

FIFE ROAD CO-OPERATIVE HOMES, INC.

CHARGEBACK and VACATING UNIT CHARGES POLICY

Approved by the Board of Directors January 24, 2019
Confirmed by Members January 31, 2019

CHARGEBACK AND VACATING UNIT CHARGES POLICY

1. PURPOSE

- a) The purpose of this policy is to clarify when members will be charged back for work performed in their unit.
- b) This Policy will also provide clarity on when members who are vacating will have items charged back to them.

2. POLICY

- a) When a household moves in, there will be an inspection to determine the condition on the unit.
- b) Throughout the year, if any damages are caused by the members, their occupants or guests, the household will be charged back for any repair required
- c) There will be annual inspections conducted at which time it will be determined if any damage has occurred and whether it is ordinary wear and tear or damage caused by the members, their occupants or guests
- d) If it is determined that the damage is caused by the members, their occupants or guests, it will be repaired at the members expense

3. COST OF CHARGEBACK

- a) The Co-op office and maintenance member will determine whether damages are normal wear and tear or abnormal

damage

b) All repairs of abnormal damage will be conducted either by the maintenance member or a contractor approved by the Co-op office

c) The amount of chargeback will be determined by the actual cost to the Co-op of retaining a professional cleaning service to clean the items not addressed, the actual cost of the contractor hired to do repairs, or the actual cost of supplies and time of the maintenance member.

d) This amount will be paid by the member immediately or it will be collected as arrears. If a repayment schedule is required, the household must contact the Co-op office immediately

4. WHEN CHARGEBACKS ARE APPLIED

(i) Chargeback's while residing in the Co-op

- a) If a drain is clogged by hair, grease or other abnormal substances, and has to be removed more than once
- b) If the toilet is plugged by an object which should not have been there, and has to be removed more than once
- c) If damage to the unit occurs, e.g. holes punched in wall, crayon on walls, broken windows, etc.
- d) If locks are changed without the authorization of the Co-op office and without the office receiving a copy of the key, the household will be charged for changing the lock back to an authorized lock.
- e) If flooring is new and damage occurs, the household will be charged back for the repairs

(ii) Chargeback's When Vacating the Unit

- a) Under Bylaw 2, Article 5(n) the vacating household is required to

return the unit to the Co-op in a clean and well-maintained condition

- b) The damages and cleanliness that the household will be charged for will be noted in the first move-out inspection. Although this may not include all of the factors because of furniture and boxes, the Co-op will do its best to include most items on the inspection form
- c) Prior to the move-out a second and final inspection will be done to determine whether the member has repaired those damages that were determined to be the member's responsibility. This will also provide information on any damages that were hidden by furniture and boxes that is the responsibility of the household, while letting the Co-op know what has been repaired.
- d) If the household does not repair those damages found at this time, they will be charged back for the work.
- e) The following provides information on what items, the inspections will be looking for
 - Return of all Co-op keys, including door, mailbox and any other keys in the households possession
 - Cleanliness of unit, including but not limited to: fixtures, stove and oven, fridge, stove fan and screen, all sinks, all floors, toilets, tub, all cupboards and counter tops, all windows sills and window screens
 - Removal of garbage
 - If the walls have been painted with dark colours, they must be primed. If there is wallpaper, it must be removed (unless the incoming household signs a notice that they would like to keep it) and the walls primed
 - Repair or replace all damaged or missing electrical fixtures
 - Repair or replace all damaged or missing appliances and their components (e.g. broiler pan, stove elements, etc.)