

MEMBER CHARGEBACK POLICY 2024

Purpose:

To establish a policy stating when chargebacks regarding maintenance problems will be incurred by the member households of Fife Road Co-operative Homes, Inc. and the cost that will be incurred by the member household.

Reasons for Chargebacks:

When a maintenance problem is caused by the neglect of the member household, as determined by the maintenance person or co-op manager, the member household will be charged according to the schedule in this policy.

Should a maintenance problem be repeated more than once, the member household will be charged for each occurrence according to the schedule in this policy.

When a member household moves out of their unit, chargebacks will be incurred if the unit and appliances are not cleaned according to the maintenance policy.

Chargeback Fee Schedule:

- 1. **Blocked sink** (Bathroom, kitchen or laundry) any cause, e.g. Hair or grease etc. (after 1st occurrence or when moving out\$30.00 minimum if maintenance is able to resolve (or actual cost incurred by the plumber)
- 2. **Blocked Toilet** – e.g. Too much toilet paper, toys or feminine products thrown down the toilet, grease, etc.\$30.00 minimum if maintenance is able to resolve (or actual cost incurred by the plumber)
- 3. **Door replacement (entrance)** – due to damage by member or guest of memberactual cost of replacement, including labour
- 4. **Door replacement (closet)** – due to damage by member or guest of memberactual cost of replacement, including labour

5. **Keys – Mail box** – lock replacement or key not returned upon move out \$30.00
6. **Keys – Unit** – rekey cost and key replacement for not returned upon move out \$60.00 (or actual cost from the locksmith to rekey the unit locks and make new keys)
7. **Blocked bathtub drain** – e.g. Hair, grease, etc. Down drain \$30.00 minimum if maintenance is able to resolve (or actual cost incurred by the plumber)
8. **Window Replacement** – due to damage by member household or guest of member.....actual cost of replacement
9. **Patio Door Replacement** – due to damage by member household or guest of member.....actual cost of replacement
10. **Screen Replacement** – due to damage by member household or guest of member.....\$50.00 per screen (if the frame is damaged as well, cost of frame replacement will be added to the cost)
11. **Plastering/Drywall**- due to damage by member household or guest of member\$45.00 minimum (or charged by hourly rate plus material costs)
12. **Broken stair rails** – labour plus materials \$45.00 minimum
13. **Cupboard Doors** – replacement – cost of materials and labour \$45.00 minimum
14. **Counter tops** – replacement – cost of materials and labour\$400.00 minimum (please note that if the countertop being replaced is in the kitchen and the same colour is not available, the entire kitchen countertops will be replaced to match at your cost)
15. **Light Fixtures** - due to damage by member household or guest of member including broken cover actual cost of replacement, including labour
16. **Toilet Seats** – broken due to damage by member household or guest of member actual cost of replacement, including labour
17. **Emergency after hour calls** – actual cost of materials and labour
18. **House cleaning upon moveout** -\$100.00 minimum or actual cost

19. **Garbage removal** - \$50.00 minimum for members dumping garbage or leaving garbage or items outside of unit (if larger items are dumped in common areas the cost will be based on hiring someone for removal as well as dumping fees)
20. **Furnace Service calls** - Actual cost of company to come out for service calls (if the call is considered a user error such as thermostat needing to be reprogrammed or other user errors)
21. **Repeat call for the same issues** Actual cost of maintenance or service person to come to the unit. (If it is established that the calls or service was not required)