

Pacific Park Place Housing Co-op

**BEST PRACTICES: UNIT UPKEEP**

**General Notes**

**Cleaning:** Unless noted otherwise, members are responsible for cleaning all interior areas of their unit and any exclusive use patio or enclosed yard. This includes carpets, appliances, windows and tracks, patio doors and tracks, walls, baseboard heaters, light fixtures, etc.

**Wear, Tear and Aging:** Normal wear and tear applies to all maintenance items. The Co-op will replace or repair "Co-op Responsibility" items when they are no longer reasonably functional.

**Damage:** Members are responsible for damages resulting from actions or negligence of themselves, their family, guests or pets. The Co-op is responsible for all damages resulting from a structural or maintenance deficiency on "Co-op Responsibility" items.

*Reference: Occupancy Agreement: Management of the Co-op: Section 22.02 - 22.03*

**Member Installed Items:** Members are responsible for maintenance and repair of any items (fixtures, cabinets, appliances, etc.) that they install in their unit, private yard, patio or balcony.

*Reference: Occupancy Agreement: Alterations to Property: Section 10.01 - 10.05*

**Interior Maintenance and Repair of Unit**

*Reference: Occupancy Agreement: Section 11.01-11.08*

**Responsibility of Co-op to keep in Good Repair**

*Reference: Occupancy Agreement: Section 22.02 - 22.03*

**Right to Enter**

*Reference: Occupancy Agreement: Section 25.01 - 25.05*

**Alarm Systems: Smoke Detectors, Heat detectors, Sprinkler System**

1. The Co-op maintains smoke detectors in all units. There are also heat detectors in the apartments and Sprinklers in townhouses Units 5832 to 5848 that the co-op maintains.
2. Members may not disconnect, paint, remove, shut off or otherwise make in-operative any smoke and/or fire detection, alarm devices or sprinklers installed by the co-op.

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3. Annual Checks of all PPP alarm systems are mandatory and conducted by ACME Fire and Safety.

Reference: Emergency Procedure Policy

Reference: Member Phone List with Emergency Contact Numbers (Updated Annually)

### **Alterations to Property**

1. For a comprehensive procedure requesting alterations to one's unit please refer to the Occupancy Agreement section as noted in the Reference below. This section includes: Alterations Require Consent, Restoration Costs, Municipal Compliance of Alterations, Compensation for Alterations, and Compliance with Alteration Procedures.
2. As outlined in this Occupancy Agreement section, members must receive prior permission from the BOD **before** undertaking any alterations to their units or private outdoor space which:
  - a) Involves changes in the equipment in the unit, (e.g. fridges, stoves, hot water tank, thermostats, baseboard heaters, electrical outlets and switches, lighting fixtures, etc.)
  - b) Involves structural changes (e.g. moving walls)
  - c) Requires a building, electrical or plumbing permit
  - d) Is to be left in place permanently
  - e) Will affect the exterior appearance of the unit
  - f) Alters the division of space within the unit
3. When reviewing requests, the BOD will ensure that any alterations undertaken are safe, meet all applicable codes and regulations, do not adversely affect the future marketability of the unit, will be of acceptable quality and generally are in the interests of the co-op.

Reference: Occupancy Agreement: Section 10.01- 10.5

### **Appliances**

1. Members are responsible for replacing light bulbs in fridges and stoves.
2. Members may not remove any Co-op owned appliance, or their accessories or move them from one unit to another unit.
3. If a member would like to replace an appliance with their own appliance, the original co-op appliance must be stored in the member's storage locker. The original co-op appliance must be replaced in the unit at move-out.
4. Any Co-op owned appliance which is damaged by the member's neglect or abuse will be repaired or replaced at the discretion of the Co-op and at the member's expense.

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5. Members may install appliances without consulting the Co-op provided that no structural alterations are required. If structural alterations are required the member must obtain written permission from the Co-op.
6. There is an allowance in the 3 and 4 bedroom townhouses to install a Dishwasher. Dishwashers must be professionally installed at the member's expense. The cabinet that is removed to allow for the dishwasher must be stored in the member's storage locker. This cabinet must be replaced in the unit at move-out.
7. **Fridges:** Follow Manufacturers instruction for cleaning. Refrigerators are frost free and require virtually no maintenance. There is a water collection tray at the bottom into which condensed water vapour from the interior of fridge is collected. The water from this tray evaporates into the room air by the heat from a condenser coil running through it.
8. **Stoves:** Follow Manufacturers instruction for cleaning.
9. **Coil Elements** on new electric stoves and are equipped with temperature limiting coils. The element outer coils will remain on all the time, but may appear not to 'glow' as strongly as your previous stove elements. The inner coil will cycle on and off and glow red when it is on. This is normal.
10. Use the correct size burner for the pot or pan you are using. Pots and pans should not overlap the burner by more than 1 inch.

*Reference: Maintenance Checklist for Member Inspections*

### **Baseboard Heaters and Thermostats**

1. Baseboard heaters are controlled by thermostats on the wall or on the baseboard heater.
2. To prevent a vacant unit from getting so cold that the pipes freeze the thermostat should be set for 10 degrees.
3. To save energy costs set the control on the minimum setting.

*Reference: Maintenance Checklist for Member Inspections*

### **Closet Doors**

1. Like anything else with moving parts these will loosen up in time.

*Reference: Maintenance Checklist for Member Inspections*

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### **Electric Wiring, Switches and Receptacles, Ground Fault Interrupters (GFI)**

1. There are special outlets in your bathroom and outside on your patio that are protected by a ground fault interrupter (GFI) on the breaker panel. The GFI is designed to prevent fatal shocks, if for example, an appliance that is plugged in is dropped into a sink or tub filled with water.
2. If the GFI ‘trips’ and you are not able to get power from the outlet, the breaker needs to be re-set on the breaker panel. If this is happening regularly with a particular appliance the problem may be with the appliance not the GFI.
3. Contact maintenance if you have any electrical concerns involving your breaker box.

*Reference: Maintenance Checklist for Member Inspections*

### **Fans – Bathroom and Kitchen**

1. Purpose of these fans is to remove odors and moisture. They are generally maintenance free and require no regular lubrication.
2. The aluminum filter in the range/stove hood does need regular cleaning as it traps grease and prevents ducts from becoming coated and clogged with grease. A dirty filter and clogged ducts are a fire hazard. Cleaning ducts clogged with grease can be very difficult and in some instances the wall may have to be torn out to get at them. That is why the kitchen stove fan and filter must be cleaned regularly. Do not clean with Oven Cleaner as these cleaners will erode the aluminum filter. Best way to clean is to immerse filter in a sink with warm water and detergent.
3. Do not run kitchen fan without a filter.
4. Maintenance will replace filters and fans if needed.

*Reference: Maintenance Checklist for Member Inspections*

### **Faucets and Shower Heads, Exterior Water Taps, Sink and Bathroom Drains**

1. The kitchen faucet is equipped with an aeration screen which will trap large particles in the water. The screen can be removed by unscrewing it from the end of the faucet and cleaning by rinsing. This should be done every six months.
2. Exterior Water Tap and connected garden hoses: Member is responsible for disconnecting garden hose in the fall. Failure to do so can result in freezing and breaking pipes which would be a member responsibility.

*Reference: Maintenance Checklist for Member Inspections*

*Reference: Maintenance Document: Grease Clogs Pipes*

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**Flooring**

Reference: Policy: Flooring (Units)

**Hazards**

1. Members are not permitted to store highly flammable substances in their unit or their storage locker.

**Hot Water Tanks**

1. Temperature is Factory set and must be re-set by certified plumber or electrician only.

Reference: Maintenance Document: Electric Hot Water Heating Inspections

**Unit Inspections: Annual**

1. Unit Inspections are member driven. A member will do an annual visual check of their unit, record deficiencies on a Maintenance work order and submit to Maintenance.

Reference: Maintenance Checklist for Member Inspections

Reference: Maintenance Work Order

**Unit Move - In Inspection**

1. Maintenance Co-Ordinator will arrange an inspection with the member to discover deficiencies. These deficiencies will be rectified or noted on the Unit File.
2. New Members will receive a copy of “Maintenance Checklist for Member Inspections” to guide them in reporting maintenance related issues.
3. Maintenance will provide an orientation to the parking garage, recycling and garbage areas as well as location of work orders and procedure for reporting issues.
4. A parking stall will also be designated to member if required.

Reference: Maintenance Checklist for Member Inspections

Reference: Maintenance Work Order

**Unit Move - Out Inspection**

1. Maintenance Co-Ordinator will arrange an inspection of the unit with the member on receipt of a move-out notice from the member to the Office.

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2. The member will receive a list of repairs, cleaning, changes, alterations and restorations which the Co-op requires, to be carried out at the member's expense.

Reference: Occupancy Agreement: Section 11.06 – 11.08

#### **Kitchen Counter Tops, Cabinets and Doors**

1. Kitchen counter tops should not be used as a cutting board.

Reference: Maintenance Document: Maintenance Checklist for Member Inspections

#### **Light Fixtures**

1. Standard Light fixtures inside and outside your unit are a Co-op responsibility and broken globes may be replaced by asking Maintenance. All light bulbs are a member responsibility.
2. Member installed light fixtures are a member responsibility.

#### **Keys and Locks**

1. The Co-op maintains all locks on entrance doors to common areas and to individual units.
2. Members may not alter the locking system of their unit without prior permission from the BOD.
3. No master keys or duplicates will be kept by the Co-op except at the request of individual members and upon completion of the **Master Key Access Consent/Liability Form**.
4. Common keys will be provided to each adult member of a household.
5. Members may only lend common key and/or remote to guest with written permission of the BOD.

Reference: Policy: Key and Locks Policy

Reference: Policy: Parking (Motor Vehicle)

#### **Pests**

1. Notify maintenance for insect/rodent pest issues as soon as possible. This includes wasps, fleas, rats, mice, cockroaches.
2. In the event of a serious pest control problem, the Co-op has the right to the measures it considers necessary to deal with the problem.

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3. Members must cooperate in the preparation of the units for an extermination process. If members are unable to do so, the co-op will provide assistance.

*Reference: Maintenance Document: Rodent Prevention*

#### **Sinks and Bath Tubs**

1. The Kitchen sinks are stainless steel and will not rust under normal use. They may be cleaned with any good cleaning powder. Do not scrub with Steel Wool.
2. The bathroom sinks should be cleaned with a suitable cleaner for porcelain.
3. The original bath tubs are made of fiberglass and impossible to clean. If you are lucky and have a newer bathtub clean with cleaner suitable for porcelain.

*Reference: Maintenance Checklist for Member Inspections*

#### **Toilets**

1. All toilet parts will be replaced by Maintenance as needed.

*Reference: Maintenance Checklist for Member Inspections*

#### **Walls and Ceilings – Decorating and Painting**

(Document work in progress)

1. The standard original paint for units is:
  - Semi-gloss latex paint: Window sills and entrance door frames.
  - Kitchen/bath semi-gloss latex: Bathroom and kitchen walls and ceilings.
  - Eggshell: Living room, dining room, storage room, bedroom and hallway walls.
  - Flat ceiling paint: Stippled ceilings.
2. All Co-op mandated painting will be done by a professional painter. All paint will be a good quality washable paint.
3. Units will request unit painting from the BOD and scheduled by the Maintenance coordinator.
4. At the time of painting all normal wear and tear repairs such as patching holes caused by picture hangers, etc. will be completed.
5. Member will be assessed and financially responsible for repairs considered not normal wear and tear such as large holes in the walls.

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6. Members may choose to paint their own units at their own expense with colours other than the neutral co-op standard. Quality of paint must conform to Co-op standards, # 1 above.
7. Members who choose to use non-neutral colours will be assessed cost of re-painting unit with Co-op standard colours on move-out.
8. Members may only paint surfaces previously painted. Doors, Bi-fold doors, kitchen cabinet doors and bathroom vanities must not be painted.
9. For Members who paint their units the following steps are important to ensure proper coverage of new paint:
  - Wash all walls with a solution of T.S.P. (4 tablespoons/gallon of water).
  - Rinse walls well.
  - Fill all holes and cracks in walls with DRYWALL COMPOUND, not Polyfilla.
  - Sand all walls, non-stippled ceilings and window sills with 120 grit sand paper.
  - Cover flooring with drop clothes.
  - Remove cover plates on electrical outlets and switches.
  - Use masking tape to cover controls, hinges, fixtures etc that cannot be removed.
10. Only use dry strippable wallpaper. Additional expenses for all wall repair due to using other wall types of wallpaper will be a member's responsibility.
11. Do not apply texture paint spray, stucco or textured paint to any wall or ceiling.
12. Tiles, Mirrors or any other permanent decorating material must be removed at move-out and the additional expenses to repair the walls will be a member expense.

### **Washer and Dryers**

1. All townhouses have provisions for members to install their own washer and dryers.
2. It is imperative that the dryer be hooked up to the vent properly. Improper venting leads to a large amount of condensation vented indoors which can cause serious damage.
3. Clean dryer filters regularly.
4. All exterior Dryer Duct Cleaning is a Co-op Responsibility.

### **Water Shut off Valves**

1. There are two main water shut off valves in your unit. One to your hot water tank and one to the main water line. There must be free access to these valves.
2. It is important that members are familiar with how to shut off the valves.



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3. There are also shut off valves under the kitchen and bathroom sinks to permit repairs to be made without shutting off the water for your whole unit. There is also a shut off valve to your bathtub behind the faucets.
4. Contact Maintenance for Instructions on how to shut off valves in your unit,

### **Windows and Condensation**

1. The patio doors and window slide on little plastic wheels in the tracks and if these get jammed with dirt and stop turning the door and windows will be harder to move. The tracks must be kept clean. The wheels will wear evenly and last longer if kept clean.
2. Clean Window Bars as necessary. If unsure how to operate the lock system to remove window bars for cleaning, call Maintenance.
  3. Members are responsible for cleaning unit's windows, both interior and exterior. Maintenance can provide equipment for cleaning difficult to reach windows.
  4. The windows are double paned, occasionally the seal between the two panes will leak and condensation will collect in between the two panes. These windows will be replaced.
  5. Member installed Screens must be on frames and properly installed and are member responsibility.

Reference: Maintenance Document: Condensation Management

Reference: Maintenance Checklist for Member Inspections

Reference: Occupancy Agreement: Section 10.01 Alterations to property