

FIFE ROAD CO-OPERATIVE HOMES, INC.

MEMBER CHARGEBACK POLICY 2025

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. **Blocked bathtubs drain** – e.g. Hair, grease, etc. Down drain \$30.00 minimum if maintenance is able to resolve (or actual cost incurred by the plumber)

4. **Door replacement (entrance)** – due to damage by member or guest of memberactual cost of replacement, including labour
5. **Door replacement (closet)** – due to damage by member or guest of memberactual cost of replacement, including labour
6. **Keys – Mail box** – lock replacement or key not returned upon move out \$30.00
7. **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)
8. **Keys-Laundry Room Key** – Lost or missing laundry room key or key not returned at move out minimum \$30.00 replacement fee
9. **Keys-Community centre keys-** members who rent the community centre are provided the keys to access the building. If they are not returned or lost, this will result in the keys needing to be rekeyed to maintain security of the building. The individual will be charged a minimum of \$300 to rekey the special locks and to replace the keys.
10. **Reserved Parking Pass** – Replacement cost for lost, broken or not returned \$25.00
11. **Window Replacement** – due to damage by member household or guest of member.....actual cost of replacement
12. **Patio Door Replacement** – due to damage by member household or guest of member.....actual cost of replacement
13. **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)
14. **Plastering/Drywall-** due to damage by member household or guest of member\$45.00 minimum (or charged by hourly rate plus material costs)
15. **Broken stair rails** – labour plus materials \$45.00 minimum
16. **Cupboard Doors** – replacement – cost of materials and labour \$45.00 minimum

17. **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)
18. **Light Fixtures** - due to damage by member household or guest of member including broken cover actual cost of replacement, including labour
19. **Toilet Seats** – broken due to damage by member household or guest of member actual cost of replacement, including labour
20. **Emergency after hour calls** – actual cost of materials and labour
21. **House cleaning upon moveout** -\$100.00 minimum or actual cost
22. **Garbage removal** - \$50.00 minimum for members dumping garbage or leaving garbage or items outside of unit (\$150 minimum if larger items are dumped in common areas the cost will be based on identifying the household, hiring someone for removal as well as dumping fees)
23. **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)
24. **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)