



# Section III

# Policies

*In This Section:*

*Rules and regulations regarding a variety of topics. Policies in this section range from Arrears to Discrimination to Painting to Vehicles - please*



# Member Handbook - Section III - Policies





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## AMENDMENT AND CONFIRMATION OF POLICIES BY MEMBERSHIP

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING PROCEDURE FOR CONFIRMATION AND AMENDMENT OF POLICY BY THE MEMBERSHIP WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OPERATIVE HOMES INC:**

**Date adopted by the Board of Directors: November 20th, 1991**

**Date confirmed by the Members: December 8th, 1991**

From time to time it will be appropriate for the Board to adopt certain statements of principle, policy and procedure. These must comply with the spirit and letter of all of the Co-op's legal obligations, whether defined by statute or agreement. They may be intended to clarify or expand upon certain aspects of the Co-op's operation. They may be meant to establish priorities, order or timing for activities.

Whenever the circumstances allow, these policies and procedures will be brought before the Membership for discussion before being adopted and implemented. This would be most appropriate in cases where the Board proposes a change which will affect the way the Co-op conducts business with the Members. It would be less appropriate in cases where neither the Board nor the Membership has any choice in the matter.

In other circumstances, policies adopted by the Board will be presented to the general Members at an early opportunity to be discussed and clarified. If there are choices which may reasonably be made by the Membership, these may be amended if necessary and confirmed by the Members.

Proposals for policies may also arise from the Membership or committees of the Membership.

If a policy or an amendment of approved policy is proposed at a meeting of the Members, it will be considered as a Notice of Motion for discussion only at that meeting. Further discussion and a vote may then take place at the next duly called and constituted meeting of the Members.

If a policy or an amendment of approved policy is proposed by a committee and adopted by the Board, the Board may give written Notice of Motion ten (10) days prior to a general Members' meeting. In this case discussion and a vote may take place at a meeting for which such Notice of Motion was given.





# HARASSMENT AND VIOLENCE IN THE WORKPLACE POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED THE FOLLOWING POLICY ON HARASSMENT AND VIOLENCE IN THE WORKPLACE WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP**

**Date adopted by the Board of Directors: March 31, 2014**

**Date confirmed by the Members: April 27, 2014**

## **PREAMBLE**

The occupational Health and Safety Act defines a workplace as any land, premises, location or thing at, upon, in or near which a worker works. If the worker is being directed and paid to be there or near there it is a workplace.

Workplace harassment can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers. It can also include behaviour that intimidates isolates or even discriminates against the targeted individual(s). The comments or conduct typically happen more than once. Workplace harassment often involves repeated words or actions, or a pattern of behaviours, against a worker or group of workers in the workplace that are unwelcome.

Workplace violence is defined as the exercise or attempted exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, or a statement or behaviour that is reasonable for a worker as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

All Co-op staff should enjoy a workplace that is free from violence and harassment.

The Board and management of Shamrock Co-operative Homes will not tolerate workplace harassment and violence from any person in the workplace.

## **POLICY**

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in the workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome. This may include: making remarks, jokes or innuendo that demean, ridicule, intimidate or offend; displaying or circulating offensive pictures or materials in print or electronic form; bullying; repeated offensive or intimidating phone calls or e-mails; inappropriate sexual touching, advances, suggestions or requests.

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to. The Ontario Human Rights Code's goal is to prevent discrimination or harassment.

Workplace violence may also be domestic violence in the workplace. When Shamrock Co-op becomes aware that violence, including domestic violence, may occur in the workplace, the Board



shall take every precaution reasonable in the circumstances to protect a worker from physical injury. Every worker must work in compliance with this policy. Supervisors are responsible for ensuring that measures and procedures are followed.

Workers are encouraged to report any incidents of workplace harassment and/or violence.

Staff must file a complaint within six months from the time the incident occurred.

There shall be no negative consequences for reports made in good faith.

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace.

Shamrock Board of Directors will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal of Ontario on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.



## **BULLETIN BOARDS AND SHOW CASES POLICY**

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, A POLICY REGARDING BULLETIN BOARDS AND SHOW CASES WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** July 26, 2010  
**Date confirmed by the Members:** November 21, 2010

### **PRE-AMBLE**

Shamrock Co-op has several bulletin Boards in the apartment building hallway and in the laundry room.

All bulletin Boards are for the purpose of providing Co-op, educational and community information to our Members.

A show case will be for the purpose of displaying awards received by the Co-op and/or awards won by its Members. Awards are to be related to Co-op living. Awards given to the Co-op for display are considered a gift and will become property of Shamrock Co-op.

### **BULLETIN BOARDS:**

Any information displayed on any bulletin Board has to be inoffensive in nature and comply with Co-op by-laws, and be legal. Bulletin Boards are not meant for outside business and commercial activities. Members may put up notices for items for sale, baby sitting and other services. If names of other Members are used, permission has to be obtained from those Members. Members are invited to provide the Office with brochures, flyers, and other info for our Bulletin Boards

### **LAUNDRY ROOM**

- Bulletin Board is for the use of Co-op Members. The bulletin also will display the list for the "Labour Pool" tasks and Greenbacks.

### **APARTMENT BUILDING ENTRANCE AND HALLWAY.**

- The bulletin Board next to the entrance is for the Co-op Members.
- The bulletin/info Board opposite the entrance is for Co-op's information, community information. The administrative assistant will be responsible for maintaining this Board. This Board will have a reasonable mix of available non-profit community services and programs, health related information, municipal and Waterloo Region information. When available it will also display current issues of the Central Ontario Co-operative Housing Federation Newsletter and the NewsBriefs of the Co-operative Housing Federation.
- The Bulletin Board next to the mailboxes is for the use of Maintenance and Labour Pool.
- The glass covered bulletin Board above the mail boxes is for Office use only. Any information related to Shamrock Co-op, the Office is displayed here: Minutes of the latest Board meeting, new policies and procedures, public letter/information. The administrative assistant is responsible for maintaining this Board.



## **PROCEDURES**

- The administrative assistant will check the Bulletin Boards that fall under his/her responsibilities on a daily basis, to ensure it is stocked at all times and that the above policy is followed.
- The administrative assistant will ensure a sufficient and varied supply of information is available and when necessary order free brochures/flyers from the various government departments and non-profit service organizations.



## NO-SMOKING POLICY

**ON MOTION DULY MADE, SECONDED, AND UNANIMOUSLY CARRIED, THE FOLLOWING SMOKING POLICY WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

<b>Date passed by the Board of Directors:</b>	<u>March 29, 1993</u>
<b>Date confirmed by the Members:</b>	<u>May 17, 1993</u>
<b>Date passed by the Board of Directors:</b>	<u>March 29, 2012</u>
<b>Date confirmed by the Members:</b>	<u>April 29, 2012</u>

### PREAMBLE

Co-op common areas are there for the enjoyment of all Members. Research has shown that smoking and second hand smoke increases the risk of adverse health issues. Various levels of the government have recognized the health risks of smoking and have passed legislation to protect citizens against the negative effects of smoking and second hand smoke. Waterloo region is also moving in the direction of a total smoking ban in their social housing buildings and units. Most buildings are now smoke free: offices, stores, restaurants etc.

### THEREFORE BE IT RESOLVED THAT

1. Smoking is not permitted in the common areas of the apartment building; this includes stairwells, elevators, hallways, vestibule, public washrooms, laundry room and Helen Hall. Smoking is not permitted in the Co-op offices and the Board room.
2. Members booking Helen Hall for personal use will have to ensure that their guests comply with the no-smoking policy.
3. No smoking on or near the recreational equipment. Members supervising children at the playgrounds shall not smoke within five (5) meters of the recreational equipment. Visitors/guests will follow the no-smoking policy.
4. Members and their guests are not permitted to smoke within five (5) meters of the main entrance and the side and back entrances to the apartment building, as well as the entrance to the move in/out room and library doors.
5. Members who smoke in their unit will have to keep in mind that second hand smoke travels and may disturb other Members. When smoking outside your unit, please try to minimize the chance that second hand smoke enters adjacent units.
6. Anyone smoking on co-op common grounds shall not litter and shall dispose of any cigarette butts in a fire proof container that the smoker will have to provide.
7. Units coming available for new Members will be no-smoking units as of June first (1<sup>st</sup>) 2012. This means no-smoking inside the unit/apartment, on the balconies or patios.

***Guests/visitors have to comply with the no-smoking policy.***





## PAINTING POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, A POLICY REGARDING PAINTING OF CO-OP UNITS AND COMMON AREAS IN THE APARTMENT BUILDING WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

<b>Date passed by the Board of Directors:</b>	<u>January 11, 1993</u>
<b>Date amended by the Board of Directors:</b>	<u>October 29, 2007</u>
<b>Date confirmed by the Members:</b>	<u>November 18, 2007</u>
<b>Date amended by the Board of Directors:</b>	<u>February 28, 2011</u>
<b>Date confirmed by the Members:</b>	<u>April 17, 2011</u>
<b>Date amended by the Board of Directors:</b>	<u>March 26, 2012</u>
<b>Date confirmed by the Members:</b>	<u>April 29, 2012</u>

### **PREAMBLE:**

Over the last few years the Co-op has seen an increase in the costs for painting because Members have applied darker colours than allowed and have not repainted their unit prior to moving out. In many cases the Co-op has not been able to recoup the cost of repainting the unit because several coats needed to be applied to cover the darker colours.

### **WHEREAS**

Occupancy bylaw states:

5.8 Maintenance and repair

- (a) Members must obey all of the policies, rules and regulations adopted by the Co-op from time to time concerning any and all maintenance issues.  
The policies, rules and regulations may include maintenance of units, grounds, and common areas.
- (b) If Members decide to paint and decorate units, Members must paint and decorate the inside of the unit in a good and workmanlike manner, according to the policies, rules and regulations adopted by the Co-op from time to time.

### **AND WHEREAS**

- 1. There are eight different types of units and the common areas in the apartment building requiring painting
- 2. The Co-op budgets for painting these areas over a six year period
- 3. It is desirable for member to have a choice of colours for their homes, the Co-op will give a choice of four (4) pastel colours for this purpose and to control the painting expenses for the Co-op.



**THEREFORE BE IT RESOLVED THAT**

The following be adopted

1. Requests for paint must be made using the Paint Request form and submitted to the office. Approval will be given based on the six year paint cycle.
2. Members will be responsible for the painting of their own unit in accordance with the relevant sections of the Occupancy By-Law.
3. The painting must be completed within 30 days of receiving the paint.
4. The office or maintenance person is responsible for inspecting the unit after 30 days, to ensure that the paint has been properly applied.
5. Empty paint cans and unused paint in the original container have to be returned to the office for proper disposal (HHW).
6. The paint must be chosen from the chart of approved pastel colours, four (4) available in the office.
7. Any other colour will be the sole responsibility of the member. The member will have to give a deposit of \$400.00 to the office. The Co-op will refund the deposit when the member vacates the unit, provided that the member has painted the unit in the approved pastel colours, the painting has been done in a professional manner and policies are adhered to. The member will have to pay any further costs of repainting the unit if the cost is more than the \$400 deposit.
8. Persons with disabilities will receive 50% off the labour cost of painting to the maximum of the current labour cost for painting.
9. The paint is allotted to the unit, not Membership. For example: paint is allotted only once every six (6) years, it cannot be accumulated as a credit.



# DECORATING AND HOME IMPROVEMENT POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, A POLICY REGARDING DECORATING AND HOMES IMPROVEMENT MADE BY MEMBERS TO THEIR UNITS WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

<b>Date passed by the Board of Directors:</b>	<u>October 4th, 1989</u>
<b>Date confirmed by the Membership:</b>	<u>November 29, 1993</u>
<b>Date amended by the Board:</b>	<u>June 14, 2010</u>
<b>Date Confirmed by the Membership:</b>	<u>November 21, 2010</u>
<b>Date amended by the Board:</b>	<u>April 2, 2012</u>

## **WHEREAS**

It is the firm opinion of the Board of Directors that member households should be able to treat their units as their homes;

## **AND WHEREAS**

It is important that Members maintain the unit in such a way as to minimize the maintenance costs if they move;

## **THEREFORE BE IT RESOLVED THAT**

The following policy will apply to all Members:

1. No changes in the electrical wiring of the units may be made without prior approval from the Board of Directors and a permit from North Waterloo Hydro. Hydro will inspect the completed work and issue a certificate, which must be submitted to the Co-op office.
2. Detailed proposals for structural changes or renovations to the unit must be submitted to the Board of Directors for approval prior to the start of work. This procedure is required to satisfy the stipulations of the insurance coverage. Structural improvements must remain for the benefit of the next member to use the unit.
3. Only dry-strippable wallpaper may be hung. Self-adhesive decorative sheeting may not be used.
4. Mirror tiles or cork must not be mounted directly on the drywall. Such materials must be mounted on a backing such as Masonite and affixed with anchors and screws.
5. Self-adhesive cloth picture hangers destroy the surface of drywall. Nail-and-hook or screw-and-anchor hangers should be used instead.
6. The kitchen cupboards as well as the cupboard under the sink in the bathroom are made of melamine and cannot be painted over.
7. In order to prevent moisture problems the painting of the basement floor and the cement bottom part of the basement walls is not permitted,



8. Painting of the balconies cement is not permitted, nor is it allowed to cover up the whole area with outdoor carpet and such coverings. This is to protect the integrity of the balcony and to allow for visual inspections and early detection of any surface damage.
9. The Co-op has installed safety devices in each unit: smoke alarm, fire extinguisher; and carbon monoxide detector (in town houses only.) Do not move these devices from their location. Do not unplug the carbon monoxide detector. Keep the devices in good working condition. Inform yourself on how to use the fire extinguisher, how to change the batteries in the smoke detector. Do not remove working batteries from any smoke detector. The member is responsible for the good working order of the safety devices. You have to notify the office immediately if the safety devices have been damaged or are not functioning properly. When vacating the unit all safety devices will be left in the unit.

Failure to do so will result in additional charges for the member to pay for the replacement of the missing safety devices.

10. Window air conditioners (a/c) may be installed after April 15 and must be removed before October 15 each year. Members will have to notify the office when they install a window-mounted air conditioner unit. Members may install their own a/c; the a/c must be in good condition. Window air conditioner units must be installed without damaging the window frames and the building envelope; the a/c has to be secured with brackets if necessary. The a/c must be installed in such a way that the back end is slightly tilted down so that no liquid can drip back into the window, window ledge and walls. When installing a window a/c in a bedroom window overlooking the balcony the same rules as described above apply as well as the member has to install a drip catch tray/bucket to prevent a/c unit from dripping water on the balcony cement.

Installation of all window air conditioner units is subject to inspection.

Care must be taken that any part of the window removed for installation of the a/c unit is safely stored, not damaged and ready to re install after the a/c unit has been removed. The a/c unit has to be installed in such a manner that the area around it remains water tight; no moisture is allowed to enter the building. The material has to be removable and waterproof. A maximum of 2 air conditioners per unit is allowed. We recommend energy efficient models.

11. We encourage Members in townhouses to plant a garden and/or vegetable patch. Members living in the apartment building can use containers for planting flowers and/or vegetables. Planters, decorations must be hung off the inside of the balcony railing. For safety reasons nothing may be hung off the outside of the balcony railing.

No holes may be drilled in the cement of the balconies, nor may the siding be punctured to hang planters or decorations. Only non-invasive plant species may be planted. In order to protect the integrity of the buildings no vines may be planted against any of the buildings or near any of the buildings.

Planting of vines is not allowed in order to prevent bugs from getting inside homes and apartments, to prevent damage to the buildings' exterior, siding and eaves trough.



- 12.** Some townhouses have a front porch to protect the integrity of the building. These front porches shall not be altered, enclosed or covered in any way. No drilling of holes or puncturing the soffit and siding is allowed.



# EXEMPTIONS FROM OVERHOUSING RESTRICTIONS FOR REGULAR PROVIDERS OF DAY CARE

**ON MOTION DULY MADE, SECONDED, AND UNANIMOUSLY CARRIED, THE FOLLOWING POLICY REGARDING EXEMPTIONS FROM OVERHOUSING RESTRICTIONS FOR REGULAR PROVIDERS OF DAY CARE WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** August 9th, 1990  
**Date deferred by the Membership:** November 29th, 1993  
**Date confirmed by the Members:** \_\_\_\_\_

**PREAMBLE:**

All units at Shamrock are accessible on one level by wheelchair and could be suitable for private day care of a disabled child or a child of disabled parents. Such accommodation is in short supply in the Kitchener-Waterloo area.

Shamrock has a mandate to provide housing for disabled and able-bodied people of low to moderate income. It is likely in these unique circumstances that there will be resident Members who would choose to supplement their income by providing private day care. To do so for a disabled child would require that the living room be taken over in great part by this activity, and a resident may choose to treat one of the bedrooms as a family room. If the resident's income is eligible for income-tested assistance under the Ministry of Housing guidelines, it may be that they would be considered "over-housed" in the arrangement described above.

We believe that such day care is a vital service to the community. It also makes financial sense for the provider, adds to household income and reduces the requirement for income-tested assistance.

**THEREFORE BE IT RESOLVED**

That a resident member on income-tested assistance and qualifying for a two-bedroom unit may be subsidized in a three-bedroom unit as long as the member acts as a provider of private day care to a disabled child.

**BE IT FURTHER RESOLVED**

That such an exemption from the Ministry of Housing guidelines will be determined on a case by case basis and only with the approval of the Ministry.

**BE IT FURTHER RESOLVED**

That in periods of hiatus when an exempted household is not providing such day care, the subsidized housing charge will be adjusted to that of a two-bedroom unit; or if the day care provision is



suspended indefinitely, the household must agree to move to the next available, appropriate two-bedroom unit.





## EXPENSES POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED THE FOLLOWING POLICY ON EXPENSES WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OPERATIVE HOMES INC:**

**Date passed by the Board of Directors:** October 4th, 1989

**Date confirmed by the Members:** \_\_\_\_\_

From time to time Members may be delegated to represent the Co-op at a meeting or function requiring the member to incur expenses. It is not the intention of the Co-op that any Members incur undue out-of-pocket expenses when conducting the legitimate business of the Co-op.

In these circumstances, whenever possible in advance of such a meeting or function, the Board will discuss what is expected of the delegate member(s) and give direction. At the same time, the Board will let it be known to the member what expenses are to be considered the responsibility of the Co-op and what are the member's own rightful expenses.

The following are guidelines:

### **1. Accommodation**

It is expected that Members will exercise discretion in selecting suitable accommodation of a reasonable standard (i.e., Holiday Inn or equivalent).

### **2. Meals and Incidentals**

Actual expenses for meals and incidentals (up to a maximum established by the Board of Directors from time to time) will be covered. Itemized statement of expenses and receipts may be required.

### **3. Transportation**

Economy class air fare will be paid when it is required. Trains or buses should be considered for shorter distances where time permits.

Automobile travel, when necessary, will be reimbursed at a rate established by the Board of Directors from time to time. Airport transport will be reimbursed at the most economical method, abnormal conditions excepted.

### **4. Lost Time**

Loss of income will not be compensated for except by prior approval of the Board of Directors.

### **5. Advance Payment**

Advance payments may be made in accordance with the Co-op's Finance Policy.





## Fence Policy

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING POLICY AND RULES REGARDING THE INSTALLATION OF FENCES AT SHAMROCK CO-OPERATIVE HOMES WAS ADOPTED BY THE BOARD OF DIRECTORS:**

<b>Date passed by the Board of Directors:</b>	<u>December 6, 1992</u>
<b>Amended and passed by the Board of Directors:</b>	<u>May 9, 1994</u>
<b>Date Amended by the Board of Directors:</b>	<u>March 25, 2013</u>
<b>Date confirmed by the Members:</b>	<u>April 28, 2013</u>

The purpose of fence policy is to allow for the installation of fences in the co-op and to set standards that will maintain the aesthetic appearance of the co-op property.

### DEFINITIONS:

- Backyards:** *The area from the building to the end of the original existing fences is the backyard of the Members unit.*
- Common Areas:** *The area past the longest fences from the buildings is considered the start of the common area.*

The rules for the installation and maintenance of fences at Shamrock Co-operative Homes Inc. are as follows:

1. Members are responsible for the maintenance and upkeep of the fence in their backyard or patio, including staining fences every 5 years. Paint will be provided by the Co-op. Members unable to stain due to accessibility may apply for help from the Office to recruit volunteers.
2. All Members living in townhouses or on the main floor of the apartment building wishing to extend their fences must submit the request in writing along with the fence plan to the Board of Directors.
3. Each townhouse has a fence on either side. The new fence cannot be extended past the longest original fence.
4. If the townhouse has a short fence, this short fence can be extended to meet the end of the longest original fence.
5. Members in the apartments can only enclose their patio area with a fence and gate access.
6. The extension **MUST** be made of the same wood in which the original fence has been constructed.
7. The extension **MUST** be the same height as the original fence.
8. Enclosing the backyard is allowed, but a gate **MUST** be installed to allow emergency access.
9. Members are responsible for the cost of materials needed to build the approved fences.
10. Fences will be inspected by a Staff or Board member when completed to verify that the approved fence plan was installed.
11. All construction for approved requests for fences must be completed by the date agreed upon by the Office/Board. An inspection will follow within 30 days (arranged by Board).





## FOOD BANK POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THIS FOOD BANK POLICY WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** June 14, 2010  
**Date confirmed by Members:** November 21, 2010  
**Date amended by the Board of Directors:** April 14, 2014  
**Date confirmed by Members:** April 27, 2014

### **Preamble:**

Shamrock Co-op runs a small Food Bank program for our Members. This program is meant for emergencies only. Because it is a small program we have to limit the service so that we can provide this service to all who are in need. All Members are invited to donate goods to our Food Bank. Shamrock will do its best to provide nutritious food items and other basics.

### **Procedures**

To receive assistance from the Food Bank any member of the household has to be a Member "in good standing" ie no arrears in HC nor Greenbacks. All assistance is kept strictly confidential. All requests are handled by the Office manager. A request for assistance has to be submitted during office hours Monday to Thursday. Turnaround time is 48 hours.

Service is limited to 6 times ***per household*** per calendar year, meaning once every two months. Only in exceptional circumstances will a Member be allowed to use their 6 visits in 6 months.

The member has to fill out a sheet indicating the items needed. In some cases a grocery store gift certificate (up to a maximum of \$25.00) may be given to the Member for food purchases. In such a case the Member has to return the receipt to the Office as well as any cash back. If the Member does not return the receipt and cash back if applicable, the Member will no longer be allowed to use the Shamrock Food Bank.

***We reserve the right to limit the maximum of items to give out if our supplies are low.***





## GRIEVANCE POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING PRACTICES AND PROCEDURES WERE ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP TO BE FOLLOWED WHEN IT IS ALLEGED THAT A MEMBER HAS VIOLATED THE TERMS OF A BYLAW OR POLICY OF THE CO-OPERATIVE:**

**Date adopted by the Board of Directors:** October 24th, 1990

**Date deferred by the Membership:** November 29, 1993

**Date confirmed by the Membership:** \_\_\_\_\_

1. For the purposes of this statement "grievance" means a complaint brought by one member or group of Members against another for alleged violation of a policy or bylaw of the Co-op, including the right of Members to quiet enjoyment of their homes. Complaints about actions or behaviour that do not relate to such policies or bylaws are not the responsibility Co-op.
2. Grievances against a member of the Co-operative by another member or by the Co-op as a community (as represented by the Board of Directors) will be dealt with in a common-sense manner which respects the rights of the individual member and the Co-op as a whole.
3. Members are advised to take the following steps in making their legitimate grievances known:
  - A. Talk to or write to the member you have a complaint against.
  - B. Be specific about your complaint so that the other person knows what happened, when and where it happened, and why you believe there has been a violation.
  - C. If you can reach an understanding, forgive and forget.
  - D. If you cannot reach an understanding, you may contact the Office and complete the Grievance Record, which follows and forms part of this Policy.





# SHAMROCK CO-OPERATIVE HOMES INC. GRIEVANCE PROCEDURE

Members are requested to use this form as a means of drawing the attention of the Board of Directors to the violation by another member of a Bylaw or Policy of the Co-operative.

Only written complaints will be considered. Any complaint that is unrelated to such violation will be taken to be outside the purview of the Co-operative and will not be considered by its representative, the Board of Directors. Frivolous complaints or complaints with a mischievous or malicious intent may be treated themselves as violations.

**NAME(S) OF THE VIOLATOR(S)**

\_\_\_\_\_  
\_\_\_\_\_

**ADDRESS(ES)**

UNIT #: \_\_\_\_\_ UNIT #: \_\_\_\_\_ UNIT #: \_\_\_\_\_  
UNIT #: \_\_\_\_\_ UNIT #: \_\_\_\_\_ UNIT #: \_\_\_\_\_

**WHAT HAPPENED?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**WHEN DID IT HAPPEN?**

\_\_\_\_\_

**WHAT BYLAW OR POLICY DO YOU CONSIDER VIOLATED BY THIS ACTION?**

\_\_\_\_\_

**HAVE YOU ATTEMPTED TO RESOLVE THE DISPUTE BY APPROACHING THE VIOLATOR(S)? (Describe.)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**IF NOT, WHY NOT?**

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**STATEMENT OF MEMBER SUBMITTING THE GRIEVANCE:**

*I have read the Co-op's Grievance Policy and believe that my complaint is the legitimate business of the Co-op.*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



**FOR OFFICE USE ONLY.**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

Action taken: \_\_\_\_\_

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## INTERNAL MOVES POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING POLICY REGARDING MOVES FROM ONE UNIT TO ANOTHER WITHIN THE CO-OPERATIVE WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

<b>Date passed by the Board of Directors:</b>	<u>October 4th, 1989</u>
<b>Date deferred by the Members:</b>	<u>November 29, 1993</u>
<b>Date revised by the Board of Directors:</b>	<u>June 27, 2005</u>
<b>Date confirmed by the Members:</b>	<u>April 30, 2006</u>

An internal move should always be considered a privilege, not a right, of Membership.

Internal moves are expensive for the co-operative. The unit desired by the member(s) has to be prepared for occupancy (maintenance costs) and will remain vacant (revenue loss) during the period of preparation. The unit vacated by the member(s) also has to be prepared for occupancy and will remain vacant during the preparation. Thus, the co-operative has to bear double maintenance costs plus loss of revenue (possible for as long as a month, depending upon the extent of repairs required).

Therefore, the following rules and priorities are established:

1. Members will have priority over new applicants for a more desirable unit provided that they have:
  - A. an excellent Membership record (prompt housing charge payments, participation, co-operative attitude, etc.);
  - B. a change in family circumstances which makes a move to larger unit possible or a smaller unit necessary; and,
  - C. one year in residence before moving.
2. If two or more Members desire the same unit, priority shall be given to the member(s) demonstrating the greatest need.
3. All other factors being equal, priority should be given to the member(s) who has made a significant contribution to the operation of the Co-op.
4. Members will be required to pay a sum of \$100.00 as a cleaning and repairs deposit, which will be refunded to the member if the previous unit has been thoroughly cleaned after vacated. If the previous unit has not been properly cleaned, the Co-op may hire cleaners to do it and pay for it with the member's cleaning deposit. If the cost of cleaning exceeds the amount on deposit, any further costs will be borne by the member.
5. Members requesting an internal move must do so in writing.
6. Prior to any internal move being granted, the unit of the member requesting the move must be inspected and reported in satisfactory condition.
7. All internal moves must be approved by the Board of Directors on the recommendation of the Membership committee.



8. Once the internal move is approved by the Board of Directors, the \$100.00 cleaning deposit must be paid and a new Housing Agreement must be signed.
9. If the unit requested and approved for an internal move is found to be in satisfactory mechanical and sanitary condition, the Board of Directors will allow the member to move into the unit "as is". Painting and/or redecorating will be the responsibility of the member.
10. The notice period will be worked out (based on repairs and other factors) and will be such that both units not remain vacant for more than 15 days each, as far as possible, to save the Co-op revenue.
11. Adult offspring of Co-op member(s) residing with their parents who desire to establish a separate residence within the Co-op shall be eligible for internal moves under these guidelines assuming that all qualifications for Membership are met. When appropriate in such cases, the Board may choose to waive the requirements outlined in Paragraphs 4, 6 and 8 above.



## KEY POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING PRACTICES AND PROCEDURES WERE ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP TO BE FOLLOWED WHEN DISTRIBUTING AND USING KEYS:**

**Date adopted by the Board of Directors:** July 26, 1993  
**Date confirmed by the Membership:** November 29, 1993

### **PREAMBLE:**

For insurance purposes, it is necessary to designate which co-op member will be responsible for possession and use of keys for specific areas of the co-op.

### **THEREFORE BE IT RESOLVED THAT:**

1. Master keys shall be kept in the possession of the co-op staff (Office Staff and Maintenance Person), one Board Directors, and one Maintenance Committee representative.
2. All persons in possession of master keys must be bonded.
3. Master keys may only be used in the event of an emergency, or at a member's request to gain entrance to his/her assigned unit. An emergency is defined as being a situation that is life-threatening or can cause damage to the unit that cannot wait until the next business day.
4. Each Board Director will hold possession of a key to the Co-op's Outer Office. The use of this key is at the Board of Director's discretion. Board Directors and Office Staff are the only persons permitted to have possession of Outer Office keys.
5. Outside of regular business hours, the Move In/Out Committee will be given access to keys for Gary's Lift Elevators, and the key box in the Move In/Out room..
6. Key holders are legally responsible for any use of their designated key(s), and are prohibited from lending the key(s) to any other person under any circumstances.





## MEMBER SELECTION POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING POLICY ON MEMBER SELECTION WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** February 25th, 1988  
**Date deferred by the Members:** November 29, 1993  
**Date confirmed by the Members:** \_\_\_\_\_

To be considered for Membership and residence at Shamrock Co-op, applicants must complete the prescribed application form with full information as indicated, pay a Membership fee of \$15.00 per adult household member and participate in a Membership interview. Acceptance will be by resolution of the Board of Directors.

The Co-op seeks resident Members who would benefit from and contribute to a self-managed, democratic community that has its basis in the Principles of Co-operation.

Shamrock Co-op has a mandate to serve the housing needs of able-bodied and physically disabled people in an integrated community. A significant number of the Co-op's units are designed and equipped for occupancy by people whose physical condition requires a measure of assistance in order for them to live comfortably and independently. The assistance required may be as minimal as simple wheelchair mobility. Or it may be as extensive as providing home and community access to an attendant care facility.

In addition, whenever possible the Co-op has provided for wheelchair access to the main floor, including a bathroom, so that Members may visit in each other's homes with equal comfort.

The main objective of the selection process at Shamrock Co-op is to choose the best possible member residents, taking into account the needs of the community and the needs of the individual.

Therefore, the criteria for Membership selection shall include:

1. A willingness to participate in the development of Shamrock Co-op as a community;
  2. A willingness to abide by the By-laws, Agreements, policies and regulations set by the Co-op;
  3. A willingness to respect the human and civil rights of others;
  4. Financial responsibility and a willingness to allow a credit check as proof thereof;
  5. An indication of permanence or at least long-term residence;
- and,
6. A need appropriate to the available unit.



In cases where there is more than one applicant for an available unit, the following priorities shall prevail:

#### **FOR ORDINARY OR MOBILITY UNITS:**

First preference shall be given to Members residing in the Co-op whose requirements are appropriate to the available unit and who qualify under the of Shamrock Co-op the terms of the Internal Moves Policy adopted by the Board of Directors from time to time.

Second preference shall be given to applicants from other co-ops who meet the Membership selection criteria, who have a demonstrated need for the available unit and who have positive recommendations in writing from the Board of Directors of that Co-op.

Other applicants will be judged on their merits according to the above criteria in order to achieve a proper balance between the needs of the Co-op and the needs of the individual.

When all other priorities have been considered and everything else appears equal, the final priority shall be given to the date the application was received.

#### **FOR THE ATTENDANT CARE UNITS:**

The above priorities shall prevail with the exception that first priority shall be given to qualified disabled applicants confined to chronic care facilities who meet the Membership selection criteria and who have demonstrated a strong desire to live independently.

In order to be effective and fair, the Membership selection process will aim to provide for:

1. Adequate training of volunteer interviewers through workshops and practice;
2. A thorough orientation of prospective Members;
3. An in-depth interview by trained Members with review by committee and/or the Board of Directors;
4. A positive recommendation by the interviewers, and in the case of inter-co-operative applications a positive recommendation in writing by the Board of Directors of the other co-op; and,
5. In the case of applicants for the attendant care units, an assessment by the Attendant Care Sub-committee offering the opinion that the applicant's needs can be met by the facility.



## PET POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING POLICY AND RULES REGARDING THE OWNERSHIP AND BEHAVIOUR OF HOUSEHOLD PETS AT SHAMROCK CO-OPERATIVE HOMES WAS ADOPTED BY THE BOARD OF DIRECTORS:**

<b>Date passed by the Board of Directors:</b>	<u>October 4th, 1989</u>
<b>Date confirmed by the Members:</b>	<u>November 29, 1993</u>
<b>Date revised by the Board of Directors:</b>	<u>December 9, 2002</u>
<b>Date confirmed by the Members:</b>	<u>April 27, 2003</u>
<b>Date revised by the Board of Directors:</b>	<u>September 11, 2006</u>
<b>Date confirmed by the Members:</b>	<u>May 27, 2006</u>

### **PREAMBLE:**

It is the policy of this Co-op that ownership of a household pet is a privilege not a right and that this privilege, once given, may be withdrawn with cause by vote of the Board of Directors.

This policy recognizes that the companionship of an animal can contribute to a human being's sense of well-being. It also recognizes that pet owners who fail to bring appropriate attention and diligence to the care of their pets can cause aggravation to other Members and interfere with the quiet enjoyment of their homes.

### **THEREFORE BE IT RESOLVED THAT:**

The following rules will apply to all Members who own household pets:

1. Since there is a limit to the number of four-legged animals (that is, dogs and cats) that can be easily accommodated in a 90-unit project, Members may have only two four-legged animals per unit. In all cases of pet ownership, the conditions in a unit have to be sanitary and not pose any health problem to Members or pets. The Board of Directors will endeavour to show compassion when considering requests by a member household to keep more than two such pets.
2. Members shall not keep vicious animals. Disputes concerning these determinations will be settled by the Board of Directors on a case by case basis.
3. The Board will consider requests to keep exotic pets on a case by case basis, taking into account the member's ability to provide humane and appropriate housing.
4. Pet owners must not permit their pets to create a nuisance or noise inside or outside their residence that will cause a disturbance to any other member.
5. No pets may be permitted to roam free.
6. Pet owners are expected to clean up or repair damage after their pets immediately after any mess is created or damage done. Patios and garages are not to be used as pet toilet facilities. All cat owners must provide indoor facilities for their cats.



### Member Handbook - Section III - Policies



7. All dogs must be leashed when on communal co-op property. Even when on a leash, dogs may not be left unattended outside a unit for more than two hours.
8. All dogs are to be restricted within the unit boundaries, except when accompanied to be exercised off the Co-op property.
9. Animal Control will be called in to deal with any stray animals found wandering loose on Co-op property.
10. Members will be expected to resolve disputes over compliance with these regulations between themselves. Members who are unable to do so may request assistance in resolving a dispute by submitting a written complaint to the office. Such written complaint will be referred to the Board of Directors who will make a determination as to whether or not the complaint is the business of the Co-op and what if any action should be taken. Complaints referring to the same occurrence on the same day will be treated as one and the same complaint.
11. If the Board determines that an infringement of this policy has occurred, a verbal warning will be given by a duly authorized representative of the co-op to the pet owner. If a second complaint is received, the member will receive a written warning. If a third complaint is received, the member may be called to a meeting of the Board to discuss whether he or she should be given a notice to vacate the unit due to violation of the Housing Agreement.



## PETTY CASH POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING GUIDELINES WERE ADOPTED AS THE PETTY CASH POLICY OF SHAMROCK CO-OPERATIVE HOMES INC:**

**Date passed by the Board of Directors:** October 25, 1993  
**Date confirmed by the Members:** November 29, 1994

The petty cash policy is based on the principle that in accordance with sound fiscal practice the majority of the receipts and expenditures of the Co-operative should go through the bank account in order to maintain adequate control.

It is recognized that there are occasions when cash is the only or best media of transaction. For this purpose a petty cash system has been established. As with all financial matters the treasurer is responsible for the petty cash system.

1. The petty cash system will be maintained by the General Manager in a locked cash box.
2. The petty cash float will be \$200.
3. All cash transactions with Members should be processed through the petty cash system regardless of the amount. (For example, if a member purchases something on behalf of the co-op.)
4. Receipts for expenditures over \$50.00 will be deposited directly in the bank or reimbursed by cheque whenever possible.
5. The transactions from the petty cash system will be transferred to the revenue\expense accounts on a monthly basis. At this time the petty cash will be replenished or depleted to the level of the float.
6. At the end of the fiscal year (July 31st), all monies in the petty cash system should be transferred to the bank account.
7. At the beginning of the fiscal year (August 1st) the petty cash system should be replenished to the level of the float.

### PETTY CASH PROCEDURES

1. When cash is received or transferred into the petty cash system a petty cash voucher will be filled out and signed by both the giver and co-op staff. If a receipt is issued a copy of the receipt should be attached to the voucher.
2. When cash is given from the petty cash system a petty cash voucher will be filled out and signed by both the person receiving the cash and co-op staff. Any receipts received should be attached to the voucher.
3. The Finance Committee will as part of its monthly review of the accounts will look at the balance in the petty cash system and if necessary review the transactions.





## SATELLITE DISH POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THIS SATELLITE DISH POLICY WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** October 4, 2010  
**Date confirmed by Members:** November 21, 2010

### **PREAMBLE:**

Members may wish to have a satellite dish installed for their unit. The Member will have to submit a written request to the office outlining how and where and by whom the satellite dish will be installed. All installations are subject to inspection.

### **PROCEDURES:**

All satellite dishes have to be installed by a qualified satellite dish technician.

Satellite dishes may not be attached to the roof. If the building envelope must be punctured to install the satellite dish the holes must be sealed with a waterproof caulking; no holes in the window frames nor the fascia.

The satellite dish may not block the view from adjacent units, nor may it extend over the fence between units. The satellite dish has to be within the perimeters of the unit of the member.

The member is responsible to keep the satellite dish in good condition, so that it does not damage the building or fence after installation.

The member is also responsible for the removal of the satellite dish prior to moving out and to ensure that the building or fence is returned to its original condition and any damages caused by the satellite dish have been repaired.

If the member fails to follow this policy Shamrock Co-op may order repairs and/or removal of the dish at the member's expense.





## SHED POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING POLICY AND RULES REGARDING THE INSTALLATION OF SHEDS AT SHAMROCK CO-OPERATIVE HOMES WAS ADOPTED BY THE BOARD OF DIRECTORS:**

<b>Date passed by the Board of Directors:</b>	<b><u>October 7, 1992</u></b>
<b>Amended and passed by the Board of Directors:</b>	<b><u>November 8, 1993</u></b>
<b>Amended and passed by the Board of Directors:</b>	<b><u>November 10, 2014</u></b>
<b>Date confirmed by the Members:</b>	<b><u>November 30, 2014</u></b>

The purpose of the Shed Policy is to allow for the installation of sheds in the Co-op and to set standards that will maintain the aesthetic appearance of Co-op property and to allow for entrance to/exit from the unit in case of emergencies.

1. Anyone wanting to install a shed/storage unit shall ask the Office for permission prior to doing the purchase or construction to ensure compliance with this Policy. The construction of the shed/storage unit shall be done within 30 days of approval.
2. Sheds for townhouses shall measure 6' (H) x 4' (W) x 4' (D), maximum. Sheds cannot be higher than the fence height (6 ft).
3. Sheds/storage units for main floor units of the apartment building can measure 8' (H) x 4' (W) x 2'6" (D), maximum.
4. Storage units for apartment balconies shall be 2'6" (D), maximum.
5. Sheds can be made of: resin (vinyl, plastic, high density polyethylene) or wood. Wooden sheds shall be made of pressure treated wood, 1' x 6' boards. Most resin sheds include flooring. Additional permanent flooring such as cement is not allowed. No aluminium or steel sheds allowed.
6. Sheds/storage units shall be of a colour that blends in with the colours of the immediate surroundings.
7. Sheds/storage units may not extend into nor be placed in the common areas.
8. Sheds/storage units cannot be placed in front of townhouses, only in the back area.
9. Sheds/storage units may not block windows or doors. The shed/storage unit has to be placed far enough away from the patio door(s)/entrance to a unit that the door/gate can be opened fully.
10. In the case of patios and balconies of the apartment building, the storage unit can only be placed against the side wall. There should be easy access to your unit in case of emergencies.
11. For townhouses, the shed/storage unit must be set back 1' from the a/c unit and the basement window well.
12. Members are responsible for the cost of constructing and maintaining their shed/storage unit. This includes staining the wooden shed as per the Fence Policy.



### Member Handbook - Section III - Policies



- 13.** Anyone installing a shed/storage unit that is not in compliance with this Policy shall remove it or the Co-op will remove it and the cost incurred for doing so must be paid by the Member.
- 14.** The shed/storage unit must be removed when the Member moves out, unless there is a written agreement with another Member or a new Member (copy of the agreement must be given to the Office) taking over responsibility for the shed/storage unit.



## SHED KEY POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THIS SHED KEY POLICY WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

<b>Date passed by the Board of Directors:</b>	<u>June 13, 2011</u>
<b>Amended and passed by the Board of Directors:</b>	<u>October 7, 2013</u>
<b>Date confirmed by Members:</b>	<u>November 17, 2013</u>

### **PREAMBLE:**

Shamrock Co-op has invested in garden equipment for the use of its Members. The Co-op wants to protect and maintain this equipment. The Co-op also wants to ensure that Members use the equipment properly and safely and return it in the same working order as it was received.

The goal of this policy is to protect and maintain Co-op garden equipment in good condition.

1. The shed key holder is required to sign in and out equipment.
2. Members requesting to use the garden equipment may contact the Office during regular Office hours. Outside of regular Office hours, Members can contact a shed key holder, who will be available from 8:00 AM until sunset.
3. Any borrowed equipment has to be returned the same day by sunset at the latest. Members shall not keep equipment overnight.
4. Member shall be responsible for the equipment borrowed until it has been signed back in by the shed key holder.

A limited number of Members shall have a key to the shed. These Members can put forward their name to the Board of Directors. The Board of Directors shall decide who will have a shed key. No more than seven (7) Members, excluding Board of Directors, shall have a shed key. The Office and the maintenance person shall have one key each.

A list of the shed key holders is posted on the office door and on the door of the garden shed and the tractor room.

Consideration for individual keys may be given to Members who use the equipment for common areas as their participation for the Co-op.

*Each shed key holder shall receive training for equipment and be willing to show Members how to use the equipment.*





## SPENDING POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING GUIDELINES WERE ADOPTED AS SPENDING POLICY OF SHAMROCK CO-OPERATIVE HOMES INC:**

**Date passed by the Board of Directors:** October 25, 1993  
**Date confirmed by the Members:** November 29, 1993

Ultimate control of spending rests with the Membership who must approve the annual budget each year. At the same time, staff, committees and the Board of Directors must have sufficient flexibility to manage the Co-op.

This policy outlines how spending control is to be achieved.

### 1. ANNUAL BUDGET

Prior to the beginning of each fiscal year, an annual budget for the year will be presented to the general meeting. The Members have the right to question and if necessary, alter the budget. The budget should provide separately for each major category of revenue and expense. These categories should be accompanied by sufficiently detailed notes to allow meaningful discussion by the Members.

Once approved by the general meeting, the budget authorizes staff, committees and the Board of Directors to incur expenses according to the provisions of the following sections.

During the course of the fiscal year, the Board may revise the budget if necessary. These revisions must be reported to, or approved by a general meeting as follows:

- A)** Any revision in one budget category, exceeding 10 per cent of the approved budget allotment must be reported to the next general meeting.
- B)** Any revisions to the approved operating budget which results in an overall change of more than 5 per cent of the approved budget must be reported to the next general meeting.
- C)** Any change in housing charges as a result of revisions to the operating budget must be approved by the Members in a general meeting.

### 2. NON-DISCRETIONARY EXPENSES

Non-discretionary expenses are those that are incurred by the Co-op automatically and are not the result of a specific purchase order.

These include such things as municipal taxes, utilities, electricity, water, salaries (once a position and salary has been approved), insurance (if the coverage is not being changed), mortgage payments, and any contracted services once the contract has been signed.

Non-discretionary expenses may be approved by the Treasurer or a staff person designated by the Board of Directors. If a non-discretionary expense is over-budget, it must be reported to the next meeting of the Board.



### **3. DISCRETIONARY EXPENSES**

Discretionary expenses are those where the Co-op has an option as to when or if to incur them. They include such things as equipment purchases, maintenance supplies, office supplies, professional or consulting services, education for staff, directors or Members, Membership in other organizations, new staff positions, changes in insurance coverage and signing new contracts for any goods or services.

#### **BUDGETED DISCRETIONARY EXPENSES**

A budgeted discretionary expense up to \$300, for the purchase of goods or services, may be authorized by the appropriate committee chairperson (i.e. Maintenance, Landscape, Social) after approval by the committee.

Other budgeted discretionary expenses up to \$300 relating to administrative expenditures (office supplies, education expense for directors, Members, etc.) may be authorized by a staff person designated by the Board.

A budgeted discretionary expense between \$300 and \$1000 may be approved by the Treasurer or a staff person designated by the Board. All budgeted discretionary expenses over \$1000 must be approved by the Finance Committee and the Board of Directors.

#### **UNBUDGETED DISCRETIONARY EXPENSES**

An unbudgeted discretionary expense up to \$300 must be approved by the Finance Committee, and must be reported to the next meeting of the Board of Directors.

All unbudgeted discretionary expenses over \$300 must be approved by the Board.

All discretionary expenses must be authorized by means of a purchase order.

Before approving a discretionary expense of more than \$300, the Co-op will normally obtain three bids or quotes.

All expenses incurred on behalf of the Co-op will be made with sufficient care to obtain the best value" for the Co-op's money.

After an expense has been approved, interim payments may be made as long as the total of payments does not exceed the approved amount.

### **4. EMERGENCY EXPENSES**

Emergency expenses are those that have to be incurred immediately because a delay will cost the Co-op more money, risk property damage or endanger personal safety.

Notwithstanding sections 1., 2. and 3., an emergency expenditure may be approved by designated staff or Members. The Board of Directors shall designate the people who can approve emergency expenditures as required. All emergency expenditures must be reported to the next meeting of the Board of Directors.

### **5. PURCHASE CONTROL**

A Requisition for Purchase Order and/or cash will be completed for all discretionary expenses. The request must be approved by the purchasing agent designated by the Board of Directors. This system will guard against too many non-essential items bought in the same month resulting in a shortage of "cash flow" for the Co-op.



## **6. SIGNING OFFICERS**

All cheques drawn on the Co-op's accounts will be signed by any two officers or directors of whom at least one shall be the President or Treasurer. The person responsible for preparing cheques shall not sign them.

## **7. MISCELLANEOUS**

No person may approve or make any purchase or payment that substantially benefits that person.





## ROLE OF THE TREASURER

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING DESCRIPTION OF THE ROLE OF THE TREASURER OF SHAMROCK CO-OP WAS ADOPTED BY THE BOARD OF DIRECTORS:**

**Date passed by the Board of Directors:** August 9th, 1990  
**Date confirmed by the Members:** November 29, 1993

### **WHEREAS:**

The role of the treasurer of a co-operative varies considerably depending on the size and organization of the co-op as well as the interest and/or ability of the treasurer;

### **AND WHEREAS:**

In larger co-ops it is normal for the financial administration to be performed by staff, with the treasurer reviewing work, acting as one of two signing authorities and providing internal control;

### **THEREFORE BE IT RESOLVED THAT:**

The Treasurer appointed by the Board will have the following duties, which will be shared with the other signing officers, employees and Members of the finance committee as delegated by the Board of Directors from time to time:

## **1. PROVIDE INTERNAL CONTROL**

### **Signing Cheques:**

- verify that the expense is legitimate
- compare the figures on the cheque with those on the invoice and requisition
- initial bottom of requisition form

### **Expenditures:**

- give approval for discretionary expenses up to the limit established by the Board
- seek the approval from the Board for expenses in excess of the discretionary limit set by the Board

### **Audit:**

- verify that the draft audited statement is correct
- provide explanations to the Board and Members
- sign corrected statement and return to Auditor

### **Subsidy:**

- verify that the process for calculating and determining Members' qualification for income tested assistance is correct
- verify that the co-op's subsidy policy has been implemented and interpreted correctly
- approve minor variances to the co-op's subsidy policy and seek Board approval for significant variation



**Education:**

- explain financial statements and audited statement at Board and General Members meetings

**Board:**

- become familiar with funding agreements with the Ministry of Housing and be able to explain to the Board the financial implications of these agreements
- explain financial statements to the Board and Members
- ensure that regular financial summaries are discussed at the Board

## 2. MONITOR

**Bookkeeping:**

- ensure that the books are up to date
- verify that the Members' accounts receivable (account 110) is balanced.
- ensure that all NSF cheques are recorded properly

**Arrears:**

- ensure that arrears are being followed up and collected if possible
- monitor the accounts of Members with a poor payment record in case it becomes necessary to proceed to eviction

**Budget:**

- compare the actual expenses against the budget and monitor the balances outstanding in the various budget categories

**Audit:**

- monitor the audit preparation to ensure that all is ready for the auditors

**Reserves:**

- monitor any expenditures from reserves
- ensure the reserve is properly funded

**Investments:**

- monitor investments made by the co-op to ensure they conform to investment policy

## 3. SHORT-TERM PLANNING

**Budget:**

- ensure the annual budget is prepared and notices of housing charge increases are sent out in time

**Maintenance:**

- encourage a program of routine maintenance

**Subsidy:**

- recommend changes to subsidy policy may be appropriate



#### **4. LONG TERM PLANNING**

**Investments:**

- recommend to the Board a policy for investing surplus and reserve funds

**Reserves:**

- review regularly the annual appropriation for replacement reserves is adequate to cover the cost of replacing all capital items
- when it becomes necessary to increase the annual appropriation, arrange to have a meeting with Ministry of Housing staff to negotiate the change

#### **5. OTHER RESPONSIBILITIES**

Such other duties and responsibilities as may be agreed upon from time to time.





## USE OF HELEN HALL POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED THE FOLLOWING GUIDELINES AND PROCEDURES FOR THE USE OF HELEN HALL WERE ADOPTED AS POLICY BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

<b>Date adopted by the Board of Directors:</b>	<u>October 24, 1990</u>
<b>Date confirmed by the Members:</b>	<u>November 19, 1993</u>
<b>Date amended by the Board of Directors:</b>	<u>March 28, 1994</u>
<b>Date confirmed by the Members:</b>	<u>April 11, 1994</u>
<b>Date amended by the Board of Directors:</b>	<u>April 2, 2012</u>
<b>Date confirmed by the Members:</b>	<u>April 28, 2013</u>
<b>Date amended by the Board of Directors:</b>	<u>March 31, 2014</u>
<b>Date confirmed by the Members:</b>	<u>April 27, 2014</u>
<b>Date amended by the Board of Directors:</b>	<u>March 9, 2015</u>
<b>Date confirmed by the Members:</b>	<u>April 26, 2015</u>

### **PREAMBLE**

Helen Hall is named after and dedicated to the memory of Helen McMichael, a pioneer in advocacy for the disabled in Kitchener-Waterloo. She was disabled herself. She was one of the founding directors of Shamrock Co-op. With the other founders she shared the vision that people of differing abilities and needs, can live independently within a caring community and work co-operatively to achieve their common goals

### **THEREFORE BE IT RESOLVED THAT:**

Helen Hall is intended first and foremost for those activities which serve all of the Members of the Co-op, and this intent is reflected in the priorities for its use.

### **A. The following activities are listed in descending order of priority:**

- 1a** Meetings of the Board of Directors to conduct the Co-op's business
- 2a** Meetings of the general Members to participate in the conduct of the Co-op's business
- 3a** Activities and celebrations of the Members
- 4a** Regular meetings of Co-op committees
- 5a** Special activities and functions of Co-op committees
- 6a** Informal gatherings of Members which are not exclusive
- 7a** Individual Members' private functions
- 8a** Activities of other co-operatives or organizations with objectives compatible with Shamrock Co-op



## B. USE OF HELEN HALL

- 1b** Scheduling of use will be under the auspices of the Board of Directors. The Board reserves the right to refuse any request for use of Helen Hall which is considered inappropriate. A time limit may be set for activities which are likely to disturb other Members.
- 2b** Helen Hall will be available to Members one hour prior to the start of the event until one hour after the ending of the event, for set up and clean up. Any functions will be required to turn down the music at 11pm and to turn it off at midnight. Co-op functions may be governed by the same rules, but are at the discretion of the Board of Directors.
- 3b** Individuals and groups participating in activities/events in Helen Hall will respect the Co-op's property and environment at all times and will be considerate of the comfort of the residents of the building. Children are not allowed to play in the hallways, elevators, and staircases.
- 4b** Co-op Members or Organizations wanting to book Helen Hall for private functions are required to enter into an agreement for use of Helen Hall and pay a deposit of \$50.00 as well as a rental fee of \$20.00 per function. The rental fee will be waived for every fourth rental by the same Member or Organization. The deposit will be refunded only if all the premises used during the function (bathroom, patio, entrance and Helen Hall itself) are left in the same condition of cleanliness and good repair in which they were found.
- 5b** A Co-op member requesting to book Helen Hall for a private function must be a member in good standing (no arrears of any kind or non-compliance issues).
- 6b** The person responsible for the reservation of Helen Hall will ensure that the people attending the function will comply with the Co-op's No Smoking policy.
- 7b** The Co-op is not responsible for any items left in Helen Hall. Individuals booking Helen Hall will be responsible for the security of items & equipment brought into the hall.
- 8b** Co-op Members shall not enter Helen Hall when a private party is taking place and respect the privacy of the guests at the function.



# **POLICY FOR THE USE OF RECREATIONAL EQUIPMENT PROVIDED BY SHAMROCK CO-OP**

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THIS POLICY FOR THE USE OF RECREATIONAL EQUIPMENT WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** June 14, 2010  
**Date confirmed by Members:** November 21, 2010

## **PRE-AMBLE**

Shamrock Co-op is a small community based on democratic principles and respect for others. Members are responsible for their guests. Parents are responsible for their children. Children need to be supervised. Children under the age of 8, need to be supervised at all times. If your children are playing outside your unit you need to be outside with them. Children older than 8, but under the age of twelve can be supervised intermittently, meaning the parent knows where the children are and checks on them frequently. Children older than twelve may play outside without supervision, but should not be left outside alone after dark.

## **PLAYGROUND:**

Shamrock has two playgrounds: One at 436 and the second one at 456.

The playground at the 436 side is meant for younger children, up to age 8.

The second playground is on the 456 side and can be used by all children up to twelve years of age. When supervising children the parents or caregivers should remain off the playground equipment, unless assisting the child. Children older than twelve may supervise no more than two children.

No other equipment, toys, or sports equipment are allowed on the playgrounds. No throwing of stones, sticks or other objects is allowed on or around the playground equipment. No climbing on or over fences. Do not tear off branches off bushes and trees. No loud music. No food or beverages are allowed on the playground equipment. Children are expected to clean up after themselves, no litter to be left behind. No children allowed on the playgrounds after dark. No loitering on or around the playground equipment. Please respect the privacy and the property of the Members living in the town houses adjacent to the playgrounds.

Disrespectful behaviour towards adults and other children will not be tolerated. The Board will reserve the right to suspend the use of the playground by children who do not abide by this policy. Parents are to instruct their children on the content of this policy.

## **SPORTS PAD ADJACENT TO UNIT 16 AND SOUTH SIDE OF APARTMENT BUILDING**



In order for the different age groups to use the sports pad in all safety the following play times have been set aside:

Children age 7-14 from 4.30- 6.30pm on weekdays; on weekends 10am -1pm and 4.30-6.30pm

Teenagers/Adolescents age 15+ from 6.30-9.00 pm on weekdays; on weekends 1pm- 4.30pm and 6.30-9pm

The sports pad cannot be used between the hours of 9pm - 9am.

At all other times the users will have to share the sports pad and cooperate in the use of the sports pad. Users of the sports pad have to clean up after themselves.

No food or beverages are allowed on the sports pad. No loud music. No swearing. No disrespectful behaviour towards other sports pad users and Members is allowed.

No climbing on or over fences. No throwing of stones, sticks. No tearing of branches off bushes and trees. No willful destruction of Co-op property. Users of the sports pad have to respect the privacy and the property of the Members living adjacent to the sports pad. Members who bring friends to the sports pad are responsible for their guests. Friends of smaller children fall under the responsibility of the parent.

Non-compliance may lead to suspension of the use of the sports pad.

#### **PROCEDURES SEPARATE FROM THE POLICY**

Procedure to be followed in case of non-compliance of the policy.

1. Verbal warning for the child/youth; parent(s) are notified by telephone, if they are not present. Child cannot use the playground equipment or be on the playgrounds/sports pad for the remainder of that day;
2. Written warning to the parent(s) and the child/youth cannot use the playground equipment or be in the vicinity of the playground/sports pad for the rest of the day and two days following
3. Written warning and the child/youth is not allowed to be on the playgrounds/sports pad or near the vicinity of the playground/sports pad for one week.
4. Written warning and the child/youth is permanently barred from the playgrounds/sports pad.



## VEHICLE CONTROL POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED THE FOLLOWING POLICY ON VEHICLE CONTROL WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OPERATIVE HOMES INC:**

**Date passed by the Board of Directors:** October 24th, 1990  
**Date confirmed by the Members:** November 29, 1993  
**Date amended by the Board of Directors:** September 12th, 2011  
**Date confirmed by the Members:** November 27, 2011

1. For the purposes of this statement, the term "vehicle" shall be construed to include cars, vans, trailers, tent trailers, boats on trailers, bicycles, e-bikes, and all such conveyances and motorcycles. Tent trailers, campers; large transport trucks shall not be parked overnight on Co-op property; nor on our internal roads at any time.
2. No more than one vehicle per unit. There are sixteen (16) extra spaces for "second" vehicle parking. They will be issued on a first-come, first-served basis. Members are free to make arrangements with another Member for the use of that Member's driveway. (Any disputes arising from this arrangement shall be solved between the Members, this is not the Co-op's responsibility.)
3. Parking charges will be set at \$15.00 per month for 2<sup>nd</sup> vehicle parking spot, and \$25.00 per month for a 3<sup>rd</sup> vehicle parking spot.
4. Shamrock is obligated to provide a given number of parking spots for visitors. Members shall not park their vehicles in designated Visitors' Parking spots. The Co-op By-law Officers will ticket Members' cars which are parked in Visitors' Parking spots.
5. Vehicles may not be parked on any internal road. These roads are designated as fire routes. Vehicles may not be parked on any grassed area or blocking sidewalks.
6. Visitors must park in the Visitors' spaces or in the driveway of the Member being visited. Residents are responsible for informing their visitors of regulations.
7. The licence numbers of all vehicles owned or operated regularly by residents must be registered with the Office.
8. The speed limit on internal roads is 8 kilometres per hour.
9. Major repairs/maintenance on vehicles (motor, transmissions, auto body work including cutting of steel) is not allowed on Co-op property. Minor repairs such as changing tires and minor body work such as filling small holes, prepping and painting small areas are allowed. Any dust, debris, etc must be contained. Oil changes, transmission fluid changes, radiator fluid changes, brake fluid changes or car maintenance involving the draining of fluids is not allowed on Co-op property.



10. Members are expected at all times to keep their vehicles in such a state of repair that they cause no excessive noise.
11. All vehicles parked on Co-op property must be licensed and insured; no derelict vehicles may be stored on Co-op property. If special circumstances exist where an otherwise operable vehicle belonging to a Member is without a license or insurance for a short while, the Member may make a written request to the Board for a waiver of this requirement. Such a request will not be unreasonably denied.
13. Any member may report, in writing, a violation of this vehicle policy to the Office. After three written complaints, a Member may be requested to attend a Board of Directors meeting, at which time termination of occupancy and Membership may be considered.



## FLOORING REPLACEMENT POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED THE FOLLOWING POLICY AND RULES REGARDING FLOORING REPLACEMENT WAS ADOPTED BY THE BOARD OF DIRECTORS:**

**Date passed by the Board of Directors:** November 12, 2012

**Date confirmed by the Members:** November 25, 2012

### **PREAMBLE:**

With proper care flooring can last a long time. Replacement of any flooring is a large expense. For this reason the Co-op will replace flooring as necessary. This Policy is in addition to the Occupancy By-law, the Decoration and Home Improvement Policy, and the Unit Care Policy. "Flooring" in the context of this policy applies to any type of flooring.

- A.** Flooring may be replaced when a unit becomes vacant or when replacement of flooring is deemed necessary.

Before any flooring is replaced an inspection must be done by (two people) one staff member and one member of the Board of Directors.

The result of the inspection with a recommendation shall be sent to the Board of Directors. The Board will make the decision to replace the flooring.

- B.** Prior authorization for replacement of flooring is required. The Co-op will not reimburse Members for flooring installed prior to the Board of Directors authorization. If such flooring is sub-standard the member may be charged the cost of having the flooring brought up to a standard acceptable to the Co-op.

Any flooring shall be installed by professionals or by people who have proven skills in installing flooring.

- C.** A member may request, in writing, to have all or partial of the flooring in their unit replaced. Member must be in good standing and in compliance with the above policies to have their request considered by the Board.

- D.** If the member wishes to have another type of flooring than the Co-op provides, the member shall fully disclose the type of flooring and person/company doing the installation, to the Board. After the request has been received by the Board, an inspection of the member's unit will follow within a reasonable time.

The Co-op may reimburse the member for flooring, however it will not exceed the price of the flooring (labour included) which the Co-op provides. To receive a reimbursement of costs the member shall provide proof of purchase and proof that the installation was done by professionals or by people with proven skills.

An inspection will be done (see under A) immediately after the installation and a final inspection after 6 months before any payments are made.



- E. If a member, through neglect or otherwise, damages flooring to such an extent that the flooring may have to be replaced, an inspection (see under A) will be made to estimate the damage. The member will have to pay for the replacement costs in advance. The Board reserves the right to hold off on replacement of the flooring until the unit is vacated, if there is evidence of neglect in the care of the flooring of the unit by the current member. The damages shall be prorated on the basis of the age of the flooring. For the first year: 100 percent. For the second and third year: 90 percent. For the fourth and fifth year: 70 percent. For the sixth and seventh year: 50 percent. For the eighth year: 40 percent. For the ninth year: 30 percent. For the tenth year: 20 percent.
- F. For kitchens and bathrooms only flooring that can withstand water spillage and moisture are allowed.



## FLOORING REPLACEMENT PROCEDURES

Flooring shall be installed by professionals or people with proven skills.

Flooring shall not be replaced without permission of the Board of Directors. The member shall request permission to have flooring replaced.

In cases where the member will pay for the cost of the installation of the flooring the member shall ensure that the floor replacement is done in a professional manner.

Any flooring replacement shall be subjected to an inspection by a staff person and a Board member shortly after the flooring has been installed. A final inspection by a staff member and a Board member will take place six (6) months after the first inspection.

### FIRST INSPECTION OF FLOORING

- Prior to installation the old flooring shall be removed. New flooring shall not be laid on top of old flooring. Where necessary an underlay must be used.
- Lift area rugs to check the flooring, move sofas to check flooring
- Flooring should be laid starting at an outside wall and along the longest part of a room
- Protectors shall be installed under the legs of tables, chairs, sofas to prevent the laminate from being scratched
- **For Laminate flooring** the joints have to be staggered, no less than 6" apart
- Laminate flooring must have a gap of ¼" between the floor and the walls, no underlay may show; the flooring shall be tucked under the baseboards.
- Check that there are no scratches or dents or chipping.
- Transition areas shall be finished appropriately with some type of stripping; they have to be even. Bathrooms shall have a metal transition
- **For carpets** check that the seams are done tight, they should be almost invisible
- The carpets shall not show wrinkles and be tucked under the baseboards
- Transition from carpet to other type of flooring shall be even
- **For any type of tiles** check that the tiles are all even; all edges shall lay flat and match with the other tiles

### SECOND INSPECTION (AFTER SIX MONTHS)

- **Laminate:** Check that no pieces have buckled, no gaps at the baseboards, no underlay showing. Transitions are even.
- **Carpet:** No fraying at the edges, no wrinkles; properly tucked under the baseboards.





## INTERNATIONAL PRINCIPLES OF CO-OPERATION

ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING RESOLUTION OF COMMITMENT TO THE INTERNATIONAL PRINCIPLES OF CO-OPERATION WAS ADOPTED AS A POLICY OF SHAMROCK CO-OPERATIVE HOMES INC.:

Date passed by the Board of Directors: October 24, 1990

Date confirmed by the Members: \_\_\_\_\_

### WHEREAS:

Co-operatives grew out of two basic human concerns, economic hardship and social-political ideals, and,

### WHEREAS:

International Co-operative Congresses held regularly since 1921 have recognized principles which reflect those economic and social objectives which must be the basis of every co-operative, and,

### WHEREAS:

Shamrock Co-op is proud to be identified with other co-operative groups of similar purpose,

### THEREFORE BE IT RESOLVED THAT:

The following Principles be adopted and they are hereby confirmed as operating principles and policy of Shamrock Co-operative Homes Inc.:

#### **OPEN AND VOLUNTARY MEMBERSHIP:**

Membership in a co-operative is voluntary and available without artificial restriction of any social, political, or religious discrimination, to all persons who can make use of its services and are willing to fulfill the responsibilities of Membership.

#### **DEMOCRATIC CONTROL:**

Co-operatives are democratic organizations. Their affairs should be administered by persons elected or approved in a manner agreed by the Members and accountable to them. Members should enjoy equal rights of voting (one member, one vote) and participation in decisions affecting their co-operative.

#### **LIMITED INTEREST ON SHARES:**

Share capital should only receive a strictly limited rate of interest, if any.

#### **RETURN OF SURPLUS TO MEMBERS:**



Surplus or savings, if any, arising out of the operations of a co-operative belong to the Members of that co-operative and should be distributed in such a manner as would avoid one member gaining at the expense of others. (Non-profit housing co-operatives often use savings in one year to offset cost increases in the next year. Through this practice, the principle of return of surplus to Members is realized.)

#### **CO-OPERATIVE EDUCATION:**

All co-operatives should make provisions for the education of their Members, officers, and employees and of the general public in the principles and techniques of co-operation, both economic and democratic.

#### **CO-OPERATION AMONG CO-OPERATIVES:**

All co-operative organizations, in order to best serve the interest of their Members and their communities, should actively co-operate in every practical way with other co-operatives at local, national, and international levels.



## GUIDELINES FOR COMMITTEES

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING GUIDELINES FOR COMMITTEES WERE ADOPTED AS POLICY OF SHAMROCK CO-OPERATIVE HOMES INC.:**

**Date passed by the Board of Directors:** October 24, 1990

**Date confirmed by the Members:** \_\_\_\_\_

### **ACCOUNTABILITY:**

1. Each committee of the Co-op is accountable to the General Members through their elected representatives, the Board of Directors.
2. Approval of the Board is required in order to establish a committee of the Co-op.
3. Regular reports to the Board and Members will be expected of all committees.

### **TYPES OF COMMITTEES:**

1. Standing committees are permanent committees which have been given a mandate by the Board of Directors to perform specific functions which contribute to the social and operational well-being of the Co-op. Standing committees operate from year to year.
2. Ad hoc committees are formed for a special, short-term purpose. They are disbanded when that purpose has been served.

### **PARTICIPATION ON COMMITTEES:**

1. The General Manager shall be an ex-officio member of all committees.
2. It is hoped that every member will be able to participate with enthusiasm in the activities of at least one committee.

### **COMMITTEE MEETINGS:**

1. All committees are encouraged to operate by consensus. To do so, it may be necessary to delay an action until a compromise can be found which all the participants can support. This way of doing the work of the committee shows respect for the opinions of all the participants.
2. Problem-solving and decision-making are easier to do when meetings are orderly and well-mannered. Setting a time limit for meetings encourages participants to stick to the business of the Agenda.
3. To encourage participation, date time, and agenda of all committee meetings are to be publicized to the full Membership.
4. Minutes of decisions and recommendations should be circulated to all participants, the General Manager, and the Board of Directors.
5. All committee Members have a responsibility to welcome new arrivals, share information, and encourage their continued participation.
6. All committees are to establish a regular time, place, and frequency for meetings.





## UNIT CARE POLICY

**Date passed by the Board of Directors:** March 25, 2013

**Date confirmed by the Members:** April 28, 2013

### **PREAMBLE**

Our Occupancy by-law (by-law no 2) article 5 “Use and behaviour” includes the expectations regarding the maintenance and care of a unit.

Shamrock Co-op is responsible for keeping the units in good order and to protect the assets of the Co-op, it also has to comply with municipal, provincial and federal laws. How a member looks after her/his unit impacts the lifespan of the contents of a unit, such as appliances, flooring, cabinets, windows, screens and doors. This can result in costly repairs. This policy does not replace the maintenance and repair article of the Occupancy By-law, it is in addition to the by-law. This policy is also in addition to the Home Improvement Policy. In addition to the Unit Care Policy there are recommended guidelines to aid the member in properly maintaining their unit.

Each unit has two large appliances: a stove and a fridge. Each unit has a smoke detector and a fire extinguisher. The town houses have a water heater and a furnace; some units have an air conditioner. The townhouses have a smoke detector on each floor and one carbon monoxide detector. A few townhouses have a sump pump. Each unit has a kitchen fan and a bathroom fan.

If you need instructions on how to take care of equipment, the Office can give you the necessary information. Please ask. You **MUST** report any problems to the Office without delay. Use the Work Order forms, these are in a holder next to the Co-op’s office door for 24/7 access.

Twice a year the Co-op brings in a large dumpster for disposal of large items such as furniture and mattresses. Members who want to dispose of large items will have to keep them inside their unit until the dumpster is brought in or they can call the various charity organizations for pickup of donations. The regular garbage containers are not meant for disposal of furniture.

### **A. RULES FOR ALL UNITS**

#### **1. ENTRANCE TO THE UNIT**

Keep free of objects and debris.

#### **2. WINDOWS**

Wipe down the ledges between the glass panels; this is especially important during the winter months when a buildup of moisture may turn moldy.



### 3. FLOORS

Vacuum-clean carpets and hard surface flooring at least once a week, more if you have children and/or pets. Wipe up spills immediately. Steam clean your carpets at least once a year. High heels may damage your floors. Place glides or fabric on furniture legs to prevent them from scuffing the floor. Use carpets under rocking chairs.

### 4. APPLIANCES

**Fridge:** Wipe the seals of the fridge door with a mild soap solution, clean up spills inside the fridge promptly.

**Stove:** Clean up any spills promptly. Avoid using tin foil under stovetop elements, it may cause elements/burners to short out. Also avoid using tin foil inside the oven and on the tray under the burner trays of the stove, it traps moisture and may cause rusting.

**Fan and Hood Above Stove:** Clean the screen regularly. Do not remove the fan and DO NOT spray liquid onto the fan. Run the fan while cooking.

### 5. KITCHEN CABINETS AND COUNTER TOPS:

Check under the sink that there is no evidence of moisture build up or leakage. The counter tops are not meant as cutting Boards, use proper Boards for cutting. Use coasters under hot objects to prevent damage to the counter top. Wipe up any spills promptly.

Do not use harsh cleaning products on counter tops.

### 6. BATHROOM SINK, BATHTUB AND FAN

Clean bathtub and walls around the tub, as well as the sink, faucets and counter on a regular basis. Check for moisture or leakage under the sink and around bathtub faucets.

Do not use harsh cleaning products on counter top, sink, tub, and walls around the tub. When taking a shower or bath run the fan to prevent moisture build up.

### 7. WALLS AND DOORS

Wipe off any smudges; don't allow dirt to become ingrained. See also the Decorating and Home Improvement Policy and the Paint Policy

### 8. WASHING MACHINES, DRYERS, DISHWASHERS

There are laundry facilities on the main floor of the apartment building for the use of all Members.

The apartments are not set up for additional washing machines, dryers and dishwashers. There is the additional risk of water damage in the apartments. The town houses have grounded receptacles for washing machines and vents for dryers.



**B. RULES FOR TOWNHOUSES (In addition to Section A)**

**1. ENTRANCE TO UNIT, INCLUDING SIDEWALK AND DRIVEWAY**

Keep it free of objects, toys and various types of equipment. Seasonal furniture should be stored behind your unit or in the basement. Do not leave out garbage, dispose of garbage and recycling in the appropriate containers.

Empty out your mailbox regularly.

**2. OUTSIDE WATER TAP**

Turn off for the winter months (before the frost sets in).

**3. LAWN CARE**

The Co-op has lawn mowers for your use. Lawn mowing should be done on a regular basis. Do not let weeds get out of control

Comply with the municipal water restrictions when in force, do not waste water.

**4. FURNACE, WATER HEATER AND SUMP PUMP**

There must be one foot of clearance around these appliances at all times, do not store items on top of them.

Keep the floor drain clear.

**5. BUILD IN CENTRAL AIR UNITS**

Keep the unit clear of debris, leaves etc.





## WORKSHOPS/CONFERENCE ATTENDANCE POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, A POLICY REGARDING WORKSHOP/CONFERENCE ATTENDANCE WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** May 27, 2013  
**Date confirmed by the Members:** November 17, 2013

### **PREAMBLE**

The Co-op likes to support opportunities for growth for its Members and wants Members to share their experience with the other Members of Shamrock Co-op.

From time to time the Co-op may sponsor a Co-op member to attend a workshop or conference or another type of event. The costs of attending are paid for by the Co-op.

Lost wages are not included.

If a member wants to attend a workshop or conference the member can apply in writing to the Board of Directors. The request should include the reasons for attending and the relevance of the workshop/conference to the Shamrock Co-op community. Only Members in good standing may submit a request.

The request has to be submitted well in advance of a workshop/conference so that there will be ample time for review by the Board and registration for the workshop/conference.

When the Co-op sponsors a member to attend a workshop/conference the member will be responsible for attending the workshop/conference. If the member fails to attend the workshop/conference the member will have to reimburse the costs to the Co-op. Only circumstances beyond the control of the member will be acceptable for waiving this requirement. Voluntary cancellation of attendance shall be given five (5) business days in advance. The Board will review this on a case by case basis.

The member is responsible for bringing back information to the Co-op, this may be in the form of workshop/conference handouts. The member shall write a report for the Co-op Board within 30 days of attending the workshop/conference. This report shall not be less than one page (single spaced), the report shall also include conclusions and suggestions or recommendations.

If the Board agrees with the ideas expressed in the report it may look at opportunities to work with the member to share it with the Shamrock Co-op community.





## USE OF SHAMROCK CO-OP EQUIPMENT POLICY

**ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, A POLICY REGARDING USE OF SHAMROCK CO-OP EQUIPMENT WAS ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP:**

**Date passed by the Board of Directors:** October 7, 2013  
**Date confirmed by the Members:** November 17, 2013

### **PREAMBLE**

Shamrock Co-op has various types of equipment for the use of the Members.

We have lawn mowers, push lawn mower, trimmer/edgers, gardening tools; composters, rain barrels, pressure washer; hand tools.

From time to time the Co-op's Board of Directors may add equipment to improve the buildings, or to improve safety, or to make certain tasks easier and safer to perform.

Shamrock purchases this equipment at considerable cost and we need all Members to take care when using any of the Co-op's equipment.

All gardening equipment is kept locked up. A list of shed key holders is posted on the garden shed door and on the office door. Please do not contact shed key holders after dark or before 8 am. During office hours you can have one of the office staff open the shed for you. The shed key holder will sign the equipment out/in.

### **GARDEN POWER EQUIPMENT AND PRESSURE WASHER**

For safety reasons the Shed key holder or office staff will only give out garden power equipment and pressure washer when the member wears closed toed shoes.

Shamrock Co-op will provide training/demonstration on how to use the equipment. Each member will have to know how to use the equipment before they can have it signed out for their use. When you use any of Shamrock's equipment you shall return it in the same state you received it. If you notice any defects please report it when you return the equipment. When returning lawn mowers or trimmer/edger please advise the shed key holder if the battery needs recharging or if the gas tank needs refilling.

**Before using any equipment please read operating instructions on the equipment.**

Riding lawn mower is for use in common areas and shall be used only by designated qualified Members.



When equipment is signed out for your use you are responsible for the equipment until you return it and it has been signed back in by the shed key holder. This means you cannot pass it on to another member. The equipment can be used by children 14-16 years under supervision of an adult.

### **GARDEN TOOLS AND HAND TOOLS**

These are kept in the shed as well. Members can sign them out, use them for the job they were designed to do. Return them in the same state as you received them, report any problems, defects promptly to the shed key holder.

### **COMPOSTERS**

Townhouses may have their own composters as long as they are used properly and maintained, do not emanate smells and do not become an eye sore for neighbours and other Members.

### **RAIN BARRELS**

Shamrock Co-op has rain barrels in common areas around the co-op. Members are encouraged to use the water in the barrels for watering plants. Members shall not open the lids nor remove the lids.

### **VARIOUS EQUIPMENT**

A member receiving equipment for their unit, shall keep that equipment in good repair.

The member may be charged for partial or full replacement cost of equipment if it breaks through misuse or negligence. The member shall not allow children to play on, or with the equipment.

Carpet cleaning equipment is for use in common areas and only designated staff and Members are allowed to use it. The Co-op has three (3) vacuum cleaners, for use in common areas only by designated staff and Members.

A list of trained Members shall be kept in the sign out/in binder in the shed and tractor room as well as in the office.