alberta T3E 6V9  
Tel. (403) 246-2746

## HOUSING CHARGE ASSISTANCE APPLICATION CONFIDENTIAL

Please accept this as my/our application for Housing Charge Assistance during the financial year of November 1, 2021 to October 31, 2022.

Member's Name:

Unit #:

Size:

# of Residents:

**DETAILS OF GROSS HOUSEHOLD INCOME:** Total GROSS income of all household residents over 18 to be listed and noted below (your bank statement showing monthly deposits is a good place to start- but remember those may be NET and we need GROSS). If an income is strictly annual please show it in the Annual column

**WHEN SUBMITTING YOUR APPLICATION PLEASE INCLUDE YOUR MOST RECENT EARNINGS STATEMENT (i.e. paystub, EI statement).**

Please see attached sheet for source of income definitions.

2021

2022

Member's Name	Source of Income	2021		2022	
		MONTHLY Jan 1/21 to Dec 31/21	ANNUAL Jan 1/21 to Dec 31/21	MONTHLY Jan 1/22 to Dec 31/22	ANNUAL Jan 1/22 to Dec 31/22

Member's Name	Source of Income	MONTHLY Jan 1/21 to Dec 31/21	ANNUAL Jan 1/21 to Dec 31/21	MONTHLY Jan 1/22 to Dec 31/22	ANNUAL Jan 1/22 to Dec 31/22
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**TOTAL GROSS ANNUAL INCOME**

**2021**

**2022**

- 1 Declare both actual and estimated income (gross year-to-date figures on pay stubs should also be listed)
- 2 Estimate future income as closely as possible

Proof of gross income is required and I/we agree to provide it in whatever form Sarcee Meadows Housing Co-operative Ltd. (SMHC) requires and I/we hereby authorize SMHC to verify all declared income. I/we understand I/we must report any change in income or number of residents in my/our home to SMHC as soon as any change occurs, and that my payment will be adjusted accordingly. I/we understand that receiving housing charge assistance under false pretenses is a serious breach of my/our membership in SMHC and is cause for me to become a member not in good standing.

By May 28, 2022 I/we will submit to SMHC a copy of my/our completed income tax return for 2021 plus a copy of the subsequent Notice of Assessment of my/our income tax return for 2021 from Canada Revenue Agency. Therefore it is my/our responsibility to file my/our income tax return in time to have the assessment available by that date or report any extenuating circumstance. Failure to provide this information could automatically set my/our payments to the maximum level effective June 1st.

I/we am aware that effective January 1, 2022 if confirmed income is greater than declared income I/we must pay the difference to SMHC.

I/we understand that the income information I/we provide to SMHC will be treated as confidential and accessible only to authorized SMHC personnel and the Board of Directors. I/we am aware the information may be reviewed by SMHC's Auditor in carrying out his responsibilities.

I/we make this solemn declaration conscientiously believing it to be true, and knowing that it is of the same force and effect as if made under oath, and by virtue of the CANADA EVIDENCE ACT.

I/we consent to the collection of information disclosed on this form for use in assessing my/our eligibility for housing charge assistance and to allow SMHC to administer the program.

Signed at Calgary, Alberta this \_\_\_\_\_ day of \_\_\_\_\_, 20

Member's Signature \_\_\_\_\_ Phone # \_\_\_\_\_

Member's Signature \_\_\_\_\_ Phone # \_\_\_\_\_

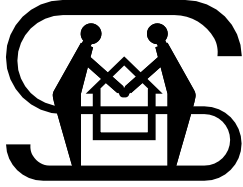
Member's Signature \_\_\_\_\_ Phone # \_\_\_\_\_

Member's Signature \_\_\_\_\_ Phone # \_\_\_\_\_

<b>For Office use:</b>	
Applicant Number	#2022-
Maximum Payment	\$
Less Housing Charge Assistance Provided	\$
Member's Monthly Payment	\$
Effective Date:	<b>Authorized by:</b>

**SOURCE OF INCOME:** (but not limited to)

- AISH (Assured income for the Severely Handicapped) – income administrated by the Provincial Government, part of which is for the housing
- Alimony and Child Support Payments
- Commission, rents, investments, interest or dividends, tips, child support and maintenance payments
- Family Allowance/Child Tax Credit
- Employment income (EI) – administered by the Federal Government to assist unemployed citizens
- GST rebates and Carbon Tax rebates
- Income, in whatever form received, of children or dependents of the household (if not attending school full time)
- Old Age Pension, Guaranteed Income Supplement, CPP/QPP Pension, CPP disability pension, private pension or annuities, military pensions
- RSP Withdrawals, RIFF Payments
- Salary/ hourly wages – including part time regular payment usually received every 2 week or once a month
- Social Assistance (income support) – income administered by the Provincial Government, part of which is for housing. Payment of the Shelter Allowance is required, or the maximum housing charge, whichever is the lower amount
- Student loans part of which is for housing
- Workers Compensation Payments
- Working as a freelance or for one's own business



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Housing Charge Life Insurance - Procedures  
**Original Approval Date:** June, 2000  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 25 2002, March 2009

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#### ***Purpose of Insurance:***

SMHC has a HOUSING CHARGE LIFE INSURANCE [HCL] policy with The Co-operators Insurance Company. This policy is part of the group policy negotiated by the Co-operative Housing Federation of Canada and subject to the terms of this group policy.

The purpose of this insurance is to lessen the financial burden on the housing co-operative and the family of the deceased when a member dies.

SMHC is the sole Beneficiary of the HCL Insurance Policy.

#### ***Cost of the Policy:***

Premiums for this insurance are included in the annual operating budget of SMHC. Premiums paid for the HCL are based on maximum housing charge revenue from units eligible for the coverage. Premiums are covered out of general operating funds.

#### ***Members Insured by SMHC:***

Members who were 70 years of age or older in 1986 when the coverage began are exempt from the insurance benefits from The Co-operators. SMHC does not pay premiums on these units, but these members contribute to the total cost of housing life insurance through their housing charges. SMHC self insures these exempt members for three times the housing charge payment being made at time of the exempt member's death.

#### ***Death Benefits:***

Benefits paid to SMHC at time of a members' death are age dependant.

- If the deceased member is under 70 years at the time of death, the benefits paid to SMHC are twelve times the maximum housing charge.
- If the deceased is 70 or over then the benefits are only three times the maximum housing charge.

***Process:***

Members are eligible for this coverage if they are under the age of 70 at the time, they become members. Eligible members will complete an Enrollment Card at the time of membership.

When a death occurs, SMHC will file a claim form with the Insurance Company. In order to file this claim SMHC requires a Funeral Director's Certificate and information about the deceased which includes, place of birth, occupation at time of death, cause of death, duration of last illness, and name and address of the deceased's doctor.

Upon receipt of a death claim, the insurance company will pay SMHC a lump sum payment based on the applicable coverage (3 or 12 months). The insurance amount is credited to the members unit account.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** **Investments Policy**  
**Original Date of Approval:** January 26, 1993  
**Approved By:** Membership  
**Date of Amendment or Replacement:** April 26, 1994 – replaced, June 18, 2001 – amended, 29, 2003 – amended

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The Board of Directors is charged with the responsibility of placing funds for investment following this policy:

#### **1. Objective of Investments:**

Sarcee Meadows Housing Co-operative Ltd. has money to invest for the purpose of offsetting current and future operating costs, and maintaining the assets needed to meet our current and future replacement reserve costs.

In order to reduce risk and maximize return on investment, the investment portfolio shall be diversified and include a variety of investments that will cover both short- and long-term asset requirements. Investments may include:

- Municipal, Provincial and Federal bonds of investment grade only
- T-Bills
- GIC's (Term investments)
- SMHC bank account, when interest rate warrants
- Shares in the Calgary Co-operative Association

Canadian content in the total investment portfolio shall be at least 60% of the portfolio.

#### **2. Length of term:**

Maturity dates on investments will be chosen to reflect the needs of the co-operative for spending requirements. The portfolio should include short-, medium-, and long-term investments.

### **3. Types of Investments:**

All new investments shall be made in low risk, income funds. Investments will not be made in equities, corporate bonds, or any other higher risk investments. Professional money managers may be hired to help manage these funds as needed.

### **4. Contracts:**

Financial institutions, brokers, and professional money managers shall be individually approved by the Board of Directors prior to placing funds with them.

Sarcee Meadows supports the co-operative sector and shall endeavor to invest in co-operative financial institutions when it is reasonable to do so.

### **5. Process:**

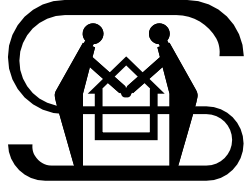
The finance committee shall review the investment portfolio monthly, and make investment recommendations to the board, as required. The Board of Directors shall be further consulted when necessary, and as indicated in this policy. The general manager shall be responsible for placing these funds with board approved institutions, brokers, or money managers.

The general manager shall be responsible for placing surplus funds from the operating accounts, in guaranteed investments at approved financial institutions.

### **6. Cashing In Investments before Maturity:**

Ideally investments will be held to maturity in order to recoup our investment. However, from time to time it may be necessary to cash in investments prior to maturity in order to meet cash flow demands or pay for replacement projects within SMHC. Cashing in this kind of fixed income investment prematurely shall require the approval of the Board of Directors.





**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Guidelines**

**Subject:** **Approved Investment Agencies**  
**Original Approval Date:** August 1991  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** January 1997, December 2002, October 2004, September 2007

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**CREDIT UNIONS and BANKS**

First Calgary Financial Savings and Credit Union  
All Canadian Chartered Banks  
All Alberta Credit Unions

**TRUST COMPANIES**

Co-operative Trust Company of Canada

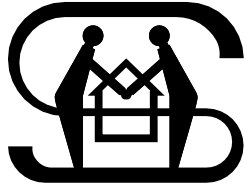
**BONDS, DEBENTURES, ETC.**

Calgary Co-operative Association  
Alberta Capital Bonds  
Federal Treasury Bills  
Provincial Treasury Bills  
Other municipal, provincial and federal government bonds, as per SMHC's Investment Policy

**BROKERS AND INVESTMENT ADVISORS:**

Note: Investments must be with approved firms, bonds, etc

Q-Trade Investors  
Credential Securities  
First Calgary Financial Savings and Credit Union



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

**Subject:** Time Payment Plan  
**Approved By:** Board of Directors  
**Original Date of Approval:** December 2017  
**Date of Amendment or Replacement:** January 2018, November 2018, January 2019

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### METHOD OF PAYMENT TO SARCEE MEADOWS

Refer also to bylaw 18.2 (a)

In addition to the payment methods outlined in the bylaws; members can authorize SMHC to process an Automatic Withdrawal from the Members bank account. For the purpose of this policy an Automatic Withdrawal will be considered to be a "cheque" and the same provisions apply.

Acceptable methods of payment are cheque, bank draft, automatic withdrawal, signed welfare voucher, debit or money order.

#### **Withdrawals Occur As Follows:**

The 5<sup>th</sup> (fifth) of the month:

- Time Payment Plan
- Utility Re-payments (Sundry)
- All other member authorized automatic withdrawals (maintenance charges, fines etc.)

When Members arrange to participate in the "Time Payment Plan" for purchase of items such as windows, doors, flooring, cabinets, interior painting costs, etc. the following applies:

### CONDITIONS OF "TIME PAYMENT PLAN"

1. **Minimum and maximum amounts** – To justify the administrative work involved, the minimum amount for any time payment contract will be \$100. To reduce Sarcee Meadows liability and the lost income from interest, the maximum amount for any time payment contract will be \$3000.

2. **Record of housing charge and other payments considered** – Consistent and timely payment of housing and other charges over a 12-month period will be a prerequisite for time payment plan access.
3. **Member in good standing** – To qualify for the time payment plan, a member must be a Member in Good Standing (See definitions, SMHC bylaws).
4. **Approval of time payments** - All time payment contracts must be approved and signed by the General Manager or the Financial Services Co-ordinator.
5. **Payment method** - Sarcee Meadows will pay the member for the work done only after the member provides a signed and dated quote statement verifying the cost.
6. **Payment arrangement** - The member will repay SMHC the amount calculated by dividing the amount of the time payment loan given into twenty-four equal payments. The minimum payment of \$30.00 is required regardless of the size of the loan.
7. **Time payment contract** - The member will in all cases sign a time payment contract and make regular monthly payments in the amounts indicated in the contract. Payments will be made in accordance with the signed contracts. Postdated cheques or automatic withdrawal are preferred.
8. **Late Time Payment Penalties** – If a Time Payment Plan payment is received after the 5th calendar day of the month, the normal late payment penalty will be \$10.00 each calendar day starting on the 6th day of the month and compounding until the monthly payment is made. Only one exemption per calendar year is permitted and will be pre- approved by the Financial Services Co-ordinator or the General Manager. Whenever a payment is late, or a partial payment is made arrangements for repayment will be made with the Financial Services Co-ordinator or the General Manager. Missing payments may terminate the Time Payment Plan and the member may be required to repay the full amount of the contract. Failure to honour the contract may include Termination of Membership.
9. **Improvements to remain with Co-op** - When a member takes out a time payment plan contract, he/she agrees that the item purchased remains with Sarcee Meadows when he or she ceases to be a member.

#### **PROCEDURE FOR CHARGES OTHER THAN HOUSING CHARGES/TIME PAYMENT PLANS:**

1. **Other Goods Services and/or Fines** - Members may also be assessed fines and/or charged for various goods and services. Members will be invoiced from work orders the first week of the month. Statements and invoices will be sent out at that time and payment is due with 30 days. Any purchases under \$50.00 made

at the office must be paid by debit or automatic withdrawal only, at the time of purchase.

- All goods and/or services and/or fines must be paid for promptly or members may be charged \$10.00 monthly per invoice until paid.
- Members will be notified when charges other than housing charges or parking rental are applied to their account. Terms of payment will be noted.

### **MEMBER NOT IN GOOD STANDING:**

Any Member in Arrears, who has not made satisfactory arrangements for the repayment of such arrears, will automatically become a “**Member Not in Good Standing**”.

Missing payments and/ or failure to remain a Member in Good Standing may terminate the Time Payment Plan. Once the Member becomes a “Member in Not Good Standing” they will receive a warning to attend the next Member’s Meeting or the Member will be required to repay the full amount of the contract. Failure to honor the contract will be dealt with under the Arrears Policy.

### **EXCEPTIONS:**

When a Member knows that their payment will not be made on time, the Member must contact the General Manager or the Financial Services Co-ordinator to make arrangements for the late payment. Such arrangements must be in writing, [see attached form] and acceptable to the Co-operative. If re-payment is not made as per arrangements, the full amount of Late Payment Penalties will apply.

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**  
**HOME IMPROVEMENT/TIME PAYMENT APPLICATION FORM**

For Unit \_\_\_\_\_ Unit size \_\_\_\_\_ Member \_\_\_\_\_

The member hereby requests that SMHC provide financing for the following home improvement:

In return for the work done the member agrees to pay SMHC for this purchase as follows:

Total purchase price to be paid by the member \$ \_\_\_\_\_ or

To be paid as follows:

\_\_\_\_\_ monthly payments of \$ \_\_\_\_\_ plus \_\_\_\_\_ payments of \$ \_\_\_\_\_

Your first payment is due **5th of** \_\_\_\_\_. SMHC allows installment payments as outlined above. Such payments are to be made on a regular monthly basis by automatic withdrawal or post dated cheques. If a Time Payment Plan payment is received after the 5<sup>th</sup> calendar day of the month, the normal late payment penalty will be \$10.00 each calendar day starting on the sixth day of the month and compounding until the monthly payment is made. Only one exemption per calendar year is permitted. Whenever a payment is late, or a partial payment is made arrangements for repayment will be made with the Financial Services Co-ordinator or the General Manager. Missing payments and or failure to remain a Member in Good Standing may terminate the Time Payment Plan and the member will be required to repay the full amount of the contract. Failure to honor the contract will be dealt under the Arrears Policy.

**Please indicate payment by automatic withdrawal \_\_\_\_\_ or by cheque \_\_\_\_\_ debit \_\_\_\_\_**

This improvement is done for the members enjoyment and cannot be removed or sold by the member. **Any improvements paid for under the time payment plan must remain with the unit if the member moves out.** Should the member leave the co-operative before the account is paid in full, the remaining balance will be collected from the member or deducted from the share payout. The improvement is done under the terms of the *home improvements policy* and the provisions of that policy apply.

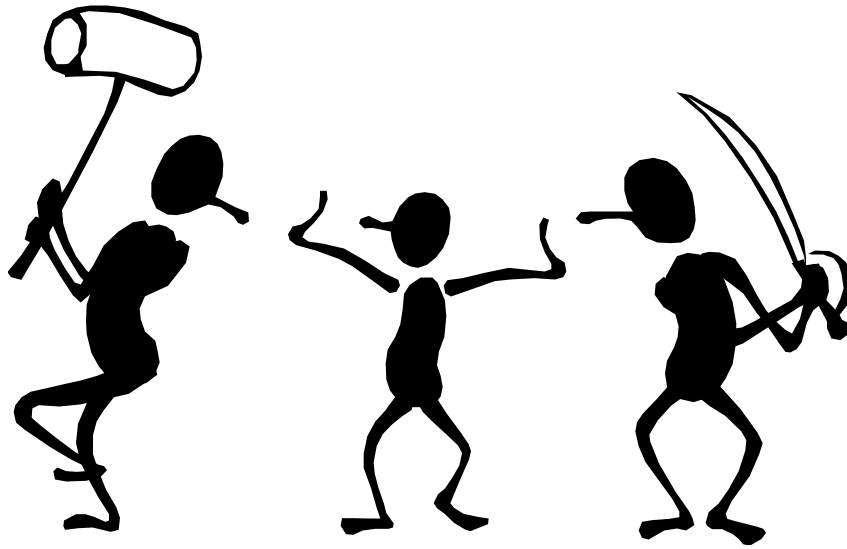
Signed at Calgary, Alberta this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
Member

\_\_\_\_\_  
for Sarcee Meadows Housing  
Co-operative Ltd.

Work done on WO # \_\_\_\_\_ on \_\_\_\_\_.

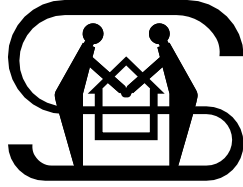
Invoiced on \_\_\_\_\_ 20\_\_\_\_.



**GRIEVANCE POLICY**

**AND**

**PROCEDURES**



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** **Grievance Policy**  
**Original Approval Date:** November 14<sup>th</sup>, 1985.  
**Approved By:** The Membership  
**Date of Amendment or Replacement:** January 1998, April 2006

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#### **1. Function**

The Grievance Committee is a standing committee that works to resolve problems by acting as a liaison when there is a dispute between SMHC members and:

- other members
- board members
- committees
- staff

Grievance involving staff will be directed to the general manager as outlined in the grievance procedures.

Designated members of the grievance committee usually attend board meetings to ensure that the rights of all parties are protected.

#### **2. Philosophy**

The members of Sarcee Meadows are bound together by common interests, not only by providing affordable housing for themselves, but also by the physical closeness of daily living.

In seeking solutions to conflicts, the committee strives to encourage the co-op spirit by using positive verbal and written discussion based upon mutual respect for all parties.

#### **3. Objectives**

To serve the members.

To promote co-operative living.

To communicate and educate.

To help resolve problems.

#### **4. *Appointment of the chairperson and vice-chairperson***

The chairperson and vice chairperson will be appointed annually by the Board of Directors.

#### **5. *Committee Membership***

Any member in good standing as defined in SMHC's bylaws may serve, except board members or staff members.

Members of the committee will be bound by the Ethical Conduct Policy.

#### **6. *General Policies***

In disputes covered by City of Calgary by-laws the committee may waive its responsibility.

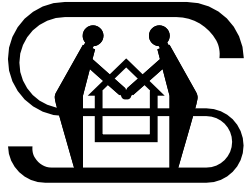
The committee does not handle any matters related to parking or pets.

The committee will act only on written, dated and signed, member complaint(s). Committee members will normally be the only persons to see these complaints.

When a committee member is party to a written complaint, that committee member shall leave the room during discussion and decision making.

If the committee is concerned for any reason that the grievance may lead to legal action the matter shall be referred to the Board of Directors.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

<b>Subject:</b>	<b>Grievance and Resolution Committee Procedures</b>
<b>Original Date of Approval</b>	February 1998
<b>Approved By:</b>	Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>March 1998, May 1998, January 1999, March 2000, February 2003, June 2004, November 2007, June 2009, April 2018</u>

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For the purpose of these procedures the definition of a grievance will be any dispute between member[s] living in different units and that do not pertain to the following: pets, parking, unit inspections and termination of membership at a members meeting.

All members of this committee are required to read and abide by the Ethical Conduct Policy and sign the Ethical Conduct Agreement.

The chairperson and vice-chairperson are appointed annually by the Board of Directors. The committee will recommend a chair and vice chair from its members who have served on the committee. The Board may approve or reject the committee's recommendations. If the Board rejects the committee's recommendation, the Board must make the appointment.

**It is imperative for credibility that grievances will be handled in a timely fashion.**

**All home visits will be conducted by two members of the grievance committee.**

#### **Conflict of Interest for Committee Members:**

Members of the committee will decline dealing with a grievance[s] that put them in a position of conflict of interest, or conflict of loyalties, as outlined in the Ethical Conduct Policy.

Where a member of the committee is party to a written grievance he/she will not be involved in any committee discussion about the complaint and will physically leave the room during discussion and decision making on the matter.

#### **Grievances:**

The written grievances of individual members are confidential and should be submitted directly to the committee via the locked grievance box inside the entry way of B50.

- Written grievances regarding a **member and staff** are directed to the General Manager with an option to have a Grievance Committee member present if the member wishes.
- Written grievances regarding a **member and the General Manager** are directed to the Personnel Committee with an option to have a Grievance member present if the member wishes.
- Grievances are **disassociated from administration and the board** until such time as the Board's attention is required.

- In most cases the members of the committee will **be the only persons to see the original** signed member complaint forms.
- Valid current grievances will be kept by the chairperson of the committee in a **confidential file**.

### **Inappropriate/ Frivolous Grievances:**

If the committee, as a whole, determines that a grievance is frivolous or inappropriate, they may determine that it will not be dealt with. The member[s] who has submitted the grievance will be so advised.

### **How to File a Grievance:**

Grievances are to be submitted to the Grievance and Resolution Committee via the locked grievance box in B50.

Members filing a grievance will submit, in writing, a letter to the committee outlining:

- The grievance, and providing as much information as possible such as the date, time, name of the offending member (if known),
- The unit number of the offending member (if known)
- The circumstances of the grievance (what happened).

Members may also file a grievance using the “confidential member grievance form”.

After a grievance is retrieved from the grievance box, it will be attached to a “confidential member complaint form.” The form will be completed by the committee person who retrieved the grievance from the grievance box.

The grievance box will be checked once a week by the committee; chairperson, vice-chairperson or designate.

The chairperson will provide the vice chairperson with a photocopy of all complaints that will be stamped “copy”.

### **Validating the Grievance:**

The committee will validate the grievance by:

- Contacting the author of the grievance to enable the Grievance and Resolution Committee members to have a thorough understanding of the concern.
- The other party will be visited, or telephoned and informed of the grievance but **not** of the author of the grievance.
- If a home visit is required, it will be done in teams of two.
- After discussions with the involved members, the two committee members will provide a written report on the visit, to the committee. In all cases a written report will be presented at the next committee meeting.
- **Minors:** When there is a grievance that involves young people i.e. teenagers, the young people should be present when the committee visits the member household.

### **Dealing with the Grievance:**

The members of the committee handling the grievance will:

- Establish a good rapport with members by being cordial and listening to both sides impartially.
- Identify the problem.
- Invite suggestions for a reasonable solution.
- Present some recommendations or alternatives if they feel this is desirable.
- In negotiating with members, it may be necessary to suggest that outside community services be used.
- Note the member(s) response for the written report.

### **Timely Follow-up:**

The committee members involved with handling the complaint will:

- Communicate with the author of the complaint, telling him/her how it was handled within 72 hours of the committee member's interaction (phone call or home visit) with the other member.
- Present a report on the matter to the next Grievance and Resolution Committee meeting.

### **Documentation:**

Well-kept records are a protection for all parties since certain disputes may have to be settled through the legal process. The following process will be followed by the committee members handling the complaint:

- **The original complaint form WILL NOT be taken to the involved members' home.**
- Record the date, observations, and comments of each contact with members.
- **Members of the Grievance and Resolution Committee team will both sign the report and the original complaint form.**
- Reports will be attached to the form when follow through on the complaint is completed.

### **Defining & Handling a Chronic and /or Serious Grievance(s):**

Generally speaking, a too rigid definition of a chronic and/ or serious grievance creates difficulties. However, following the guidelines will be helpful and will be carefully considered by the committee in determining when a matter needs board action.

The final assessment as to whether or not a grievance requires board action will be at the discretion of the committee. The following guidelines will be taken into consideration when determining if a grievance requires board action:

#### **Guidelines:**

- There are three [3] legitimate grievances on file, this is not mandatory.
- The grievances may differ in nature or they may refer to the same ongoing offense.
- The grievance may originate from the same or different source.

### **Referring Grievances to the Board:**

Once the committee determines a grievance requires board action the committee will prepare a written history of the grievance. This report will be presented to the Board.

The committee chairperson or the vice chairperson will contact the member[s] to inform him/her/them that the committee is forwarding the matter to the attention of the Board of Directors.

The committee will prepare a specific recommendation for the Board's consideration such as having an outside professional mediator become involved, seeking legal action etc.

If a member[s] is called before the Board regarding a grievance; refer to the Member Visits in the Boardroom section of the Grievance and Resolution Procedures.

### **Exceptions:**

When a situation results in a physical altercation, police intervention will be encouraged and the matter will automatically be referred to the Board of Directors.

The Board of Directors will be informed of any situation the Grievance and Resolution Committee is dealing with concerning any illegal activities. These activities include but are not limited to: drugs, theft, sexual harassment etc.

### **Grievance Role in the Boardroom:**

Members of the Grievance and Resolution Committee will receive the same reports received by the board members, except for Personnel Committee reports and other reports that may be determined by the Board to be confidential.

Members of the Grievance and Resolution Committee will remain in the board room at all times during the board meeting except: during the presentation of the Personnel Committee report, board only sessions and/or in the case of a Conflict of Interest.

The objective of the Grievance and Resolution Committee chair/vice chairperson or designate in the board room is to ensure that the rights of all parties are protected.

Those rights include, but are not limited to, the following:

- ensure that all parties adhere to SMHC policy
- all parties show mutual respect - this includes acceptable behaviors
- everyone must be treated fairly and be given a reasonable opportunity to state their position

All parties include the following:

- members
- Board of Directors
- committee reps
- guests
- staff

The role is not to judge or take sides in the resolution of any conflict. The role of the Grievance and Resolution Committee in the boardroom is to assist in mutually agreed upon resolutions to problems.

The attached "***Discussion Rules***" will apply, in all instances.

It is acknowledged that the dynamics of any group can result in conflict. Different personalities, different values, different points of view can contribute to differences of opinion. Mutual respect requires that these differences be respected.

At any time during a board meeting, the following will apply:

- The Grievance and Resolution Committee representative will always have “right of voice”, but not of vote.
- The board meeting facilitator will acknowledge the presence of the Grievance and Resolution Committee representative at the beginning of each board meeting.
- If the Grievance and Resolution Committee representative feels that adequate discussion on an issue has not occurred, he/she has the right to ask for a “**round table**” discussion.
- When a “round table” discussion takes place, the Grievance and Resolution Committee representative will be asked to contribute to the discussion.
- The Grievance and Resolution Committee representative will have the authority to call a “**time out**” when, in his/her opinion, there is attacking, hostility, anger, or aggressive behaviour going on between participants. When the “time out” is called, the Grievance and Resolution Committee representative will explain why she/he is making the call. Everyone will be reminded that it is imperative that all those present be treated with respect and dignity.

#### **Member[s] Visits in the Boardroom:**

When a member[s] is requested to attend the board meeting, the Grievance and Resolution Committee representative will be informed of same. The committee representative will receive the same documentation the board members receive.

When the letter has been sent to the member[s] requesting them to attend the board meeting, or when a member[s] makes the request, the committee representative will proceed as follows:

- The committee representative will **contact the member[s]** and offer to meet them to prepare for the board meeting. i.e. make the member[s] aware of relevant policies or by-laws, review procedures when a member[s] attends a board meeting. **The member[s] will be made aware of the time allotted to them at the board meeting. The maximum allotted time will be ten minutes. The board’s decision will be made after the member[s] has/have left the meeting.**
- The committee representative will **offer to meet the member[s]** in the foyer and go up to the board room with them. A chair [or chairs] will be available for the member[s] next to the committee representative at the board table. The committee representative will introduce the member[s] to the board members.

**When the member[s] is in attendance**, the committee representative will ensure the following:

- Both the board and the member[s] will be given sufficient time, within the agenda time assigned, to define the grievance[s].
- That mutual respect is maintained by all parties. That is, no judgments, anger, hostility, verbal abuse, threats, instances of “good cop” - “bad cop” will be allowed.
- That the member[s] is dealt with **directly and specifically**.

- Ensure that there is no controlling or manipulating by any parties.

When the board's decision is discussed, the committee representative will assist in the discussion by helping to ensure that the outcome is in the best interests of all parties.

### **Minutes/Reports:**

A written report, in the form of minutes of all committee meetings and grievances will be forwarded to the Board of Directors as necessary. The committee meeting minutes will not mention names or specific circumstances which might in any way affect the confidentiality of the committee's work. The grievance reports that are submitted to the board will contain all the necessary information to allow the Board to make an informed decision.

### **Discretion of the Committee:**

Grievances on file are available at any time to the Board as a whole, when requested in writing from the Board as a whole. If, at the discretion of the committee, providing the information is not in the best interests of the member[s], by a majority vote of the committee, the information will not be made available to the Board.

### **Destroying Grievances:**

When a member moves out, anything other than chronic and/ or serious grievance information will be destroyed by shredding. Chronic and/ or serious grievance information will be turned into the office to be stored in the member's permanent file.

At the end of each board year [February 1<sup>st</sup> to January 31<sup>st</sup>] the chairperson, in consultation with the committee, will review all grievances to determine their status – chronic, serious or irrelevant. If a grievance is considered irrelevant it will be destroyed by shredding. If a grievance is considered chronic and/or serious, appropriate action will be determined, as follows:

- the age of the grievance
- the number of grievances on file
- the outcome of action originally taken by the committee.

Grievances that were considered to have been chronic, but that have been resolved, will be destroyed by shredding after they are **three years old**.

**Chronic grievances** that have been referred to the Board of Directors and considered to be in the **Board's jurisdiction** will remain on file.

### **Conflict Resolution Options:**

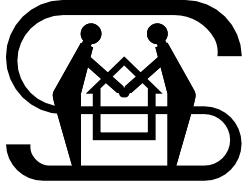
The Grievance and Resolution Committee may also recommend:

- an outside facilitator
- SMHC legal counsel to act as a mediator
- a central arbitrator, i.e., BBB dispute settlement
- that the committee itself mediate

## **DISCUSSION RULES**

### Guidelines

1. No threats during the discussion
2. No blanket or labeling judgments
3. Stay on topic
4. You cannot interrupt
5. Stay in the present tense - no past baggage brought along
6. Don't walk away
7. No finger pointing or lecturing
8. Take responsibility for change
9. Take responsibility for feeling the way that you do
10. Over dramatization is not helpful
11. Each person has time to collect their thoughts
12. Know what you are talking about - what is the real issue
13. Approach the issue with a problem solving attitude
14. Don't store up feelings
15. Approach the issue with the idea that everyone will win and no one will be harmed.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Grievance Committee**

**Subject:** Confidentiality Agreement  
**Original Date of Approval:** April, 1997  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** April 30, 1997, April 23, 2003

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**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**CONFIDENTIALITY AGREEMENT**

I agree that I will not reveal to anyone any confidential information that I know through my position with the co-op or what I learn while at board meetings. This applies while I hold my position with the co-op and afterwards.

I agree that to the best of my ability I will act honestly, in good faith, and in the best interests of the co-op.

I have read and understood the *Confidentiality Policy* approved by the membership.  
[printed on the reverse]

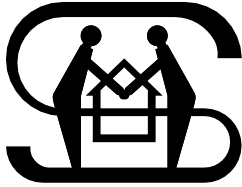
NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_





**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Form**

**Subject:** **Member Complaint**  
**Original Date of Approval:** September, 1985  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** April 30, 1997, Sept 2011

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**CONFIDENTIAL**

**MEMBER COMPLAINT FORM**

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

Complaint Against: Unit # \_\_\_\_\_

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

Complaint concerns [excluding pets and parking]: \_\_\_\_\_

---

Brief description of event[s] [when, where, specific problem]: Use the back of this form, if more room is required. \_\_\_\_\_

---

Is this your first written complaint regarding this matter? Yes \_\_\_\_\_ No \_\_\_\_\_

If NO when was your previous complaint? \_\_\_\_\_

What was the result? \_\_\_\_\_

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I understand that this matter will be handled by the *grievance and resolution committee* and that my identity will remain confidential.

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Signature of complainant

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

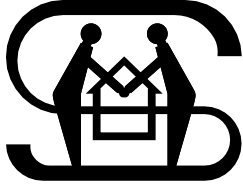
Note: This form is for the purpose of the "rules and regulations" section of the handbook. The one page form is available from the office.



# **MAINTENANCE**

## **POLICIES AND PROCEDURES**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Access to Homes in Sarcee Meadows  
**Original Approval Date:** November 28, 1996  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** February 25, 2004, April 2010, May 2019

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Members of Sarcee Meadows control the access to their homes.

The *doorknob* lock in all units must be coded to allow a master key to open it. MASTER KEYS are NOT available to anyone other than bonded personnel and contractors.

*Dead-bolt* locks are “home improvement” items and strictly controlled by the member in the unit. SMHC will provide maintenance to this lock, provided that it is a “Weiser” brand lock. If a member has deadbolt lock, he or she must provide a copy to the office.

#### OFFICE KEYS:

- The keys [to doorknob and/or dead-bolt locks] that are stored in the office are for the use of SMHC personnel and authorized contractors for doing work in units.
- Members may sign out their unit keys during working hours only.
- If a member wishes to allow access to persons other than those named as shareholders, they must complete a “key release form” naming who the individuals are that can sign out the unit key. This includes children of the shareholders.
- Without a key release form on file, staff will not sign out the unit key. If included on the key release form, but unknown to staff, any person requesting the key may be expected to show identification.
- Use of the key stored in the office is intended for inspections, necessary repairs and maintenance, to show the housing unit to prospective members upon termination or receipt of notice to vacate, and emergency access in accordance with SMHC’s bylaws. The member may ask to be called prior to access for routine maintenance and repair.
- Failure to provide the office with access may result in delayed or even cancelled work orders.

- The office should not be considered the “key depository” for frequent use by residents.
- Once signed out, SMHC is not responsible for the key until such time as it is returned and signed back in.

**STAFF MEMBERS ARE INSTRUCTED NOT TO PROVIDE ACCESS AFTER HOURS.**

When a member is locked out of their home, by their own action, after SMHC working hours, that member is expected to call a locksmith to gain entry, **not** call staff or the emergency maintenance phone number. The member is responsible for any cost involved. To avoid this expense, members are encouraged to keep a spare key in a location outside the home [ie. with a neighbour] to cover such emergencies.

If a member is locked out of their home, after SMHC working hours, due to the failure of the lock on one or both entry doors, the emergency maintenance phone number may be used, 403-813-2783.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedure**

**Subject:** **Broken Window Replacement**  
**Date Of Original Approval:** September 27, 1990  
**Approved:** Board of Directors  
**Date of Amendment or Replacement:** September 2005

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SMHC will assume responsibility for replacing broken windows due to vandalism. A police report must be filed, and the file number provided to SMHC. SMHC will not be responsible for replacing windows broken accidentally e.g., broken by throwing a ball. The cost of replacing an accidentally broken window will result in a member charge.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedures**

**Subject:** **Disabled Access and Aids**  
**Original Date of Approval:** February 23, 1989  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** March 2005

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Disabled members requiring minor renovations or alternative supports to assist them in accessing the unit or in daily living will need to pay for the cost of parts and materials, but SMHC staff will provide the installation. This assistance will be offered for the following:

- support bars in the bathrooms
- an additional railing on the outside step
- single levered taps
- levered door handles
- an additional handrail on the inside stair area
- other minor renovations on a case per case basis depending on the amount of labor involved

Disabled members on subsidy may be provided with any of the above at no cost. A doctor's note may be required.

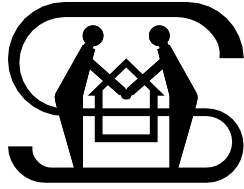
Upon request, SMHC may provide members one railing on the outside step at no cost.

**DUTY**

**OF CARE**

**GUIDELINES**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Guidelines

**Subject:** Duty of Care  
**Original Date of Approval:** July 28, 1988  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 2004, February 2017

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[For use by Sarcee meadows Housing Co-operative Ltd. In assessing member charge]

#### NEGLECT:

- negligence is defined as a member failing to maintain SMHC property and the unit in a reasonably clean condition and not reporting needed maintenance repairs promptly

Types of maintenance neglect EXAMPLES below are not limited to:

- re-caulking and/or re-grouting bathroom tiles
- sink/tub re-glazing caused by dripping faucets
- burns or holes on floor coverings
- carpet replacement as a result of major pet damage
- knife cuts to kitchen counters, use of cutting boards will prevent knife cuts damage to counter tops
- provided more than the normal asset replacement cycle
- damage to roofs caused by climbing/sun tanning on them
- wall/ceiling/floor damage due to Negligence of resident, water overflowing on to the floor, mold buildup and not reporting problems to the office. Excessive bathroom condensation and mold build up on the ceiling, walls and/or tiles caused by not using fan and not wiping tiles dry
- finish removed from tub/sinks due to abrasive cleaners, see Members Responsibility Guidelines
- holes in doors/walls etc.
- damage to landscaping and trees caused by tree climbing, etc.



- damage to parking lot asphalt due to leaks from vehicles not being repaired in a timely fashion

When neglect occurs, a member is charged the full replacement cost of the item including material and labor. Age of the item will be taken into consideration when assessing damage costs charged. SMHC will provide proof that the damage occurred while the current member was occupying the unit, for example, the date a replacement was done, the date of a move in inspection or the date of the last satisfactory maintenance review where the item was reported to be in good condition. In some cases, if the item is many years old, a member may not be charged the full replacement cost. A prorated cost will be charged.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedures**

**Subject:** **Electrical and / or Water Hookup**  
**Original Date of Approval:** June 28, 1990  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** March 2005

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When outside electrical and/or water hook-ups are not accessible on the front or back of a unit, the member may apply to have SMHC install same. The cost to the member will be for materials only; SMHC will bear the labor costs.



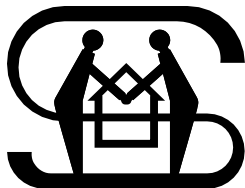
**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedure**

**Subject:** **Excavation**  
**Date of Original Approval:** September 27, 1990  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2005, December 2014

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When outside excavation is necessary it is member responsibility to replace any hedges, fences, decks, flower beds and/or rock gardens that may have to be removed to accommodate the excavation.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedures**

**Subject:** **Excavating Finished Basements**  
**Date of Original Approval:** September 27, 1990  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** \_\_\_\_\_

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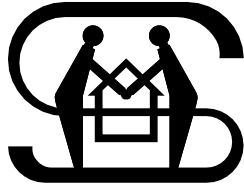
When a finished basement has to be excavated and the floor has been upgraded to lino or carpet that cannot be removed prior to the excavation, SMHC will replace the destroyed flooring with current SMHC flooring material, at no cost to the member.

Note: This does not include basement development other than flooring.

## HOME IMPROVEMENTS PACKAGE

- Home Improvements Policy
- Home Improvements Procedures
  - “Acceptable” And “Prohibited” Improvements
  - Unit Exterior Guidelines:
    - Exterior Free Standing Wood Railing
    - Decks
    - Patio Covers Enclosures
    - Seasonal Patio Covers/ Gazeboes
    - Garden Sheds
    - Playhouses
    - Compost Bins
    - Umbrella Clotheslines
    - Window Replacements
    - Sliding Patio Doors
    - Satellite Dish
    - Basement Windows
    - Basement Development
    - Electrical Alterations and Electrical Permits
    - Cold Frame Plant Protection Structures
    - Fences
    - Hot tubs
  - Unit Interior Guidelines
    - Wall Renovations
    - Flooring
    - Built In Dishwashers
    - Home Security Systems
  - Removal Of Improvements
- Home Improvements Application Form
- Home Improvement/Member Purchase Application Form
- Application For Installation of Satellite Dish.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Home Improvements  
**Original Date of Approval:** October 19, 1989  
**Approved By:** Membership  
**Date of Amendment or Replacement:** April 2006

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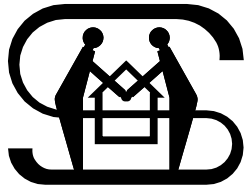
*Definition:* For purposes of this policy, the term HOME IMPROVEMENTS shall mean any alteration, addition, or deletion to the original housing unit whether in the interior or the exterior of the unit or in, or on the surrounding grounds.

Any maintenance or replacement of IMPROVEMENTS becomes the sole responsibility of the member that installed/built the improvement or the member that moves into a unit that already has an improvement in it. SMHC will not be responsible in any way for any damage to home improvements. Members are responsible for obtaining insurance that covers any damage or destruction of home improvements such as, but not limited to, basement developments (e.g. carpeting, drywall etc.) Neither SMHC nor SMHC's insurance will cover any repair or replacement of any home improvements damaged or destroyed in any way including through sewer backup. Moreover, any damage to any part of the unit caused by a home improvement will be the responsibility of the member.

Members of Sarcee Meadows Housing Co-operative Ltd. may make acceptable improvements to their homes, provided that:

- Approval for the improvement is received from the co-operative's assigned representative **BEFORE** the work commences.
- The improvement complies with the board approved guidelines for improvements.
- The improvement is done for the use and enjoyment of the member. No financial reimbursement will be considered.
- The member must comply with all regulations governing the work to be done.
- Improvements cannot be removed from the unit without prior approval.
- Any home improvements obtained through SMHC's time payment plan must remain with the unit.

Failure to comply with this policy is considered a breach of Sarcee Meadows Housing Co-operative Ltd. bylaws, policy and procedures and may result in termination of membership.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

<b>Subject:</b>	<b>Home Improvements</b>
<b>Original Date of Approval:</b>	March 22, 1990
<b>Approved By:</b>	Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>April 1993, January 1995, April 2000, May 2000, September 2001, January 2002, June, 2002, March 2003, June 2004, September 2004, January 2005, June 2005, December 2005, March 2006, Sept. 2006, Oct. 2006, February 2008, April 2009, September 2009, December 2010, February 2012, May 2012, June 2012, December 2012, March 2013, April 2013, September 2013, October 2013, February 2014, December 2014, May 2015, October 2015, April 2016, June 2016, April 2019, November 2019, December 2020, June 2021</u>

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Maintenance or replacement of IMPROVEMENTS becomes the sole responsibility of the member that installed/built the improvement or the member that moves into a unit that already has an improvement in it. SMHC will not be responsible in any way for any damage to home improvements. Members are responsible for obtaining insurance that covers any damage or destruction of home improvements such as, but not limited to, basement developments (e.g. carpeting, drywall etc.) Neither SMHC nor SMHC's insurance will cover any repair or replacement of any home improvements damaged or destroyed in any way including through sewer backup. Moreover, any damage to any part of the unit caused by a home improvement will be the responsibility of the member.

From time to time the Board of Directors will appoint AUTHORIZED PERSONNEL to act as SMHC's agent in granting approval for home improvement requests. This person may be a staff member or a qualified volunteer.

All home improvements must consist of new materials only and meet SMHC standards.

All home improvements must be completed within one year of approval and as laid out in submitted and approved Home Improvement Form.

Any home improvements obtained through SMHC's time payment plan must remain with the unit.

**All approved home improvements will become a permanent part of the unit. New members will take responsibility for maintenance and upkeep.**

**CANCELLED ORDERS: Members are responsible for all costs associated with cancelled orders.**

**Members that do not get prior approval and/or submit a Home Improvement Form BEFORE installing any home improvements, whether on the approved or prohibited list will be assessed a \$100 fine. If SMHC has to redo the work done improperly, members will be responsible for ALL associated costs plus the fine.**

Refer to the attached list of acceptable improvements and prohibited alterations. Acceptable improvements on this list can be processed by SMHC AUTHORIZED PERSONNEL. Time frame for approval should be within seven days of receipt of the application. Any requested improvement that

does not appear on the list must be sent to the Property Maintenance Committee for review and then to the Board of Directors for approval. Allow a minimum of 60 days for such approval to proceed.

Application Process:

- Pick up an approval form and guidelines from the office.
- Complete the form and return it to the office. Note - Some improvements can be approved “on the spot”, while others may require a site visit.
- Once you have received approval to proceed, work can commence. The following list contains examples of *acceptable* and *prohibited home improvements*. *Any item* NOT on this list must be referred to the Property Maintenance Committee and the Board of Directors for approval. Allow THREE MONTHS lead time for decisions on items not on this list.

**EXTERIOR OF UNITS**

**Acceptable:**

sheds  
fences  
hedges  
trees  
decks  
railings on steps  
exterior storm doors  
outside lawn service  
Cold frames  
outside electrical outlets  
sidewalks  
grass substitutes  
arbor  
satellite dish  
Hot Tubs – for monthly utility fee  
retractable awnings for windows and patio  
window boxes on stucco walls only  
shutters on stucco walls only  
playhouses – see guidelines below  
Exterior French Doors  
patio cover  
Smart Lock – entry door handle

**Prohibited:**

sun decks on the LR roof  
sky lights on SMHC buildings  
holes in vinyl siding  
poplar trees  
trampolines  
skate board ramps  
Greenhouses  
Natural Gas BBQ or Firepit  
Aggregate (gravel) surface of yard  
dog runs  
Above ground pools (anything larger than a kiddie wading pool)  
satellite dish installation on siding  
inside couches and chairs

**INTERIOR OF UNITS - BASEMENT LEVEL**

**Acceptable:**

bathrooms/showers  
pedestal bathroom sink

**Prohibited:**

ceramic tile on bathroom ceilings



workshop  
 windows  
 water softeners  
 electronic filters  
 rumpus rooms  
 humidifiers  
 internal vacuum system  
 air conditioning on the furnace  
 (electricity surcharge will apply)  
 thermostatic valve for hot water tank  
 drop ceiling tiles  
 Milliken Modular Carpet Tiles adhered with  
 Milliken Modular adhesive

**INTERIOR OF UNITS - STAIRWELLS:**

**Acceptable:**

spindle staircase  
 light fixtures/fans  
 window replacement  
 floor covering  
 (see floor covering guidelines)

**Prohibited:**

spiral staircase  
 glued on paneling  
 mirror tiles  
 z-brick  
 stucco walls

**INTERIOR OF UNITS - MAIN FLOOR:**

**Acceptable:**

windows  
 doors  
 floor covering (see floor covering guidelines)  
 additional cupboards  
 bathroom vanity/sink  
 artificial fireplaces  
 patio doors  
 LR/DR window replace with patio doors

**Prohibited:**

glued on paneling  
 mirror tiles  
 z-brick  
 stucco walls  
 gas or wood burning  
 fire places/stoves  
 ceramic tile on bathroom ceilings  
 extended wall in living room entry  
 extension of half bath, or expansion of back  
 entry closet

removal of back door in 3A/4A after patio  
 installation on a case by case basis  
 built in appliances  
 closet doors  
 range hoods - filter type  
 plumbing for dishwasher,  
 fridge, garburators, & water purifiers

drop light ceilings  
 light fixtures/ceiling fans  
 kitchen cabinets and countertops  
 wooden baseboards  
 levered door handles – (see note at the end of this list)  
 pedestal bathroom sink  
 vented stove fans  
 single levered taps – (see note at the end of this list)  
 high rise toilet (SMHC toilet must be stored in unit)  
 back doors only – white slab with rectangular or square clear windows  
 self-adhesive kitchen backsplash  
 Nest Learning Thermostat (must be installed by SMHC approved Professionals)

**INTERIOR OF UNITS: UPPER LEVEL:**

**Acceptable:**

window replacement  
 closet doors  
 floor covering (see floor covering guidelines)  
 light fixtures  
 bathroom vanities/sinks  
 shower doors  
 medicine cabinets/mirrors  
 closet organizers  
 wooden baseboards  
 pedestal bathroom sink  
 levered door handles – (see note at the end of this list)  
 single levered taps – (see note at the end of this list)  
 high rise toilet (SMHC toilet must be stored in unit)  
 Cloth Diaper Sprayer (see note)

**Prohibited:**

glued on paneling  
 mirror tiles  
 z-brick  
 stucco walls  
 window air conditioner  
 ceramic tile on bathroom ceilings  
 keyed locks for bedroom doors

NOTE – LEVERED DOOR HANDLES AND/OR SINGLE LEVERED TAPS WILL BE INSTALLED ON A CASE BY CASE BASIS, AND IF A MEMBER IS DISABLED AND ON HCA, OR HAS FINANCIAL HARDSHIP (determined by the General Manager), THE LEVERED DOOR HANDLES AND/OR SINGLE LEVERED TAPS WILL BE PROVIDED AT NO CHARGE. A DOCTORS NOTE MAY BE REQUIRED. OTHER MEMBERS MAY PURCHASE THE LEVERED DOOR HANDLES AND/OR SINGLE LEVERED TAPS FOR AN ADDITIONAL CHARGE IF THEY WISH

CLOTH DIAPER SPRAYER ALLOWED AS LONG AS THERE IS NO DRILLING HOLES IN THE TOILET TANK OR DAMAGING THE VANITY, ETC.

## UNIT EXTERIOR

### **Exterior Free Standing Wood Railing**

- Call Alberta One-Call Corporation prior to digging post holes 1-800-242-3447.
- Railing height 81.28 cm to 91.44 cm (32 to 36 inches)
- Railing must be supported every 1.2192 meters (4 feet)
- Railing must be a minimum diameter of 3.81 cm (1 ½ inches)
- SMHC requires posts to be cemented into the ground at a depth of 76.2 cm (30 inches) or have support brackets cemented into the ground at a depth of 76.2 cm (30 inches) with the post secured into the support.
- SMHC requires the railing to be set back 91.44 cm (36 inches) from common sidewalks

### **Decks**

- Size of the deck will be assessed by SMHC personnel and approved based on individual situations.
- Please contact the office regarding Engineered Drawings for Decks, with a Patio cover, with reference to your unit size and layout. These Engineered Drawings must be adhered to. A building permit is required for a deck over two feet and/or a Patio Cover.
- Materials to be used must be durable, weather treated, and approved by SMHC personnel.
- Lattice work trim is acceptable.
- Painting or staining must be done in SMHC approved colours.
- Deck railings from the deck floor: minimum height 91.44 cm (36 inches); maximum height of 1.066 meters (42 inches). Deck railings are required for all decks higher than 60.96 cm (24 inches) off the ground. The space between the railings is a maximum of 10.16 cm (4 inches), maximum space between the stair riser and the bottom of the handrail is a maximum of 15.24 cm (6 inches). The space between the bottom of the railings and the deck is a maximum of 10.16 cm (4 inches).
- Must be built by a licensed contractor when a Patio cover is included.

### **Patio Cover Enclosures**

Sarcee Meadows recognizes that many units have patio covers. These covers are of varying ages and types. In an attempt to deal with these variations, Sarcee Meadows is prepared to accept the existing patio covers until such time as they need to be replaced. At that time the cover must be adapted to conform to the current regulations and require a City of Calgary building permit and be built by a licensed contractor. Please contact the office regarding Engineered Drawings for Patio Covers with reference to your unit size and layout. These Engineered Drawings must be adhered to.

A home improvement form must be submitted and approved before construction starts.

- The patio cover can be attached to stucco walls. In the case of siding walls, siding can be removed professionally, for secure installation of ledger board, and siding professionally re-installed.
- Patio covers cannot be fully enclosed.
- End wall[s] may be closed off by means of wood.

- Front walls cannot be enclosed other than with a roll down type blind or screens.
- Electricity may be installed to provide extra lighting, work to be done by a Journeyman Electrician.
- Patios fully enclosed (four walls with a door way) or seasonally enclosed with plastic or plywood, cannot have a propane heater because of lack of air flow, Members may use an electrical heater.
- Patios that have three walls has proper airflow and are permitted to have a propane heater.

### Seasonal Patio Covers/ Gazeboes

Seasonal patio covers are defined as temporary patio covers or gazeboes that are free standing structures that are not attached to the unit. A home improvement form is required before this type of structure can be installed.

All seasonal patio covers/gazeboes must be inside a fenced or fenceable area

- The maximum size of the structure cannot exceed 3.657 meters by 3.657 meters (12 feet by 12 feet).
- The maximum height of the structure's framework cannot exceed 3.048 meters (10 feet) at its tallest point.
- The side and roof covers must be detachable.
- The sides may be screens or solid fabric. If the sides are solid fabric, they may be left in place year-round but must be tied back.
- The framework can remain up year-round.
- If the framework is to be left up year-round it must be attached to a solid deck or platform.
- All seasonal patio covers/gazeboes must be free standing and NOT attached to the unit walls.
- Only one seasonal patio cover/gazebo per unit is allowed.
- On a temporary basis, seasonal patio covers/gazeboes may be placed within a fenced or fenceable area, without being attached to a platform but must be taken down within 48 hours of being set up.
- Seasonal patio covers/gazeboes may not be used as storage sheds.

### Garden Sheds

An approved home improvement form must be obtained from SMHC before any shed is installed, moved or removed from SMHC property.

#### ***Types of sheds:***

- one (1) half gable shed that is in the location of the concrete pad beside the front entrance and replaces the concrete pad beside the front entrance and/or one (1) garden shed that does not exceed the size restriction for sheds.
- Metal, plastic or wooden garden sheds that do not exceed the size restriction
- only one garden shed per unit

#### ***Location of sheds:***

- SMHC personnel will determine the acceptable location for all sheds.
- Garden sheds must be in an area that is fenced or able to be fenced.

- Half gable sheds may be at the front door in location of the concrete pad beside the front entrance. In this case, the area need not be fenced or able to be fenced.
- Sheds must be on a level pad or platform, so as to be moveable as required.
- Sheds must be free standing and NOT attached to the unit walls.
- Only one garden shed per unit is allowed.

***Size of sheds:***

- Height of shed: peak must not exceed 2.438 meters 15.24 cm (8 feet 6 inches) - measured from ground level
- Outside measurements of the shed are not to exceed 5.943 square meters (64 square feet).

***Appearance:***

- Metal and plastic sheds shall be kept in good repair. Factory colours are acceptable.
- Wooden sheds shall be sided or painted to match the unit siding or trim.
- Maintenance of storage sheds is member responsibility

<b>Playhouses</b>
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A home improvement form is normally required before a playhouse is constructed or installed. Each application must include a detailed drawing stating the measurements (length, width and height) and location of the structure. Each application will be dealt with on a case by case basis.

- Maintenance of all playhouses is a member responsibility.
- Larger playhouses must be on a level pad or platform, so as to be moveable as required.
- All playhouses must be inside a fence or able to be fenced
- All playhouses must be free standing and NOT attached to the unit walls.
- Only one playhouse per unit is allowed.
- Playhouses may not normally be used as storage sheds.
- A playhouse application may be turned down if there already is an existing shed in the yard.
- Exceptions to this policy may be small portable toddler type playhouses. Check with the maintenance supervisor for further clarification.

***A playhouse may not exceed:***

- Height of playhouse: peak must not exceed 2.438 meters 15.24 cm (8 feet 6 inches) - measured from ground level.
- Wall height must not exceed 1.524 meters (5 feet).
- Outside measurements are not to exceed 5.943 square meters (64 square feet).

***Appearance:***

- Metal and plastic playhouses must be kept in good repair. Factory colours are acceptable.
- Large wooden playhouses must be sided or painted a solid colour to match the unit siding or trim.

### **Compost Bins**

Member compost bins must be in a fenced or hedged yard. The member is responsible for ensuring that the bin is maintained in a manner so that there is no smell, insect or rodent problems created by the compost bin.

### **Umbrella Clotheslines**

Umbrella Clotheslines are allowed in Sarcee Meadows but note that not every yard may be able to accommodate a clothesline.

- A home improvement form is required before an umbrella clothesline can be installed.
- Only an umbrella style and type approved by the co-op will be allowed.
- The umbrella clothesline must be removed from the ground sleeve when not in use.
- The ground sleeve must not cause a trip hazard.
- The umbrella clothesline must be in a fenceable yard or fenceable yard area, it cannot be set up in a common area.
- The umbrella clothesline cannot be put up in a front yard when a back yard is available.
- Clothes are not to be left on the umbrella clotheslines over night.
- Umbrella clotheslines must be kept in good repair.
- Umbrella Clothesline Guidelines will be monitored by the members.

### **Window Replacements**

- Replacement window must be approved by SMHC and must meet current SMHC standards. Window must be purchased from the SMHC supplier and installed by an SMHC approved contractor.
- Exterior frame must be vinyl clad.

### **Sliding Patio Doors/ French Doors**

- Patio Door must be purchased from SMHC Window Supplier. It must be of quality approved by SMHC. Sliding doors must be the width of the existing dining or living room window and extended to the floor level.
- Sliding door must be thermopane and well insulated, and clad in white vinyl frame.
- Electrician is required to move the wiring under the present window.
- Work must be done by a qualified tradesman contractor. This is a major renovation. NO "do it yourself" job.
- Development and Building Permits are required.

### **Satellite Dish**

Members wishing to install a satellite dish on the exterior of their unit will follow these guidelines:

- A home improvement application form is mandatory. Note: not all units are able to have satellite dishes due to location, siding etc.
- One small dish only is allowed - maximum of 60.96 cm (24 inch) in diameter.

- The dish is to be wall mounted only. No roof installations will be allowed. SMHC staff is to assess and determine the location and routing of the dish. SMHC staff will not install the dish.
- The satellite dish must be professionally installed by a qualified installer, and all connections to the building will be properly sealed.
- Installation on siding is not permitted.
- The applicable unit requires southern exposure wall. Units without a southern exposure must supply SMHC with agreement in writing from the neighbours unit along with the home improvement application.
- Coaxial wiring from the dish to the basement of the applying unit to be supplied and installed by the member. Wiring may be installed surface or hidden, solely at the discretion of SMHC.

### Basement Windows

- A Building Permit from the City of Calgary is required.
- Concrete must be core cut.
- Windows must be a thermopane slider, well insulated and clad in white vinyl frame.
- Interior and exterior of window frame must be finished.
- Windows must be able to be opened from inside without the use of tools or special knowledge.
- Where a window opens into a window-well, a minimum clearance of at least 59.20 cm (23 inches) must be provided in front of the window and a minimum depth of 15.24 cm (6 inches) below the window frame must also be provided for drainage purposes.
- The window-well must have a clear plastic hinged cover, with indication that it is a window-well.
- The window-well cover must have a sign stating "Do not step here".

#### **Minimum requirements for basement windows are:**

A window 121.92 cm (48 inches) wide by 76.2 cm (30 inches) deep will meet the minimum net opening requirements set out by the City of Calgary and provide a reasonable escape route. Location is limited and to be determined by Sarcee Meadows staff.

THESE REQUIREMENTS ARE AS PER THE CITY OF CALGARY DEVELOPMENT AND BUILDING APPROVALS.

### Basement Development

Basement development requires a building permit from the City of Calgary and must be done by a licensed contractor. A SMHC Home Improvement Application Form needs to be filled out as well.

#### **General Information:** Interior (outside) wall finish

- Insulation: The perimeter of the foundation wall is to be insulated. The insulation is to be fiberglass only, and have a minimum thermal resistance value of RSI 1.4 [R8]
- Vapor barrier: 6 mil as per Alberta Building Code and must be installed on the heated side of the insulation.
- Enclosures around the furnace and hot water tank must meet the following clearance requirements
  - Top, Side and Rear – 2.54 cm (1 inch)
  - Floor – 0 cm (0 inches). Threshold not to exceed 2.54 cm (1 inch), if used.

- Front (relief opening) – 15.24 cm (6 inches) from the front of the furnace. Allowable access across the front of the furnace and water heater must be obtained by installing standard size bifold or sliding doors.
- Behind – a standard door 76.2 cm by 1.828 meters (30 inches by 6 feet) must be installed to allow maintenance access.

### **Electrical Alterations and Electrical Permits**

A home improvement form is required for all electrical work done whether a permit is required or not and must be carried out by a qualified electrician or authorized SMHC personnel. This includes but is not limited to changing light fixtures, or light switches. A member charge may apply. If a permit is required, it is the responsibility of the member requesting the work to ensure one has been obtained.

Specifications for home improvements requiring electrical improvements or alterations must be included on the home improvement form.

**THE MEMBER WILL BE RESPONSIBLE FOR ALL COSTS INCURED TO CORRECT ANY ELECTRICAL ALTERATIONS FOUND IN A UNIT NOT DONE BY A JOURNEYMAN ELECTRICIAN.**

NO PERMIT IS REQUIRED FOR:	change in light fixture installation of dimmer switch, etc.
PERMIT IS REQUIRED FOR:	addition of branch circuit addition or alteration of breaker box moving present wiring location, etc

### **Cold Frame Plant Protection Structures**

Members wishing to protect plants with a cold frame structure may do so provided that the cold frame:

- be within a fenced yard
- no higher than three feet

### **Fences**

**General:**

Fences are considered improvements. A home improvement form is required for the repair, construction, removal, and/or replacement of all fences.

All fences should be laid out in a manner so as not to create maintenance problems or hardship to individuals living nearby. Fences must be built using new materials only. One sided fences must be built with the finished side out.

Existing fences that create maintenance problems with recycling and/or snow removal may leave the fence in its present location provided the member is willing to assume the responsibility of snow removal in the area affected by the fence and is also willing to assume the responsibility of placing the recycling in a more accessible area.



Any damage done to fences by the maintenance equipment due to the location of the fence will not be the responsibility of SMHC.

**Colour:**

Fences must be painted or stained in an approved SMHC colour. Check with the office for details

**Maintenance:**

Ongoing maintenance is the responsibility of the member who built the fence or the member that moves into a unit that already has a fence.

**Repairing/Replacing a fence:**

When an existing fence is in a considerable state of disrepair, SMHC may choose to remove the fence after giving the member or members (in the case of common fences) a reasonable amount of time (no longer than 12 months) to repair or replace the fence.

Fence posts that are steel or cemented into the ground must be dug out. Wood posts not cemented in may be able to be cut off at ground level and left to rot rather than be removed, providing there are no immediate plans to plant a hedge or replace the fence. Check with the office.

**Bracing a fence:**

Fence bracing (any apparatus used to keep a post upright) that does not cause safety or maintenance issues is allowed inside of the yard only. Safety issue such as tripping and maintenance issue such as lawn care or snow removal.

**Common fences bordering units:**

The cost and design of building, repairing, or replacing a fence separating units normally needs to be shared by members. Members are expected to work co-operatively to find a mutual and equitable solution. If an existing member paid for the entire cost of the fence to be built, then the decision to remove, repair or replace the fence can be made by that member alone. In all other cases, removal, repair, or replacement of common fences needs the approval of both members.

Divider Fences between units can be no higher than 1.828 meters (6 feet) from the bottom of the threshold of the door and no longer than a 10-foot span from the unit. The remainder of the fence height will remain at a maximum of 1.68 meters (5 feet 6 inches).

**Gates:**

Gates must have a minimum of 91.44 cm (3 foot) wide opening.

**Exceptions to procedures:** When a fence is being built or replaced exceptions to these procedures will be assessed on a case by case basis. Every effort will be made to leave existing yards in their present configuration as long as SMHC or other members are not adversely affected by doing so. Reasons for granting exceptions may include but are not limited to the following:

- Fence placement is not causing maintenance problems, or
- Leaving the fence where it is does not cause an adjoining neighbor to have an inequitable yard size, or

- Existing yard size does not exceed 74.322 square meters (800 square feet.)

Any requests outside of these procedures will require the approval of the property standards committee and the Board of Directors. Please allow at least 60 days to process the request.

**Number of fences:** Only one fence per unit is allowed either at the front or the back but not both.

Fence hedge combinations are allowed. That is, there can be a fence in the front and a hedge in the back or vice versa.

**Location of fence:** Newly constructed fences must be back from SMHC sidewalks at least 91.44 cm (36 inches) to allow access.

The outside boundary of the fence should not normally exceed 7.924 meters (26 feet) measuring perpendicular from the unit door. Maximum square footage of a yard cannot exceed 74.322 square meters (800 square feet).

Where boundaries exist along common unit walls and members cannot come to an agreement on yard size, SMHC will determine an equitable yard division.

In the case of inside corner units, the unit with the smaller yard will get the preference for the extra space when possible.

**Fence style:** Approved styles for fences are: *board-and-board*  
*vertical board*  
*sentinel*  
*high wood*

**Materials for fences:** spruce, pine or fir boards must be pressure treated, cedar or redwood boards do not need to be pressure treated.

**Fence Height:** MINIMUM 1.06 meters (3 feet 6 inches)  
MAXIMUM 1.68 meters (5 feet 6 inches) from the ground inside the fence to the top of the fence lattice work trim must be included within the height restrictions.

**Tips for Building:** Pick up a pamphlet on “How to Build a Fence” from your building supply dealer. The 5.08 cm x 10.16 cm (2x4) rails tend to sag while you are nailing on the pickets. Dig the posts holes to a depth of three feet. Tamp the backfill as hard as you can, otherwise posts will loosen and the fence will “sway in the breeze”.

Post holes should be below the frost line 91.44 cm (3 feet) deep if cement is used to anchor posts.

**Hedges:** See Tree Procedures.

BEFORE YOU DIG DEEPER THAN ONE FOOT, CALL 1-800-242-3447 FOR LOCATION OF BURIED CABLE AND PIPES. LOCATION SERVICE IS FREE.

### Hot Tubs

Exterior Hot Tubs are allowed provided that:

- They are professionally installed and meet all electrical codes
- The Member will be charged a monthly fee for the use of the utilities based on current costs.
- They are within a fenced yard and are covered and locked when not in use so as not to form a danger to children.
- They are properly maintained by the member
- They do not become a noise problem for neighbours.

### UNIT INTERIORS

### Wall Renovations

**Large Size Units:** all 3- and 4-bedroom units

- Partial or whole wall removals and additions anywhere on the main floor and upstairs are not permitted.
- Basement development is permitted following the basement development guidelines.

**Small Size Units:** 2-bedroom units

- Partial walls in the kitchen area only, can be removed at the time a kitchen renovation and/or flooring replacement is done. Header can be adjusted on a case-by-case basis, as the electrical will need to be moved. Asbestos abatement may be required.
- The kitchen/dining room flooring area must be totally replaced or, in the case of laminate flooring, repaired to SMHC standards at the time of wall removal. No patching of the flooring is permitted to lino and/or carpet in this area when a wall removal takes place. Once the walls are removed, they will not be permitted to be reinstalled.
- The ceiling area must be patched and/or stippled to match the existing ceiling and be done to SMHC standards.
- Basement development is permitted following the basement development guidelines.

### Flooring:

- Acceptable floor coverings are carpet, linoleum, hard wood, laminate and ceramic tile. **Some restrictions may apply and, in all cases, SMHC prior approval is needed.**
- The following guidelines apply for all flooring in SMHC
- Priority in scheduling is given to flooring eligible for replacement.
- Members may choose different flooring options than those provided by SMHC, but the colour and quality of the flooring must be approved by SMHC. In all cases the subfloor must be screwed down to minimize squeaks.
- Laminate flooring colour choice and quality must also be acceptable to SMHC and is not allowed in a full bathroom.

- Ceramic tile in the 3- and 4-bedroom units lower hall must have a subfloor product used in earthquake zones to absorb movement to prevent cracking of the grout as a subfloor. Everywhere else an additional ½ inch plywood subfloor is sufficient.
- When flooring is due for replacement, members are allowed to upgrade to better quality flooring with the member paying the difference between all standard upgraded labor and material costs. SMHC approval is needed.

### Built In Dishwashers

- When members want to build in a dishwasher, they must complete a home improvement form. SMHC Personnel will approve where the dishwasher can be installed. Severe modifications to existing kitchen cabinets should be avoided. The installation shall be done by qualified tradesmen and meet Government standards for the required electrical, plumbing and carpentry work.
- Installation of dishwashers are home improvement items. The dishwasher may be purchased through the co-ops bulk buying plan and the machine must be paid for within 30 days.
- Installation of the machine is not part of our maintenance staff workload and will not be done during normal work hours. Members may contract with qualified staff for after hours work to do the installation. SMHC does not warranty this work, nor the machine.
- Like other contractor's work, the member may pay for the installation of the dishwasher using the time payment plan.
- Built in Dishwashers become part of the unit and should not be removed on move out unless the exiting member pays for complete restoration of the cabinets to match the kitchen cabinets.
- Dishwasher Plumbing leaks and any resulting damage to the unit as well as dishwasher repairs are the responsibility of the member.

### Home Security Systems

- Immediately upon installation of a home security system, member must provide current access codes to the office for emergencies, etc.
- Surveillance cameras mounted anywhere can only be directed to the members yard and must not be directed at or in the neighbours yards or yard areas and cannot show any common areas such as but not limited to sidewalks, laneways, driveways, parking stalls etc. Proper signage indicating cameras are on the premises must be installed.
- False alarm charges will always be member responsibility.
- Upon Move-out: Removal of system and restoration to original or better condition, with all costs to the outgoing member.

**or:**

If incoming member is willing to assume monitoring contract, the system may remain and becomes the new member's 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 because of medical issues, 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, e.g., flooring, storm doors, windows, etc.
- If the removal of the improvement will in any way damage SMHC property.
- 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.

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**HOME IMPROVEMENT(S) APPLICATION FORM**

UNIT: \_\_\_\_\_ UNIT TYPE: \_\_\_\_\_ DATE: \_\_\_\_\_

MEMBER: \_\_\_\_\_ PHONE \_\_\_\_\_

DESCRIPTION OF IMPROVEMENT (include diagram showing location, sizes etc.):

\_\_\_\_\_ New Improvement                      \_\_\_\_\_ Change to previously approved Improvement

WORK WILL BE DONE BY \_\_\_\_\_

**I agree to abide by the following terms and conditions:**

- I fully understand that Sarcee Meadows Housing Co-operative Ltd. is not responsible for any current and/or future costs associated with the above alteration, deletion, or addition. Furthermore, in the event that I move from my unit, that the maintenance, replacement, and/or removal of the improvement(s) are solely my responsibility.
- I have reviewed the current Home Improvement Policy and guidelines and I agree to abide by them. Should I decide to remove any or all of the improvements listed above, I shall obtain written permission from SMHC and I shall restore the unit to its original, or better condition.
- If any of these improvements are paid for under the time payment plan, they must remain with the unit.
- I agree to have this home improvement completed within one year of approval as laid out in the submitted and approved Home Improvement Application Form.
- If this home improvement results in an ordered item from SMHC, I understand that I am responsible for all associated costs should I cancel the order.
- I understand that on move out the unit must meet SMHC Move out Standards. This includes, but is not limited to, the removal of this home improvement at the time of move out.

**Home Improvement Liability Disclaimer**

**Sarcee Meadows Housing Cooperative Ltd. recommends that all projects be prepared by a professional. The intent of the Home Improvement process is to review the project request allowing the applicant to move ahead with their project if it is allowable by Sarcee Meadows Housing Cooperative Ltd. Policy. The Home Improvement must follow applicable codes pertaining to the project ensuring that upon completion the project will conform to Federal, Provincial and or local City Building and Construction Code or Codes.**

**Sarcee Meadows Housing Cooperative Ltd. (Or employee's acting for Sarcee Meadows Housing Cooperative Ltd.) Do not assume any responsibility for the project or the information provided by the Home Improvement in the review process. It is the responsibility of the Contractor,**

Persons or Member performing the work to ensure that all the provisions including permits that pertain to your project are met. It is the members' responsibility to call for all inspections when a permit is required. On projects that have permits, Sarcee Meadows Housing Cooperative Ltd. must be given a copy of the pass or fail from the inspection or inspections for our records.

Failing to comply with these terms, will put your project in jeopardy of removal, at the members cost.

Sarcee Meadows Housing Cooperative will not approve the installation of any used materials in or out of the units.

Date:

---

Members

Signature:

---

Members

signature:

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Sarcee Meadows Housing Co-operative Ltd., grants approval with the improvement listed on the reverse side, under the following conditions:

Materials to be returned to SMHC Maintenance Shop are:

Other Conditions:

**For Office Staff Only:**

Date this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**  
**HOME IMPROVEMENT/TIME PAYMENT APPLICATION FORM**

For Unit \_\_\_\_\_ Unit size \_\_\_\_\_ Member \_\_\_\_\_

The member hereby requests that SMHC provide financing for the following home improvement:

In return for the work done the member agrees to pay SMHC for this purchase as follows:

Total purchase price to be paid by the member \$ \_\_\_\_\_ or

To be paid as follows:

\_\_\_\_\_ monthly payments of \$ \_\_\_\_\_ plus \_\_\_\_\_ payments of \$ \_\_\_\_\_

Your first payment is due **5th of \_\_\_\_\_**. SMHC allows installment payments as outlined above. Such payments are to be made on a regular monthly basis by automatic withdrawal or post dated cheques. If a Time Payment Plan payment is received after the 5<sup>th</sup> calendar day of the month, the normal late payment penalty will be \$10.00 each calendar day starting on the sixth day of the month and compounding until the monthly payment is made. Only one exemption per calendar year is permitted. Whenever a payment is late, or a partial payment is made arrangements for repayment will be made with the Financial Services Co-ordinator or the General Manager. Missing payments and or failure to remain a Member in Good Standing may terminate the Time Payment Plan and the member will be required to repay the full amount of the contract. Failure to honor the contract will be dealt under the Arrears Policy.

**Please indicate payment by automatic withdrawal \_\_\_\_\_ or by cheque \_\_\_\_\_ debit \_\_\_\_\_**

This improvement is done for the members enjoyment and cannot be removed or sold by the member. **Any improvements paid for under the time payment plan must remain with the unit if the member moves out.** Should the member leave the co-operative before the account is paid in full, the remaining balance will be collected from the member or deducted from the share payout. The improvement is done under the terms of the *home improvements policy* and the provisions of that policy apply.

Signed at Calgary, Alberta this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
Member

\_\_\_\_\_  
for Sarcee Meadows Housing  
Co-operative Ltd.

Work done on WO # \_\_\_\_\_ on \_\_\_\_\_.

Invoiced on \_\_\_\_\_ 20\_\_\_\_.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**HOME IMPROVEMENT(S) APPLICATION FORM**

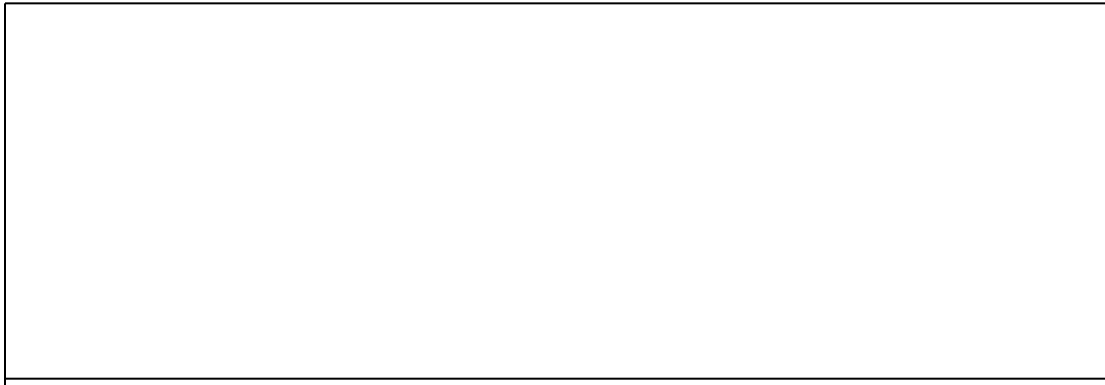
for

**Installation of Satellite Dish**

UNIT: \_\_\_\_\_ UNIT TYPE \_\_\_\_\_ DATE \_\_\_\_\_

MEMBER: \_\_\_\_\_ PHONE \_\_\_\_\_

**Draw a sketch showing where the dish will be mounted detailing which wall it will be placed on.**



WORK WILL BE DONE BY \_\_\_\_\_

**I agree to abide by the following terms and conditions:**

- Quality materials and qualified workmanship will be used.
- Improvement must meet all applicable building codes and by-laws.
- I fully understand that the above alteration, deletion, or addition is carried out on the understanding that no expense is incurred by Sarcee Meadows Housing Co-operative Ltd., now or in the future in the event that I move from my unit.
- I have reviewed the current home improvement policy and guidelines and I agree to abide by them. Should I decide to remove any or all of the improvements listed above, I shall obtain written permission from SMHC and I shall restore the unit to its original or better condition.
- I understand that on move out the unit must meet SMHC Move out Standards.

[over]

\_\_\_\_\_  
Members Signature

**Guidelines for installation of satellite dish**

[amended June, 2002, October 2007]

Members wishing to install a satellite dish on the exterior of their unit will follow these guidelines:

- A home improvement application form is mandatory.
- One small dish only is allowed - maximum of 24" in diameter.
- The dish is to be wall mounted only. No roof installations will be allowed. SMHC staff are to assess and determine the location and routing of the dish. SMHC staff will not install the dish.
- The applicable unit requires southern exposure wall. Units without a southern exposure must supply SMHC with agreement in writing from the neighbours unit along with the home improvement application.
- Coaxial wiring from the dish to the basement of the applying unit to be supplied and installed by the member. Wiring may be installed surface or hidden, solely at the discretion of SMHC.

Date this \_\_\_\_\_ day of \_\_\_\_\_.

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SMHC Authorized Personnel

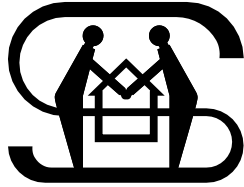
**INSPECTION**

**POLICY**

**AND**

**GUIDELINES**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Inspection Policy  
**Original Approval Date:** April 26, 1994  
**Approved By:** Membership  
**Date of Amendment or Replacement:** This policy replaces the maintenance review and board ordered inspection policies, which were rescinded by the members on April 26, 1994. Amended April 1995, January 2005, Nov. 2013

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Since SMHC's property is our biggest asset, it is the responsibility of all members, as well as:

- the Board of Directors
- the property standards committee and
- the staff

to ensure that the assets are well maintained.

In order to ensure that the co-operative property is maintained in good condition, the co-operative will regularly inspect the interior and exterior of homes to determine:

- maintenance requirements
- replacement requirements
- to assess the care which is being given to the property by the member[s] responsible for the home
- to identify health and safety concerns

The member will be given notice prior to the inspection as follows:

- maintenance review - fourteen [14] days
  - board ordered inspection - forty-eight [48] hours
-

## Inspection Policy

Following the inspection, the member will receive a report on the results of the inspection which states:

- member responsibility for maintenance and care, plus timelines for completion for this work
- co-op responsibility for this work
- co-op replacement items that will be considered

The co-operative will not provide replacement items in any home that is deemed to be in unacceptable condition.

Failure to maintain co-operative property is a serious breach of SMHC bylaws and policies and will result in termination of membership. When a unit is found to be in unacceptable condition, the member will be given sixty [60] days to bring the unit to acceptable condition.

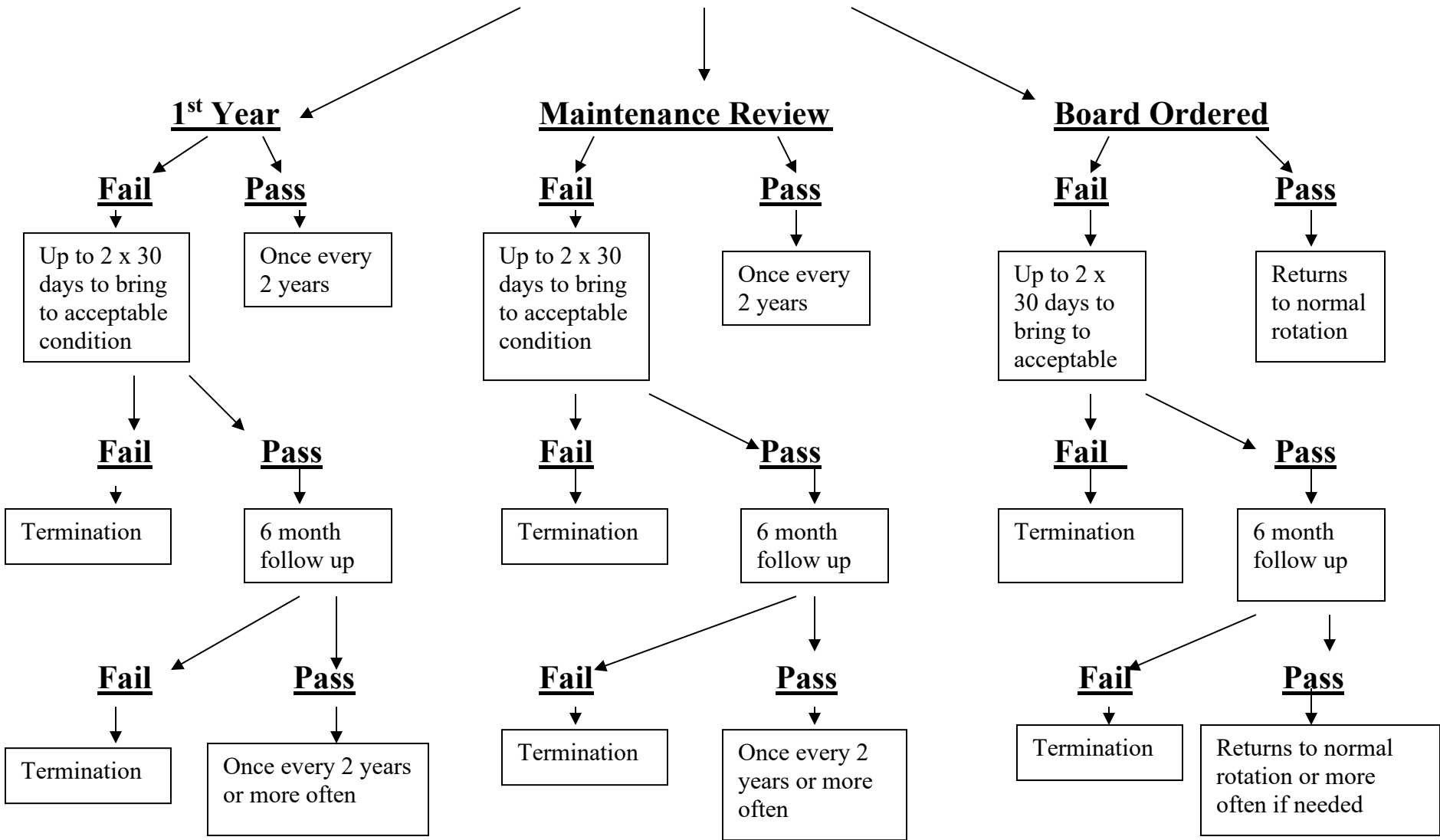
This policy expands on the following by-laws:

- Section 3.8 Member Obligations
- Section 3.12 Other Reasons for Termination
- Section 14.4 Maintenance Responsibilities
- Section 14.6 Access

and, to the Housing Agreement:

- Article H Maintenance and repairs
- Article K Right of Entry

# INSPECTIONS



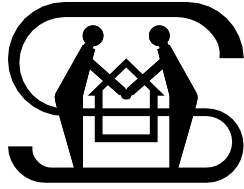
**PROCEDURES**

**FOR**

**INTERIOR UNIT**

**INSPECTIONS**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

**Subject:** Unit Inspections  
**Original Approval Date:** October 26, 1989  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** January 2004, June 2004, June 2009, December 2010, June 2012, November 2013, May 2020

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### **Failure to maintain co-operative property is a serious breach of SMHC bylaws and policies and can result in termination of membership.**

Only one failed inspection in a five-year period will be permitted. If more than one failed inspection occurs during the five-year period, the result will be the process for termination of membership for failure to maintain co-op property will take place.

Staff will be taking pictures during the unit inspection, and we will be making note of any improvements to the unit.

There are two types of inspections carried out by SMHC:

- Maintenance Review - a regularly scheduled general inspection carried out on all SMHC units.
- Board ordered inspection – An inspection initiated at any time by SMHC’s Board of Directors by a board motion at a duly called board meeting or by board poll.

### **Frequency of Inspections:**

Maintenance Review conducted at least every two [2] years, more frequent if required  
Failed Maintenance Review due to unacceptable condition sixty [60] days

### **Notice of Inspections:**

Maintenance Review – two [2] weeks written notice

Board Ordered Inspection – forty-eight [48] hours written notice

***Notice of Termination of Membership for Failure to Maintain*** – fourteen [14] days.

### **Definitions:**

The following definitions are referred to throughout these procedures:

### **Acceptable condition**

A unit will be considered to be in “acceptable condition” **in the opinion of the inspection team** if:

- Floors are clean and free from stains or other damage.



- Walls, ceiling, and woodwork are clean, free of holes, dents, substantial scrapes. Overall condition does not require painting.
- Cleanliness of unit does not pose any health or safety concerns and won't lead to damage of the unit in any way.
- Appliances are clean, in working order.
- Tub and tiles are free of mold, stains, cracks in the grout, or any other damage.
- Bathroom fan works properly.
- Dryer and furnace filters are clean.
- Furnace and water heater areas are free of clutter and storage is not within a two foot radius around the furnace area.
- There is 3 foot clear, direct, and uncluttered access around and to the electrical panel.
- Taps are in good repair and not dripping.
- Weather-stripping and threshold seal are in place and in good repair.
- Unit is free of clutter in order to assess condition of flooring, countertops, etc. and does not present safety concerns.
- The sidewalk is clear.
- The hedges are trimmed.
- The grass is mowed.
- Weeds are under control.
- The shed is in good repair and painted, if applicable.
- The fence is in good repair and painted, if applicable.
- The yard and deck are not used for storage.
- The yard is free of animal feces.
- The area immediately outside the fence is weeded and grass is mowed.

### **Unacceptable condition**

A unit will be considered in "unacceptable condition" when **in the opinion of the inspection team** the unit does not meet the criteria listed under "acceptable condition" and if this unit were vacated, in its present condition, it would not meet Move Out Standards and would cost in excess of the member's share to restore.

When a unit is in "unacceptable condition" SMHC will not normally replace any items in the unit even though they may be due for replacement.

### **Maintenance Review**

**Why is a maintenance review carried out?**

Inspection of units will be done, as required, by an inspection team consisting of two staff members, for the purpose of identifying:

- maintenance and replacement requirements
- health and safety concerns
- standards of care being given by the resident members to their unit

### **When is a maintenance review carried out?**

A maintenance review will always be conducted within the first year of occupancy for new members.

After that, each unit will be inspected at least once every two years or more frequently if required.

### **What can a member expect?**

The member may choose to be present during the maintenance review, but the inspection will take place whether the member is present or not. The member will be given a written report following each maintenance review which will include:

- the work items to be done by the co-operative
- the items that need the member's attention, plus timelines for completion of such work, and notice about follow-up inspections, if required.

### **Passing a maintenance review**

When a maintenance review finds a unit to be in "acceptable condition", the unit will continue on the routine inspection schedule of at least once every two years or more frequently if required, and items due for replacement will be replaced as scheduled.

### **Failure to pass a maintenance review**

When a unit fails to pass a maintenance review, since the inspection team finds a unit to be in "unacceptable condition", the member will be given 30 days to bring the unit to "acceptable condition" at which time a second inspection will take place.

### **After 30 days (following a failed maintenance review):**

This follow-up inspection has two possible outcomes:

- If the unit is found to be in "acceptable condition" there will be a follow up inspection in 6 months. If the unit is still in acceptable condition after 6 months, inspections will return to the regular rotation of at least once every two years or more frequently as needed.
- If the unit fails, the inspection again the member will be given an additional 30 days to bring the unit to "acceptable condition" for a total not to exceed 60 days.

If the unit meets the majority of the requirements on the Acceptable Condition List but requires painting, the inspection team, at their discretion, may allow 6 months to have the work completed. If the work isn't completed in the 6-month timeframe, the unit will fail the maintenance review and the failed maintenance review process will be followed.

Any inspection scheduled after a unit has failed a regular maintenance review, will be carried out by an inspection team consisting of two designated employees.

### **After 60 days (following a failed maintenance review):**

This follow-up inspection has two possible outcomes:

- If the unit is found to be in “acceptable condition” there will be a follow up inspection in 6 months. If the unit is still in acceptable condition after 6 months, inspections will return to the regular rotation of at least once every two years or more frequently as needed.
- If the unit is found to be in “unacceptable condition”, the process for termination of membership for failure to maintain in accordance with SMHC Bylaws will take place.

### **Board-ordered Inspection**

#### **What is a board-ordered inspection?**

A board ordered inspection needs the approval of the Board of Directors at a duly called board meeting or by board poll.

A “board-ordered inspection” is ordered by the Board of Directors due to:

- possible problems with the interior of a housing unit being brought to the co-op’s attention by members, staff, contractors, etc.

#### **Who carries out a board-ordered inspection?**

Board ordered inspections will be conducted by two designated employees plus at least one member from the Board of Directors. The member may choose to be present, but the inspection will take place whether the member is present or not.

#### **How much notice of a board ordered inspection do members receive?**

Written Notice to the member for access for a board-ordered inspection will be forty-eight [48] hours.

#### **Written report following board ordered inspection**

Following a board ordered inspection, the member will be provided with a written report, within 2 working days after the inspection takes place, outlining the findings of the inspection, and identifying required work to be done by the member and the timeline of 30 days for its completion.

#### **Satisfactory board ordered inspection**

After a board ordered inspection has been done that shows the unit to be in “acceptable condition” a follow up inspection will be conducted within six [6] months. During this period, the co-operative will not normally supply nor install replacement items in the unit at no charge. If the inspection held after six months is satisfactory, then the unit returns to the normal rotation of maintenance reviews [at least once every two years] or more frequent if required, and replacements can continue on schedule.

### **Failure to pass a board-ordered inspection**

When a unit fails to pass a board-ordered inspection, the inspection team finding the unit to be in “unacceptable condition”, the member will be given 30 days to bring the unit up to “acceptable condition” at which time a second inspection will take place.

#### **After 30 days (following a failed board ordered inspection):**

This follow-up inspection has two possible outcomes:

- If the unit is found to be in “acceptable condition” there will be a follow up inspection in 6 months. If the unit is still in acceptable condition after 6 months, inspections will return to the regular rotation of at least once every two years or more frequently as needed.
- If the unit fails the inspection again, the member will be given an additional 30 days to bring the unit to “acceptable condition” for a total not to exceed 60 days.

#### **After 60 days (following a failed board ordered inspection):**

This follow-up inspection has two possible outcomes:

- If the unit is found to be in “acceptable condition” there will be a follow up inspection in 6 months. If the unit is still in acceptable condition after 6 months, inspections will return to the regular rotation of at least once every two years or more frequently if required.
- If the unit is found to be in “unacceptable condition”, the process for termination of membership for failure to maintain in accordance with SMHC Bylaws will take place.

#### **Assistance:**

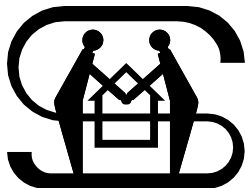
Members may request assistance from the co-operative in completing required work such as cleaning and painting. This work may be done by the co-operative employees/contractors, only if available and agreeable and the member will be billed for the same. Members that have failed a maintenance review are deemed to be Members Not in Good Standing and are not eligible for the Time Payment Plan.

**INTERIOR**

**PAINT**

**GUIDELINES**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Guidelines

**Subject:** Interior Painting Guidelines  
**Original Date of Approval:** February 23, 1989  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2003, May 2004, February 2011, September 2017, June 2018, May 2020

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Member Responsibility in SMHC includes Interior Painting/Decorating. To assist Members with this task, the following guidelines have been developed. Please follow them when doing interior painting in your home.

Wall colors are the members choice except on move out. On move out, bright or deep wall colors are not acceptable and may need to be repainted. The painting must be well done and in good condition. Wall color acceptability will be the decision of the staff members conducting the move out inspection.

Ceilings must be clean and painted if required.

If wallpaper is installed it must be removed and the wall repaired, if needed, and painted to match the rest of the room.

#### **PAINTING OF CEILINGS:**

- Cover floor and furniture.
- Ceilings must be sprayed by a competent person.
- Clean up splatters on walls immediately.

A good quality flat white ceiling paint must be used. If the ceiling has first been sealed with an oil based sealer, then a latex product may be used. If the ceiling has not been sealed DO NOT use latex paint, this will cause the stipple to fall off.

Sarcee Meadows has an agreement with paint supply stores for members to receive a discount on all painting supplies. Please contact the office for information on which stores offer discounts.

#### **PAINTING OF WALLS:**

- Remove all foreign materials from area to be painted. e.g., stickers, tiles, picture hangers, hooks, switch plates, plug in covers, cold air vent covers, etc. Wash

areas to be painted, to remove excess grime with TSP or a household degreaser like Fantastic. Pay extra attention to the kitchen area. Rinse before painting.

- Fill all holes and damaged areas with acceptable hole fillers, e.g., spackle, polyfiller, drywall mud, wall patch, etc. If you require help with major drywall repairs, call the office.
- Sand filler to smooth, flat finish.
- Prime filler areas with Primer/Sealer before painting.
- Mask all areas not to be painted. e.g., baseboard, door casings, window casings, light fixtures, ceiling fans, towel bars, etc. NOTE: SMHC will provide new rubber baseboard to members when base is very old and brittle. If this is the case, we suggest you remove the old base prior to painting and install new base after painting is finished.
- Cover floor with plastic or a drop sheet to prevent paint stains on lino or carpet.
- If ceiling is to be painted, do it first. [See instructions for ceiling painting.]
- Use a good quality paint.
- Keep in mind that 1 gallon of paint should cover 400 square feet in one coat.
- Do not paint receptacles or switches.

Latex paint should never be used over Oil based paint unless the oil paint is sanded and/or primed in advance of the application of latex. Oil base paint can be applied over latex without any extra preparation.

After ensuring that proper preparation has been done, apply paint to wall; ensure that no area is missed. Use long smooth strokes with the paint roller. Ensure roller does not touch the ceiling. "Cut" paint in at ceiling with a smooth brush or edger.

### **PAINTING OF WOODWORK:**

- Wash woodwork to remove excess dirt.
- Sand and prime chipped areas before painting. If moldings are rotten, broken, or damaged, have them repaired prior to painting.
- Cover stairs when painting railings. Remove hardware when painting door frames and railings.
- Use a good quality brush that does not lose bristles in your paint.

Members may use high quality latex white paint on woodwork or upstairs bathroom shower stall if desired.

## **BEDROOM AND BATHROOM DOORS** (stained hollow core doors).

These doors can be painted if desired. First clean the door surface with a sponge and detergent and then rinse. Remove all hardware from door before painting. Sand doors lightly with fine sandpaper then wipe with a damp cloth. Apply a latex-all-purpose stain-blocking primer using a high quality ¼ inch synthetic nap roller. Let primer dry overnight. Then, using a high quality 3/8-inch synthetic nap roller, apply a top-of-the-line interior latex paint in an eggshell, satin, or semi-gloss finish, depending on the appearance desired. If more than one coat is desired, sand very lightly wipe with a damp cloth and apply another coat.

## **ORIGINAL KITCHEN CUPBOARD DOORS**

These doors can be painted white once Member has been given approval to do so. Follow the directions for painting bedroom and bathroom entry doors. If a more durable finish is desired “Melamine” provides a very hard and scratch resistant finish for the above applications. NOTE: Oak replacement cabinets are NOT to be painted. Do not get paint on door hinges and remove door handles prior to painting.

## **INSIDE THE KITCHEN CABINETS AND VANITIES**

The inside of the cabinets and vanities must be cleaned and painted, with the proper white paint, when appropriate and approved by the office prior to painting.

## **ELECTRICAL FIXTURES**

- Mask off ceiling light fixtures and smoke detectors prior to painting.
- Remove electrical cover plates from light switches and plug-ins before painting. Mask off the actual plug-in and light switch to avoid getting paint on the device. (Note: paint on these devices on move out will result in charges being levied.)

## **WHEN HIRING A PAINTER**

Consider these things:

- Ask for references and check them out.
- Be sure you specify the kind of paint you want – ensure quality product is used.
- Ask about what your responsibilities will be – e.g. Moving furniture, taking down pictures, etc.
- What will happen if the job is not satisfactory or if damage is done to your property?
- Is the painter covered by workers compensation and carry liability insurance?
- Be sure you get a quote in writing specific to the above plus:
  1. The areas to be done e.g. Ceilings, walls, woodwork, what rooms?



2. What preparation is included in the price e.g. Patching, removal of wallpaper
  3. The kind of paint that will be used
  4. How many coats will be done?
  5. Time frame for completion
  6. Does the price include GST or is it extra?
- Once a painter is chosen, ensure that the painter is made aware of these procedures.

Be sure you are happy with the job before you pay the contractor.

### **USING THE TIME PAYMENT PLAN**

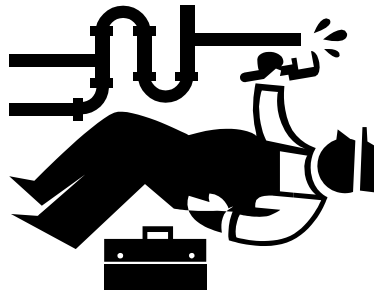
Members in good standing must submit a quote to Sarcee Meadows for the time payment plan. If approved members will sign a contract with Sarcee Meadows and be expected to abide by the terms of the time payment plan. That means monthly payments of a minimum of \$30 until the contract is paid in full in a maximum of 24 months.

The time payment plan cannot be used by out-going-members.

NOTE: To test wall paint to determine if the paint is latex or oil base, swab a small inconspicuous area with acetone base nail polish remover. If the paint comes off it is latex.

# **MAINTENANCE RESPONSIBILITY GUIDELINES**

**OR**



**WHO IS RESPONSIBLE FOR WHAT?**



## 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, January 2021, April 2021

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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.

## Maintenance Responsibility Guidelines

### 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, e.g., 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.  |
| <b>3. <u>SOLID DOORS:</u></b>       |   |
| 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.   |
| <b>4. <u>LOCKS:</u></b>             |   |
| 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.                         |
| <b>5. <u>DOOR FRAME:</u></b>        |   |
| Original item:                      | Wooden frame.   |
| Member responsibility:              | Member is responsible for care.   |
| Co-op responsibility:               | Co-op will repair or replace, as necessary.   |
| <b>6. <u>DOORKNOBS/HANDLES:</u></b> |   |
| Original doorknob:                  | A standard Weiser doorknob.   |
| Member responsibility:              | To report problems.   |
| Co-op responsibility:               | To replace with standard doorknob 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. |
| <b>7. <u>DOORBELL:</u></b>          |   |
| 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.                              |
| <b>8. <u>NUMBERS:</u></b>           |   |

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 mailbox 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. As needed our hedges and shrubs will be trimmed and shaped four times throughout the summer. 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:

Rental stalls shall not be subleased.

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.

<b>INTERIOR</b>
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**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.

**MOVE IN POLICY**

**MOVE OUT POLICY**

**&**

**GUIDELINES**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Move-in  
**Original Date of Approval:** May 25, 1988  
**Approved By:** Membership  
**Date of Amendment or Replacement:** June 2010

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1. Prior to taking possession of the housing unit:
  - All relevant documents will be signed by the registered shareholders,
  - All required monies will be paid in full
  - The prospective member will receive keys to the unit, a Welcome Pak and a recycling box.
  - A walk-through inspection with SMHC personnel will be conducted at which time the care, operation and maintenance of appliances and other items will be discussed.
2. All arrangements for taking possession of the housing unit will be made through the office during office hours. Incoming members can normally expect to occupy the housing unit shortly after 12:00 noon on the first calendar day of the month. If the first calendar day of the month falls on a Saturday, Sunday, or holiday, mutually agreeable arrangements for occupancy will be made in advance through the office during office hours.
3. During the move-in incoming members are expected to protect carpets, floors, walls, etc. and ensure that moving trucks remain only in designated parking areas. Use of the fire lane and grass areas may be used provided prior approval has been received from the office.
4. Incoming members are expected to arrange an appointment with the office staff for a move-in visit which is to be conducted within three months of move-in. Incoming members are encouraged to prepare a list of maintenance concerns for discussion with the staff designate at the time of this visit. The care, operation and maintenance of appliances and other items will be discussed again.
5. Maintenance, replacement and/or removal of improvements done to the unit by previous members become the responsibility of the member moving in.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** **Move-Out**  
**Original Date of Approval:** May 25, 1988  
**Approved By:** Membership  
**Date of Amendment or Replacement:** April 28, 1992, January 2000, January 31 2006,  
April 2016, October 2021

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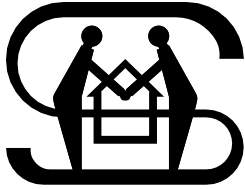
1. A member may voluntarily withdraw his or her membership in SMHC by giving written notice two [2] clear months before the first day of the month in which the member will move out of the housing unit. The co-operative shall provide the outgoing member with a copy of the move-out policy and guidelines.
2. When the Members move out all Non-member residents must move out.
3. In accordance with Bylaw 3.10 [c] a member may not move out of his or her housing unit without giving notice nor give notice without moving out.
4. Outgoing members shall provide the co-operative with access to the housing unit for the purposes of necessary repairs and maintenance, as well as for showing the housing unit to prospective members.
5. All move-out procedures shall be coordinated through the office, during office hours.
6. It is the outgoing member's responsibility to ensure that the housing unit, including the yard, is in acceptable condition in accordance with move-out guidelines.
7. Arrangements for a move-out inspection shall be scheduled in advance through the office. At the time of the move-out inspection, the housing unit must be empty of all the outgoing member's possessions.
8. Move-outs shall be completed no later than 12:00 noon on the last calendar day of the month in which the notice of withdrawal is effective.
9. The move-out inspection will normally be conducted by two staff persons, or other duly authorized persons.
10. Registered shareholders may be present during the move-out inspection.

11. Prior to or immediately upon the completion of the move-out inspection, outgoing members shall hand over to the inspection team:

- all unit keys
- the recycling box, if applicable
- the member handbook [if not previously handed in to the co-op office]

12. The co-operative shall purchase at par value, all shares held by the outgoing member in accordance with section 6.8 of SMHC's bylaws. Share payouts must be approved by the Board of Directors at a regularly scheduled board meeting.

13. The co-operative is entitled to offset against the value of the shares, any debt, determined by the Board of Directors, to be owed to the co-operative by the outgoing member.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Guidelines

**Subject:** Move-Out Guidelines  
**Original Date of Approval:** May 2004  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 2004, September 2005, May 2008, September 2008, December 2008, April 2009, November 2010, February 2011, April 2011, February 2017, May 2020, October 2020, November 2020

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These guidelines are intended to assist the outgoing member to prepare their home for their move-out inspection. Please refer also to the following items:

- Sarcee Meadows By-laws Article 6.8 Share re-purchase
- Sarcee Meadows By-laws Article 3.10 Withdrawal of member
- Sarcee Meadows Maintenance Responsibility Guidelines

All of the above information is found in your member handbook.

Also see attached interior paint and removal of improvement guidelines.

Pictures will be taken of the unit on move out.

The following requirements must be met when vacating a unit. Work not completed to the satisfaction of the co-operative will be charged to the outgoing member and deducted from the share amount or any other funds credited to the member's account.

### Interior requirements:

#### 1. Walls (including Closets)

- May need to be repainted – The paint colour and paint job must be acceptable to SMHC staff members conducting the inspection. Incoming member(s) may accept dark paint colours but must sign an agreement stating that they will be responsible for re-painting in the future.
- Must be prepped before painting. Good quality paint must be used. An unacceptable paint job may need to be redone and charges passed on to the outgoing member.
- All painted walls and closets must be clean, free of gouges, holes, etc. Where repairs are required, they must be painted to match the rest of the room. Closets must be the same colour as the rest of the room including the shelf. Please be aware that old paint may no longer match, in which case a complete repainting may be required.
- A few small pin holes from picture hangers are allowed but no “stick on” hangers or “anchor” picture hangers are allowed.

- All wall coverings (wallpaper, wall panel, etc.) must be assessed before move out, case by case basis.
  - Wall must be free of everything except drywall and paint.
- 2. Ceilings:** Must be clean and white and painted with flat ceiling paint. If the ceilings need to be painted, they must be sprayed by a competent person. No discolorations or patchy paint areas will be acceptable. No wall paint on ceilings or ceiling paint on walls. Hooks used to hang plants may be left in the ceiling if they are acceptable to the incoming members. If hooks are removed, the ceiling must be repaired and painted and be acceptable to SMHC.
  - 3. Woodwork:** Must be clean and free from gouges, chipped paint, etc. Paint is to be high quality semi-gloss latex paint, consistent with paint previously used, and preferably white or stained. No paint on window glass.
  - 4. Cupboards and countertops:** Clean and free of decals, grease buildup etc. Interior shelves must be clean and painted if necessary. If cupboards have been painted, paint must not be chipped. No paint on hardware. Matching hardware to be in place. Countertop to be clean. Damage to countertop may result in a member charge, to the outgoing member, for repair or replacement.
  - 5. Closet Doors:** Clean, free of paint splatters. Doors must be on the tracks. On unit turnover the metal closet doors will be replaced with wooden bi-fold doors and headers.
  - 6. Interior Doors:** Clean, free of decals, holes, gouges, etc. Hardware to be in working order. Doors may be properly painted in washable paint. No paint on hardware.
  - 7. Hot and cold air registers:** To be cleaned inside and out. Free from damage. May be painted.
  - 8. Coving (Baseboards):** Rubber coving to be clean and free of paint splatters. Wooden baseboards to be clean and in good condition. If painted, painting must be acceptable to SMHC.
  - 9. Electrical Fixtures:** To be clean and in working order, contact office for cleaning instructions. Replacement ceiling fixtures wall-plate covers are acceptable as long as they are at least comparable quality to SMHC-originals. No paint spatters. Report any outlets that do not work so they can be repaired. Ceiling fixtures to have working light bulbs. Smoke detectors and CO-detectors to have working batteries in-place. On unit turnover the electrical will be updated and new light fixtures replaced as required.
  - 10. Floor Covering:** Linoleum and/or Laminate to be clean and in good repair. Carpets to be professionally cleaned and free of pet odor. (We prefer that you use SMHC's carpet cleaning company when available.) The cost of carpet cleaning is the responsibility of the member. Where neglect is evident (stains, burns, cuts, or unusual wear) out going members may be charged for replacement costs of flooring.
  - 11. Windows & Screens:** All screens to be in place, clean, and free of holes. Windows shall be clean and not cracked.
  - 12. Appliances:** To be in place. Floor under stove and fridge to be clean. Fridge to be left on. Care should be taken when moving appliances to ensure that linoleum/laminate is not damaged. Stove and fridge must be cleaned including bottom of crisper pans and door molding on fridge. 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.

**13. Sinks, tub, and tile:** Should be clean and stain free. Enamel worn off tubs, toilet, taps and sinks will be considered normal wear and tear. Leaking taps should be reported to the office so repairs can be done. Tiles, toilets, and medicine cabinets must be clean. Shower doors will be removed on unit turnovers.

**14. Basement:** Basement must be cleaned and outgoing member(s)' items removed. Cobwebs removed from rafters, plumbing pipes, etc. Furnace filter to be changed and clean. Dryer to be clean and lint screen in place. Storage shelves etc. in good condition can be left behind.

**15. Exterior Doors:** Exterior entry doors are to be in good condition, free of damage. Screen door is to be in working condition and screen free of holes. Weather strip should be in good condition. Call in a work order if it needs replacing. Doors may be painted with an approved colour. Paint to be good condition.

### Unit Exterior:

- Doorbell – to be in working condition
- Unit numbers – to be in place front and back (where applicable)
- Mailbox – to be in place
- Outside light fixture – to be in place and light working. On unit turnover the outside light fixtures will be replaced with motion sensor lights.
- Fences – to be in good repair. Paint provided to new member at existing member(s)' cost if weather does not permit work to be done.
- Hedges – trimmed and free of debris. We have a contractor responsible for taking care of the hedges.
- Decks – in good repair and painted or stained as required
- Grass – free of pet excrement. We have a contractor responsible for cutting the grass.
- Sheds – in good repair and of approved size. If the shed is removed the yard must be restored where the shed was located.
- Stairs and walkway – free of snow and ice. Ice melt and sand are available, free of charge, to aid members with this. We have a contractor responsible for clearing the stairs and walkways.
- Parking stall – cleaned and free from vehicle spills. Instructions for cleaning spills can be obtained from the maintenance department. Clear and free of snow and ice when applicable. Ice melt and sand are available, free of charge, to aid members with this.
- Rental stall (if applicable): cleaned and free from vehicle spills. Instructions for cleaning spills can be obtained from the maintenance department. Clear and free of snow and ice when applicable. Ice melt and sand are available, free of charge, to aid members with this.



## **REMOVAL OF IMPROVEMENT**

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

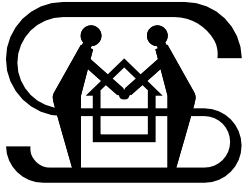
On unit turnover incoming members assume responsibility for any improvements installed by previous members.

Approval for removal of an improvement will NOT be granted:

- If SMHC provided the installation of said improvement, e.g., Flooring, storm doors, windows, etc.
- If the removal of the improvement will cause any damage to 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.

## **Storing Property:**

SMHC will not store any property left in a unit on move out. When a member has moved out of the unit, and the move out inspection has taken place, any items left in the unit will be disposed of immediately. The outgoing member will be charged a minimum of one hour of shop time for the removal and/or disposal of the property.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedure

**Subject:** Pest Control  
**Original Date of Approval:** September 27, 1990  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2003, December 2012, March 2013, April 2017, October 2017, June 2020

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DEFINITION OF "PEST": Weeds, insects, rodents, ants, bedbugs, mice, squirrels, gophers etc. that may be found on the premises (in and outside of the units) of the co-operative.

SMHC will assume responsibility for the treatment of "pests" in the common areas of the co-operative when "pests" are causing damage to the property or injury to humans within the confines of City of Calgary By-laws.

In order to discourage excessive population of pests (mice, squirrels, and birds). Members are permitted to have only **ONE** small bird feeder, not to exceed 30cm (12 inches) in height, in their yard front or back not both.

Members are responsible for the control of "pests" in their units and private yard areas – back and front. Members are also responsible to phone in work orders when pest control becomes excessive and to take necessary steps to ensure pests do not have access to units (an example is propping open doors, removing window screens etc.) Chemical weed bars, mouse and ant poison are available for members to borrow from B50. Members may use a more environmentally friendly, non-chemical method of control at their cost if they prefer.

**NOTE: Reporting pest issues sooner rather than later enables the co-op to assist the members in ensuring the pest control problem does not get out of hand and may minimize or eliminate the costs associated with controlling the issue.**

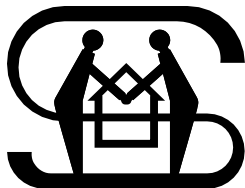
If members do not control the "pests" in their units and/or yards, SMHC will issue a notice requiring them to do so. Failure to comply with the notice within seven days of the date of issue will result in SMHC assuming responsibility for controlling the "pests" and charging the member for all the costs involved. Members are responsible for reporting initial and/or ongoing "pest" issues to the office. The co-operative will aid members in ridding the units and/or yards of "pests". Member must allow access for treatment of the

“pest”. Members are responsible for all costs when it is determined that they were negligent in reporting the issue before it became a major problem.

Members will be notified about any chemicals to be used for Pest Control by SMHC when necessary.

The need for treatment and method used in all cases will be at the discretion of the cooperative. Member’s preference will be taken into consideration whenever possible.

**Staff will continue to assist with control methods for wasps by supplying spray for members who are comfortable in applying. Staff will spray for members who are not, using improved safety procedures.**



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Procedure**

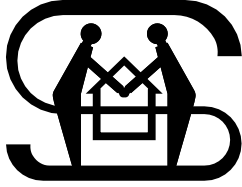
**Subject:** Sewer Repairs  
**Date Of Original Approval:** September 10, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** April 1990, November 2005

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When cleanup is required due to a sewer backup, SMHC will aid members in the cleanup. SMHC's insurance will cover the costs associated with the sewer clean up and with the repair or replacement of any part to the original structure.

SMHC will refund the cost of laundry services when members are forced to be without laundry facilities for more than a week as a result of basement excavations due to sewer line repairs. Receipts must be provided.

SMHC will not be responsible in any way for any damage to home improvements. Members are responsible for obtaining insurance that covers any damage or destruction of home improvements such as, but not limited to, basement developments (e.g., carpeting, drywall etc.) Neither SMHC nor SMHC's insurance will cover any repair or replacement of any home improvements damaged or destroyed in any way including through sewer backup. Moreover, any damage to any part of the unit caused by a home improvement will be the responsibility of the member.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Housing Policy**

**Subject:** **Tree Policy**  
**Original Date of Approval:** October 10, 1986  
**Approved By:** Membership  
**Date of Amendment or Replacement:** April 1999, March 2003

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1. Poplar trees of any variety are deemed prohibited and are not allowed to be planted on any SMHC property.
2. Trees planted in members' yards or around their units must receive approval.
3. Approval forms are to be completed before approval is granted. Approval may be denied.
4. Trees must be chosen from the list of trees suitable for planting in the Calgary area.
5. The member must follow the board approved procedures for tree planting in SMHC.
6. Approval by SMHC must be obtained prior to any planting or removal of trees or shrubs.

NOTE: All accompanying procedures, forms, and lists are noted above, are available from the office.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Tree, Hedge and Shrub Planting and Maintenance  
**Original Approval Date:** January 1987  
**Approved by** The Board of Directors.  
**Date(s) of Amendment or Replacement:** February 1999, May 2001, June 2002, March 2003, February 2005, June 2006, Sept. 2006, April 2021

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A home improvement form is required for the planting, removal, and/or replacement of all trees, hedges and/or shrubs.

SMHC incurs costly repairs when trees, hedges and/or shrubs are incorrectly planted and/or pruned. The Property Enhancement Committee is responsible for reviewing these procedures and SMHC Staff is responsible for the monitoring and enforcement.

#### **TREES:**

It is necessary to monitor the type of trees and the number being planted. SMHC is responsible for the planting of all trees, hedges and shrubs.

1. Members wishing to have a tree, hedge or shrub planted in their yard are to contact the office. SMHC will work with any members to select the type and location of tree, hedge or shrub to be planted.
2. Pruning of trees or trimming of hedges and shrubs is to ONLY be completed by SMHC.

#### **HEDGES:**

Hedges are the responsibility of SMHC. SMHC will maintain all hedges throughout the community.

#### **REMOVAL of Trees, Hedges and/or Shrubs:**

1. Any member wishing to remove a Tree, Hedge or Shrub are to contact the office. SMHC will work with the member to coordinate the removal and all work will be completed by SMHC.
2. Trees will not be removed solely for cosmetic reasons.
3. Vandalism, unauthorized removal and/or other damage done to the tree, hedge or shrub will result in a fine being levied to the individual unit.

### **Unauthorized Removal of Tree, Hedge and/or Shrub:**

- First offence - \$50 for a shrub and \$100 for a tree.
- Second offence - \$100 for a shrub or hedge, \$150 for a tree and the member will be asked to appear before the Property Enhancement Committee to discuss the infraction.
- Third offence - Member will be asked to appear before the Board of Directors and a further fine may be assessed.

These fines will be in addition to any replacement and/or restorative costs assessed and carried out by the arborist, Including any cost of hauling debris.

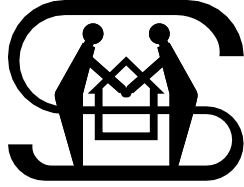
### **CARE of Trees, Hedges and/or Shrubs:**

Do not let dry out, but do not over water either. New roots will not develop in saturated soil.

Trickle irrigation is best over a long period.

Water early morning and early evening for full benefit.

Undue water loss by evaporation can be prevented by mulching to a depth of approximately 10cm with wood mulch.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Operations Policy**

**Subject:** **Use of SMHC Equipment**  
**Date Of Original Approval:** February 22, 1990  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** March 31, 2004

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SMHC Office and maintenance equipment is purchased for use on SMHC property for work projects relating to SMHC function. Members of SMHC may apply to the general manager for authorization to use selected pieces of equipment for personal use.

Equipment that may be loaned will be items such as:

- Lawn roller
- steamer to remove wallpaper
- hedge trimmers
- tables
- chairs
- wheelbarrow
- ladders

Equipment that will NOT be for personal members use will include, but not limited to:

- tractors
- lawn mowers
- power auger
- computers
- video equipment, etc.
- power tools
- office machines



**FINES:**

Borrowed equipment must be signed out at the office and can be kept for a maximum of 3 [three] days. Any equipment not returned after 3 [three] days will be subject to a fine of \$10.00 per day until the equipment is returned.

Only one piece of equipment will be permitted to be signed out at one time. Members that keep equipment longer than the allowed 3 [three] days – more than twice in a calendar year will no longer be permitted to borrow any equipment.

When equipment is signed out, a waiver must be signed by the member taking responsibility for any injury resulting from the use or misuse of the equipment and agreeing to pay for any repair or replacement of equipment damaged by the member.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**EQUIPMENT WAIVER**

I \_\_\_\_\_ of Unit # \_\_\_\_\_ will not hold SMHC responsible for any injury that may occur as long as the following piece of equipment is in my possession.

I understand that I may keep and use this equipment until \_\_\_\_\_ after which I will pay a fine of \$10.00 per day until the equipment is returned and signed in at the office. I also agree to pay for replacement and/or any repairs to the equipment.

Date signed out: \_\_\_\_\_

Date signed in: \_\_\_\_\_

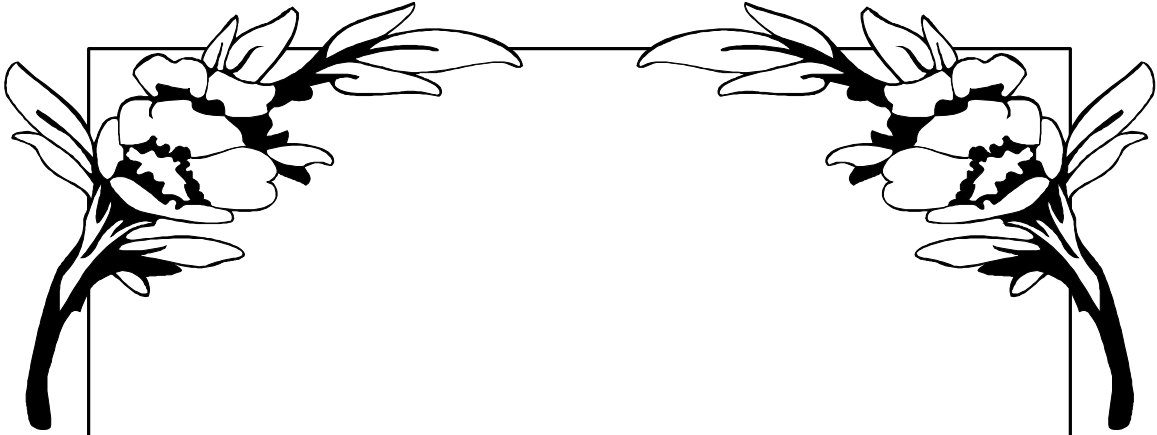
**EQUIPMENT BORROWED:**

- \_\_\_\_\_ lawn roller
- \_\_\_\_\_ steamer to remove wallpaper
- \_\_\_\_\_ hedge trimmers
- \_\_\_\_\_ tables # \_\_\_\_\_
- \_\_\_\_\_ chairs # \_\_\_\_\_
- \_\_\_\_\_ wheelbarrow# \_\_\_\_\_
- \_\_\_\_\_ ladder
- \_\_\_\_\_ other \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

NOTE: Condition of equipment.

(see **USE OF SMHC EQUIPMENT POLICY** in handbook)



**MEMBERSHIP**

**PROCESS**

## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### MEMBERSHIP PROCEDURES

#### How People Become Members of Sarcee Meadows

**1. *Waiting List:***

The External Waiting List is superseded by the Internal Waiting List in all cases.

**2. *Intra-Family Moves:***

Any shareholder, who has resided in the family unit for not less than three [3] years, and who meets the current income guidelines, may apply in writing to the Board of Directors for a unit of their own. Once all membership criteria with respect to Intra-Family Moves has been met, his/her name is added to the External Waiting List.

**3. *Internal Move:***

Members in good standing may apply in writing, to the Board of Directors to move their entire household to a housing accommodation of a different size, provided they have occupied their present unit for at least three [3] years immediately preceding the time of application. Once all membership criteria with respect to Internal Moves has been met, his/her name is added to the Internal Waiting List.

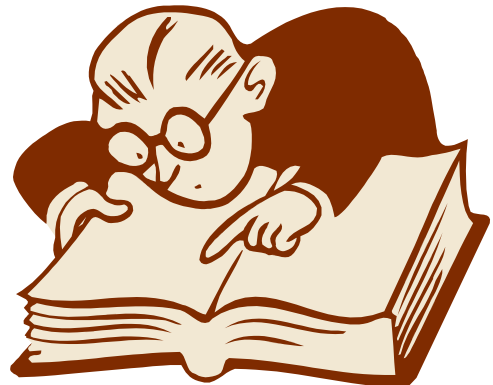
**4. *Family Share Purchase:***

Members in good standing may apply in writing, to the Board of Directors to transfer their membership to a member of their immediate family. The application must be received at least three [3] clear months in advance of their intention to vacate their unit. All membership criteria must be met by the applicant.

**5. *Name Additions to Member Documents:***

After three [3] years of residency, a member may request in writing, to the Board of Directors to have the name[s] of a person residing in their unit for at least one year, eighteen [18] years of age or over, added to their member documents. This applies in all cases except in the case of marriage. The proposed new member must attend an interview with the Membership committee.

*Please refer to the "Rules and Regulations" section of your Handbook/Director for the policy which applies to any of the above.*



## **PREREQUISITES FOR MEMBERSHIP**

### **1. *Income Guidelines:***

People in the categories listed previously must complete an application including financial qualifications.

### **2. *Interview:***

People who are in the categories listed previously, are required to attend an interview with the Membership committee.

### **3. *First Year Requirements:***

During the first year of membership in Sarcee Meadows, the member is required to do the following:

- [a] Arrange for a move-in visit be conducted within one month of the move-in.
- [b] Attend a procedures workshop with the Education and Member Involvement Committee.
- [c] At the end of their first year of residency, a unit maintenance review will be conducted by the staff.
- [d] Attend a Members meeting.

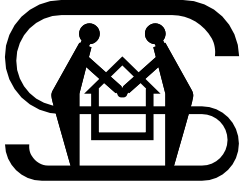
When all the above requirements have been met, the Board of Directors will acknowledge and confirm membership status.

**CO-OPERATIVES ARE SPECIAL**

**MEMBERSHIP**

**POLICIES  
AND  
PROCEDURES**





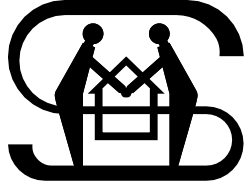
SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

## MEMBERSHIP POLICIES

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## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** **Best Use of Space**  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** February 12, 1987, March 1995, November 24<sup>th</sup> 2004, June 2008, November 2011, April 2014

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*At the time of application all occupants, to be listed on the application, must be currently residing together, excluding 2-bedroom units.*

*This policy is to be used on move-in and any special privilege where a member may be requesting to move to a larger sized unit.*

General guideline: Maximum two (2) people per original bedroom. You may not increase the maximum by adding bedrooms in the basement.

#### 2-bedroom units

2-bedroom units will be occupied by a minimum of one (1) person and not more than four (4) people.

#### Small 3-bedroom units

Small 3-bedroom units - priority will be given to a minimum of three (3) people and not more than six (6) people.

#### Large 3-bedroom units

Large three-bedroom units - priority will be given to a minimum of four (4) people and not more than six (6) people.

#### Four-bedroom units

Four-bedroom units - priority will be given to a minimum of five (5) people and not more than eight (8) people.

#### Exceptions

In order to avoid vacancies, when a unit becomes vacant, if there is no one on the waiting list that meets the best use of space requirements, the co-op will consider filling the unit with a fewer number of people than the minimum numbers described above.





**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

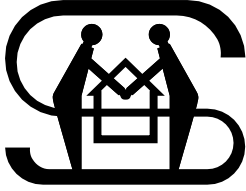
**Housing Policy**

**Subject:** **Criteria for Member Privileges**  
**Original Date of Approval:** January 27, 1999  
**Approved By:** Membership  
**Date of Amendment or Replacement:** \_\_\_\_\_

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When members request member privileges from Sarcee Meadows the Board of Directors will consider the following matters, as appropriate, in approving or denying such requests:

- unit condition and care
- income qualifications
- best use of space
- participation in SMHC volunteer structure
- attendance at members meetings
- record of payment
- record of adherence to SMHC policies.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** **Death of A Member**  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** June 1999, Sept 2000, Nov. 2008, April 2009, February 2013, October 2018

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1. A member in good standing may complete a Death of a Member form nominating an immediate family member to whom they wish to be considered the Registered Shareholder of the unit upon their death, in accordance with Bylaw Section 3.9 [c] ii. The Board of Directors is under no obligation to honor this request.
2. Official Notice of Death of a Member includes, but may not be limited to; the Funeral Director Statement of Death or government issued death certificate. These notices are considered to be equivalent to Bylaw Section 3.10, Withdrawal from Membership. The official move out date will be 2 clear months from the end of the month in which the death of the member occurred.
3. If another Shareholder is residing in the unit at the time of death, the remaining member(s) retain their membership and occupancy rights.
4. If there is no Shareholder residing in the unit, but a Non-Member Resident, who is an immediate family member, has been residing in the unit for at least one year preceding the death of the member, they may apply to be considered the Registered Shareholder of the unit and must meet all current membership requirements.
5. If there is a completed death of a member nomination form, up to two [2] calendar months will be given for this process to be completed. All current membership requirements apply.
6. Best use of space applies.

By-laws referred to in the Death of a Member Policy

### **3.9 Transfer of membership**

#### **[c] Death of a member**

(ii) A member may nominate a person to whom that member's shares may be transferred on death as outlined in the death of a member policy. When any such transfer is made, the new shareholder must comply with all SMHC policies and bylaws before being approved as a member.

### **3.10 Withdrawal of membership**

A member may voluntarily withdraw his or her membership in SMHC by doing the following:

- [a] Giving written notice two [2] clear months before the first day of the month on which the member intends to move out of the housing unit. Such written notice begins on the last day of the month in which it is given, and
- [b] Subsequently moving out of his or her housing unit.
- [c] A member may not move out of his or her housing unit without giving notice nor give notice without moving out.
- [d] Moreover, an application to withdraw from joint membership in SMHC must be signed by all persons comprising the joint membership.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

**Subject:** **Death of A Member Procedures**  
**Original Date of Approval:** February 2013  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 2013, March 2016

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#### *Death of a Member Nominee and Non-Member Resident procedures:*

New member requirements include but are not limited to providing:

- completed new member application forms
- a letter from current employer confirming employment and salary
- copies of last two [2] pay periods for each applicant or self-employed income
- a copy of latest notice of assessment
- a letter of reference from current landlord (if less than one year – a letter from previous landlord also) or a letter of reference from a mortgage company

Applicants must also:

- pay an application fee
- have a satisfactory credit report
- attend a satisfactory interview

Applicants who have declared bankruptcy may only apply after the bankruptcy has been completely discharged.

Once all the required information has been received and verified and a satisfactory credit check has been carried out, the applicant will be sent an information booklet to review prior to attending an interview. The applicant is responsible for scheduling the interview within one [1] month of receiving the booklet or the application will be cancelled.

If the applicant has attended an interview in the past year, they don't have to attend another full interview. Instead, they will attend a short information session pertinent to the special privilege they are requesting.

At the time the new applicant signs the documents agreeing to accept the unit, a deposit equaling one half of the amount of the Share Capital will be required. The other half of

the share and first month's housing charges are due on or before the move-in date. Should the individual, for any reason, fail to occupy that unit, an amount equaling one month's Housing Charge will be retained by the Co-operative in order to help defray unit changeover costs, and the balance of the deposit will be returned.

When the unit reverts back to the co-op, all current move-out, move-in policies and procedures will apply. The beneficiary of the deceased member's estate will be responsible for bringing the unit to move out standards, even if an immediate family member may be occupying the unit.

In cases where the SMHC cannot locate a beneficiary or next-of-kin, SMHC will, if legally required, contact the office of the Trustee in Alberta.

The co-operative will purchase at par value all shares held by the deceased member in accordance with section 6.8 of SMHC's bylaws. The co-operative is entitled to offset against the value of the shares, any debt, determined by the Board of Directors, to be owed to the co-operative by the deceased member. Share payouts must be approved by the Board of Directors at a regularly scheduled board meeting.

Any outstanding monies owed to the deceased member, after all move out charges, if any, have been deducted from the shares, will be made payable to the estate of the deceased member.

### **By-laws referred to in the Death of a Member Policy**

#### **6.8 Share re-purchase**

Within six [6] calendar months of the housing unit being vacated, SMHC must purchase the shares held by a withdrawing member for the same amount as the member purchased the shares. SMHC shall deduct from the value of the shares any debt owed to SMHC by the member, as determined by the Board of Directors for:

- [a] any amount due SMHC under these bylaws, SMHC policies and procedures or the share subscription agreement, and
- [b] the cost of all repairs and maintenance, including but not restricted to painting, redecorating, and floor finishing, needed to put the former member's housing unit into "move out condition" and suitable for new occupants, as outlined in SMHC's move out policy, and
- [c] any costs the Board of Directors may determine as required in the re-purchase of the member's shares.

TO: SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

FROM: \_\_\_\_\_

DATE: \_\_\_\_\_

UNIT: \_\_\_\_\_

Please be advised that upon my death I would like the Board of Directors to consider:

\_\_\_\_\_  
Name (first choice)

\_\_\_\_\_  
Relationship To You

\_\_\_\_\_  
Name (second choice)

\_\_\_\_\_  
Relationship To You

for consideration as the next shareholder(s) of my unit.

***I fully understand that the Board of Directors is under no obligation to honor my request and further understand that my nominee must meet all SMHC eligibility requirements.***

\_\_\_\_\_  
Members Signature

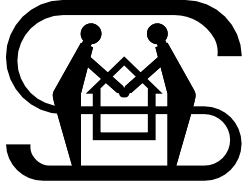
\_\_\_\_\_  
Members Signature

\_\_\_\_\_  
Witness

Note: It is the responsibility of the member to update this form as required.

Members copy

Office copy



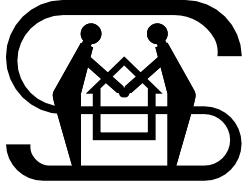
**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Operations Policy**

**Subject:** **Emergency Membership Approval**  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** May 1989, September 2000, November 2004

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In order to ensure that units are not vacant because applicants have not received committee and Board approval, staff shall utilize written polls of the membership committee and Board of Directors [or Emergency Executive] for emergency membership approval.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operation Policy

**Subject:** External Waiting List  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** May 1989, June 1990, October 1992, April 1992, March 1994, June 1999, September 2000, May 2001, June 2005, October 2006, November 2007, October 2011, May 2018

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1. The External Waiting List will be superseded by the Internal Waiting List.
2. The External Waiting List will be administered jointly by the Membership Committee, the Property Services Coordinator and the General Manager.
3. After final approval has been given, the prospective members will be placed on the waiting list in the order that their application was received.
4. The Property Services Coordinator, General Manager and the Membership Committee will decide why people on the waiting list are to be removed and make a recommendation to the Board of Directors.
5. The best use of space and income requirements apply at the time of move in as well as at the time of application.

#### Waiting List Changes:

- Once a prospective member has been approved to be placed on the waiting list for a certain size unit and no longer meet the best use of space for that size of unit, they will be moved to the appropriately sized list.

Prospective members on the waiting list may defer one time only from being offered a unit for 6 months. Once the deferral has expired the next unit offered must be accepted or the prospective members will be removed from the list.

- All waiting list changes must be presented back to the Board of Directors for approval.
- If approved, placement on the new list will be determined by the original board approval date. If several prospective members share the same approval date, the date and time their application was received will then be used.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Family Share Purchase  
**Original Approval Date:** September 17, 1985  
**Approved By:** Membership  
**Date of Amendment or Replacement:** June 2001, April 2006, April 2009, June 2012

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Definition – When a member wishes to transfer their share to an immediate family member and either leave the co-operative or apply to move to a unit of a difference size.

**Also refer to the *Criteria for Approval of Member Privileges Policy*.**

1. Member must be in good standing.
2. Applications for a Family Share Purchase will be made at least three (3) clear calendar months in advance of the members intention to vacate their unit.
3. Applications for a Family Share Purchase will be from a member who has been a current shareholder for at least three [3] years.
4. Nominees will be an immediate family member of the current shareholder.
5. The applicant must meet the current SMHC income guidelines. Only the family member will become the SMHC shareholder except in the case of marriage or a common-law relationship of one [1] year or longer.
6. The new incoming member is responsible for paying the current share requirement.
7. The person(s) wanting to move into the unit will be a NEW MEMBER and will be required to fulfill all new member requirements.
8. The best use of space applies.
9. A satisfactory maintenance review will be conducted within thirty 30 days of receipt of an application for a family share purchase.
10. All move in and move out polices and procedures will apply.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Procedure

**Subject:** Family Share Purchase Procedures  
**Original Date of Approval:** June 2012  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 2013, March 2016

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New member requirements include but are not limited to providing:

- completed new member application forms
- a letter from current employer confirming employment and salary
- copies of last two [2] pay periods for each applicant or self-employed income
- a copy of latest notice of assessment
- a letter of reference from current landlord (if less than one year – a letter from previous landlord also) or a letter of reference from a mortgage company

Applicants must also:

- pay an application fee
- have a satisfactory credit report
- attend a satisfactory interview

Applicants who have declared bankruptcy may only apply after the bankruptcy has been completely discharged.

Once all the required information has been received and verified and a satisfactory credit check has been carried out, the applicant will be sent an information booklet to review prior to attending an interview. The applicant is responsible for scheduling the interview within one [1] month of receiving the booklet or the application will be cancelled.

If the applicant has attended an interview in the past year, they don't have to attend another full interview. Instead, they will attend a short information session pertinent to the special privilege they are requesting.

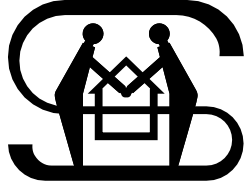
The outgoing member is responsible for bringing the unit to Sarcee Meadows move-out standards even though an immediate family member will be occupying the unit.

The co-operative will purchase at par value all shares held by the outgoing member in accordance with section 6.8 of SMHC's bylaws. The co-operative is entitled to offset against the value of the shares, any debt, determined by the Board of Directors, to be owed to the co-operative by the outgoing member. Share payouts must be approved by the Board of Directors at a regularly scheduled board meeting.

If the family share purchase is to a present member, the share must be brought up to the current requirements. Both units must have a satisfactory maintenance review. If a satisfactory maintenance review has been conducted within three [3] months of application, a further one is not required.

At the time the new Member signs the documents agreeing to accept the unit, a deposit equaling one-half of the amount of the Share Capital will be required. Should the individual, for any reason, fail to occupy that unit, an amount equaling one month's Housing Charge will be retained by the Co-operative in order to help defray unit changeover costs, and the balance of the deposit will be returned.

The other half of the share and the first month's housing charges are due on or before the move-in date.



## **SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

### **Housing Policy**

**Subject:** **First Year Requirements**  
**Original Approval Date:** September 17, 1985  
**Approved By:** Membership  
**Date of Amendment or Replacement:** November 1990, October 1995, January 2003, January 2007, April 2009, April 2016

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1. During the first year of membership in Sarcee Meadows, the registered shareholder shall:
  - have a move-in visit conducted within three months of move-in
  - have a satisfactory maintenance review
  - attend a Members Meeting
  - attend an Education Workshop with the Education and Involvement Committee
2. During the first year of membership in Sarcee Meadows all rights and responsibilities of membership shall be observed.
3. The Board of Directors may terminate membership and occupancy rights of those who do not fulfill the above listed requirements.

Please also refer to the “New Member Education” Policy.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Housing Policy**

**Subject:** Internal Moves  
**Original Approval Date:** April 28, 1987  
**Approved By:** Membership  
**Date of Replacement or Amendment:** June 2001, May 2005, June 2006, April 2007, April 2013

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Definition: When a member wants to move their entire household to a housing accommodation of a different size.

***Also refer to the Special Privilege Policy and Criteria For Approval of Member Privileges Policy.***

1. Member must be in good standing.
2. The member must have resided in his/her unit for at least three [3] years immediately preceding the time of application.
3. Requests for a specific unit will not be allowed.
4. No special consideration will be given to "features" such as location, size of yard, etc.
5. The best use of space policy applies.
6. All standard move-out, move-in policies will be observed.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

**Subject:** Internal Moves Procedures  
**Original Date of Approval:** April 2013  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** June 2018, March 2019

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1. Members must complete an application for an internal move but are not required to meet the current income requirements. All shareholders of the unit must sign the application form.
2. Best use of space applies. Housing charges will be adjusted in accordance with the unit size.
3. A maintenance review will be conducted within thirty [30] days of application for any internal move and is a prerequisite for approval, the process for an internal move will be discussed at that time. If a satisfactory maintenance review has been conducted within three [3] months of receipt of an application, a further inspection is not required.
4. If members are on the waiting list for more than 2 years an additional maintenance review inspection will be conducted when a unit becomes available.
5. Name[s] will be added to the internal waiting list in the order that the application was approved.
6. Once members are approved for an internal move and agree to occupy a new unit, the share capital will be brought up to the current requirements and a maximum of up to one [1] year will be allowed to pay the difference, if any. Members downsizing will not be required to bring their share capital up to the current requirement.
7. Members are offered two units. If both units are turned down, the member shall be removed from the internal waiting list and may not re-apply for an internal move for three [3] years.
8. Should a member, for any reason, fail to occupy that unit, an amount equal to one month's housing charge will be charged by the co-operative in order to help defray unit changeover costs.
9. Members who are granted an internal move are not required to attend a procedures workshop or have a maintenance review within their first year of residency.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Internal Waiting List  
**Original Date of Approval:** April 23, 1992  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 2007, October 2011, May 2018

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1. The Internal Waiting List supersedes the External Waiting List.
2. The Internal Waiting List is made up of approved applicants for Internal Moves and, members approved for an Intra-Family move.
3. The Membership Committee, in consultation with the Property Services Coordinator and General Manager, shall present the Board reasons why parties are to be removed from the Waiting List.
4. After final approval has been given, the prospective members shall be placed on the Internal Waiting List in the order that their application was received.
5. Only those attending an Interview can have their name[s] added to the Share documents of Sarcee Meadows Housing Co-operative Ltd.
6. Once a member has been approved to be placed on the waiting list for a certain size unit, any request to change that unit size must be presented back to the Board for approval. The best use of space policy applies at the time of move in as well as at the time of application.
7. Members on the Internal Waiting List may defer once from being offered a unit for 6 months. Once the deferral has expired, they must accept the next unit offered or be removed from the waiting list.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Intra-Family Move  
**Original Approval Date:** September 17, 1985  
**Approved By:** Membership  
**Date of Amendment or Replacement:** October 2003, April 2008, April 2009, October 2012

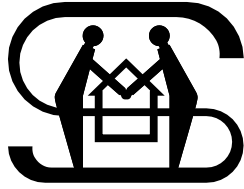
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Definition – when one or more members want to move out of their current unit and occupy a unit of their own.

**Also refer to the *Criteria for Approval of Member Privileges Policy*.**

1. Member must be in good standing.
2. Applications for an Intra-family Move must be from a member who has been a current shareholder for at least three [3] years.
3. The applicant must meet the current SMHC income guidelines. Only the family member will become the SMHC shareholder except in the case of marriage or a common-law relationship of one [1] year or longer.
4. The person wanting to move into a new unit will be a NEW MEMBER and will be required to fulfill all new member requirements.
5. The best use of space policy applies.
6. All standard move-out and move-in policies and procedures apply.
7. Once approved by the Board of Directors, applicants will be appropriately placed on the waiting list following the Intra-family move procedures.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

<b>Subject:</b>	<b>Intra-Family Move Procedures</b>
<b>Original Date of Approval:</b>	November 2012
<b>Approved By:</b>	Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>October 2013, March 2016, June 2016,</u> <u>March 2018, October 2020, November 2020</u>

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New member requirements include but are not limited to providing:

- completed new member application forms
- a letter from current employer confirming employment and salary
- copies of last two [2] pay periods for each applicant or self-employed income
- a copy of latest notice of assessment

Applicants must also:

- pay an application fee
- have a satisfactory credit report

Applicants who have declared bankruptcy may only apply after the bankruptcy has been completely discharged.

Once approved by the Board of Directors, applicants for intra-family moves will be placed on the internal waiting list in the order their application was received.

The applicant may leave the residence once the application for an Intra-family move has been approved by the Board of Directors. In accordance with the Withdrawal from Joint Membership policy and the Occupancy Policy, when there is more than one member in a unit, and only one member is absent from the unit for a period of more than six months, then the Board of Directors may remove the name of the absent member from the shares. Your position on the Waiting List will not be affected.

Members are offered two units. If both units are turned down, the member shall be removed from the internal waiting list and may not re-apply for an internal move for three [3] years.

Some exceptions, as to unit location may apply, which must be disclosed at time of application.

Once shown a unit, a maximum of forty-eight [48] hours will be given to respond to the offer.

At the time the Member signs the papers agreeing to accept a specific unit, a deposit equaling one-half of the amount of the Share Capital will be required. The other half of the share and the first month's housing charges are due on or before the move in date. Should the individual, for any reason, fail to occupy that unit, an amount equaling one month's Housing Charge will be retained by the Co-operative in order to help defray unit changeover costs, and the balance of the deposit will be returned.

If an applicant is removed from the waiting list at their request, turns down a unit or does not respond after being shown a unit, they must wait three [3] years before re-applying, and only if the waiting list is open.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Leasing Policy  
**Original Date of Approval:** September 17, 1985  
**Approved By:** Membership  
**Date of Amendment or Replacement:** June 2001, November 2005, January 2007, April 2009, January 2011, September 2017

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Definition: The purpose of leasing is that the member has found it necessary to MOVE FROM Calgary for a short period of time. The lease period will not exceed two [2] years.

**Also refer to the *Special Privilege Policy and Criteria for Approval of Member Privileges Policy.***

#### **By-law:**

#### **15.0 LEASING**

#### **15.1 Leasing policy**

A member may lease the housing unit but only in accordance with SMHC's Leasing Policy.

#### **15.2 Board right to reject proposed tenant**

The Board of Directors may approve or reject a proposed tenant at its discretion.

#### **15.3 Lease Agreement**

Before the term of a lease can become effective, the member and the proposed tenant must sign and deliver to SMHC the Board approved Lease Agreement.

#### **15.4 Payment of housing charges**

The member remains responsible for the payment of all housing charges levied against the leased unit.

#### **15.5 Failure to comply**

Failure to comply with section 15.0 of these bylaws will be considered grounds for termination of membership by the Board, without appeal to the members, in accordance with section 3.11 of SMHC Bylaws and the Cooperatives Act.

## **Application Process for Leasing:**

1. Members may apply to lease their unit to a non-member for a period not to exceed two years.
2. The member must be living outside of Calgary for the period of the lease and not be within commuting distance.
3. Members wishing to lease their unit must have an application that has been approved by the Board of Directors two [2] clear calendar months prior to the first day of the month in which the member intends to lease the unit.
4. The member wishing to lease is required to complete an application to lease their unit, and the lease agreement as well as ensure that the tenant completes an application form as well as the lease agreement. Even though the member is responsible for the payment of housing charges, a credit check of the proposed tenant will be carried out.
5. It is understood that the tenant agrees to attend an interview for the purpose of becoming familiar with SMHC policies.
6. The member [not the tenant] is responsible for:
  - Providing the name[s] of the tenant for approval;
  - The condition of the housing accommodation;
  - The monthly housing charges.
7. The charge to the tenant will not be more than the current monthly housing charge. No profit taking is allowed as SMHC is a non-profit housing co-operative.
8. No subsidy benefits will be applied to a unit which is leased.
9. Before consideration can be given to any application to lease, a maintenance review will be conducted. Registered shareholders are encouraged to be present for the maintenance review. If a satisfactory maintenance review has been conducted within three [3] months of application, a further review is not required.
10. A tenant does not earn membership in SMHC, and, upon the expiration of the approved term of the lease, occupants must vacate the premises.
11. The member will give written notice to the co-operative two [2] clear calendar months prior to the expiration date of the Lease Agreement of their intention that they will:
  - A) Withdraw from membership in the co-operative, in which case the withdrawal will be in accordance with article 3.10 of the bylaws;OR
  - B) Take up their occupancy and membership rights of the unit upon expiration of the Lease Agreement.

If the member wishes to nominate an immediate family member to become a registered shareholder, the member will apply to the co-operative in writing, three [3] calendar months prior to the expiration date of the Lease Agreement, in accordance with the policies of the co-operative.



## **SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

### **Operations Policy**

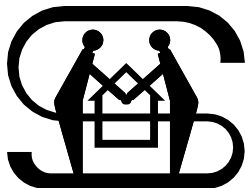
**Subject:** **Member Selection**  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** March 1994, February 1999, June 1999, May 2001, October 2001, June 2005, October 2007, February 2014, February 2016

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Members may add their spouses to their shares once they supply a copy of a legal marriage certificate. Common-law spouses may be added to the shares once they can supply documented proof of the common-law relationship of at least 1 year. Spouses are not required to qualify financially, but must pay the application fee, have a satisfactory credit check and interview.

#### **Prospective Members Shall:**

1. Submit to Sarcee Meadows office a completed application for membership along with:
  - The application fee,
  - Letter of reference from current landlord (if less than one year – a letter from previous landlord also) or a letter of reference from a mortgage company,
  - Letter(s) from employer(s) stating salary and length of employment,
  - Copies of last 2 pay periods for each applicant or self-employed income,
  - Copy of the latest Notice of Assessment.
2. If the credit check reveals a bankruptcy, it must have been discharged prior to the application for membership being received. Orderly payment of debt is accepted as long as the payment commitments have been fulfilled.
3. Once all the above information has been received and verified and a satisfactory credit check has been carried out, the prospective member shall be sent an information booklet to review and become familiar with prior to calling the office to set up an interview.
4. Prospective members have one month after being sent the information booklet to phone the office to set up an interview. Only the prospective members attending the interview will have their names on the shares. If the prospective member does not attend an interview, they may re-apply provided the waiting list is open.
5. Once the interview has been completed, all information will be brought to the membership committee for discussion and recommendations.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** Membership Application Policy  
**Original Date of Approval:** September 2020  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** \_\_\_\_\_

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### Submitting an Application

- Prospective applicant will be informed that the wait time for a unit is not known and submitting an application does not guarantee a place on the waiting list.
- Applications will be handed out upon request at the office or by email.
- Applicants will have one month to return the application with all required documents (2 most recent pay stubs, latest Notice of Assessment, Letter from employer and landlord, self-employed applicants need to supply verification of regular income). Only applications with all required documents will be accepted.
- The accepted applications will be date and time stamped.
- **Applicants will be required to check in with the SMHC office once a year or they will be removed from the queue.**

### Qualifying for the Waiting List

- Applicants will go through the qualifying process as required for the waiting list.
- The qualifying process is: applicant must pay an application fee, applicants must qualify financially, meet the best use of space and have a good credit check.
- Qualifying applicants will be sent an information booklet and will have one month to call and set up an interview.
- If the qualified applicant has a satisfactory interview their names will be brought to the Membership Committee for approval to be presented to the Board of Directors for final approval.
- Applicants approved by the Board of Directors will be placed on the waiting list in the order their application was received.
- **Prospective members on the waiting list must check in with the SMHC office every six months to keep their position on the waiting list or their names will be removed.**



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Name Additions  
**Original Approval Date:** June 2001  
**Approved By:** Membership  
**Date of Amendment or Replacement:** June 2003, January 2008, October 2008, June 2009, January 2012, April 2013, April 2016

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**Also refer to the *Criteria for Approval of Special Privilege Policy***

1. Member must be in good standing.
2. Members may add their spouses to their shares once they supply a copy of a legal marriage certificate. Common-law spouses may be added to the shares once they can supply documented proof of the common-law relationship of at least 1 year. Spouses are not required to qualify financially, but must pay an application fee, have a satisfactory credit check and interview.
3. Applications for a Name Addition must be from a member who has been a current shareholder for at least three [3] years.
4. Nominees must be eighteen [18] years or older. The nominee, other than a spouse, must have lived in the unit for at least one year immediately preceding the date of the application.
5. The income of the nominee, whose name is to be added to the shares, combined with the existing shareholders income(s), must meet the current income guidelines.
6. If the member who has made the application wishes to vacate the unit within two [2] years-of approval of the application, the new member can stay in the unit as long as member responsibilities are fulfilled.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

**Subject:** Name Addition Procedures  
**Original Date of Approval:** April 2013  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 2013, March 2016, October 2018, May 2020

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New member requirements include but are not limited to providing:

- completing new member application forms
- a letter from current employer confirming employment and salary
- copies of last two [2] pay periods for each applicant or self-employed income
- a copy of latest notice of assessment

Nominees must also:

- pay an application fee
- have a satisfactory credit report
- attend a satisfactory interview

Nominees who have declared bankruptcy may only apply after the bankruptcy has been completely discharged.

All shareholders of the unit must sign the application form.

Once all the required information has been received and verified and a satisfactory credit check has been carried out, the nominee will be sent an information booklet to review prior to attending an interview. The nominee is responsible for scheduling the interview within 1 month of receiving the booklet or the application will be cancelled.

If the nominee has attended an interview in the past year, they don't have to attend another full interview. Instead, they will attend a short information session pertinent to the special privilege they are requesting.

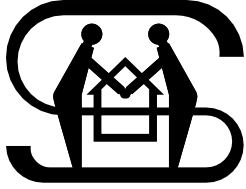
Once approved, the new member will be required to sign an amendment to member documents along with the other shareholders in the unit. The new member must also complete a housing charge life insurance enrollment card.



All shareholders, including new shareholders, will be advised of and responsible for all improvements made to the unit, whether by the current shareholders or previous shareholders.

If the name addition is denied the member must wait 1 year to re-apply to have the same non-member resident added to the shares.

If, in three [3] months, the new documents are not signed, the approval will become null and void. The member must wait 1 year to re-apply to have the same non-member resident added to the shares.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Housing Policy**

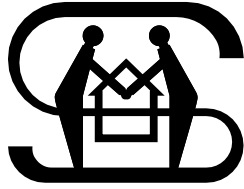
**Subject:** **New Member Education Policy**  
**Original Approval Date:** January 29, 2002  
**Approved By:** Membership  
**Date of Amendment or Replacement:** April 2002, November 2005

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During the first year of membership in Sarcee Meadows, the registered shareholder[s] shall:

Attend an education workshop with representatives of the education and involvement committee – only two invitations will be issued.

Participation at the above is a condition of membership. The Board of Directors may terminate membership and occupancy rights of those who do not fulfill this requirement.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

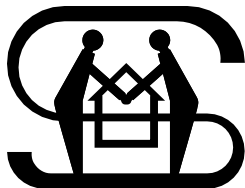
### Procedures

**Subject:** **New Member Education Procedures**  
**Original Date of Approval:** October 23, 2002 (effective Dec. 2002)  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2005, March 2019, June 2021

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Within the first year of residency, the new member shall:

- Attend an education workshop with members of the Education and Involvement Committee which will normally take place at B50. Only two invitations will be sent. If the member fails to attend the workshop, they are required to attend a board meeting to discuss the reasons they have not attended.
- Discussion items will include, but are not limited to:
  - A brief overview of SMHC structure
  - Member's responsibility
  - Volunteer involvement
  - SMHC Member Handbook
  - Website
  - Questions
- When the member has completed the above requirement, the Education and Involvement committee will inform the Property Services Coordinator that the member(s) has successfully completed their new member education requirements.
- Failure to comply with this policy will result in a fine approved by the Board.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

**Subject:** **Non-Member Residents**  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2000, June 2005, March 2019

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[See also, By-law 17.0]

A non-Member Resident is any resident, of any age, whose name does not appear on the Member Documents and Share Register.

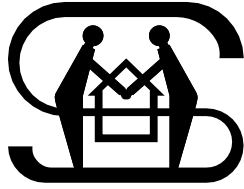
Members shall notify SMHC of any change in residents occupying the unit, and apply to SMHC to have residents other than immediate family reside in the housing unit. Board approval may be required. Members are also required to complete an Annual Report once a year listing all residents.

Non-member residents must comply with all SMHC bylaws, policies and procedures or may be required by the Board of Directors to leave the unit.

Non-member residents who are under 18 may volunteer at family oriented functions.

Non-member residents who are 18 and older may volunteer for SMHC in the same capacity as a SMHC member except in the following roles:

- Board Director
- Committee Chairperson
- Personnel Committee Member
- Membership Committee Member
- Grievance and Resolution Committee Member
- Finance Committee Member



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** **Occupancy Policy**

**Original Approval Date:** November 2006

**Approved By:** Membership

**Date of Amendment or Replacement:** \_\_\_\_\_

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**Definition:** The main purpose of this policy is to define the occupancy requirements of a member of Sarcee Meadows Housing Co-operative (SMHC). This policy clarifies what it means to be living at, or “resident” in SMHC, by setting out how long and under what circumstances a member can be living away from his or her unit before being declared as having moved out of his or her unit. Violation of this policy shall be grounds for termination of membership in SMHC.

This occupancy policy also clarifies the residency requirements that help to define when a visitor becomes a non-member resident.

**Ordinarily resident:** All SMHC members must use their units as their principal residence and personally occupy them. Section 6.0 of SMHC’s Articles of Incorporation states that individuals living at SMHC must be “ordinarily resident in housing units”. Furthermore, section 3.10 of SMHC’s bylaws says that “A member may not move out of his or her housing unit without giving notice nor give notice without moving out.”

SMHC requires a member to reside in his or her unit a minimum of six months of any year in order to be considered “ordinarily resident” in the unit and retain membership in SMHC.

When deciding residency status, the Board of Directors, will take into consideration the reason for being absent from the unit as well as the member’s ability and intention to return to the unit.

**Termination of membership.** A member who is the single shareholder in his or her unit, and is absent from that unit for more than six months, shall be deemed to have moved out. In accordance with section 3.12 of SMHC’s bylaws, the Board of Directors shall subsequently have the right to proceed with termination of membership, even if a nonmember resident remains in the unit during the member’s absence.

**Joint membership:** When there is more than one member in a unit, and only one member is absent from the unit for a period of more than six months, then the Board of

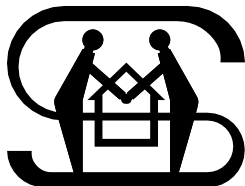
Directors may remove the name of the absent member from the shares in accordance with the Withdrawal from Joint Membership policy.

**Leasing a unit:** A member who needs to be away from Calgary for a period of up to two years and plans to return within that period of time, may lease his or her unit in accordance with SMHC's Leasing Policy.

**Non-member resident status:** Members shall submit to the administration office the name of any visitors staying with them for one month or longer. Any visitor residing at SMHC for a period exceeding three consecutive months shall be deemed to be a non-member resident. (See also Non-member Residents Policy and Section 17.0 of our Bylaws.).

**Member obligation when absent from a unit:** Members absent from their unit must arrange to have the unit checked on at least twice a week, and are advised to check with their insurance provider as there may be more stringent requirements associated with their personal contents insurance. Any damage to the unit occurring during a member's absence, as a result of a member not making adequate arrangements for care of the unit during that absence, shall be the responsibility of that member. An absent member remains responsible for all yard care and other maintenance obligations in accordance with SMHC's policies and bylaws.

**Responsibility of members for visitors and non-member residents:** Members are responsible for the conduct of non-member residents and/or visitors staying in their unit. The Board has the right to direct a member to ensure that any visitor or non-member resident that does not comply with SMHC bylaws, policies and/or procedures leaves the unit.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** **Overhousing**  
**Original Date of Approval:** April 2007  
**Approved By:** Membership  
**Date of Amendment or Replacement:** October 2021

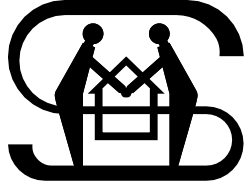
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The definition of overhousing means resident(s) in a unit that currently do not meet the best use of space as laid out in the Best Use of Space Policy.

Member(s) of the co-op are assured of their Security of Tenure by the following statements:

- No member(s) will be forced to leave their existing unit.
- Member(s) are encouraged to downsize and are offered the incentives that the members will not have to bring the shares up to the current amount.

NOTE: For the purposes of this policy, Security of Tenure means the right of a member(s) to occupy their unit as long as member responsibilities are fulfilled.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

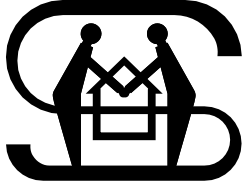
**Operations Policy**

**Subject:** **Removal of Member Documents**  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** June 1999

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If documents have to be removed from the office for the purpose of having them signed it will be authorized by an appointed staff person.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Special Privilege Policy  
**Original Approval Date:** June 2001  
**Approved By:** Membership  
**Date of Amendment or Replacement:** May 2005, June 2007, June 2009, April 2011, April 2015, April 2017

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### Special Privileges:

The Special Privileges available to members in good standing are: Family Share Purchase, Internal Move, Intra-family Move, Leasing and Name Addition. For the complete Policies and Procedures associated with each Special Privilege please refer to the Membership Policies in your Members Handbook.

### Application Process for a Special Privilege:

1. Application for a special privilege, is a privilege, not a right of membership in SMHC.
2. A member privilege form must be completed by the member as well as the application form.
3. All shareholders of the unit must sign the application forms.
4. Member – must be in good standing.
5. The approval or disapproval of any application is within the sole discretion of the Board of Directors, who in making their decision will use the membership approved housing policy, “Criteria for Member Privileges”.
6. The member must have resided in their unit for at least three [3] years immediately preceding the time of application.
7. Attendance at an interview is a prerequisite for approval.
8. Only those attending the interview can have their names added to the share documents of SMHC.
9. Other restrictions **DO** apply – please check pertinent policies.

“MEMBER IN GOOD STANDING” means meeting all financial and member obligations as described in SMHC’s policies, bylaws or any agreements between SMHC and a member.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

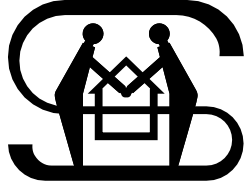
### Operations Policy

**Subject:** **Unit Selection Procedures**  
**Original Approval Date:** May 18, 1989  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 1999, March 2000, March 2007, May 2014, March 2018, May 2018

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1. Prospective Members on the Waiting List who have been approved for Membership but do not wish to be offered a unit when called may, one time only, request to be deferred for six [6] months. Once the deferral has expired the next unit offered must be accepted or the prospective members would be removed from the waiting list. Requests for move-in on a specific date shall be denied.
2. If Membership approval has been granted more than six [6] months prior to the prospective member being offered a unit, a credit and employment update shall be conducted by the Property Services Coordinator before a unit is assigned to that prospective member.
3. The Property Services Coordinator is authorized, at their discretion, to hold off offering a unit to a prospective member, if in their opinion the unit is known to be in unacceptable, unmarketable condition, and will require extensive restoration once vacated, or if the vacancy date is in question.
4. When selecting a unit, individuals are given one choice, at that time the prospective member has to decide to either look at the unit or take the one-time six-month deferral. If they view the unit offered and turn it down, their name(s) will be removed from the Waiting List. Some exceptions, as to unit location may apply, which must be disclosed prior to showing a unit.
5. Any individual offered a unit must respond within one business day. If the individual does not respond by 4:00 pm the following day after viewing a unit, they will be removed from the waiting list.
6. Prospective Members must meet all membership requirements, including Income requirements, and Best Use of Space, both at the time of Board consideration for Membership approval AND when taking assignment of a specific unit.

7. At the time the Incoming Member signs the Agreement to Occupy a Unit, a deposit equaling one-half of the amount of the Share Capital will be required. Should the Member, for any reason, fail to occupy that unit, an amount equaling one month's Housing Charge shall be retained by the Co-operative in order to help defray unit changeover costs, and the balance of the deposit shall be returned to the Member.
8. Should a Member fail to occupy a unit on which they have paid a deposit, the Member shall be automatically disqualified from Membership in the Co-operative.
9. If an applicant is removed from the waiting list, turns down a unit or does not respond after being shown a unit, they must wait three [3] years before re-applying for membership, and only when the waiting list is open.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Operations Policy**

**Subject:** **Welcoming**  
**Original Approval Date:** January 22, 1987  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 2000, June 2005, November 2006

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1. In consultation with the Property Services Co-ordinator, provides welcome packs for new Members.
2. Welcome Packs are to be given to the new member or left in the unit prior to the new member moving in with a note extending greetings on behalf of the Members of Sarcee Meadows.
3. Members moving internally will not receive a welcome pack



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Operations Policy**

**Subject:** **Withdrawal from Joint Membership**  
**Original Date of Approval:** June 1988  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** February 2000, May 2005, February 2007

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An application to withdraw from joint membership in SMHC must be signed by all persons comprising the joint membership.

In the event this does not occur, the Co-operative will:

- a) Contact in writing, the individuals remaining in the unit to obtain verification that a shareholder still resides in the unit.
- b) if the member remaining in the unit is not able to make contact with the member who moved out, the Co-operative will attempt to obtain the necessary written documentation.
- c) if after six (6) months, no documentation has been received, the name shall be taken forward to the Board of Directors for automatic removal.

**PARKING**

**POLICY**

**AND**

**PROCEDURES**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Parking Policy  
**Original Date of Approval:** November 14, 1985  
**Approved By:** The Membership  
**Date of Amendment or Replacement:** 1998 policy rescinded in February 2002 and replaced with the following policy. Amended: April 2016. Amended: June 2016. Amended: October 2019

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**PARKING COMPLAINTS WILL ONLY BE DEALT WITH WHEN PROPERLY SUBMITTED AS PER THE PROCEDURES.**

***VIOLATIONS TO THE POLICY WILL BE DETERMINED AT THE DISCRETION OF THE PROPERTY ENHANCEMENT COMMITTEE AND THE BOARD OF DIRECTORS. MEMBERS HAVE THE RIGHT TO APPEAL.***

1. Members and non-member residents will park vehicles, including motorcycles, in their unit stall or rental stall only.
2. Unlicensed, derelict, or inoperable vehicles shall not be stored or parked within the co-operative.  
Complaints regarding derelict vehicles will be judged on a case by case basis by the Property Enhancement Committee.
3. Parking in stall will normally be limited to vehicles a maximum of 18 feet in length / 8 feet in width.
4. Trailers that fit as noted above are allowed to be parked within the co-operative.
5. Nothing will be parked in a manner that will block the normal flow of traffic in the parking and sidewalk areas, or that will cause any damage to other vehicles.
6. A maximum of two vehicles that can fit as above, are allowed.
7. Motorcycles must not be parked side by side with other cars, trucks, or trailers within the stall. They must only be parked at the front of the stall, in between the car, truck, or trailer and the parking block.
8. Members requesting a rental stall must apply at the office.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### PROCEDURES

**Subject:** Parking Procedures  
**Original Approval Date:** June 2002  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** May 2006, September 2008, May 2009, February 2010, April 2011, October 2011, May 2015, June 2015, November 2015, June 2016, October 2017, January 2019, January 2020, January 2021

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#### **General Parking Procedures:**

- **MEMBERS ARE RESPONSIBLE TO ENSURE THAT THEIR VISITORS ARE PARKED IN VISITOR STALLS ONLY.**
- ***During office hours members are encouraged to phone the office to report vehicles parked on SMHC roadways and designated personnel will contact the Calgary Parking Authority.***
- **Parking stalls are assigned to each unit and remain with the unit.** Members are discouraged from trading stalls with other members. If this occurs the parking stall reverts back to the assigned unit when members move.
- **Parking Stalls and Rental Stalls:** Clearing and keeping parking stalls clear of snow and ice is a member(s) responsibility. 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. Spills of any kind must be cleaned up by the member, and be reported to the office. Product and instructions for cleaning vehicle spills can be obtained from the maintenance department.
- **Rental Stall(s):** Members are permitted to rent a maximum of 1 rental stall only. Members with more than the allowable number of rental stalls prior to May 2015 will be permitted to keep their stalls.
- ***Members, non-member residents and/or frequent visitor(s) are not allowed to use visitor parking stalls on an ongoing regular basis. If a member suspects another member, non-member resident and/or frequent visitors of abusing a visitor stall, a written parking complaint can be filed as outlined below. In the interest of "fairness" members must allow equal access to visitor parking stalls. Chronic use of the visitor parking stalls by one vehicle***



***will be considered to be a violation of the parking policy. “Chronic Use” will be determined by the Property Enhancement Committee.***

- If a member leases their unit, or transfers their shares, their rental stall must be returned to the co-op.
- Vehicle repairs, such as, but not limited to, changing oil or other vehicle fluids or any engine work, will not normally be allowed on SMHC property.
- Vehicle repairs such as changing tires or replace side mirrors will be permitted on SMHC property.
- Members who have unlicensed, derelict, inoperable or unattached vehicles parked on SMHC property will be given 24 hours to license or remove the vehicle from SMHC property. If the vehicle is not licensed or removed or alternative arrangements made with the office, after 24 hours, a \$50 fine will be issued to the member whose stall the vehicle is parked in. If the vehicle is still not licensed or removed or alternate arrangements made with the office, after 48 hours, a \$100 fine will be issued to the member whose stall the vehicle is parked in and the member will be asked to attend the next board meeting to discuss the matter. A further fine may be levied at the discretion of the Board of Directors.
- Visitors, members, and/or non-member residents are not allowed to occupy and/or use SMHC utilities for recreational vehicles on SMHC property.
- Extension cords are not to run across sidewalks or roadways. Plugged in cords must not be left plugged into the outdoor plug in and/or left lying in the stall when not in use.

***Monitoring of the parking policy/procedures:***

- Monitoring of parking is the ***members’ responsibility***. The Office and the Property Enhancement Committee will only act on properly received complaints.

***Visitor Parking Permits:*** These permits are for out of town guests of members that stay longer than 48 hours.

Visitor parking permits will be issued by SMHC staff as follows:

- a visitor parking in a visitor stall for more than forty-eight [48] hours must obtain a visitor parking permit
- the permit will be issued for up to seven [7] calendar days
- any additional permit may only be issued with the General Manager’s authorization
- the visitor parking permit must be visibly displayed on the vehicle dashboard while the vehicle is parked on SMHC property in a visitors parking stall

- a visitor parking permit does not guarantee a visitors parking stall
- any abuse of the visitor parking permit will result in it being revoked
- visitors must comply with the parking policy

***Submitting parking complaints:***

- Parking complaints must be submitted in writing – forms are available at the office or on the website.

All the required information must be provided or the complaint will be returned to the person making the complaint for clarification.

- If someone is parked in your unit or rental stall, YOU must handle the problem. Call Calgary Parking Authority at 403-537-7100 – and the vehicle may be ticketed or towed. Written proof the stall belongs to you needs to be shown.

Note: Written proof of which stalls belongs to which unit is given to each member upon move in. Written confirmation of rental stall numbers are obtained when the stall is rented. Copies of the above may be obtained from the office.

***Processing parking complaints:***

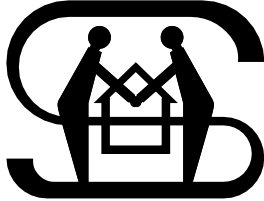
- The complaint form must be signed – the information will be kept confidential. If the matter is referred to the Board of Directors, the information will be disclosed to the board at that time.
- The original complaint will be forwarded to the Property Enhancement Committee.
- Upon receipt of a first validated complaint, a warning letter will be issued by the Office, but no fine(s) will be levied.
- A second validated complaint received, within a two-year period, will result in the member being assessed a \$100 fine.
- A third validated complaint received within a two-year period, will result in the member being assessed a \$150 fine and requested to attend the next Property Enhancement committee meeting to review the parking policy. Failure to attend will result in the matter being referred to the Board of Directors.
- **If further violations of this policy or procedures occur, the Board of Directors may determine that the matter is chronic and warrants termination of membership. If a member fails to abide by the member approved parking policy when directed by the Board of Directors to do so, the member will be considered to be in violation of this policy and his or her membership may be terminated.**

***Vehicle Removal Fines:***

- A \$50 fine will be levied against any member that does not remove or make arrangements to have their vehicle(s) removed from the parking lot for parking lot cleaning.
- A \$50 fine will be issued anytime members do not remove their vehicles from the parking and rental stalls when they are instructed to do so for any reason and for any length of time.

***Records:***

- In all cases when correspondence is sent to a member, a photocopy will be included in the member's file.
- A master book containing all complaints will be kept locked in the office in order to keep accurate records of complaints.
- If complaints are destroyed, it will be a decision of the entire committee to destroy them.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

THIS FORM IS REQUIRED TO IDENTIFY OWNERSHIP OF YOUR PARKING  
STALL[S]

TO WHOM IT MAY CONCERN

PARKING AUTHORIZATION FOR UNIT AND RENTAL PARKING  
STALL(S)

THIS LETTER SERVES AS AUTHORIZATION THAT THE FOLLOWING  
MEMBERS[S] HAVE POSSESSION OF THE FOLLOWING PARKING STALL[S] FROM  
SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.:

MEMBER'S NAME: \_\_\_\_\_

UNIT #: \_\_\_\_\_

UNIT PARKING STALL NUMBER: \_\_\_\_\_

RENTAL STALL NUMBER[S] \_\_\_\_\_

DATE: \_\_\_\_\_

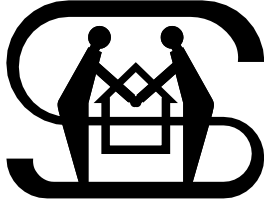
AS THE MEMBER[S] RESPONSIBLE FOR THE ABOVE PARKING STALL[S],  
UNAUTHORIZED OR ILLEGALLY PARKED VEHICLES MAY BE TAGGED AND  
TOWED AT THE MEMBER'S REQUEST.

PROPERTY ENHANCEMENT COMMITTEE

SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

CALGARY PARKING AUTHORITY PHONE # 403-537-7100





**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Form**

**Subject:** Visitor Parking Permit  
**Original Date of Approval:** October 23, 1985  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** June 27, 2002, February 2010, October 2017, January 2019

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**VISITOR PARKING PERMIT**

This permit is issued to Unit # \_\_\_\_\_ for a visitor to park in a Visitor Parking Stall during the period from:

\_\_\_\_\_ to \_\_\_\_\_

**Vehicle description**

Make & model: \_\_\_\_\_

Color: \_\_\_\_\_

License: \_\_\_\_\_

Province: \_\_\_\_\_

Authorized by: \_\_\_\_\_

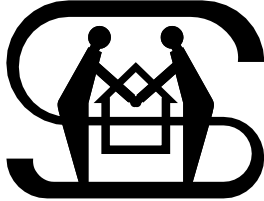
SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

[Important information – see over]

***Visitor Parking Permits:***

Visitor parking permits will be issued by SMHC staff as follows:

- A visitor parking in a visitor stall for more than forty-eight [48] hours must obtain a visitor parking permit.
- The permit will be issued for up to seven [7] calendar days.
- Any additional permit may only be issued with the General Managers authorization. The visitor parking permit must be visibly displayed on the vehicle dashboard while the vehicle is parked on SMHC property in a visitors parking stall.
- A visitor parking permit does not guarantee a visitors parking stall.
- Any abuse of the permit will result in it being revoked.
- Members must ensure that their visitors comply with the parking policy.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**CONFIDENTIAL**

**CONFIDENTIAL**

**PARKING COMPLAINT FORM**

**In order for the parking committee and the Board of Directors to take action against violations of SMHC's parking policy, *all of the information requested on this form must be made available – or the committee will not respond.***

Today's date \_\_\_\_\_

Complaint Against: Unit # \_\_\_\_\_ Parking Stall # (if visible) \_\_\_\_\_

Name: \_\_\_\_\_ Date of violation: \_\_\_\_\_

Time of day the violation was noticed: \_\_\_\_\_

Make/model of vehicle: \_\_\_\_\_ Colour \_\_\_\_\_

Province /License plate # \_\_\_\_\_

Nature of the violation [please check one]

PARKING IN THE FIRE LANE OR  
AROUND THE ISLAND

VEHICLE EXCEEDS APPROVED  
LENGTH/WIDTH

NO VALID VISITOR PARKING  
PERMIT

PARKING IN VISITOR STALL

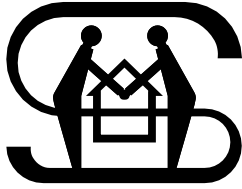
OTHER – PLEASE CLARIFY \_\_\_\_\_

I understand that this matter will be handled by the Property Enhancement Committee and that my identity will remain confidential.

Signature of the complainant: \_\_\_\_\_ Unit # \_\_\_\_\_

Telephone \_\_\_\_\_





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Operations Policy

<b>Subject:</b>	<b>Vehicle Policy Regarding Vehicles Not Requiring a License</b>
<b>Original Date of Approval:</b>	January 2006
<b>Approved By:</b>	The Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>February 2018</u>

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For the purposes of this policy examples of vehicles that don't require licensing are, but not limited to: skateboards, bicycles, go-carts, mini motorcycles, scooters, motorized wheel chairs, golf carts etc.

Stunts and jumps by any vehicle not requiring a license are not allowed anywhere on Sarcee Meadows' property. Skateboarders are encouraged to use City of Calgary and privately-owned sites for this purpose.

Any use of a vehicle not requiring a license that endangers the safety of others and/or causes potential or real damage to property is prohibited.

Use of a vehicle not requiring a license to travel from place to place at a slow speed is allowed within the complex, including usage of safety approved helmets in accordance with City of Calgary Bylaws.

Only written and signed complaints will be dealt with. Verbal complaints will not be accepted.

Fines:

The violation of this policy by any resident or visitor will result in a fine being issued to the first member listed on the shares of the responsible unit.

- Upon receipt of a first complaint, a warning letter will be issued by the office but no fine(s) will be levied.
- A second complaint received within a three month period, will result in a \$50 fine being assessed.
- A third complaint received within a six month period, will result in a \$100 fine being assessed and attendance at the next board meeting will be required.

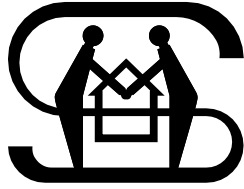
**PET**

**POLICIES**

**AND**

**PROCEDURES**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Housing Policy

**Subject:** Pet Policy  
**Original Date of Approval:** June 14, 1993  
**Approved By:** Membership  
**Date of Amendment or Replacement:** June 14, 1993, membership approval, replaced the previous policy originally approved in 1977. Amended April 26, 1994, Amended April 29, 2003, Amended April 12, 2016.

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### GENERAL

1. Pet ownership in Sarcee Meadows Housing Co-op (SMHC) is a *privilege* - not a right of membership, and may be revoked by the Board of Directors, if the guidelines set out in this pet policy are not followed.
2. When outside a member's unit, all pets must be confined or on a leash at all times.
3. Pet owners are responsible for cleaning up after their pets on a daily basis or more frequently if necessary. This includes not only the yard, but the interior of the home.
4. SMHC members who own pets are expected to obey all City of Calgary relevant bylaws, including the Animal and Cat Control Bylaws and the Nuisance Bylaw. This includes, but is not limited to, licensing dogs, noise violations, etc.
5. Members are responsible to make sure all visitors' conform to SMHC's pet policy.
6. A member will be responsible for any damage incurred by his or her pets to any unit and/or yard, or to any member's property, or common property at Sarcee Meadows. Members will repair any such damage caused by their pets, to the satisfaction of SMHC. Failure to do so will result in the co-op making the necessary repairs and charging the responsible member for the costs.
7. A member is responsible for controlling his or her pet or pets to prevent any noise disturbing other members.
8. Pets are prohibited from all playground areas at SMHC.
9. All owners of a cat or dog will register the pet with the SMHC administration office.

## **KIND AND NUMBER OF PETS**

1. A maximum of any **two** of the following is allowed per unit: dog or cat. In addition, a member may keep aquarium or caged pets unless excluded below.
2. The following pets are prohibited: “vicious dogs” (as defined under the City of Calgary Animal Control Bylaw) and the following pets: ferrets, rats, mice, venomous reptiles, tarantulas, farm animals, and any wild or exotic animals such as monkeys, weasels, etc.
3. Those members of SMHC who, as of (**April 29, 2003 and/or April 12, 2016**), possess a pet or pets contrary to the provisions on kind and number of pets, as set out in this section of the pet policy, are exempt from restrictions stated in clause 1 above, but only until the said pets have died or otherwise been disposed of. All other parts of this pet policy shall apply.
4. Pet damage to a unit will be evaluated on a case by case basis. The Board of Directors will make the final decision whether the members will be permitted to retain their pet privileges or have them revoked.

## **PETS AND APPLYING FOR A SARCEE MEADOWS MEMBERSHIP**

All prospective SMHC members with pets, as part of the membership application process, will fill out a pet application form to determine that their pet or pets fall within the guidelines set out in SMHC’s pet policy. All such prospective members will be interviewed to make sure that they are responsible pet owners and they understand and agree to abide with SMHC’s pet policy and procedures.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Procedures

**Subject:** Pet Guidelines  
**Original Approval Date:** May 28, 2003  
**Approved By:** The Board of Directors  
**Date of Amendment or Replacement:** February 25, 2004, October 20, 2004, March 2012, May 2016

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All pet owners at SMHC will comply with the following guidelines in order to maintain their pet privileges:

#### **PETS AT LARGE**

1. When outside a member's unit, all pets must be confined or on a leash at all times.
2. Members should be aware that the City of Calgary Animal and Cat Control Bylaws impose fines for dogs or cats caught running at large (defined as being outside of the owner's own yard and not on a leash, or on a leash and causing damage to persons, property, or other animals). Members concerned about a dog or cat at large can phone the City of Calgary Animal Services Department call 311 within the city or (403-268-2489) from outside the city and file a written pet complaint at SMHC's administration office to report the problem.

#### **CLEANING UP AFTER YOUR PET**

1. Pet owners are responsible for cleaning up after their pets on a daily basis or more frequently if necessary. This includes not only the yard, but the interior of the home. Pet stains on carpets will be cleaned and deodorized immediately. Pet owner should check with administration office for direction in dealing with stains.
2. A member who allows pet excrement to accumulate in his or her yard is in violation of the City of Calgary's Nuisance Bylaw, 9025 and may be subject to both fines and imprisonment.
3. Any person walking a pet in SMHC will carry and use some means of picking up the excrement, will do so immediately, and dispose of it in parking lot garbage bins or-complex garbage containers.

## **DOS AND DON'TS FOR DOG OWNERS**

All other sections of the pet policy and pet guidelines also apply to dog owners. In addition, SMHC members who own dogs are responsible for the following:

- All dogs over the age of three months will be licensed and adhere to all other requirements of the City of Calgary Animal Control Act, 23M89.
- Members will ensure that dogs do not bite anyone or otherwise cause injury, nor chase or threaten any other person.
- Dogs are prohibited from barking or howling or otherwise disturbing others. This is a 24 hour per day requirement according to Calgary's Animal Control Bylaw. (Please see attached, **What to Do About Barking Dogs?**)
- No member of SMHC will be allowed to keep a dog declared a "vicious" dog under the City of Calgary Animal Control Bylaw.
- All dog excrement should be disposed of promptly as outlined in "Cleaning up after your pet", section 3 of these procedures.
- All dogs must be confined or on a leash at all times, when outside the unit.
- Dog runs are not allowed at Sarcee Meadows and any existing dog runs will be removed on move out, at the member's expense. Removal costs may include removal of contaminated soil, removal and replacement of fence, installation of loam and sod, and labour costs, and any other expenses needed to restore the yard to "move out standards."

## **VIOLATION OF THIS POLICY OR PROCEDURES**

The process for dealing with alleged violations of this policy and procedures is as follows:

### **General- Filing a Pet Complaint**

- Complaints from members will be in writing and signed. The identity of the complainant will be kept confidential. No verbal complaints will be responded to.
- If Sarcee Meadows staff, during regular performance of their duties, observe a violation of the pet policies or procedures, they may file a written report, and this report will serve as a formal record of the violation in the same way as a written member complaint.
- When the complaint relates to "When a pet causes damage to a unit" or "Violation of number of pets," these later sections of the pet procedures will apply.
- Upon receipt of any formal written complaint or report, the member who has allegedly violated the policy will be notified of the concern in writing and asked to take corrective measures or refute the complaint in writing. The member will have

seven days to respond. Upon a first complaint or report, no fines will be levied against the member by SMHC.

- If more than one complaint is received within a period of a week about the same violation of the pet policy or procedures, the complaint will count as one complaint only, e.g. multiple complaints about excrement during a one week period would count as one complaint, whereas one complaint about excrement and a second complaint about the same pet being at large would count as two complaints.
- After receipt of a second complaint or report, the member will be fined \$50.00 and the matter will be referred to the Property Enhancement Committee. The Property Enhancement Committee will meet with the member, discuss the violation, and explain the pet policy and procedures and the consequences of not following them and report back to the board.
- Upon receipt of a third complaint or report, the member will be fined \$100 and asked to appear before the Board of Directors to give reasons why their pet ownership privileges should not be revoked.
- The Board of Directors will make the final decision on action to be taken, e.g. revoking pet ownership privileges or giving the member another chance.
- Should further violations of this policy or procedures occur, the Board of Directors may determine that the matter is chronic and warrants termination of membership. If a member fails to remove a pet when directed by the Board of Directors to do so, the member will be considered to be in violation of this policy and his or her membership may be terminated.

### **When a pet causes damage to a unit**

When staff becomes aware that a pet has damaged a unit, whether through a member filing a complaint, a regular maintenance review, or a routine maintenance visit, then a staff member will visit the unit to confirm damage. If damage is confirmed, the member will be required, in writing, to repair that damage within 30 days. If the damage has not been repaired within thirty days, it shall immediately be brought to the attention of the Property Enhancement Committee. The member, whose pet(s) damaged the unit, will be invited to address the committee. The committee will consider the circumstances, and may recommend to the Board of Directors that the pet(s) be removed.

The Board of Directors, after considering the recommendation, may direct that the pet in question will be permanently removed from the unit within 30 days of receiving notice from the board to do so. Failure by a member to remove a pet when directed by the Board of Directors is grounds for termination of membership.

Members are responsible for all associated costs to restore the unit to acceptable condition and/or any extra costs associated with capital replacements due to pet damage.

### **Violation of kind and number of pets**

The "Kind and Number of Pets" section of the pet policy specifies that after April 29, 2003, no new dogs or cats will be allowed that exceed the per unit limit of: two dogs, or two cats, or one dog and one cat. After April 12, 2016 no new prohibited pets will be allowed.

Any member violating the pet policy regarding the number of pets, or prohibited pets, will be given thirty [30] days written notice requiring removal of any pets that exceed the limited numbers or are prohibited. Members must submit written confirmation, to the office, within 30 days. If the pet is not removed after 30 days, it will immediately be brought to the attention of the Property Enhancement Committee. The member(s) in question will be invited to address the committee. The committee will consider the circumstances, and may recommend that the pet(s) be removed.

The Board of Directors, after considering the recommendation, may direct that the pet in question will be permanently removed from the unit within 14 days from receiving notice from the board to do so. Failure by a member to remove a pet when directed by the Board of Directors is grounds for termination of membership.



## **WHAT TO DO ABOUT BARKING DOGS?**

The City of Calgary Animal Control office advises that the City By-laws provide for the following:

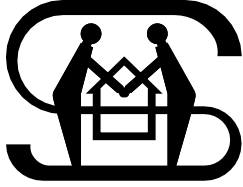
- No pet owner will allow a dog to bark or howl in a manner that disturbs anyone else. This is a 24 hour per day requirement.
- On receipt of a complaint the Animal Control office sends a warning letter to the dog owner. The person who complained is then asked to keep a five day log of the barking.
- If the barking continues (as supported by the five day log) then a \$100 fine is issued to the dog owner.
- If the problem still continues, the fine increases by \$100 for each subsequent offense. That is, the second fine is \$200, the third \$300 etc.
- If necessary the dog owner may be required to make a mandatory court appearance.

For more information please contact the City of Calgary Animal Services Department at 403-268-1160

It is quite possible to teach your dog not to bark at everything that moves.

Sarcee Meadows Pet Policy requires members to comply with the City By-laws when it comes to noise. We are responsible, through our own By-laws and policies to provide peaceable possession to our fellow members.





**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Pet Complaint Form**

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

Complaint against member: \_\_\_\_\_ Unit: \_\_\_\_\_

Nature of complaint: [provide details of concern including dates when violation to the policy happened] \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you spoken to the owner of the pet? \_\_\_\_\_ If yes, what were the results? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is this your first complaint against this pet owner? \_\_\_\_\_

If no, what were the results of your previous complaint? \_\_\_\_\_

\_\_\_\_\_

I understand that this complaint will be dealt with in confidence and that my name will not be revealed to the pet owner.

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

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

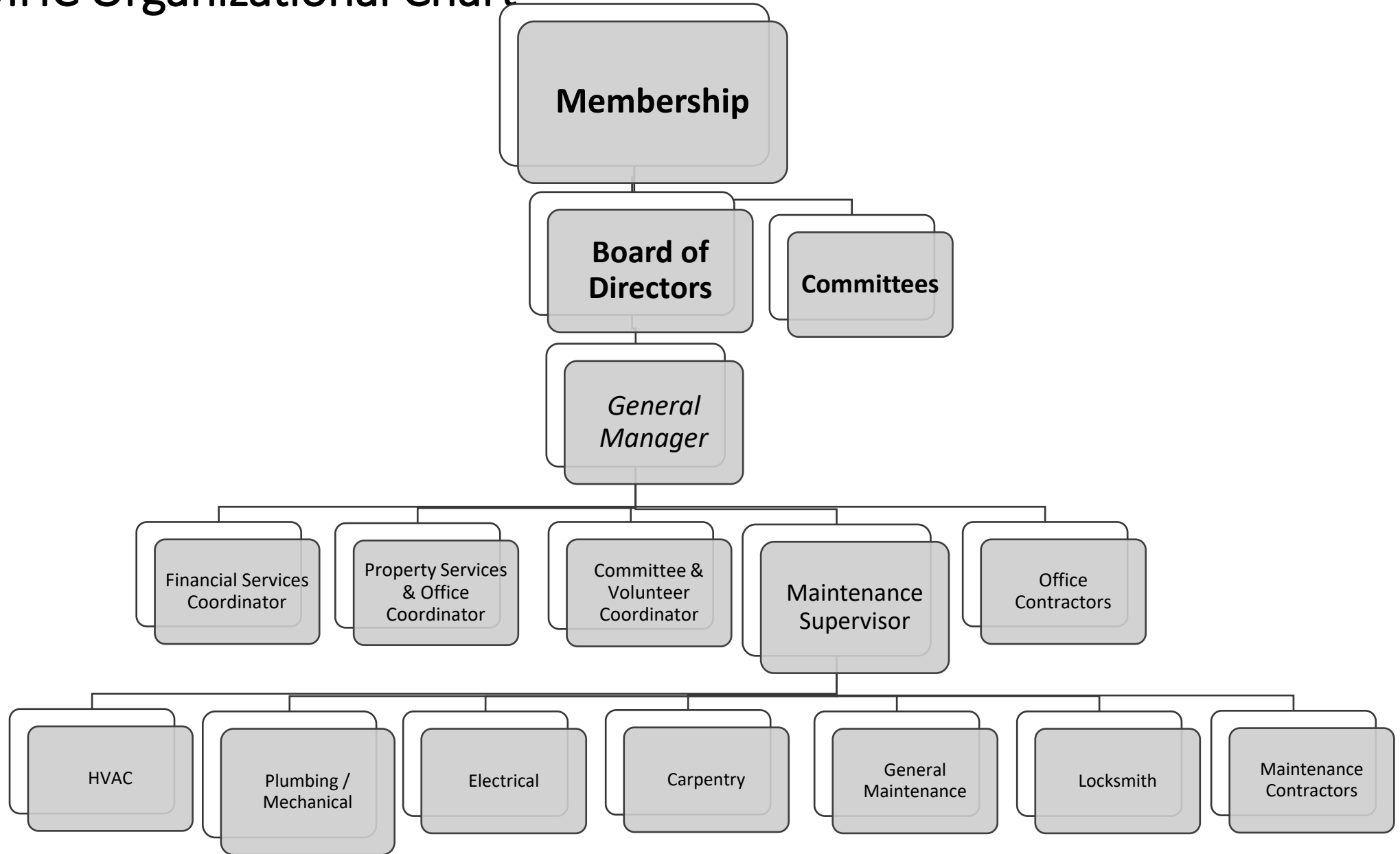
**Office Use:**

Received on: \_\_\_\_\_

Action taken: \_\_\_\_\_ first letter sent \_\_\_\_\_ second letter sent

\_\_\_\_\_ Board meeting invitation sent

# SMHC Organizational Chart



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**BOARD OF DIRECTORS**

**2021 – 2022**

<b><u>DIRECTOR</u></b>	<b><u>UNIT</u></b>
Elaine Paczkoski	B135
Megan Justason	C176
Jesse Harris	C181
Kelly Edwards	C211
Jeremy Hart	D291
Helen Serrurier	E334
Joanne Mick	F407
Megan Jovie	F424
Chris Severson-Baker	H483

Chairperson – Kelly Edwards

Vice-Chair – Chris Severson-Baker

Treasurer – Jeremy Hart

Corporate Secretary – Megan Justason

**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**CURRENT COMMITTEE CHAIRPEOPLE**

**2021 – 2022**

**COMMITTEE**

**CHAIR**

CSI Committee

Vacant

Education & Involvement

Arlene Floyd & Garry Sluiter

Elections Committee

Marie Forester

Entertainment & Social Events

Sonya Nadon

Environment

Russ Chandler

Finance

Heather Millar

Grievance

Chris Milaney

Membership

Bernice Paul

Newsletter

Wendy Thomson

Personnel

Mary Emro

Property Maintenance

Allen Wright

Property Enhancement

Wayne McAdam

*JOB*

*DESCRIPTIONS*

*BOARD*

*OF*

*DIRECTORS*



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date Created:</b>	March 11, 2003
<b>Position:</b>	<b>Board of Directors</b>
<b>Status:</b>	Standing
<b>Reports To:</b>	Membership
<b>Responsible To:</b>	Membership
<b>Term:</b>	As Elected: Normal Rotation – Three Years – Two Years – One Year
<b>Date of Amendment or Replacement:</b>	<u>March 2004, Feb. 2005, Sept. 2005, March 2007, September 2014, February 2017, June 2018</u>

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**Purpose:** To handle the affairs of the co-operative, exercising all powers of the co-operative as outlined in the *Co-operatives Act, the bylaws, and the policies of Sarcee Meadows Housing Co-operative Ltd.* except those that are reserved for the Membership.

To ensure that the co-operative is being managed and its affairs are being handled in a manner that enhances its objectives and the *Co-operative Principles*.

#### **Duties:**

##### A. Communications:

The board shall:

- Keep in touch with the concerns of the Membership.
- Ensure systems are in place to provide open and direct communications between Committees, Staff, and Board.
- Ensure that the Membership receives frequent updates on co-operative activities in addition to verbal reports at general meetings, and a detailed written report outlining the year's activities at the annual general meeting.
- Ensure that SMHC is represented at other organizations to which SMHC belongs - e.g., CHF Canada, SACHA, and Rutland Park Community Association
- Provide for sharing information with the co-operative housing sector.
- To ensure that confidentiality is respected.



- The Executive of the Board will support Staff, as needed, in lobbying government to ensure Sarcee Meadows interests are addressed.
- Directors must undergo a Police Information Check through the Calgary Police Service every three years while serving on the Board.
- Board members are required to abide by the Ethical Conduct Policy and the Ethical Conduct Agreement for Directors; the Ethical Conduct Agreement for Directors must be signed annually.

B. Personnel:

- The Board of Directors will appoint members to the Personnel Committee as needed, taking into consideration suggestions made by the Personnel Committee.
- The Board of Directors shall set the job description for, and salary of, supervise, evaluate and hire/fire the General Manager. (See Personnel Liaison job description)
- On recommendation from the General Manager and/or the Personnel Committee, the Board shall set the salary ranges for all staff positions, and annually, determine the budget for staff salaries and benefits. This then becomes part of the budget as a whole which is considered by the members at a members meeting.
- The Board shall be responsible for approving and amending the Personnel Policy as may be required from time to time, after consultation with the Personnel Committee.
- The Board of Directors delegates its other “employer” responsibilities to the General Manager.
- The Board shall only be involved in staffing problems, or grievances, upon request by the General Manager OR at the appropriate time as outlined in the staff grievance procedures found in the Personnel Policy.

C. Planning and Evaluating:

The Board of Directors is responsible to carry out evaluations of and planning [long and short term] for the co-operative’s total operations. Ongoing evaluation shall include the following:

- performance evaluation for the Board of Directors
- performance evaluation for the General Manager
- performance evaluation for the Committee function

- performance evaluation for Committee Liaison function
- assessment of our physical plant
- assessment of our democratic functioning
- assessment of our member satisfaction

Policies:

Annually the Board may review and change SMHC policies and procedures. The Board may also delegate the review of policies and procedures to Committees, Task forces and/or the General Manager. Policies and procedures the Board delegates to Committees, Task forces and/or the General Manager must be submitted to the Board of Directors for approval. The Board cannot approve changes to any housing policies. The Board approves submitting housing policies to members meetings for consideration by the members of the co-operative.

Planning and goal setting:

The Board's primary function should be that of co-op planner. The Board shall annually review requirements and set goals and long-range plans for future stability of SMHC as a stable, sound business and co-operative social organization.

D. General:

Be familiar with and abide by:

- Co-operatives Act
- Articles of Incorporation
- SMHC By-laws
- SMHC Policies and Procedures



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 3, 1999
<b>Position:</b>	<b>Chairperson</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Immediately - the Board Ultimately - the Membership
<b>Reports To:</b>	Immediately - the Board Ultimately - the Membership
<b>Term:</b>	One year
<b>Date of Amendment or Replacement:</b>	<u>February 2005, February 2006, February 2007, February 2011, February 2016, February 2017</u>

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**Purpose:** To provide leadership for and ensure fairness during Board and Membership meetings; act as official spokesperson for the co-operative.

#### **Specific Duties and Responsibilities:**

- Elected by the Board of Directors.
- Serves as an active member of the Personnel Committee.
- Works in co-operation with other Board Members and Staff.
- Adequately prepares prior to meetings.
- Ensures an agenda is prepared for Board and Membership meetings.
- Encourages co-chairing of meetings when possible.
- Keeps meetings orderly.
- Keeps discussion on topic.
- Make sure that clear decisions are made and that those decisions are accurately recorded.
- Employs, with the assistance of the Parliamentarian, SMHC's *Rules of Procedure* to ensure that meetings are conducted fairly and that decisions are made democratically and that all persons have a chance to speak wherever feasible.
- Outlines matters to be held over for future meetings.

- Ensures that verbal reports are prepared and presented at membership meetings.
- Serves as “ex-officio” member of all committees, except Elections and Grievance.
- Serves as a member of the Executive Committee.
- Serves as signing officer - must be bondable.
- Serves as official spokesperson of SMHC, represents SMHC as delegate to other organizations unless this duty is delegated to another Board Member. e.g., CHF Canada and SACHA.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 7, 2001
<b>Position:</b>	<b>Past Chairperson</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Immediately - the Board Ultimately - the Membership
<b>Reports To:</b>	Immediately - the Board Ultimately - the Membership
<b>Term:</b>	Until succeeded
<b>Date of Amendment or Replacement:</b>	<u>February 2005, February 2017</u>

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**Purpose:** To provide ad hoc assistance

#### **Specific Duties and Responsibilities (As Needed):**

- Assists Board Chairperson.
- If term as director is up, may act as advisor to the Board, but has no vote.
- May participate in General Manager's evaluation.
- May chair Board or Members Meetings in the absence of, or at the request of, the Chairperson or Vice-Chairperson.
- Assists new Board and Officers in understanding their roles and responsibilities.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

**Date:** February 3, 1999  
**Position:** ***VICE CHAIRPERSON***  
**Status:** Standing  
**Responsible To:** Immediately - the Board  
Ultimately - the Membership  
**Reports To:** Immediately - the Board  
Ultimately - the Membership  
**Term:** One year  
**Date of Amendment or Replacement:** February 2017

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**Purpose:** To act as “second” to the chairperson by assisting in this capacity whenever necessary.

#### **Specific Duties and Responsibilities:**

- Elected by the Board of Directors.
- In the absence of the Board Chairperson, serves as Chairperson; chairs Board and Membership meetings.
- Serves as a signing officer - must be bondable.
- Serves as a member of the Executive Committee.
- Assists the Board Chairperson wherever possible.
- Assists in co-chairing responsibilities as assigned.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 7, 2001
<b>Position:</b>	<b>Corporate Secretary</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Immediately - the Board Ultimately - the Membership
<b>Reports To:</b>	Immediately - the Board Ultimately - the Membership
<b>Term:</b>	One year
<b>Date of Amendment or Replacement:</b>	<u>February 2005, February 2006, February 2015, February 2016, February 2017, February 2019</u>

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**Purpose:** The Corporate Secretary ensures that the corporate responsibilities of the co-operative are performed.

#### **Specific Duties and Responsibilities:**

- Elected by the Board of Directors.
- Serves as signing officer must be bondable.
- Either serves as, or arranges for, a Recording Secretary for membership meetings.
- Ensures that the Task List is maintained, which includes various action items, tasks, and duties that arise during the course of the Board Meeting. The Task List is to be distributed to the Board of Directors and appropriate staff following the meeting.
- Responsible for composing correspondence from the Board of Directors in regard to member appeals or requests.
- Ensures that the Board of Director's Report for all Member's Meetings and the monthly issues of the Newsletter are completed. This may be assigned annually or at each Board of Directors meeting.
- Works in liaison with the appropriate staff.
- All Board Only Meeting Minutes will be typed and stamped with the "Confidential" stamp by the Corporate Secretary.

- The Corporate Secretary will personally file the original board only minutes in the locked cupboard in B50.
- The Corporate Secretary will ensure that, on the next Regular Board Meeting agenda, Board Only Time is included to approve these minutes.
- The Corporate Secretary will provide a verbal report of said minutes at the board meeting, with a hard copy to be filed. These minutes are never distributed with the regular board packages.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 27, 2002
<b>Position:</b>	<b>Treasurer</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Immediately - the Board Ultimately - the Membership
<b>Reports To:</b>	Immediately - the Board Ultimately - the Membership
<b>Term:</b>	One year
<b>Date of Amendment or Replacement:</b>	<u>February 2015, February 2017, April 2018</u>

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**Purpose:** The Treasurer's function is to be the official overseer of the financial position of the co-operative and works very closely with the General Manager, the Finance Committee, the Auditor, and the Board of Directors

It is important that the treasurer become familiar with the financial responsibilities of the co-op as defined in our Bylaws, and the Co-operatives Act. The Treasurer must also be aware of the relevant financial policies of the co-op.

#### **Specific Duties and Responsibilities:**

- To be familiar with the financial management of the co-operative.
- To provide an annual report.
- Works closely with the General Manager.
- Assists the General Manager, the Finance Committee, and the Board of Directors in the annual review of the insurance policy.
- Assists with budget preparation.
- Assists with review of financial policies at least annually.
- Serves as signing officer - must be bondable.
- Serves as Committee Liaison from the Board to the Finance Committee.
- Assists with long-term financial planning including reserve funds.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 2001
<b>Position:</b>	<b>Board / Committee Liaison</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and Committees
<b>Term:</b>	One Year – Appointed by The Board
<b>Date of Amendment or Replacement:</b>	<u>September 2003, March 2004, February 2005, April 2015, February 2016, February 2017, April 2018</u>

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### **Purpose:**

- To help ensure unity of purpose between the Board and the Committee.
- To facilitate good communication and positive relations between the Board and the Committee.
- To support Committee functioning and assist the Committee in fulfilling its responsibilities.
- To provide the Committee with any information concerning the general operation of SMHC.
- To provide guidance as required.

### **Responsibilities:**

- To attend Committee meetings and participate as an active Committee member. This includes the right to vote on decisions being made by the Committee.
- To provide a written report from the Board if unable to attend a Committee meeting.
- To ensure Board decisions concerning the Committee's area of responsibility, or requests to reconsider a recommendation, are communicated to the Committee.
- The Committee liaison from the board is not "duty bound" to report on, nor support, Committee recommendations at the board level. New or additional information received by the Board, who are responsible for all areas of co-op operations, may require that as a board member, they cannot support the Committee's recommendation.

- To assist the chairperson of the Committee in organizing the Committee's annual review of:
  - policies/procedures
  - goal setting and planning
  - Committee orientation
  - election of chairperson
  - rotation of meeting facilitator
  - maintaining a speaker's list
- If the Committee is having difficulties, they should request assistance from the Volunteer Coordinator.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### JOB DESCRIPTION

<b>Date:</b>	April 2005
<b>Position:</b>	<b>Meeting Facilitator</b>
<b>Responsible To:</b>	Board of Directors and the Committee
<b>Reports To:</b>	The Committee
<b>Term:</b>	One specific Committee meeting
<b>Authority:</b>	Appointed monthly by the Committee
<b>Date of Amendment or Replacement:</b>	<u>February 2017</u>

---

#### **Specific Duties and Responsibilities:**

- Sarcee Meadows encourages rotating the meeting facilitator at every committee meeting. This allows all committee members the opportunity to develop these skills. The purpose of this position is to facilitate one committee meeting.
- To call the meeting to order at the appointed time.
- Ensures new committee members are welcomed to the meeting.
- To follow the agenda.
- To keep each speaker on the topic that is being discussed by tabling items that are off topic to another time.
- To control the meeting so that some speakers do not overtake the meeting by ensuring everyone has a chance to voice their opinion. Sometimes this means limiting the number of times one person is allowed to speak to a particular issue.
- To maintain and follow a speakers list which keeps order in the meeting and enables all committee members to have a voice.
- Ensures that any recommendations made by the committee are fully understood by the whole committee by asking that the recommendations be reread and fully discussed before a vote is taken.

NOTE: One way to ensure all committee members have a chance to voice an opinion on a particular topic is to hold a “round table” session. This simply entails going around the table and allowing each committee member to speak on the topic. Committee members always have the right to pass.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	June 2004
<b>Position:</b>	<b>Parliamentarian</b>
<b>Criteria:</b>	Director for Board Meetings Appointed by the Board for members' meetings
<b>Reports To:</b>	Board of Directors and the Membership.
<b>Term:</b>	One year
<b>Authority:</b>	Appointed annually by the Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>February 2007, February 2008, February 2017</u>

---

**Purpose:** The Parliamentarian is responsible for the following:

- Being thoroughly familiar with *SMHC's Rules of Procedure* and advising the Board when changes are needed.
- Ensuring each Board and Members Meetings are conducted in accordance with *SMHC's Rules of Procedure*. Will refer to *Robert's Rules of Order* if an issue arises that is not covered by *SMHC's Rules of Procedure*.
- Explaining process and providing advice on the rules of procedure.
- Serving as an observer at Board and Members Meetings and identifying and correcting inappropriate meeting behaviors.
- Identifying when a member at a meeting is "out of order", when a motion is made incorrectly, or other rule of procedure is not being followed.
- Advising when a motion needs to be made. Explaining the proper procedure to use when making or amending a motion.
- Ensuring that all members have an opportunity to express their opinion, and that discussion is not dominated by just one or two individuals.
- Imposing time limits on speakers if debate carries on too long during Members Meetings.
- Keeping order at meetings as requested by the chairperson of the meeting.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	January 25, 2006
<b>Position:</b>	<b>Personnel Liaison (PL)</b>
<b>Elected By:</b>	The Board of Directors.
<b>Authorized To:</b>	Carry out the responsibilities outlined below in accordance with the general direction provided by the Board.
<b>Term:</b>	Preferably 3 years – to be confirmed annually.
<b>Date of Amendment or Replacement:</b>	<u>February 2007, February 2015, February 2017</u>

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**Purpose:** To provide liaison with the General Manager between Board meetings.

**Process of Selection:** The Personnel Committee recommends a Board member for this position to the Board of Directors as required. As long as there is no ethical conflict, in accordance with the Ethical Conduct Policy and Agreement for Directors, any Board member may apply for the position when it becomes available. The Directors will take into consideration the recommendation of the Personnel Committee. Then the Board will by a majority vote to select the best candidate for the position.

### **Specific Duties and Responsibilities:**

1. Provides a means of effectively monitoring, supervising, and evaluating the performance of the General Manager as related to personnel management.
2. Serves as an active member of the Personnel Committee and liaison to this committee from the Board.
3. Assists in resolving a staff grievance when requested as per the Grievance Procedures in the Personnel Policy.
4. Ensures that appropriate personnel related policies and procedures are in place, reviewed annually, and amended, as necessary.
5. As needed, assists the Board in coordinating the hiring of the General Manager by way of a hiring committee. Serves as Chairperson of such a hiring committee.
6. As needed, ensures that the new General Manager is properly trained.
7. Conducts the performance evaluation, as required, or requested, and recommends any salary adjustment for the General Manager. Reports to the Board of Directors.
8. Assists with the day-to-day management of the Co-operative only if requested to do so by the General Manager or the Board of Directors.
9. Assists with conducting staff performance evaluations, on request of the General Manager.

*COMMITTEE*

*JOB*

*DESCRIPTIONS*



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	March 2005
<b>Position:</b>	<b>Committee Chairperson</b>
<b>Responsible To:</b>	Board of Directors and The Committee
<b>Reports To:</b>	Board of Directors and The Committee
<b>Term:</b>	One Year
<b>Authority:</b>	Appointed annually by the Committee
<b>Date of Amendment or Replacement:</b>	<u>May 2006, June 2010, February 2016, February 2017, April 2018</u>

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**Purpose:** To be an active participant of a committee and act as the leader of that committee.

### **Specific Duties and Responsibilities:**

- To keep the committee informed and updated by sharing all correspondence sent to the committees from all sources.
- To ensure a report from the Board is shared from the Board Liaison
- Ensures new committee members are welcomed to the meeting
- Prepares the meeting agendas, or ensures that they are prepared by the appropriate Staff Liaison.
- Ensures that the committee is functioning properly and contacts the General Manager if staff support is needed
- Ensures that committee members sign and abide by the Ethical Conduct Agreement for Committee Members annually.
- Ensures that the policies and procedures that fall under the mandate of the committee are reviewed regularly
- Brings issues to the committee that fall under the mandate of that committee
- Aides the facilitator of the meeting in keeping the meeting running in an orderly fashion.
- Ensures the renewal of the committee by encouraging new members to join or apply.
- All **policy change** recommendations will be presented to the Board of Directors by the Committee Chairperson.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 18, 2003
<b>Committee:</b>	<b>C.S.I. Committee [Co-Op Seniors Interests]</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and The Membership
<b>Composition</b>	The Majority of The Committee Members Must Be 55+ In Age.
<b>Date of Amendment or Replacement:</b>	<u>February 2004, March 2010</u>

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### **Specific Duties and Responsibilities:**

1. The committee will take a positive approach and encourage aged 55+ members to help themselves and maintain independence.
2. The committee will not take a hand-on approach with seniors' issues but will serve to refer members to the appropriate community resources.
3. Will provide appropriate education opportunities to:
  - Seniors and /or
  - Caregivers
4. Will provide, when possible, social opportunities for seniors.
5. Prior to making final recommendations on major issues affecting seniors, every effort will be made to ensure that a consultation process with seniors has taken place.
6. Implement the articles in the membership approved housing policy Statement of Principle Respecting Seniors in SMHC.
7. To establish links with other seniors' groups – community, city, province, and national – both sector and non-sector groups.
8. Work in co-operation with board, staff, and other committees.
9. To maintain confidentiality of personal information, sign and abide by the Ethical Conduct Agreement for Committee Members.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	March 2007
<b>Committee:</b>	<b>Education and Involvement Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and the Membership
<b>Date of Amendment or Replacement:</b>	March 2018, May 2019

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**Committee Function:** To increase and maintain volunteerism and to educate the members in understanding their rights and responsibilities.

#### **Specific Duties and Responsibilities:**

- To evaluate current co-op education process/identify gaps/implement new strategies, as required
- To promote and encourage the use of plain language in all written information
- To implement positive ways to increase member attendance and participation in co-op activities
- To increase volunteerism in the board and committee structure with:
  - needs assessment
  - incentives – volunteer fair
  - recognition
- To work in co-operation with Staff, Board and other Committees
- To facilitate New Member Education Workshops periodically throughout the year
- To maintain confidentiality, sign and abide by the Ethical Conduct Agreement for Committee Members.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	December 1985
<b>Committee:</b>	<b>Elections Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and The Membership
<b>Date of Amendment or Replacement:</b>	<u>Name change approved June 2001, amended April 27, 2005, amended May 2015</u>

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### **Specific Duties and Responsibilities:**

1. Any member in good standing, who has completed their first-year requirements, and is not a director or staff may serve on this committee.
2. The committee shall consist of one or more people, in accordance with SMHC by-laws and the committee will meet a minimum of four [4] times a year.
3. Publicizes all upcoming elections and the need for candidates in the newsletter.
4. Encourages individual committees to submit nominations from their members.
5. Encourages candidates to attend board and committee meetings.
6. Secures nominations forms from candidates.
7. Ensures that candidates are registered shareholders.
8. Presents a slate of candidates and a report to the Board of Directors stating the number of candidates:
  - Not less than forty [40] clear days before the annual general meeting,  
**or**
  - Not less than twenty-one [21] clear days before a special general meeting at which directors are to be elected.

Ensures that Nominations shall not be received:

- later than thirty (30) clear days before an annual general meeting,  
**nor**

- later than fourteen (14) clear days before any other meeting where an election of directors is to be held.
9. The chairperson or designate of this committee introduces the candidates for director(s) at members' meetings and arranges for a timekeeper for candidates two minute speeches.
  10. Reviews and recommends necessary changes to the application form.
  11. Ensures ongoing liaison with the board.
  12. Works in co-operation with the staff, board and other committees.
  13. Maintains confidentiality of personal information and signs and abides by the Ethical Conduct Agreement for Committee Members.



## **SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

### **Job Description**

<b>Date:</b>	May 2006
<b>Committee:</b>	<b>Entertainment and Social Events Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and The Membership
<b>Date of Amendment or Replacement:</b>	<u>May 2015, February 2017, April 2018</u>

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### **Specific Duties and Responsibilities:**

1. To provide ongoing social events sponsored by Sarcee Meadows Housing Co-operative for all residents.
2. To plan social events and seek board approval prior to each event.
3. To ensure that appropriate liquor licenses and PAL insurance is obtained, when required, whenever there is a social event where liquor is served.
4. To work in co-operation with the board, staff and other committees.
5. To review detailed function reports of all events, which will include all expenses incurred and any revenue generated.
6. To maintain confidentiality of personal information, sign and abide by the Ethical Conduct Agreement for Committee Members.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

**Date:** May 2010  
**Committee:** **Environment**  
**Status:** Standing  
**Responsible To:** Board of Directors  
**Reports To:** Board of Directors and The Membership  
**Date of Amendment or Replacement:** \_\_\_\_\_

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### **Specific Duties and Responsibilities:**

1. Hold regular meetings.
2. Educate the members regarding environmental issues.
3. Work in co-operation with board, staff, and other committees.
4. Write an annual report reviewing the year's activities.
5. Maintain confidentiality, abide by and sign the Ethical Conduct Agreement for Committees.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 2009
<b>Committee:</b>	<b>Finance Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	The Board of Directors
<b>Reports To:</b>	Board of Directors and the Membership
<b>Composition:</b>	A maximum of nine members who are not directors, and the Treasurer(s). The Financial Services Coordinator and the General Manager are members of this committee.  Committee members (excluding the Treasurer, the Financial Services Coordinator, and the General Manager) can serve up to maximum of five years and then are required to take a year off.
<b>Date of Amendment or Replacement:</b>	<u>March 2011, March 2015, November 2016, February 2017, February 2020</u>

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### **Specific Duties and Responsibilities:**

1. Review and report to the board, monthly Financial Statements, with special attention to budget control, and investments. May do a random audit on individual General Ledger accounts.
2. Prepare annual operating budget from information provided by other committees, board, and staff.
3. Works with the General Manager regarding investments in accordance with the Investment Policy.
4. Work in conjunction with the Board of Directors and the Property Maintenance Committee on Reserve accounting and contingency budgeting relating to Replacement Policies. Make recommendations for transfer of funds between Reserve Accounts.
5. Review allocation of all major financial expenditures.
6. Review and prepare the annual report form.

7. Assist in review and update of Sarcee Meadows Housing Co-operative insurance coverage
8. Review Audited Financial Statements together with the Board and Auditors.
9. Review and recommend updates to Policies and Procedures that have financial implications.
10. Work in co-operation with the Board, Staff, other Committees and/or Task Forces.
11. Members of this committee may have access to information that is confidential and as a result, persons on this Committee are bound by the ethical conduct policy and must sign an ethical conduct agreement.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	November 2007
<b>Committee:</b>	<b>Grievance and Resolution Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and the Membership
<b>Composition:</b>	A maximum of nine members who are in good standing and are not directors or staff.  Committee members can serve up to maximum of five years and then are required to take a year off.

**Date of Amendment or Replacement:** November 2016, February 2020

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**Basic Function:** The members of Sarcee Meadows are bound together by common interests; not only by providing affordable housing for themselves, but also by the physical closeness of their daily lives. In seeking solutions to conflict[s], the committee strives to encourage the co-op spirit by using positive verbal and/or written discussion based on mutual respect for all parties.

### **Specific Duties and Responsibilities:**

1. Investigate member complaints.
2. Promote positive member attitudes through co-op living.
3. Maintain a copy of official minutes. Board to receive minutes of all meetings.
4. Work in co-operation with staff, board of directors and other committees.
5. Members of this committee must sign the Ethical Conduct Agreement for Committee Members of SMHC.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### JOB DESCRIPTION

<b>Date:</b>	October 17, 1989
<b>Committee:</b>	<b>Honours and Awards Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and Membership
<b>Date of Amendment or Replacement:</b>	<u>March 10, 1997, March 1999, March 2016, April 2018</u>

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**Purpose:** To ensure members of Sarcee Meadows Housing Cooperative are acknowledged for their humanitarian contributions and services in our Co-operative Community. To provide educational scholarships and funding for medical and other special needs.

### **Specific Duties and Responsibilities:**

1. To ensure perpetuity of the presently named awards:
  - Facilitate Herb Isaac Memorial Trophy
  - Facilitate Bob Jensen Scholarship
  - Sheila Elliott Fund (confidential)
  - Humanitarian Award
  - Gerry Coates' Memorial Fund
2. Ensure applications for the Gerry Coates Memorial Fund, the Sheila Elliott fund and the Humanitarian Award are sent to members.
  - Review all applications and make selections for interviews as required
  - Interview applicants for Gerry Coates Scholarship
  - Make recommendations to the Board of Directors for approval of selected recipients
  - Announce and make presentations to the winners at a SMHC members' meeting
3. Annually review job description and policies and procedures pertaining to Honours and Awards.
4. To ensure development of other awards for member recognition.
5. To work in co-operation with board, staff, and other committees.
6. Members of this committee may have access to information that is confidential and as a result, persons on this Committee are bound by the Ethical Conduct Policy and must sign an Ethical Conduct Agreement.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

**Date:** January 2012  
**Task Force:** **Lobbying Committee**  
**Status:** Ad Hoc  
**Responsible To:** Board of Directors  
**Composition:** At Least One Board Member  
**Date of Amendment or Replacement:** March 2021

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### **Specific Duties and Responsibilities:**

1. To inform the membership of how to contact various government representatives.
2. To educate municipal candidates about cooperative housing and its assets to Calgary
3. To advocate to include cooperative housing into their platforms.
4. To request that candidates actively advocate for and support co-op housing in the City of Calgary.
5. To provide the membership with information about each political candidate or issue in order to make a more informed decision.
6. To liaison with committees and other task forces as needed.
7. To maintain a copy of official minutes and distribute all minutes to the board
8. To report on the progress of the committee at board and members' meetings as needed.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 2011
<b>Committee:</b>	<b>Membership Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	The Board of Directors
<b>Reports To:</b>	Board of Directors and The Membership
<b>Composition:</b>	A maximum of nine members who are not directors, plus one director who is the Membership Committee Liaison. The Property Services Coordinator is a member of this committee.

Committee members (excluding the Membership Committee Liaison, and the Property Services Coordinator) can serve up to maximum of five years and then are required to take a year off.

**Date of Amendment or Replacement:** November 2016, February 2020

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### Specific Duties and Responsibilities:

Process and submit recommendations to the board re:

- Budget
  - prospective new members
  - family share purchases
  - leasing
  - internal moves
  - intra-family moves
  - all name additions, deletions, or changes to member documents
  - waiting list changes
1. Work in close consultation with the general manager and the property services coordinator.

2. Review and follow housing policies and co-operative operations policies relating to the membership committee.
3. Manage the internal and external waiting lists.
4. Co-ordinate waiting list opening and marketing strategies.
5. Reviews a confidential report regarding members applying for special privileges, using the Criteria for Member Privilege policy as a basis for approval.
6. Conduct interviews for prospective members and existing members asking for special privileges.
7. Maintain confidentiality of personal information by signing and abiding by the ethical conduct agreement for committee members.
8. Keep board and members informed of activities and membership related policies.
9. Shop for and provide welcome paks to new members.
10. Review job description annually.
11. Prepare draft budget and proposed expenditures in accordance with approved budget.
12. Work in co-operation with staff, board and other committees.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 2008
<b>Committee:</b>	<b>Newsletter Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	The Board of Directors
<b>Reports To:</b>	The Board of Directors and The Membership
<b>Date of Amendment or Replacement:</b>	<u>April 2015</u>

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### Specific Duties and Responsibilities:

- Publish and distribute newsletters in accordance with approved policy and procedures.
- Review and update related policies and procedures, as required.
- Helps the office maintain the BLOC REP PROGRAM to ensure that newsletters are delivered.
- Promote and encourage members to participate in the newsletter by contributing articles and information to the newsletter.
- Ensure that board, committee, and staff reports are submitted.
- Work in co-operation with staff, board and other committees on sensitive issues / letters that may be addressed to the Newsletter Committee, where it is the member's intention to publish said letter.
- To maintain confidentiality, sign and abide by the Ethical Conduct Agreement for Committee Members.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	November 2005
<b>Committee:</b>	<b>Personnel Committee</b>
<b>Status:</b>	Standing
<b>Appointed By:</b>	The Board of Directors
<b>Composition:</b>	A maximum of five members who are not directors plus two directors, consisting of the Board Chair and the Personnel Liaison (PL). The General Manager is a member of this committee.
	Committee members (excluding the Board Chair, the Personnel Committee Liaison, and the General Manager) can serve up to maximum of five years and then are required to take a year off.
	Anyone who has been employed by Sarcee Meadows in the previous 24 calendar months is ineligible to serve on this committee.
<b>Responsible To:</b>	The Board of Directors
<b>Reports To:</b>	The Board of Directors and the Membership
<b>Appointment:</b>	Via application to the board of directors, human resources knowledge and experience seen as asset but not required
<b>Confidentiality:</b>	All committee members are bound by the Ethical Conduct Policy and will sign the Ethical Conduct Agreement annually.
<b>Date of Amendment or Replacement:</b>	February 2015, November 2016, February 2019, October 2020

---

**Purpose / Basic Function:** To review and recommend personnel policies, procedures, and remain current on employment standards.

**Specific Duties and Responsibilities:**

1. Drafts personnel related policies and procedures for Board approval.
2. Reviews existing personnel policy at least annually, and on a regular basis. This is a priority task to remain current with labour laws and employment standards.

3. Consults and advises on staff job description. Recommends changes to the Board of Directors.
4. Ensures that the General Manager's performance evaluation is performed.
5. Conducts research into salary ranges, human resources policies, labour laws, and employment standards as required to make recommendations to the board of directors.
6. Reviews and recommends salary ranges as presented by the General Manager.
7. Reviews the total personnel salary annual budget as presented by the General Manager and makes a recommendation to the Board.
8. Endeavors to be aware of changes to the laws governing employers' requirements.
9. Performs other duties as may be assigned by the Board of Directors.





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	June 2015
<b>Committee:</b>	<b>Property Enhancement Committee</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	The Board of Directors
<b>Reports To:</b>	The Board of Directors and The Membership
<b>Date of Amendment or Replacement:</b>	<u>September 2017, February 2018, April 2018</u>

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### **Basic Function:**

To assist the Board of Directors and Staff in recommending policies and planning guidelines to establish standards for enhancements and non-structural upgrades to Sarcee Meadows buildings and property.

To explore all issues related to security within Sarcee Meadows Housing Co-operative Ltd. (SMHC) and the community at large.

To work in cooperation with the Education & Involvement Committee in planning Member Education that relates to property care, maintenance, and security related issues.

To maintain confidentiality of personal information, sign and abide by the Ethical Conduct Agreement for Committee Members.

### **Specific Duties and Responsibilities:**

- Draft Property Enhancement related policies as required. Review existing policies and procedures as needed to determine their effectiveness.
- Review and update the Pet Policy and Procedures as needed. Meet with members when there is a repeated violation of the policy or procedures.
- Review and update the Parking Policy and Procedures as needed. Meet with members when there is a repeated violation of the policy or procedures.
- Review and update Maintenance Responsibility Guidelines related to Property Enhancement for Member Handbooks.
- Submit regular Newsletter articles that will assist members in becoming knowledgeable of their responsibilities in caring for their homes.
- Work in cooperation with the Property Maintenance Committee and Staff to

prepare the annual Budget for enhancement and non-structural upgrade items.

- Make recommendations on landscaping enhancements.
- Research long range budget plans for all enhancements and non-structural improvements.
- Research and develop security procedures for SMHC. To research security related products, and any associated city by-laws, which may be used in SMHC.
- To liaise with surrounding communities, the Calgary Police Service, and other SMHC committees as needed.
- Re-assess all signage throughout the complex to ensure that they are adequate and in the correct position.
- Work in liaison with the Property Maintenance Committee, other Committees and Staff.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

**Date:** February 2016  
**Committee:** **Property Maintenance Committee**  
**Status:** Standing  
**Responsible To:** The Board of Directors  
**Reports To:** The Board of Directors and The Membership  
**Composition:** A maximum of nine members who are not directors, plus one director who is the Property Maintenance Committee Liaison. The Maintenance Supervisor and the Property Services Coordinator are members of this committee.

Committee members (excluding the Property Maintenance Committee Liaison, the Maintenance Supervisor, and the Property Services Coordinator) can serve up to maximum of five years and then are required to take a year off.

**Date of Amendment or Replacement:** November 2016, September 2017, February 2020

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### **Basic Function:**

Assist the Board of Directors and Staff in drafting policies and planning guidelines to establish standards for the repair and maintenance of Sarcee Meadows buildings and property.

Assist in maintenance planning for structural replacements, repairs, and preventative maintenance.

Perform external unit inspections as required.

Maintain confidentiality of personal information, sign and abide by the Ethical Conduct Agreement for Committee Members.

### **Specific Duties and Responsibilities:**

- Draft Property Maintenance related policies as required. Review existing policies

and procedures as needed to determine their effectiveness.

- Draft preventative maintenance procedures and timelines. Review Maintenance Requirements. Identify problem areas and plan work, as required.
- Work in Cooperation with the Property Enhancement Committee and Staff to prepare the annual Budget for Maintenance and Replacement items.
- Makes recommendations on Home Improvements applications that are not covered by approved guidelines.
- Review annual budget plans for all of our replacement and repair needs.
- Assist, monitor, and advise the General Manager and the Maintenance Supervisor with respect to contracts administration.
- Work in liaison with the Property Enhancement Committee, other Committees, and Staff.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

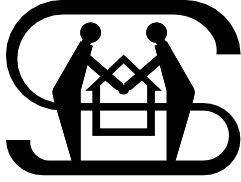
### Job Description

**Date:** June, 1995  
**Group:** **Talk, Advise, Listen, Know - T.A.L.K. Group**  
**Responsible To:** Education & Involvement Committee  
**Reports To:** Directly – The Education & Involvement Committee. Indirectly – The Board of Directors and the Membership  
**Date of Amendment or Replacement:** \_\_\_\_\_

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### **Specific Duties and Responsibilities:**

1. A member of the education and involvement committee will be appointed to assume responsibility for coordinating and activating the T.A.L.K. Group.
2. Whenever possible, this group will be used to communicate with the membership.
3. The T.A.L.K. group will be activated to phone members for some or all of the following:
  - membership meetings
  - issues meetings
  - social activities - on request from the entertainment and social events committee
  - special co-op happenings - i.e., parking lot cleaning, etc.
  - recruiting volunteers
  - a request from other committees or staff
4. Whenever possible, the board of directors will approve the activities of the T.A.L.K. group. When timing does not allow for prior board approval, the board of directors will ratify the action at the next board meeting.



**SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.**

**Guidelines**

**Subject:** T.A.L.K. Group Guidelines  
**Original Date of Approval:** June, 1995  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** September 1996, June 2004

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1. The T.A.L.K. Group are those members who are responsible for calling not more than 10-12 members.
2. The T.A.L.K. Group will be provided with the following:
  - A list of members to call.
  - A script of what to say. The script will be provided to them a minimum of 72 hours in advance of the activity.
  - How to respond to questions from members that do not pertain to why they are calling which is: "Please call the office during regular office hours and they will gladly answer your questions."
3. When making call, the T.A.L.K. Group should:
  - use the member's answering machine
  - only try to call two or three times
  - advise the assistant to the general manager of any feedback felt to be important.
4. If the T.A.L.K. Group is not able to accomplish their task, they are to advise the assistant to the general manager and a substitute will be found.
5. The T.A.L.K. Group will meet at least once a year with the education and involvement committee.

*SECTOR*

*AND*

*COMMUNITY*

*JOB*

*DESCRIPTIONS*



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 24, 1994
<b>Position:</b>	<b>CHF Canada – Annual General Meeting Representatives</b>
<b>Status:</b>	Standing
<b>Reports To:</b>	Board of Directors & the Membership
<b>Authority:</b>	Appointed by the Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>February 2005, April 2018</u>

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**Purpose:** Primary purpose is education and sector support; also to represent the membership of Sarcee Meadows at CHF Canada meetings.

### Who is eligible to attend:

Any member may apply to the Board of Directors to attend the member education conference. Priority will be given to Board members.

Staff may apply to attend the staff development conference through the general manager, who in turn will make a recommendation to the Board of Directors. The number of staff attending each year will be decided by the Board of Directors.

The Board of Directors will take budget availability under consideration when approving all applications to attend CHF. Applications will include funding requirements as per the expense claims policy.

Priority consideration of the Board determining the delegate, alternate and observer, is as follows:

Delegate:	SMHC Chairperson
Alternate:	SACHA delegate
Observer[s]:	Other SMHC representatives [including staff]

Consideration will be given to other applicants, when applicable, based on their involvement in SMHC and therefore the usefulness of their attendance.

The decision of the Board is final.



### **Duties of those attending:**

The CHF Canada - delegate job description [see attached] will apply. In addition, those persons attending are required to:

1. Attend all scheduled delegates meetings.
2. Meet prior to going to the AGM to discuss business upcoming and SMHC's stand on same.
3. Attend **all applicable** sessions offered at the conference, be they orientation, business meeting or workshops.
4. Caucus with others attending the AGM to mutually agree on how to vote on matters where no decision was made prior to the conference, or new information has been given to perhaps change the way the vote should be cast. Decision-making should be based on the best interests of Sarcee Meadows.
5. Attend all SACHA and/or Alberta and the Northwest Territories Caucus meetings at the AGM.
6. Report verbally and in writing to SMHC's Board upon returning from the AGM.
7. A copy of all workshop hand-out materials will be turned over to SMHC to become part of a resource library.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	March 2005
<b>Position:</b>	<b>CHF Canada - AGM Delegate</b>
<b>Authority:</b>	Appointed by the Board of Directors
<b>Qualifications:</b>	Normally this position is held by the Chairperson of the Board of Directors.  CHF requirement – must be a Member, Director, or an Officer of a CHF Canada Member Organization.
<b>Date of Amendment or Replacement:</b>	<u>February 2007</u>

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**General Purpose:** To ensure that the best interests of Sarcee Meadows are protected.

#### **Specific Requirements:**

1. To attend the annual general meeting of CHF Canada.
2. Ensure that the resolutions for consideration at the AGM are presented to SMHC's board of directors and that direction is provided regarding voting on those resolutions.
3. Attendance at the business meeting is essential. If the delegate leaves the meeting room, for whatever reason, he/she must ensure that the voting flag is handed over to the alternate, if available.
4. Raises issues of concern at the CHF AGM regarding the co-operative housing sector in general and Sarcee Meadows specifically.
5. To report to the board of directors on the outcome of the resolutions.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	March 26, 1997
<b>Position:</b>	<b>Rutland Park Community Association Liaison</b>
<b>Responsible To:</b>	Board of Directors
<b>Reports To:</b>	Board of Directors and the Membership
<b>Term:</b>	One year
<b>Authority:</b>	Elected annually by the Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>February 2007, February 2011, January 2012</u>

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**Purpose:** To effectively Liaise between Sarcee Meadows Housing Co-operative Ltd. and Rutland Park Community Association.

#### **Specific Duties and Responsibilities:**

- To attend all Rutland Park Community Association board and general meetings.
- To provide a written monthly report, as required, to the Board of Directors regarding Rutland Park activities, adhering to the 3 business days deadline.
- To report to SMHC's membership, as required.
- To raise issues of concern from Sarcee Meadows to Rutland Park.
- To foster a "good neighbour" approach with the community association.
- To encourage, whenever possible, Sarcee Meadows' membership to become involved in community association activities.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 2012
<b>Position:</b>	<b>SACHA Liaison</b>
<b>Responsible To:</b>	The Board of Directors
<b>Reports To:</b>	The Board of Directors and the Membership
<b>Term:</b>	One year
<b>Authority:</b>	Appointed annually by the Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>February 2016</u>

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**Purpose:** To effectively liaise between Sarcee Meadows Housing Co-operative Ltd. and SACHA.

### **Specific Duties and Responsibilities:**

1. To receive correspondence from SACHA through the office and / or the respective website.
2. To provide a written monthly report, as required to the Board of Directors regarding SACHA activities, adhering to the 3 business days deadline.
3. To report to SMHC's membership, as required.
4. To regularly attend SACHA meetings and vote in the best interest of SMHC.



## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Job Description

<b>Date:</b>	February 24, 1994
<b>Position:</b>	<b>Southern Alberta Co-Operative Housing Association (SACHA) – Delegate</b>
<b>Status:</b>	Standing
<b>Responsible To:</b>	The Board of Directors
<b>Reports To:</b>	The Board of Directors and the Membership
<b>Term:</b>	One year
<b>Authority:</b>	Appointed annually by the Board of Directors
<b>Date of Amendment or Replacement:</b>	<u>February 2007, February 2011, November 2017</u>

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**Purpose:** To effectively Liaise between Sarcee Meadows Housing Co-operative Ltd. and SACHA

#### **Specific Duties and Responsibilities:**

- To receive correspondence from SACHA through the office and/ or the respective website.
- To provide a written monthly report, as required to the Board of Directors regarding SACHA activities, adhering to the 3 business days deadline.
- To report to SMHC's membership, as required.
- To regularly attend SACHA meetings and vote in the best interest of SMHC.

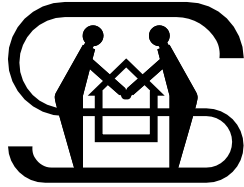
**BLOC REPS**

**DELIVER**

**YOUR**

**NEWSLETTERS**





## SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

### Guidelines

**Subject:** **Bloc Rep Program and Guidelines**  
**Original Date of Approval:** October 1977  
**Approved By:** Board of Directors  
**Date of Amendment or Replacement:** October 26, 1989

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*BLOC REPRESENTATIVE PROGRAM OF  
SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.  
[DIVISION OF THE NEWSLETTER COMMITTEE]*

A bloc rep is an informed member of the co-op.

The bloc reps are a vital link in the chain of communications with the membership. Sarcee Meadows is the size of a small village and the bloc reps are utilized to deliver important information and news to the members via the newsletters and other communications. Being part of the communications team is not a hard or difficult task and does not require a great deal of time, but is greatly appreciated by the members of the co-operative.

The bloc rep program is a division of the newsletter committee and is under the supervision of the bloc rep co-ordinator. The bloc rep co-ordinator is responsible for acquiring new bloc reps when vacancies occur. The bloc rep co-ordinator, with assistance from the newsletter committee, will endeavor to resolve any problems that may surface in the bloc rep program.

There are also five bloc leaders. Newsletters are received by the bloc leader who distributes them to the bloc reps who subsequently deliver them to the members. Bloc leaders also assist in recruiting new bloc reps when required.

Currently, we have thirty-nine [39] bloc reps, who deliver an average of 8 - 10 newsletters monthly.

The following illustrates the bloc rep program:



**“CONNECTIONS”**



## **BLOC REP GUIDELINES**

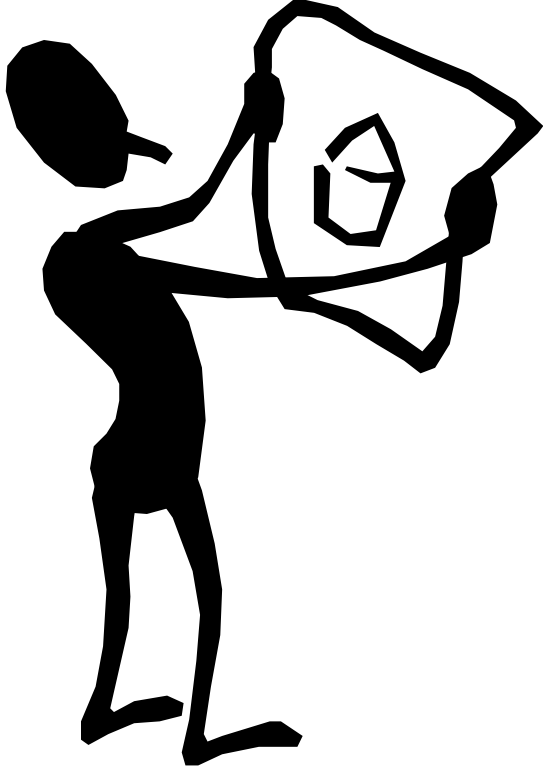
The following guidelines are intended to assist bloc reps in their activities, also to provide information which may be of value.

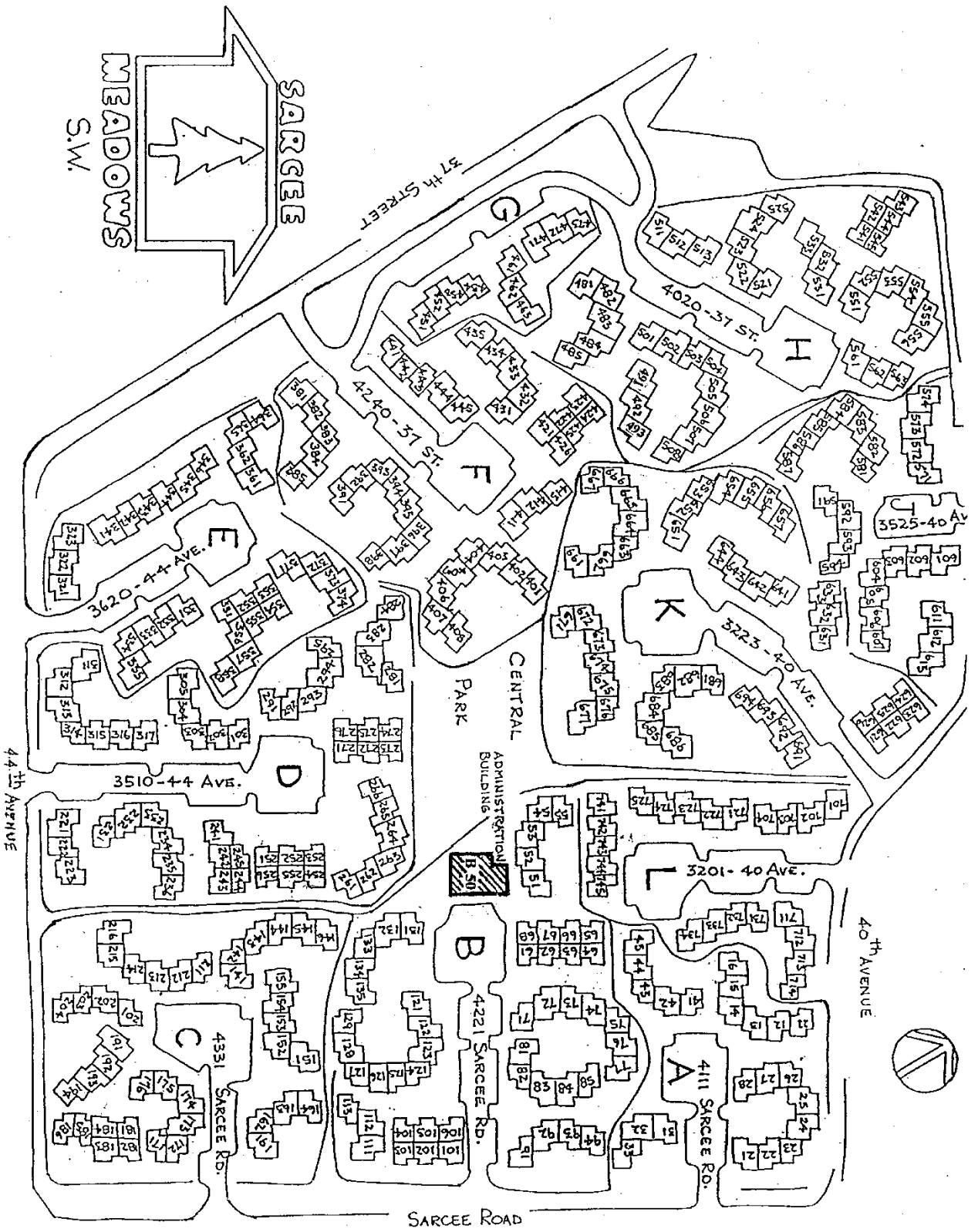
- Please deliver your newsletters promptly.... Within a day of you receiving them from the bloc leader.

The newsletter always contains important information about committee meetings, board news, and other Sarcee Meadows activities. All of this is essential for the members to know.

- Keep your Sarcee Meadows handbook and directory handy. Also, as much as possible try to be familiar with the rules and regulations.
- Greet new members moving into your area and make them feel welcome. Let them know that you are the bloc rep and that you will give them assistance whenever possible.
- Try to keep your newsletter from month to month. They always contain a wealth of information for members and they are very handy to keep for referral purposes.
- If you hear of a member in your area who is ill, in the hospital, or of a birth, please advise the office or the newsletter co-ordinator. [Refer to the newsletter for the name and number of the co-ordinator]
- All bloc reps are welcome to attend any newsletter committee meetings.
- The bloc rep program is very important in SMHC. In doing your work, it is essential to remember the following:
  - not to get involved in arguments with or between members
  - to keep a positive attitude about the co-op
  - to refer questions or concerns to the office

**MAP!**





*Sarcee Meadows Housing  
Co-operative Ltd.*

*Dictionary*



*Board Approved: September 2000*

## “A”

**ACCESS:** A noun – meaning the ability to enter or to get in. For example, “they denied prospective members **access** to their home.”

**ACCLAMATION:** Directors are elected by **acclamation** if the number of people nominated is equal to, or lower than, the number to be elected. The minutes will list the names of all the new directors and say that they were elected by acclamation.

**ACCOUNTS PAYABLE:** Unpaid bills or debts the co-op owes.

**ACCOUNTS RECEIVABLE:** Money owing to the co-op. A members’ unpaid housing charge is an **account receivable**.

**ACCUMULATED DEPRECIATION:** The total depreciation that has been paid off to date. It shows in the co-op’s financial records.

**ADULT EDUCATION:** Adult education puts the focus on learning rather than teaching. It says that adults learn best when they are learning things that apply to their own life and shared experiences with each other. Members’ meetings, board of directors’ meetings, committee meetings are all occasions for education.

**AGENDA:** The list of business a meeting will deal with. For example, the board sends an agenda to the members in advance of a membership meeting so that they can prepare to speak and to vote. Decisions will not be made on any item of business that is not on the agenda. This is to make sure that all members know in advance all the items of business to be discussed and decided.

**AGM:** Means, **Annual General Meeting**. The meeting of the members that must be held once a year to make important decisions. At the AGM members receive the audited statements and reports, appoint the auditor, receive written and verbal reports and elect board members.

**ALL IN FAVOUR:** The meeting facilitator says “all in favour” to ask those who wish to vote for a motion to do so. The facilitator then asks those who wish to vote against the motion to do so by asking “those opposed?”

**AMEND:** To change. The most common use of this word in co-ops is at a meeting when a member has moved a motion. Another member may move an **amendment** to change the original motion.

**ARREARS:** SMHC uses this term for unpaid or late payments of housing charges or other money members owe the co-op. Arrears show up in the financial statement as accounts receivable. Arrears accounts are subject to arrears penalties, and if left unpaid, could result in termination of membership.

**ASSET:** There are two common meanings for **asset**:

- An item or property that is worth money is called an asset. You will see SMHC's assets at the top of the balance sheet – assets are what we own.
- People also use asset to mean an attraction or benefit. For example, "Sarcee Meadows' size is an asset."

**AUDIT:** A critical view of our financial situation by a chartered accountant. The accountant:

- Sums up the information in a report that includes:
  - Audited financial statements
  - An opinion as to whether the statement fairly reflects SMHC's financial position
  - An opinion on the management
- Examines the financial statements
- Presents the audited financial statements to the AGM

**AUDIT TRAIL:** A clear series of documents that allows an auditor to trace and check something on the financial records.

**AUDITOR:** The chartered accountant who examines the financial situation. The members of Sarcee Meadows appoint the **auditor** at the AGM.

## “B”

**BAD DEBTS:** Bills or debts that the co-op will not be able to collect.

**BALANCE SHEET:** A list of the co-op's assets and liabilities – what we own and what we owe on one day. It's part of the financial statements.

**BEST USE OF SPACE:** Sarcee Meadows does not over house people on move-in. There should be a minimum of one person per bedroom, except in the two-bedroom unit, where one person may occupy that size unit.

**BOARD OF DIRECTORS:** A group of members elected at a membership meeting to manage the co-op. The **board of directors** are legally responsible but have power only when they make decisions at board meetings with a quorum of the directors present. SMHC has eleven directors.

**BOOKS:** The accounting records of the co-op.

**BUDGET:** A **budget** is a plan that sets out how we will earn and spend money during the year.

**BYLAWS:** The rules that control the most important things in managing and living in Sarcee Meadows. Initially, they were established by the board of directors and presented to the members for their approval. Over the years, the bylaws have been changed and

amended as the needs of our co-op change. The bylaws were revised in 2004 to comply with the new Co-operatives Act.

## “C”

**CALL THE QUESTION:** See “vote please”.

**CANADIAN CO-OPERATIVE ASSOCIATION (CCA):** The national organization speaking for the entire co-operative movement in Canada.

**CAPITAL COSTS:** The cost of the physical assets of the co-op, such as the land, buildings, appliances – that is – items that can be sold

**CASH FLOW:** The changes in the money we have available to pay bills.

**CHAIRPERSON:** This person is also called “chair”. In SMHC the chairperson is elected by the board of directors. The chairperson is an officer of the co-op. While the chairperson presides over a lot of the meetings, in SMHC that responsibility is shared with other board members and from time to time an outside meeting facilitator. [see meeting facilitator]

**CO-OPERATIVE HOUSING FEDERATION OF CANADA (CHF CANADA):** This is the national association of housing co-operatives. Note: The CCA represents all co-operatives.

**CLARIFICATION PLEASE:** SMHC rules of order – replaces the terms – point of privilege or point of information – to be used in a non-disruptive manner and only in a special situation.

**COMMITTEE:** A group of people who come together to do something over a period. A co-op committee is usually struck by the board of directors to share some of the responsibility of the board.

Most committees are “standing committees”. They have a specific job description, and it continues over a long period of time. For example, the finance committee, the membership committee, and the property standards committee are standing committees.

Other types of committees are called a “task force”. A task force is usually struck to do a specific task and then is dissolved. We have had several task forces over the years – for example the task force on aging, the Co-op Act Compliance Task Force.

**COMMON AREAS:** These are the areas in SMHC that are open to everyone – in our case – grounds. These are usually maintained by co-op staff, however, members are encouraged to take care of them as well.

**CONFIDENTIALITY:** Some information is private, and the board of directors and staff must protect it. This is called “confidential information”. Examples are – the names of

members who receive housing charge assistance, financial information about members, etc.

All directors and those committees that receive personal information about members are bound by SMHC's "confidentiality policy". Members of the personnel and grievance committee are required to sign a confidentiality agreement. Information must be kept in confidence even after the member is no longer on the board or committee.

**CONFLICT OF INTEREST:** The most common conflict of interest occurs when a director is involved in making a decision about the co-op that will benefit that person or their family or friend more than the other members of the co-op.

For example, the co-op is considering a contract with a company in which a director has invested money. That director must declare a conflict of interest and take no part in the discussion or decision.

Directors must put the interests of the co-op before their personal interests. They are the trustees of the co-op. The Ethics Conduct Task Force is in the process of developing an Ethics Conduct Policy.

**CONSENSUS:** A community approach to reaching an agreement. The group discusses various solutions and comes to an agreement that everyone can support. Making decisions by consensus replaces debating and voting on motions.

In Sarcee Meadows, consensus decision making is primarily done at committee level – which allows for a degree of informality. Board meetings require a more formal approach when movers and seconders are required for the purposes of the minutes. That does not however eliminate consensus decision making as proposals are discussed with a view to finding a solution that everyone can support.

**CO-OP ACT:** Also called **Co-operatives Act**. This is the new provincial legislation that governs all co-operatives in Alberta. Our by-laws and policies, etc. cannot conflict with the act.

**CO-OPERATIVE:** A co-operative is a business that its members jointly own and control. Housing co-ops are one form of co-operative. Other co-ops grow and sell food, run credit unions, offer insurance, etc. They provide a wide range of services. There are 750,000,000 members of various kinds of co-ops in 90 countries.

**CO-OPERATIVE HOUSING:** Non-profit housing co-ops are mixed incomes, diverse communities that member residents own jointly and run democratically.

The members of SMHC own the co-op. However, members do not own their own units. They cannot sell their units if they leave the co-op. So SMHC is not personal ownership nor is it rental. Members have more power and responsibility than tenants because each member has one vote and takes part in controlling the co-op democratically.



**CO-OPERATIVE PRINCIPLES:** Guidelines that co-operatives all over the world follow. The International Co-operative alliance approved a new version of the principles at its congress in Manchester, England in September 1995. Simply put, these are the seven principles:

- Open membership
- Democratic member control
- Economic participation
- Independence
- Co-operative education
- Co-operation among co-operatives
- Community concern.

**CORPORATE SECRETARY:** The *corporate secretary* is an officer of the co-op. The board elects the corporate secretary. That person ensures that the corporate responsibilities are fulfilled. The corporate secretary usually does not take minutes of meetings. SMHC has a recording secretary.

**CREDIT:** Co-ops commonly use this word to mean:

- The time allowed for paying for goods and service, or
- Funds held in someone's favour. For example, if a member wins a \$50.00 "in-house" gift certificate at a members' meeting, that member would have a *credit* on their account with the co-op.

## "D"

**DEFICIT:** The result of having expenses that are higher than income during a given period. It may not show up as an actual shortage of cash because of unpaid expenses or surplus from the past. It is the opposite to a surplus.

**DEMOCRATIC FUNCTIONING:** Housing co-operatives are democratic organizations – one member – one vote. The ability to control the co-op is provided by making sure that members have the opportunity to – first – know what their power is and secondly how to exercise it. Education is the key to effective democratic functioning.

**DEPRECIATION:** There are two meanings for this word. They are:

- An allowance made for the decrease in the value of an asset. For example, we can buy a computer for \$2000. We expect it to last for four years. Our accounting records would show a depreciation expense to reflect the decreasing value.
- The amount of principle we pay off on our mortgage in any year. *Accumulated depreciation* is the total paid off to date.

**DIRECTORS:** The members elected at a members' meeting to manage the business. Directors must act honestly, in good faith and in the interests of the co-op.

**DISCUSSION:** SMHC's rules of order allow for an opportunity to talk about "pros and cons" of the recommendation being made. Discussion can take place either before a motion is made or after.

**DIVERSITY:** This means that there is a variety. Co-ops use the word to mean that there is a mix of members of different ethnic groups, ages, household size, cultures, lifestyles, and income levels.

## "E"

**EDUCATION:** One of the co-op principles is that there must be education, training, and information. This is available to all members, committees, directors, and staff. Education allows co-op members to become empowered and it is the basis for democratic functioning.

**EQUITY:** The difference between the co-op's assets [what it owns] and its liabilities [what it owes] is the co-op's equity. SMHC is a non-profit organization – for that reason individual members do not have equity in their unit. The equity belongs to the co-op as a whole.

**ETHICAL CONDUCT AGREEMENT:** All directors are required to sign the *ethical conduct agreement*. It is a legal document which sets out the way a director will conduct themselves in their role as a board member. i.e. loyalty; good faith. confidentiality, etc.

**EVICTION:** See termination of membership.

**EXCLUSIVE POSSESSION:** The right that you alone have, to use or occupy your unit in the co-op.

**EXTERNAL WAITING LIST:** Applicants from outside the co-op who are waiting for membership and a unit in the co-op.

## "F"

**FACILITATE:** To make something easy. SMHC uses this word to describe the work of someone who helps members to take part in meetings, discussion groups, and workshops. The facilitator of a meeting is not always the chairperson.

**FEDERAL ASSISTANCE:** Money that the federal government pays to SMHC to assist some members to pay their housing charge. See also – housing charge assistance and subsidy.

**FEDERATION:** Co-ops join to form an organization that supports them and offers services such as education and information. There is a national organization - CHF

Canada. Our local federation is called the Southern Alberta Co-operative Housing Association [SACHA]

**FINANCIAL STATEMENTS:** Written or printed reports that outline the situation of our finances. They include a list of the assets, liabilities, income, and expenses.

**FISCAL YEAR:** The financial year. We prepare a financial statement at the end of a twelve-month period, along with the statements prepared by our auditor. The fiscal year does not have to be same as the calendar year. SMHC's fiscal year is November 1<sup>st</sup> to October 31<sup>st</sup> the following year.

**FRIENDLY AMENDMENT:** A member at a meeting can ask those members who moved and supported a motion to accept an amendment that supports the motion but changes some of the details. This is a *friendly amendment*.

## “G”

**GENERAL MEETING:** Membership meetings other than the annual general meeting [AGM] are *general membership meetings*. Our bylaws require that we have a minimum of four membership meetings per year – including the AGM.

**GOOD STANDING:** A member in good standing is defined in our bylaws as follows: “Meeting all financial and member obligations as described in SMHC’s policies, bylaws, or any agreements between SMHC and a member.” Member obligations include not being in arrears and attending at least one member’s meeting a year. To vote at members’ meeting or run for a position on the board of directors you must be in good standing. Approval of member privileges also require that you be in good standing See also – *not-in-good-standing and member privilege*

## “H”

**HANDBOOK DIRECTORY:** All members of SMHC have a copy of the handbook and directory. It contains a great deal of information regarding the co-op and members are encouraged to use it as a resource.

**HOME IMPROVEMENTS:** Members of Sarcee Meadows may make acceptable changes – improvements – to their homes provided they are done within the policies and procedures in place. These can be done to the interior or the exterior of the unit. Normally, an application must be submitted to obtain approval for all home improvements.

**HOUSING AGREEMENT:** Is the document that describes the housing rights and responsibilities of the member. It is provided as a matter of convenience for the members and is not a separate contract from the share subscription agreement.

**HOUSING CHARGE:** A monthly payment each member must make to continue to have the right to occupy a unit. It is different from rent because there is no profit for a landlord

in our housing charge. It includes the member's share of the expenses of the co-op. The housing charge is set annually by the members at a membership meeting.

**HOUSING CHARGE ASSISTANCE:** Money put into an internal subsidy program to help low-income members pay their housing charges.

“I”

**IMMEDIATE FAMILY:** SMHC considers the following immediate family:

- Spouse/Partner
- Brother, Sister
- Child
- Parent
- Grandparent, Grandchild
- Aunt, Uncle
- Niece, Nephew
- Corresponding in-laws

**INTERNATIONAL CO-OPERATIVE ALLIANCE (ICA):** This is the international organization of co-operatives, formed in 1895. It promotes co-operative development and co-operation between co-operatives. SMHC does not hold direct membership in the ICA – however, the Canadian Co-operative Association – is a member and CHF Canada is a member of CCA – and we are members of CHF Canada.

**INCOME:** We use this word in two ways:

- The money earned each year by each household. The amount of gross income a household earns decides whether that household is eligible for subsidy.
- The money earned by the co-op that shows up in the financial statements as income or revenue

**INCOME STATEMENT:** A report of the co-op's income and expense over a particular time.

**INCOME VERIFICATION:** Members who wish to receive housing charge assistance must provide proof of their income every year.

**INTERNAL MOVES:** Member privileges which allows for:

- Internal move - to a large or smaller unit
- Intra-family move – when one member of the household [immediate family] wants a unit of their own – all membership criteria must be met

**INTERNAL WAITING LIST:** A separate waiting list of people already living here who have applied for and received a membership privilege to have an internal move.

## “J”

**JOINT SHAREHOLDERS:** A share that two or more members of the household own in common. It doesn't matter how many names are on the share, you still only have one vote. All joint shareholders sign the housing agreement and share subscription agreement. If there is a question of who carries the vote at members' meetings, SMHC by-laws state that the first name on the share will cast the vote.

## “K”

**KATAAYI MULTI-PURPOSE CO-OP:** This co-op is in Uganda, Africa. Our relationship with Kataayi is like a “sister” co-op. Over the years we have shared resources with Kataayi – including financial resources and human resources. As a result of our relationship with them, they have been able to prosper in a positive way and have become a model for other developing countries. We are very proud of our contributions to their success.

## “L”

**LEASE:** Members, who have found it necessary to leave Calgary for not more than two years, may apply to lease their unit. Leasing is considered a member privilege – leasing without consent or following policy is grounds for termination of membership.

**LIABILITIES:** The debts the co-op owes to someone else – person or company.

**LIAISON:** Sarcee Meadows has a “committee liaison from the board”. It means that a director keeps contact and serves on the committee. We also have a board liaison to sector organizations and the community association.

## “M”

**MAINTENANCE COSTS:** The cost of keeping the property and equipment in good order.

**MAINTENANCE REVIEW:** Inspection of unit interiors for the purpose of identifying the following:

- Maintenance requirements
- Replacement requirements
- Health and safety concerns
- Standards of care being given by the member

A maintenance review is conducted within the first year of occupancy. Each unit has a maintenance review approximately once every four years.

**MAINTENANCE RESPONSIBILITY GUIDELINES:** This document sets out who is responsible for what in terms of unit maintenance – the member or the co-op.

**MEMBER:** A person who has:

- The right to live in a co-op
- The right to vote and speak at members' meetings
- The responsibility of obeying bylaws, policies, and rules of the co-op

Only the board of directors can approve or deny applications for membership.

**MEMBER CONTROL:** The right of members to make decision that affect SMHC. Members use this right when they elect the board of directors, vote at members' meetings, and take part in committees.

**MEMBER PRIVILEGE:** Benefits available to members in good standing – i.e. – transfer of shares, intra family moves. The criteria which the board of directors will follow when approving or denying a member privilege, as appropriate, are:

- Unit condition and care
- Income qualifications
- Best use of space
- Attendance at members' meetings
- Record of payment
- Record of adherence to SMHC policies

**MEMORANDUM OF ASSOCIATION:** The legal document that created Sarcee Meadows by the founding members. Has been replaced with Articles of Incorporation to comply with new Co-op Act.

**MINIMUM HOUSING CHARGE:** Each household must pay at least the amount determined to be a minimum.

**MINUTES:** The official record of the meetings of the co-op. The minutes must include all decisions made at the meeting. They may also include why decisions were made. The minutes become the legal only when the next meeting approves them. We are required by law to keep all minutes from every board meeting and members' meeting.

**MOTION:** A proposal that someone puts to a meeting for discussion and vote.

**MOVE:** To make a motion. A motion is moved when a member puts a proposal to the meeting by raising his or her voting flag and saying, "I move the motion." For the motion to be discussed a "seconder" is required. See **seconder**.

**“N”**

**NATIONAL HOUSING ACT:** The federal government legislation that allowed the three federal co-op housing programs to develop. These three programs are:

- Section 61 [34.18] named after the section of the National Housing Act that was amended to allow this federal housing program. It was in place from 1973-78. SMHC was originally under this section.
- Section 95 [56.1] named after the sections of the National Housing Act that was amended to allow this federal housing program. It was in place from 1979 – 85. Sarcee Meadows ‘rolled over’ to section 95.
- ILM [ Index linked mortgage] It was in place from 1986 to 1992.

In 1992, the federal government did away with the social housing program, which included housing co-ops.

**NON-EQUITY OWNERSHIP:** A form of ownership where the owners do not receive a share of any increase in the value of the property. Non-profit housing co-ops, like SMHC, are a form of non-equity ownership.

Members do not buy their units when they move in or sell them when they move out. They buy a share when they move in and when they move out the co-op repurchases their shares.

**NON-PROFIT HOUSING CO-OPERATIVE:** A co-op that provides affordable housing in a community setting rather than for profit. Any surplus goes to a reserve fund for future expenses or to reduce increases in housing charges.

If SMHC were ever to dissolve, assets that remain after all debts are paid must go to similar non-profit or charitable organization.

**NOTICE:** We use this word in several ways:

- Formal, written notice that there will be a meeting – the board gives notice of a members meeting. SMHC bylaws require that the members have ten clear days of “notice of meeting”.
- Formal, written notice that a specific motion will be dealt with at a members’ meeting. SMHC bylaws require that the members get ten clear days “notice of motion”.
- Formal, written information that something will take place – for example, members are required to give sixty days “notice” that they will be vacating their unit and terminating their membership in the co-op.

**NOT-IN-GOOD STANDING:** Members can be deemed not-in-good-standing if they are in arrears or chronically violate SMHC policies. Being deemed not-in-good –standing is done by a board motion. The result is that the member will not receive privileges of membership – including the right to vote at members’ meeting. It may result in termination of membership.

## “O”

**OFFICER:** An officer of the co-op is a member who is elected or appointed to a position of special responsibility or authority.

The officers of Sarcee Meadows are:

- Chairperson
- Vice Chairperson
- Treasurer
- Corporate Secretary
- General Manager

**OPERATING BUDGET:** A financial plan to estimate the expenses and income for the coming year. We use it to control the finances of the co-op.

**OUT OF ORDER:** Used at meetings – means that discussion is off topic or inappropriate.

**OVER HOUSED:** When a household has more bedrooms in their home than people to occupy them. See *best use of space*.

## “P”

**PARTICIPATE:** Members participate when they share the responsibility for running the co-op. There are many ways for members to participate. Some examples:

- Working on the board or committees
- Attending members' meetings
- Cleaning and caring for common areas
- Working in an “ad hoc” capacity – TALK Group, Bloc Reps, etc.
- Helping neighbours, and creating a pleasant atmosphere in the community

**POINT OF INFORMATION – POINT OF ORDER:** See – clarification please

**POLICIES:** Policies set rules for the members. SMHC has two kinds of policies – *housing policies & operations policies*. Housing policies cover areas such as parking, arrears, pets, etc. They are approved by the members. Operations policies cover items like the personnel policy. They are approved by the board of directors.

**PROCEDURES:** The steps to carry out bylaws and policies. Bylaws and policies set out what must be done. Procedures set out how it is to be done. Usually, the board of directors approves procedures.



## “Q”

**QUORUM:** The lowest numbers of members that must be present before meeting can be held. The quorum for membership meetings in SMHC is 10% or 38 members. For board meetings a quorum is fifty percent plus one – there are 11 directors – so a quorum is 6.

## “R”

**RECOMMENDATION:** A formal suggestion to do something. Before a recommendation can be acted on the board of directors or the membership must approve it. Committees usually make recommendations to the board

**REFER TO:** SMHC’s rules of order. Refer to:

- Later in the meeting
- The board of directors
- A committee
- The next members’ meeting

Takes the place of to table; to defer

**RENT:** Tenants make monthly payments to a landlord for housing. This is called rent. Co-op members’ monthly payment to the co-op is called a housing charge because the money goes to pay the cost of operating the co-op, not to a landlord.

**REPLACEMENT RESERVE:** Money that we set aside in a fund to replace worn out capital items like furnaces, stoves, fridges, flooring, plumbing, etc.

**RESERVE:** Money put aside for a special purpose.

**RESOLUTION:** Means a decision made by members at a member’s meeting or by the directors at a board meeting.

**RIGHT OF ENTRY:** SMHC members control access to their homes. However, under certain circumstances, the co-op can enter someone’s home without their permission. A common example is an emergency.

**ROOFTOPS CANADA:** People active in the co-op housing movement in Canada founded an international program in 1984. It works with groups in Asia, Africa, South American, the Caribbean, and other developing countries to develop co-ops and community-based housing.

**RULES OF ORDER:** Rules of order set out how members’ meetings should be run. SMHC has developed our own set of rules. These are published in the notice of meeting package.

**RUTLAND PARK COMMUNITY ASSOCIATION:** Is the name of the community association Sarcee Meadows is part of. All members of the co-op are members of the community association.

**“S”**

**SECOND:** To support discussion of a motion. Before most motions are discussed, a voting member is required to second the motion by raising his or her voting flag and saying, “I second the motion.” Agreement with a motion is not necessary to “second” the motion.

**SECTION “95”:** The federal co-op housing program [1979-1985] under which SMHC operates.

**SECTOR:** There are three sectors of social housing. They are private housing, public housing, and community-based housing – which includes co-ops.

**SECURITY OF TENURE:** We use this phrase to mean that members can stay in their units as long as they carry out their responsibilities as members.

**SHARE:** To become a member of Sarcee Meadows you must purchase shares. A share is a part ownership. When members move out, they sell their shares back to SMHC.

**SHAREHOLDER:** The people who have shares in the co-op. You must be a shareholder to vote.

**SHARE SUBSCRIPTION AGREEMENT:** Is a legal agreement between SMHC and the member. The member subscribes for shares in the co-op.

**SIGNING OFFICERS:** A person who has authority to sign cheques and other documents on behalf of the co-op. Signing officers are appointed by the board of directors annually.

**SOUTHERN ALBERTA CO-OPERATIVE HOUSING ASSOCIATION (SACHA):** A local organization that brings housing co-ops together and provides services for them.

**SPECIAL GENERAL MEETING:** A members’ meeting that is called for a specific purpose. The only item for discussion and decision making is the item that caused the meeting to be called – no other business is conducted.

**SUBSIDY:** Money given to co-ops under federal government co-op housing program. It is provided to help low-income families pay their housing charges.

**SUBSIDY SURPLUS FUND:** This is the amount of money received for assistance to low-income households which has not been used. We can keep up to \$500 per unit in this fund to use when needed for subsidy.

## “T”

**TABLE A MOTION:** See – *refer to*

**TERM:** A length of time that a board position runs for. Unless a director is elected to complete someone else’s term, board terms are for three years.

**TERMINATION OF MEMBERSHIP:** A member who is leaving the co-op provides notice that they will be “terminating their membership”.

If a member violates bylaws, rules, and regulations, etc. the board of directors has the power to terminate the membership. When applicable, members may be the ones to make this decision. Grounds for termination of membership are spelled out in SMHC bylaws, and policies.

**TREASURER:** The treasurer is an officer of the co-op. The treasurer oversees the financial management of the co-op and makes sure that the co-op keeps proper accounting records. The treasurer reports regularly to the board and the membership and is usually a signing officer.

## “U”

**UNIT:** A home that is part of a larger complex. SMHC has 380 units.

**UNIT INSPECTION:** Looking at a unit to see if it needs repair [see maintenance review] and/or that the unit is being kept according to SMHC standards.

## “V”

**VACANCY LOSS:** The amount of money a co-op loses because a unit is empty.

**VICE CHAIRPERSON:** The director who works with the chairperson to carry out the chairperson’s responsibilities. The vice chairperson is also a signing officer.

## “W”

**WAITING LIST:** People who have applied for membership and are waiting until a suitable unit is available.

**WITHDRAW A MOTION:** A member who has moved a motion but no longer wishes to discuss it, should say, “I withdraw my motion”.

**WORKSHOP** : Bringing a group of people together for education on a particular topic.

**WRITE OFF:** To remove from the accounting records a debt that the co-op does not expect to receive.