

Byrne Creek Housing Cooperative Policy and Procedure Manual

These policies and procedures work in coordination with the Rules and Occupancy Agreement (“Rules”) of Byrne Creek Housing Cooperative (the “co-op”). This manual is not exhaustive, and is subject to updates from time to time.

Throughout this manual, the terms Board, Directors and Board of Directors refer to the Board of Directors in place at any given time. The term Member refers to any person living in the co-op.

If you wish to verify that you have the current policy and procedure, please contact the office coordinator, or the Board. Committees wishing to change or update their policy or procedures, are asked to contact the Board, who will work to ensure the updates are done in a consistent and official manner.

Exceptions to the policies are at the discretion of the Board, in consultation with the appropriate committees, and, where deemed appropriate, the general membership.

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I. CO-OP SPENDING

Purpose of the policy

- To put in place adequate controls and authorization for the co-op's spending;
- To provide the Board, committees, members and staff with a framework for spending on behalf of the co-op; and
- To ensure the co-op meets budget projections.

Definitions

A **purchase** is any commitment to buy goods or services, or have work done at the co-op's expense.

Expenses are either discretionary or non-discretionary:

- The co-op can control or choose to spend money on **discretionary** items, or not. For example, it can decide each year to plant some trees, paint the common room or hire a handy person. Even though an expense is defined as discretionary for purposes of this policy, it may still be critical to the co-op's operations.
- The co-op has no choice when it comes to **non-discretionary** expenses. For example, we must pay the mortgage and taxes, and renew our insurance and those entities control the cost to the co-op.

Emergency expenses are unbudgeted purchases of work or materials that must be made immediately because a delay can:

- result in property damage;
- endanger the safety of people or property; or
- disrupt essential services to members.

Policy

Spending authorization

1. Persons spending or purchasing on behalf of the co-op must do so in accordance with this policy and have written authorization from the Board of Directors prior to purchase.
2. Non-discretionary items will have a dollar limit set by the Board and that limit may be changed from year to year at the sole discretion of the Board in accordance with the authority under the *Co-op Act*.

Emergency expenses

3. The Board of Directors and/or their delegate, will be allowed to authorize unbudgeted spending required to deal with emergencies.
4. Emergency expenses must be reported to the next board meeting.
5. Emergency expenses over **\$10,000** must be reported to the next general meeting.

Budget revisions

6. The Board may revise the budget allocation as necessary during the fiscal year. Revisions must be reported to the next general meeting as follows:
 - any difference in one budget category over 25%
 - any overall change of more than \$50,000 in total expenses, and
 - for a discretionary expense, any overall change to the budget of more than \$25,000 must be approved by the general membership at a duly called General Meeting before the purchase is made.
7. Authorized purchases for the co-op must be made using the co-op's account for supplies wherever possible to save costs.
8. Payments must be made following procedures set by the co-op and those procedures may be changed from time to time at the sole discretion of the Directors under the authority of the *Co-op Act* and Rules.
9. There must always be two signatures on a cheque. When possible, none of the signees will be the payee.

*Policy approved by membership at General Membership Meeting held on: July 20, 2021
Replaces any previous co-op spending policies dated before: July 20, 2021*

For procedures relating to this policy – please see the next page.

Procedures:

1. Co-op maintenance/repair contractors will be authorized on co-op's vendor accounts with proof of picture ID, a spending limit and the unit number identified on all purchases.
2. The Board of Directors will decide on spending limits and provide the same to all service providers.

Payment:

3. Committee Chairs or authorized delegates will promptly verify and approve invoices and provide confirmation of the expense to the Board along with the request for payment.
4. Invoices to the co-op will be payable in Net 30 days, wherever possible.
5. Invoices will be detailed, and will include a breakdown between parts, labour and tax, where applicable, as well as the applicable unit number.
6. No splitting of invoices unless for insurance claims as required (GST or deductible separation).
7. Anything over the spending limit policy will be put out to tender in a 3 bid process to keep the Board transparent and accountable to members.
8. Signing officers will check the following before signing:
 - is the cheque filled out in full?
 - does the amount agree with the spending policy?
 - has proper approval been given if required?
 - does the cheque match the details in the documentation?
 - have the purchases been checked against deliveries, delivery slips and invoices?
 - has the work been checked against the contract and invoice?

II. MAINTENANCE PURCHASING

Definitions

An **Authorized Designate** is a person or organization that is approved, in writing, by the Board of Directors. Authorized Designate approval can be revoked at any time.

A **purchase** is any commitment to buy goods or services, or have work done at the co-op's expense.

Emergency expenses are unbudgeted purchases of work or materials that must be made immediately because a delay can:

- result in property damage;
- endanger the safety of people or property; or
- disrupt essential services to members.

Policy

Spending authorization for Authorized Designates

1. Authorized Designates may purchase goods or services on behalf of the co-op for the following reasons:
 - to complete a co-op work order
 - to fulfil a requirement of the warranty agreement
 - to complete work identified on the annual maintenance calendar
 - for emergency repairs

Purchase of goods and services

2. Authorized Designates will undertake to purchase goods or services on behalf of the co-op to ensure work that is identified through work order process, annual calendar, warranty requirements or additional items requested by the board.
3. Members who purchase goods or services without prior approval of the Board or appropriate Authorized Delegate may not be reimbursed.
4. Each purchase must not be greater than **\$1,500** for non-emergency repairs.
5. Purchases over **\$1,500** for non-emergency repairs will be brought to the board for approval in advance of purchase or commitment to purchase.
6. Where purchase price is over **\$5,000**, three quotes will be presented to the Board, provided three suppliers are willing to quote.

Emergency expenses

7. Authorized Designates will respond to emergency calls and arrange for the goods or services to be purchased to remedy the emergency, following the emergency maintenance procedure.
8. Emergency expenses over **\$1,500** will be reported to the next board meeting.

Payment

9. When using co-op credit accounts, Authorized Designates will verify and approve invoices for goods or services and forward them to the co-op as quickly as possible.
10. The co-op will ensure payment is made to the supplier by the required due date. Where possible, vendors should be requested to invoice with Net 30 payment terms.
11. When goods or services are purchased on an Authorized Designate's personal credit account, the Authorized Designate will verify, approve and pay invoices for completed work directly.
 - a. The co-op will be invoiced for these purchases. Copies of receipts/invoices are required. The co-op will ensure payment to the Authorized Designate in a reasonable time.

*Policy approved by membership at General Membership Meeting held on: July 20, 2021
Replaces any previous maintenance spending policies dated before: July 20, 2021*

For procedures relating to this policy – please see the next page.

Procedures

(in development)

- Approved Trades Listing including credit account numbers
- Job Description – Maintenance Committee Chair
- Emergency Spending

III. ANNUAL UNIT INSPECTIONS

Purpose of the policy:

- To set up professional, consistent, and standardized unit inspections.
- To identify and complete maintenance needed to keep units in good repair and marketable.
- To gather the information necessary to:
 - help prepare the annual maintenance schedule and budget; and
 - review, when needed, the capital asset replacement plan and funding of the co-op replacement reserve.

Policy

1. The co-op will endeavor to have all units inspected annually by a licensed professional, or persons authorized by the Board of Directors.
2. The co-op will provide formal advance written notice in compliance with the co-op’s Occupancy Agreement identifying the specific date(s) on which the inspection will occur.
3. The inspection can be conducted in the member’s absence.
 - a. If a member fails to arrange access for the inspection defined under “reasonable purpose” in the Occupancy Agreement, the co-op will still inspect the unit at the date and time specified in the notice.
 - b. Any costs incurred to gain access will be charged back to the member.
4. The co-op will provide members with a copy of their own unit’s report to be accountable and transparent.
5. The co-op will complete the co-op responsible work identified as time and budget allow, prioritizing leaks, electrical and no heat in cold winter conditions before other repairs.

*Policy approved by membership at General Membership Meeting held on: July 20, 2021
Replaces any previous unit inspection policies dated before: July 20, 2021*

For procedures relating to this policy – please see the next page.

Procedures

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IV. KEYS AND LOCKS

Purpose of the policy

To control unit and building access and issuing of keys in order to balance protection of member and co-op property, with access to adequately maintain the co-op's property.

Policy

1. All keys (including master, office and service provider) must be signed in and out each time on a key register kept in the office.
2. The co-op will provide each unit with the number of keys/fobs in accordance with the current procedure. Additional keys/fobs may be purchased at the member's expense.
3. The co-op securely maintains master keys, which access all areas of the building, including individual units. The master keys are securely maintained in the co-op in accordance with the current procedure.
4. A member may not change unit door locks without written permission of the Board of Directors. New locks must be keyed to the master key.
5. A member must receive written permission from the Board of Directors to install additional security locks or devices unless the locks or devices do not require holes in the door, door frame, or door moulding, or adhesive that are not fully removeable (without damage). Where additional locks or devices have been installed, the member will be responsible for any damage, replacement costs, or additional costs that result from accessing their unit in an emergency.
6. When possible, unit door locks will be changed when a unit becomes vacant.
7. A member must immediately report the loss of any co-op key and/or fob to the Board of Directors.
8. Members *may* be charged for the costs to rekey locks and reissue new keys in the event their lost keys create a security risk.

*Policy approved by membership at General Membership Meeting held on: July 20, 2021
Replaces any previous lock and key policies dated before: July 20, 2021*

For procedures relating to this policy – please see the next page.

Procedure:

Member Keys

1. The co-op will provide each unit with the following keys, which must be returned upon move out, or fees will be incurred:
 - two (2) keys to the unit
 - one (1) key to the mailbox
 - two (2) common keys (all building access doors, pedestrian access to the parkade, and the laundry room)
 - one (1) remote/combo fob for the parkade gate
 - one (1) keytag fob for the main entrance
2. Additional keys and fobs can be purchased by members. Remote/combo fobs are approximately \$50 each, and keytag fobs are approximately \$10 each. Primus keys are approximately \$15 and non-Primus keys are approximately \$5. These prices are subject to change, in accordance with the fees charged by the vendor. The purchase price will not be refunded upon move out.
3. Requests for keys to additional common areas, such as the bike room, storage lockers and amenity room are to be made to the Board of Directors.

Master Keys

4. Master keys will be kept in a secured location in the co-op office. The secured location is accessible only to the Key Register Holder, and elected Master Key Holders, two of which are required to gain access, and access is documented each time.
5. The master key may be used by designated members:
 - to access units in an emergency
 - to access a unit for repair or inspection with the consent of the member
 - for non-emergency access in accordance with the Occupancy Agreement with respect to entry for non-emergency, reasonable purposes
6. The membership will elect the primary and secondary master key holders each year at the AGM.
7. The Board will appoint the Key Register Holder each year at the AGM.

V. PETS

Purpose of the policy

To regulate the number, type and behaviour of pets in our co-op, and to express member responsibility for pets.

Policy

1. The current bylaws of the City of Burnaby with relation to pets, are deemed to be included in this policy, without the need to be reproduced here. Additional restrictions apply, as set out in this policy.
2. People being interviewed for membership with the co-op must bring their dog(s) to the interview. Existing members must request and obtain approval of the Pet Committee (who will consult with the Membership Committee and Board) prior to bringing a new dog into the co-op.
3. All pets must be registered with the co-op within 14 days of arrival in the co-op.
4. Members are permitted to have a maximum of two (2) domesticated cats and/or dogs per unit.
5. Service dogs do not count towards the maximum number of pets permitted in a unit, or the size restrictions.
6. Pets must not disturb the health, safety, comfort or peaceful and quiet enjoyment of other members.
7. To comply with the City of Burnaby By-Laws "Vicious Dogs" must be leashed and muzzled at all times while on Co-op Property Outside and in Common areas:

City of Burnaby Definition of a "vicious dog" means:

- (a) a dog that without provocation has bitten or caused injury to a human being or to a domestic animal, but does not include a dog that has bitten or injured a trespasser, and
- (b) a Staffordshire Bull Terrier, an American Pit Bull Terrier and any dog generally recognized as a pit bull or pit bull terrier and includes a dog of mixed breed with predominant pit bull or pit bull terrier characteristics.

8. Fully grown dogs over 25lbs and puppies projected to be over 25lbs when full grown are not permitted, unless written approval is given from the Pet Committee, in consultation with the Membership Committee and Board. In addition, reasonable, good faith research on growth expectations must be done and submitted to the Pet Committee for review and consideration prior to a member obtaining a dog that could potentially grow to be over the size limit.
9. Members are permitted to have certain small, contained domesticated animals. These animals include, but are not limited to: fish, birds, gerbils, hamsters and guinea pigs. Exotic animals (including, but not limited to snakes, reptiles and spiders) are prohibited.
10. All pets must be restrained and in full control of their handlers when in common indoor and outdoor spaces. This includes being on a leash or in a cage or tank.
11. All cats and dogs must:
 - a. wear identification tags when outside;
 - b. not be tied up and/or left unattended for unreasonable periods of time when outside; and
 - c. be spayed or neutered, and appropriately vaccinated.

12. Members are responsible for keeping their unit (including patio/balcony) and common areas clean and free from pet odours, insect infestation, pet feces, urine, waste and litter.
13. Members must immediately remove, clean up and appropriately dispose of any pet feces and waste left by their pet on the common property, including but not limited to the lawn, flower gardens, sidewalks and back yard, as well as all indoor spaces.
14. Members are responsible for any damage caused by their pet, and may wish to obtain additional liability insurance.

*Policy approved by membership at General Membership Meeting held on: July 20, 2021
Replaces any previous pet policies dated before: July 20, 2021*

For procedures relating to this policy – please see the next page.

VI. WILD ANIMAL FEEDING POLICY

Purpose of the policy

- To recognize the risk to health and safety, as well as co-op property that rodents and wild animals bring to the co-op
- To prevent the presence of pigeons, mice, rats, and other rodents in and around the co-op
- To avoid attracting coyotes, bears and other predatory animals
- To avoid damage to co-op property, including landscaping, caused by both seed germination and wild animals

Policy

1. All members and visitors are prohibited from feeding birds, squirrels, rodents or other wild animals from any part of the co-op property, or in close proximity to the co-op property.
2. With the exception of well-maintained liquid filled hummingbird feeders, wild animal feeders are not permitted to be kept on any part of co-op property, including patios and balconies.
3. The co-op reserves the right to charge members for costs incurred relating to the presence of birds and other wild animals. This includes, but is not limited to pest control, structural repairs and repairs to landscaping.

*Policy approved by membership at General Membership Meeting held on: July 26, 2022
Replaces any previous pet policies dated before: July 26, 2022*

For procedures relating to this policy – please see the next page.

Procedures

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