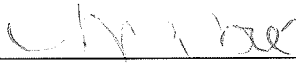


**MAINTENANCE AND
IMPROVEMENTS BY-LAW**
By-law No. 12

**PASSED by the Board of Directors and sealed with the corporate seal of the co-
op on:
the 25th day of July, 2019.**

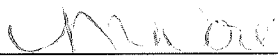


President




Secretary
(corporate seal here)

**CONFIRMED by at least two-thirds of the votes cast at a General Meeting of
Members on:
the 23rd day of February, 2020.**



President



Secretary
(corporate seal here)

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The co-op's staff co-operates with the Board and the Maintenance Committee, if any to carry out this By-law.

Article 1: General

1.1 Aims of the By-law

The aims of this By-law are:

- to set out the responsibilities of the co-op and of individual members for the maintenance, repair and improvement of co-op property
- to set up guidelines about alterations members may do within their own units

The By-law does not deal with the procedures for carrying out the terms of the By-law. The Board sets up procedures in consultation with the Maintenance Committee, if any and co-op staff.

1.2 Co-op's Responsibilities

The co-op is responsible for the routine maintenance, repair, and improvement of the buildings' interior, exterior, and grounds. This is to:

- ensure the buildings are structurally sound, safe, and secure
- keep mechanical and electrical systems and appliances in good working order
- ensure that the co-op complies with all health, safety, maintenance and occupancy standards required by law
- provide property-related services and facilities to meet the needs of members
- maintain and improve the appearance of the property

The co-op may carry out its maintenance responsibilities by using co-op staff, contractors, or through the involvement of members.

1.3 Member's Responsibilities

Members are individually responsible for the upkeep of their units including:

- maintaining the general cleanliness of one's own unit, including appliances, range hoods, fixtures, cabinets heating cooling/vents, exhaust fans, floors, walls, windows, basement and storage areas;
-
- carrying out minor repairs to one's own unit, including such tasks as lubrication of door hinges, replacement of worn-out door stops, removal of lint from dryer exhaust outlet, replacement of range hood's grill and/or carbon filters where applicable, replacement of burned-out light bulbs, etc.
- Promptly reporting of all items needing repair or replacement by submitting an

- itemized written request to the Manager;
- Routine outdoor work including grass cutting, weeding, pruning, snow-shoveling, and de-icing (including balconies), pertaining to one's individual unit;
- Draining exterior faucets prior to winter freeze-up, and re-opening them in springtime, except in the case of the 'stacked units' building, where this will be performed or delegated by a member of the Maintenance Committee;
- Periodic painting and redecorating of one's own unit in accordance with the terms of Article 2 of this By-law;
- Serving periodically as 'garbage monitor'

Members are responsible for owning all tools required to carry out all responsibilities above including:

- plunger for unplugging their toilets
- brooms and shovels for clearing their balconies during all seasons

Members unable to carry out maintenance and other responsibilities under this By-law may request that the co-op do the work. This may be due to ill health, disability, or similar reasons. They submit a Work Order to the co-op. The co-op will not take responsibility for routine cleaning and upkeep of the unit.

1.4 Responsibility for Costs

Costs from the repair or replacement of co-op property are the responsibility of members. Examples of repair or replacement are:

- the removal by the member of property or equipment the co-op owns;
- undue wear and tear caused by the member
- damage caused deliberately or through negligence by the member

The determination of negligence or willful damage will be determined by co-op Staff and maintenance Committee. Where there is a disagreement, the Board of Directors will make the final decision.

Article 2: Maintenance of Units

2.1 Painting

Members may paint their own units.

The co-op will supply sufficient paint to repaint units every five (5) years and/or if in the opinion of the Board it is necessary, when there is a change of occupancy.

The co-op will provide paint in the standard colour.

Only surfaces previously painted may be painted unless the prior written permission of the co-op has been received.

Members who buy their own paint are expected to use reasonable common sense when choosing a paint colour. If a dark colour is used, the cost of extra coats of paint when repainting will be charged to the member when the member moves out. The co-op will not reimburse members for the cost of paint which they have bought themselves.

Members are expected to take care when painting. Members must use drop cloths or similar protective coverings. Cover plates on outlets must be removed before painting, and all hardware, controls, fixtures, etc. must be masked before painting.

2.2 Wallpaper

The installation of wallpaper is strictly forbidden.

2.3 Other Wall Coverings

Other wall finishes such as cloth, tiles, mirrors, etc. may be used only if they will not damage the wall surface. Members must correct any damage caused by wall finishes at their own expense, before vacating the unit.

Stucco or textured paint may not be applied to any surface.

2.4 Damage to Walls

Before vacating their unit, members are responsible for the repair of damage caused to walls and ceilings by hooks and nails. If a member fails to do this, the co-op will repair any damage at the member's expense.

2.5 Upkeep of Floors

Members are expected to regularly clean and maintain vinyl, tile, floating laminate and carpet floor coverings.

2.6 Installing Carpet

Mats and rugs may be placed on top of existing floor coverings. However, they are not to be permanently attached to the floor.

2.7 Co-op Appliances

Co-op appliances and their accessories belonging to the co-op may not be removed or replaced without written permission from the co-op in advance.

The co-op is responsible for maintaining appliances it owns and replacing them, as necessary.

Members must regularly clean both the interior and exterior of their refrigerators and stoves, according to the recommendations of the manufacturer. The co-op will repair damage caused by a member's neglect of these responsibilities or abuse. The member must pay for these repairs.

2.8 Installing Additional Appliances

Members may install additional appliances except dishwashers and washing machines without consulting the co-op if no structural changes or changes or additions to existing circuits are needed. If structural changes or additions to existing circuits are needed, they must be approved, in advance, by the co-op according to Article 5.

2.9 Windows and Screens

The co-op is responsible for replacing all broken windows and torn screens. The member will be charged for the cost of the repair if the damage is judged to be the member's fault.

2.10 Pest Control

In case of a pest control problem in the units, the co-op has the right to carry out pest control measures that it considers necessary to deal with the problem. The co-op will consider the health of members when choosing the method.

Chemical pesticides do not have to be used in units of members who have a letter from a doctor saying that the members have an allergy or sensitivity. Members who are exempt must agree to another method of pest control recommended by the co-op. Exemptions will only apply to the member's unit, and not to common areas of the building.

Members must prepare their units for the extermination services. The co-op will provide assistance to members who are unable to do the preparation.

2.11 Locks

The co-op will maintain all locks on individual units and all common areas.

Members must not change the locks on their unit without the advance written permission of the co-op.

If a lock is changed or added, members must give a copy of the key to the co-op office on the day the lock is changed.

The co-op will re-key all locks on entrance doors to units when Members move out.

2.12 Balconies and Patios

- (a) Each member must ensure the neat and orderly appearance of their balcony or patio as the case may be. It is the members' responsibility to keep the balcony area clean and free of unsightly clutter (to the discretion of the Board). Balconies are not to be used for storage.
- (b) Members must not allow anything to be thrown from their balconies.
- (c) Pet owners are not permitted to use their balcony as a pet bathroom.
- (d) Members are responsible for keeping their balconies and patios free from snow during the winter months, as well as dirt and dust during the other seasons.
- (e) Members must inform the Members living in the unit below them before washing their balconies
- (f) The installation of carpet is strictly forbidden directly on balcony floors.
- (g) Gas and charcoal BBQs are allowed on co-op balconies and patios provided their placement does not violate the Fire Code.
- (h) Members are strictly forbidden from painting or drawing on the exterior of the building, balcony floors exterior doors, fences, window trim and railings. The co-op will charge the member for repairing any damage.

2.13 Hazards

Members must store flammable substances (such as cleaning fluids and paint thinner) safely in their apartments.

Smoke detectors installed by the co-op must not be painted, disconnected, or removed.

Members must not overload electrical circuits.

2.14 Move-out/Move-in Inspections

- (a) When a member notifies the co-op of their intention to vacate, the co-op will carry out an inspection of the member's unit according to the Occupancy By-law. The member must allow the co-op to inspect the unit.
- (b) After an inspection, the co-op will provide the member with a list of repairs needed (if any) to bring the unit up to a condition which the co-op finds acceptable.
- (c) If applicable, the member will have thirty (30) days in which to complete the repairs. A follow-up inspection will take place to ensure that the repairs have been completed. If the deadline is missed, the co-op will remind the member that the work must be performed by move-out. At move-out, the co-op will arrange for any work remaining to be performed at the member's expense.
- (d) Upon move-out, the co-op will conduct a Final Move- Out inspection based on the criteria set out in **Appendix A** of this By-law. The Member may be charged for cleaning the unit if the unit the Member fails to properly complete the tasks outlined in **Appendix A** of this By-law.
- (e) The Member Deposit may be used to defray the costs of repairs or cleaning which are judged to be the member's responsibility. Where the Member Deposit fails to cover the cost, the member will be charged directly. Soon after a new member moves in, the co-op carries out a unit inspection according to the Occupancy By-law. The member and the co-op sign a copy of the report on the condition of the unit. The member is given a copy. The co-op copy is kept in the unit file.

2.15 Regular Maintenance Inspections

The co-op can carry out periodic inspections of all units as part of its maintenance planning program. The purpose of the inspection is to help in planning for the maintenance and renovation requirements of the co-op.

The co-op will give each household notice of the inspection as stated in the Occupancy By-law.

The Member must co-operate with the co-op representative during the annual inspection.

In the course of an inspection, if the co-op representative notices a maintenance problem that is the member's responsibility, the co-op will give the member a list of the repairs (if any) needed. A date will be set for a follow-up inspection. If the member does not do the necessary repairs, the co-op will arrange for the work to be completed. The member will be charged for the cost of the work.

Article 3: Maintenance of Interior Common Areas

3.1 General

The co-op is responsible for:

- routine maintenance, repair and periodic redecorating of all interior common areas
- maintaining and servicing mechanical systems, equipment and appliances in the common elements of the co-op
- re-lamping lights in the common areas
- regular testing of the fire alarm system

3.2 Keeping Exits Clear

Members must not allow anything to block fire exits, stairs and corridors, or public thoroughfares.

Personal items such as door mats (welcome mats, etc), baby strollers, boots and shopping carts are not to be left in any common area, including the stairs, as per the City of Ottawa Fire Department.

3.3 Grocery Carts

Grocery carts are strictly forbidden on the co-op property.

Article 4: Exterior Maintenance

4.1 Garbage Disposal

- a) Garbage is to be properly bagged and tied and placed in a garbage bin.
- b) Garbage is to be stored in the members unit or designated garbage areas until garbage day.
- c) Members are responsible to bring their garbage and recycling bins back to their designated garbage areas at the end of garbage day.
- d) No garbage is to be left in any other common area of the co-op.
 - e) Recycling is to be disposed of as per city guidelines.
 - f) Highly toxic substances are not to be placed with regular garbage. It is the Member's responsibility to ensure proper disposal of these substances by contacting the City of Ottawa.

4.2 Co-op's Responsibilities

The co-op is responsible for the routine maintenance, repair and renovation of the outside of the building for example, roofing, masonry, windows, light fixtures, etc.).

The co-op is responsible for periodically cleaning the outside and the inside of common area windows.

4.3 Grounds

The co-op is responsible for doing the following common area grounds maintenance (using co-op staff or contractors):

- routine maintenance and repair of driveway, steps and walkways
- maintenance of exterior drains
- routine maintenance, repair and replacement of outside common areas lighting, including periodic re-lamping

The co-op is responsible for performing the following common area grounds maintenance (using co-op staff, contractors or through the involvement of members):

- care of lawns and trees
- removal of litter from lawns, walkways and driveways;
- regular removal of snow and ice and sanding of common walkways, steps, driveways, and parking areas

4.4 Grounds Near Member's Unit

The members are responsible for the reasonable maintenance and orderly appearance of their private yards and walkways leading to their units. If members fail to maintain those areas, it will be done by the co-op at the members' expense. Members with disabilities may request assistance.

Members are strictly forbidden from storing old machinery and equipment, derelict bikes, shopping carts, furniture, lumber and similar items on co-op property.

4.5 Structures in Outdoor Spaces

Members must receive the prior written approval of the Board to erect any structure (for example, storage shed) in their outdoor space or balcony. Such permission will not be given without a compelling reason.

Article 5: Improvements By Members

5.1 Approval Needed

- (a) Members must get the written approval from the Board before undertaking any alteration to their units which:
- involves structural changes (such as removing walls)
 - needs a building, electrical or other permit (such as making plumbing or electrical alterations)
 - is to be permanent (such as built-in bookcase)
 - will affect the external appearance of the unit
 - involves changes in the equipment in the unit (such as replacement of stove)
 - alters the division of space in the unit
 - would limit co-op access to the unit (such as changing lock or installing burglar alarm)
- (b) Members must apply to the Board and give all information the Board asks for about the proposed alteration. The Board may delegate this responsibility to staff, a member or a committee.
- (c) Staff, a member or the Maintenance Committee, if any, can, according to the terms of this By-law, review such requests and recommend approval or rejection to the Board. The Committee can attach such conditions to approved requests that it considers appropriate. The Board makes the final approval.
- (d) The Board of Directors will set up Improvement Procedures which will set out guidelines for the Committee to use when reviewing requests. These guidelines will ensure that any alteration:
- is safe
 - meets all codes and regulations that apply
 - does not adversely affect the future marketability of the unit
 - will be of an acceptable quality and generally in the interests of the co-op
- (e) Staff, a member or Maintenance Committee, if any, may need to hire a consultant to decide whether an improvement request should be approved. The member submitting the request will have to pay for the costs involved. (Before hiring the services of a consultant, the co-op will tell the member the costs. The member will decide if they wish to go ahead.)

- (f) Staff, a member or Maintenance Committee, if any, may require a member to pay a deposit to the co-op before undertaking an improvement. It can hold the deposit until the work has been completed satisfactorily. In the case of a temporary but major alteration, until the unit has been restored to its original condition.
- (g) Members must obtain and pay for the cost of any permits required by the local municipality. The co-op must receive a photocopy of any permit.
- (h) The co-op may, from time to time, set standards of design, materials and quality of work for improvements. Members carrying out these improvements must meet the standards.
- (i) Members will not be compensated for the cost of improvements they arrange for their units.
- (j) Members may temporarily replace fixtures owned by the co-op. Members are responsible for storing the original fixtures and replacing them, in good condition, before they move out. A fixture is any physical property that is permanently affixed.
- (k) The co-op may require members to restore their unit to its original condition at their own expense if:
 - members make any alteration without the written approval of the Maintenance Committee
 - the work is judged to be unsatisfactory in the final inspection

Article 6: Reimbursement for Expenditures by Members

6.1 Co-op Approval Needed

Members may make a written request to the Board to be reimbursed for maintenance-related expenses. The Board may decide to do so provided the member received prior permission for this request and the total does not exceed the amount the Board allocated for this expense.

Receipts must be provided to the co-op.

Article 7: Tools and Equipment

7.1 Borrowing co-op Equipment

- (a) Maintenance tools and supplies owned by the co-op may be borrowed or used by members to use on Co-op property.
- (b) The Board, staff or the Maintenance Committee, if any, will determine what co-op equipment, if any, may be loaned to members and on what terms.
- (c) Members will be responsible for the loss of or damage to any equipment borrowed from the co-op while in their custody, regardless of how the loss or damage came about.

Schedule A

Move-Out Maintenance Responsibilities

To help ensure that a unit is left in good condition and ready for occupancy by new members, the Board and/or Maintenance Committee has prepared a checklist of tasks that should be taken care of before you move out.

We wish to remind you that the co-op's Occupancy By-law provides that if the unit is found to be in unsatisfactory condition after a member has moved out, the co-op will arrange to have the necessary work completed and the costs involved will be deducted from the Member Deposit.

A. General

1. Carry out any repairs identified as being the member's responsibility during the Move-Out Inspection(s) of the unit.
2. Remove any temporary alterations made to the unit (e.g. bookshelves attached to the wall).
3. Ensure that all fixtures, hardware, shelving and other fittings originally in place are present and in good condition. Repair or replace, as necessary.
4. Replace any member-owned fixtures which have been installed with the original fixtures or fixtures of equivalent quality (as agreed with the co-op).
5. If you have painted an area any colour other than that the co-op approved colour, that will require an additional coat of paint to cover, repaint the area in the co-op's standard colour.

B. Interior

1. Walls and Ceilings
 - walls should be left clean and free of grease marks and scratches
 - wallpaper, decorative tiles, mirrors, cork Board or other wall finishes which have been applied by the member must be removed and the wall surface restored
 - nails and picture and ceiling hooks should be removed
2. Woodwork
 - all woodwork, including baseboards, must be left clean and free of marks
 - ensure unpainted woodwork is free of paint splatters

3. Doors

Interior Doors

- should be left clean, free of marks, decals, etc. and in good condition
- any doors which have been removed must be re-hung

Exterior Doors

- all doors and frames should be left clean and free of marks, decals, etc. and in good condition

4. Windows and Screens

- clean window sills and frames
- windows and screens must be present and in good condition
- windows and screens should be left closed and locked

5. Floors

- vacuum all bare and carpeted floors
- wash vinyl floors and remove wax, if any
- hardware should be cleaned with appropriate cleaner
- carpeted areas should be professionally cleaned or thoroughly shampooed with an appropriate machine
- damage judged by the co-op to be in excess of normal "wear and tear" may result in flooring or carpeting being replaced and the member charged

6. Electrical Fixtures

- all light fixtures must be present, clean and in good condition
- switch plates and outlet covers should be free of marks, paint splatters, cracks or chips
- painted or damaged covers must be replaced by the member
- cable outlets should be clean and free of paint splatters
- exhaust fans should be vacuumed and wiped clean; filter, if present, should be replaced
- smoke detector should be clean, free of paint, and functional
- thermostat, heat rads, should be clean, free of paint and functional

7. Bathroom

- clean basin, tub/shower, toilet, toilet tank
- decals must be removed
- clean medicine cabinet and vanity
- towel bars, shower rod, soap dishes, etc. should be clean and in good condition
- chrome fixtures, tile and caulking should be clean and in good condition
- walls and floor should be washed
- ensure that taps are not dripping

8. Kitchen

Stove

- clean inside and out using approved cleaners
- oven and burner controls, oven racks, broiler pan, drip pans and burner rings should be clean, free of grease and intact
- ensure exhaust fan and hood are clean and free of grease

Fridge

- clean inside and out
- ice cube trays, racks, crisper, etc. should be clean and intact
- leave at medium cold setting with door(s) closed securely
- floor under and walls behind appliances should be cleaned
- cupboards and counter sink and chrome fixtures should be left clean and in good condition
- ensure that taps are not dripping
- wash floor

Kitchen

- clean the inside and outside of all cupboards
- remove all adhesive liners from drawers and cupboard shelves

Bathrooms

- remove cover of exhaust fan, wipe and vaccum

9. Storage

- remove all items from storage
- if appropriate to the season, leave the thermostat set at the required setting eighteen degrees Celsius (18 degrees Celsius)
- ensure that floor drains are operational

C. EXTERIOR

1. Fence
 - fences must be left in good condition
2. Unit Exterior
 - ensure balcony / patio is free of debris and swept clean
 - exterior light fixtures, etc. to be present and in good working order