



ROUNDHOUSE
Co-operative Housing Association

MEMBER HANDBOOK

THIS HANDBOOK IS THE PROPERTY OF:

**ROUNDHOUSE CO-OPERATIVE HOUSING
ASSOCIATION**

PLEASE ADD TO IT AND UPDATE THE POLICIES AS THEY
ARE ADOPTED BY THE GENERAL MEMBERSHIP

UNDER THE LEGAL DOCUMENTS SECTION ADD YOUR
COPY OF THE DISCLOSURE STATEMENT FOR EASY
REFERENCE

AS THIS HANDBOOK IS THE PROPERTY OF THE CO-OPERATIVE IT
MUST BE LEFT IN YOUR UNIT WHEN YOU MOVE FROM THE CO-OP

ROUNDHOUSE CO-OPERATIVE HOUSING ASSOCIATION

MEMBER HANDBOOK

TABLE OF CONTENTS

1. INTRODUCTION

- ◆ Welcome, The Handbook
- ◆ Co-operative Principles
- ◆ Structure of a co-operative
- ◆ Chart
- ◆ Decision-making & Accountability.
- ◆ General Responsibilities of Committee & Board Members
- ◆ Decision-making structure
- ◆ How to Pass a Motion
- ◆ Move-In Guide

2. BOARD

- ◆ Meeting Rules of Order
- ◆ Move-out procedures

To be considered for approval

- ◆ Board of Directors Job Description
- ◆ Member Relations Committee Policy
- ◆ Complaint Management Policy
- ◆ Hiring Policy
- ◆ Appeals Policy

3. MEMBERSHIP COMMITTEE

- ◆ Information Sheet
- ◆ Application Form
- ◆ Interview Policy
- ◆ Membership Selection Criteria & Interview Form
- ◆ Associate Member and Application Form
- ◆ Unit Allocation Policy
- ◆ Internal Waiting List Policy
- ◆ Request To Transfer Form
- ◆ Pet Policy
- ◆ Pet Registration Form
- ◆ External Waiting Pool
- ◆ Move-Out Procedures (See Section 2 - Board)

To be considered for approval

- ◆ Membership Committee Job Description
- ◆ Participation
- ◆ Application Policy
- ◆ Member Selection Process - Post-Occupancy
- ◆ Visitors

4. FINANCE COMMITTEE

- ◆ Shares
- ◆ Share Purchase Policy
- ◆ Initial Membership Application & Subscription for Shares
- ◆ Child Care Reimbursement Policies & Child Care form
- ◆ BCHMC Core Need Income Thresholds
- ◆ Move-out Procedures. (See Section 2 - Board)

To be considered for approval

- ◆ Housing Charges and Arrears
- ◆ Sample/Notification of Housing Charge Payment
- ◆ Finance Committee Job Description
- ◆ Loans Policy
- ◆ Definition of Income Policy
- ◆ Rent Supplements & Income Verification
- ◆ Budgeting
- ◆ Spending
- ◆ Insurance
- ◆ Property Tax Credit
- ◆ Taxes

5. MAINTENANCE COMMITTEE

- ◆ Parking Policy
- ◆ Move-out Procedures. (See Section 2 - Board)

To be considered for approval

- ◆ Use of Common Room Policy
- ◆ Maintenance Committee Job Description
- ◆ Improvements - Post-Occupancy
- ◆ Improvements - Paint & Wallpaper
- ◆ Hiring Policy
- ◆ Member Maintenance Program
- ◆ Building & Unit Maintenance

- ◆ Repairs, Damage & Replacement
- ◆ Suite Inspections
- ◆ Keys & Locks.
- ◆ Use of Co-op Common Areas
- ◆ Use of Outdoor Common Areas
- ◆ Use of Co-op Equipment & Tools
- ◆ Emergencies

6. **LEGAL DOCUMENTS**

- ◆ Occupancy Agreement (Lease)
- ◆ Disclosure Statement (includes Memorandum & Rules) *
- ◆ Share Certificate
- ◆ Annual Reports & Financial Statements

* Previously provided

INTRODUCTION

WELCOME !

On behalf of Roundhouse Co-operative Housing Association, welcome to your new home. We hope you will find living here a rewarding experience.

Roundhouse Co-operative Housing Association is a community of people living and working together, and this handbook is one of the ways to assist our members in familiarizing themselves with this new lifestyle.

This is your co-op and as a member, you should feel free to participate in its many activities. Since we have no landlord, we act as our own administrators and labour force.

Committees meet, plan and undertake many activities, which are vital to our community. You can and should be part of this process to the best of your ability.

When you want to join a committee, simply contact someone from that committee or attend the next committee meeting. The dates and times of the meetings are generally posted in the lobby near the elevator. You can also contact the office co-ordinator to find out who is the committee chairperson and when the next meeting is to be held.

If you have questions or concerns, other members will be glad to help -- just ask!

THE HANDBOOK

This handbook is a reference book on all aspects of the co-op -- the structure, procedures, and your rights and responsibilities as a member. You should become familiar with its contents and from time to time, you will add new information to it.

It is your responsibility as a member of Roundhouse Co-operative Housing Association to keep this handbook up to date.

CO-OPERATIVE PRINCIPLES

Co-operatives are guided by principles, which reflect the following values: self-help, democracy, equality, equity, self-responsibility and solidarity. Among those principles, seven are recognized internationally as common to all co-ops.

1. VOLUNTARY and OPEN MEMBERSHIP Co-operatives and voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.
2. DEMOCRATIC MEMBER CONTROL Co-operatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. Men and women serving as elected representatives are accountable to the membership. In primary co-operatives members have equal voting rights (one member, one vote) and co-operatives at other levels are also organized in a democratic manner.
3. MEMBER ECONOMIC PARTICIPATION Members contribute equitably to, and democratically control, the capital of their co-operative. At least part of that capital is usually the common property of the co-operative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing their co-operative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the co-operative; supporting other activities approved by the membership.
4. AUTONOMY and INDEPENDENCE Co-operatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their co-operative autonomy.
5. TRAINING and INFORMATION Co-operatives provide training for their members, elected representatives, managers, and employees so they can contribute effectively to the development of their co-operatives. They inform the general public – particularly young people and opinion leaders – about the nature and benefits of co-operation.
6. CO-OPERATION among CO-OPERATIVES Co-operative serve their members most effectively and strength the co-operative movement by working together through local, national, regional and international structures.
7. CONCERN for COMMUNITY Co-operatives work for the sustainable development of their communities through policies approved by their members.

STRUCTURE OF A CO-OPERATIVE

THE CO-OP STRUCTURE

How it works to get things done.

At Roundhouse Co-op we have a system for managing the affairs of the co-op. This system requires the participation of all our members and enables us to save money and keep costs down by doing the work ourselves. This system has three parts: the Board of Directors, the Committees and the General Membership.

The Board acts as an administrator or manager, with an overview of all the operations in the co-op. This is done by having at least one person from the Board acting as a liaison to each committee to report on the committee's activities at the regular Board meetings.

The committees are each responsible for a specific area of co-op activity. The first committees to be formed will be Finance, Membership and Maintenance. Other committees to be established are the Newsletter, Social and Member Relations. "Ad Hoc" committees may be struck from time to time to examine an issue or research something the co-op needs done. These committees dissolve when the issue has been resolved. The Finance, Membership, Maintenance, Landscaping, Newsletter, Social and Member Relations Committees are the "Standing Committees" -- that is, they exist for the life of the co-op.

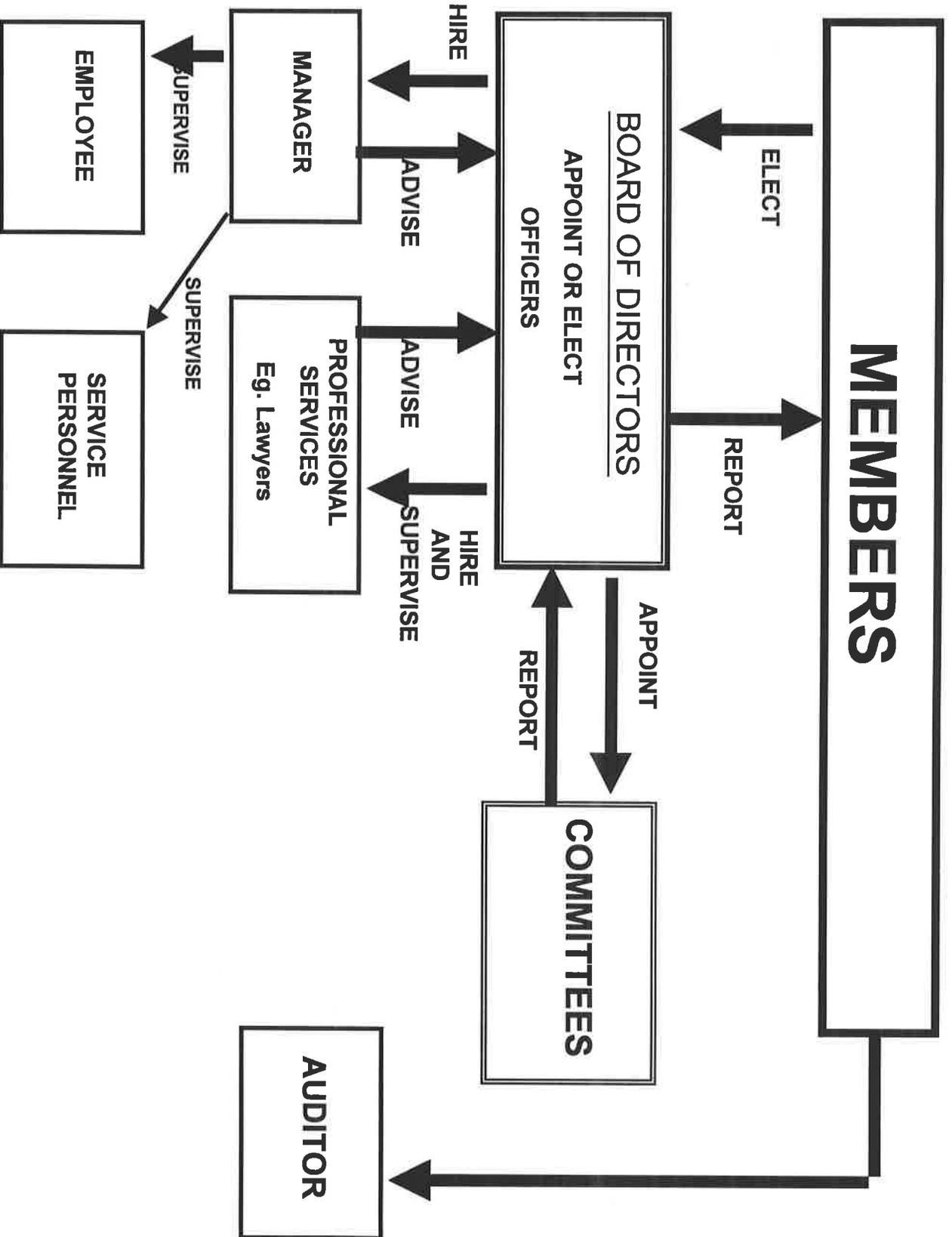
Job descriptions for the committees are to be included in this manual once reviewed and adopted by the General Membership. The basic function of committees is to conduct the daily business of the co-op, once the membership has agreed on policies that the committees are to follow.

For example, the Finance Committee collects housing charges and prepares the yearly budgets; the Membership Committee conducts interviews for new members and the Maintenance Committee organizes work parties and chore schedules for members.

The general membership includes all members and associate members. When the Board or committees wish to propose new policies or change old ones, it is the general membership who ultimately decide whether that change or addition takes place, by discussion and voting at the general meeting.

On the next page is a chart that shows the relationship of these three bodies in our co-op.

CO-OP ORGANIZATION CHART



DECISION-MAKING AND ACCOUNTABILITY

Decision-making is the responsibility of the general membership, although some decisions are delegated to a committee or the Board by the membership.

Because it would be very cumbersome for all our members to be involved in every decision, we have delegated some of the decision-making to our Board of Directors.

The Board, may then delegate some of their decision-making to committees -- for instance, Maintenance Committee may make the final decisions regarding suite alterations. In general, however, committees do not make decisions, they recommend action either to the Board or general membership.

The Board is responsible to the membership for decisions made on the membership's behalf. This accountability is accomplished by means of regular Board reports to the membership.

The following is a list that breaks down the areas of decision-making, and shows who makes what decisions in our co-op.

BOARD OF DIRECTORS

- Initiate termination of a member.
- Issue share certificates.
- Set agendas for Board and general membership meetings.
- Notify members of all Board decisions/actions.
- Hire, supervise, and fire staff.
- Propose annual budget to members. (after working out budget along with committees)
- Ensure that co-op decisions, meetings, etc. are legal according to the Constitution.
- Approve or reject proposed structural changes to units by members.
- Make decision regarding investing co-op funds.
- Monitor annual budget during fiscal year.
- Handle any policy appeals by members.
- Has all powers and duties not specifically reserved for general membership or committees.

GENERAL MEMBERSHIP

- Final approval of new members.
- Final approval on policy issues and motions.
- Appoint Auditor
- Elect Board of Directors.
- Review, change, and adopt annual budget.
- Can remove a Board member by extra-ordinary resolution.
- Can change Rules by extra-ordinary resolution.
- Final approval or ratification of membership termination.

GENERAL RESPONSIBILITIES OF ALL COMMITTEE AND BOARD MEMBERS

1. To attend all meetings of his/her committee barring ill health, work or family commitments, and to inform chairperson in advance if unable to attend a meeting.
2. To sit on the committee for at least one year.
3. To take an equal share of the work.
4. To contribute to decision-making.
5. To respect confidentiality of issues where it is warranted.
6. To follow policies and procedures of the co-op.
7. To maintain a positive image of the co-op.
8. To declare a conflict of interest and decline from voting in areas where one exists.

GENERAL MEETINGS

General meetings are the means by which we exercise democratic control in a co-op. In our co-op, we usually have general meetings each month. Meeting dates and times are posted in the lobby adjacent to the elevator and are to be posted in the newsletter when published. All members will receive a notice of meeting along with the Agenda prior to each General Meeting.

All members and associate members are expected to attend these meetings.

Only members and associate members may vote.

Other rules governing general meetings and voting can be found in the "Meeting Rules of Order" Policy in this handbook and on Pages 7,8 & 9 of the Rules (Incorporation Documents) Clauses 20 through 35. (Copies of the Incorporation Documents of the Co-operative are included in the Disclosure Statement received by all members)

SAMPLE

Decision-Making Structure for Housing Co-operatives

1. Need for decision of solution is identified.
2. Appropriate committee researches and discusses ideas and possible solutions.
3. Committee makes a decision (by majority or better) and puts it in the form of recommendation.
4. Committee puts recommendation forward to board for action. Recommendation should include sufficient back-up info, so that board can make informed choice.
5. Board reviews the recommendation and information.
6.
 - a) If the board feels that the recommendation is sufficiently researched or developed, AND concurs with the committee's recommendation, AND the decision is within board mandate, the board makes a final decision and outlines steps for implementation. (The Board would report on its decision at the next general meeting, or by memo to members.)
 - b) If the board AGREES that the recommendation is sufficiently researched or developed, and the decision is NOT within board mandate, the board presents the committee recommendation to general membership for a final decision.
 - c) If the board DOES NOT AGREE that the recommendation is sufficiently researched or developed, the recommendation is sent back to the committee for further work. The board should always give direction to the committee for further work.
 - d) If the board agrees that the recommendation is sufficiently researched or developed but DOES NOT AGREE with the recommendation (and the decision is NOT within the board mandate), they may first suggest changes to the committee in an attempt to find a recommendation more agreeable. If this is not possible, the recommendation goes forward to the general membership with the board's opinion.
7. All decisions must be recorded in the minutes of the Committee/board/general membership meetings. This is done by including written statement of the motion (naming mover and seconder), summary of the discussion, and indication whether the motion was carried or defeated. At the Committee level, when an idea is first being discussed, the motion may not be formulated until the end of the discussion. It is advisable to put a time limit on discussion so that the committee stays focused.

***NOTES ON MAKING RECOMMENDATION:** When making a recommendation, it is always advisable to give some sort of summary report, stating the reasons why the group came up with the recommendation. This would include other ideas that were considered and rejected, or the intention the committee is trying to achieve by putting forward the recommendation. Information and results of research that the committee used should also be included so that the decision-making body can make an informed choice. Much time can be saved and many more proposals accepted, if the decision-making body knows why and how the committee came up with its proposal.

Recommendations that receive strong support at the committee level are more likely to be successful at the decision-making level. If the committee is split on the recommendation or has only slim majority support, it is a good indicator that the decision-making body will question or reject it.

It is therefore a good idea to work with recommendations at the committee level until most or all of the committee supports it. If there is a strong minority opinion against the recommendation it is wise to pass the minority opinion along to the decision-making body, with the majority recommendation.

MOTION

SECONDED

YES

**DEBATE
ON THE MOTION**

VOTE
on the Motion

Amendment
to the Motion

Secinded

NO

YES

Debate on the
Amendment only

**VOTE ON
AMENDED
MOTION**

Vote on amendment

YES

**Debate on the
Amended Motion**



MOVE – IN GUIDE



ROUNDHOUSE

Co-operative Housing Association

Office Hours:

Posted on Co-op Office door located in main lobby across from elevators.

Office Phone:

602- 4536 / 602- 4537fax

Office Mailing Address:

#101 – 1267 Marinaside Crescent, Vancouver, B.C. V6Z 2X5

Welcome to your new home!

Please take a moment to read this guide. It is intended to provide you with information about your unit and answer questions you may have at this time.

Co-operative occupied November 25, 1998

ROUNDHOUSE CO-OPERATIVE HOUSING ASSOCIATION

MOVE-IN GUIDE

Maintenance is the responsibility of everyone in the Co-op, whether it is done by individuals, by the co-op, by volunteers, or by someone hired to do the job.

Anything you can do toward the maintenance of the Co-op is a direct saving to all of us. The following is provided as a guide for Co-op responsibilities and individual member responsibilities.

INDIVIDUAL MEMBERS ARE RESPONSIBLE FOR THE FOLLOWING:

- ◆ active participation in a regular maintenance schedule to maintain common areas, grounds, landscaping and common facilities.
- ◆ window washing in your unit and exteriors of ground floor outdoor windows, replacement of light bulbs, replacement of faucet washers.
- ◆ cleaning and general upkeep of your unit.
- ◆ work needed to restore unit to original condition upon move-out.
- ◆ wall painting if member desires a colour other than that provided.

CO-OP AS A WHOLE IS RESPONSIBLE FOR THE FOLLOWING:

- ◆ exterior of buildings: painting, roofing, repairs.
- ◆ common areas: grounds, play area, walkways.
- ◆ landscaping of common areas.
- ◆ common facilities: office, storage room, meeting room, laundry room, electrical room.
- ◆ inside units: replacement of stoves and fridges, carpets, plumbing and electrical repairs, replacing windows.

1. FLOORS - During move-in your floors can be protected by using a sturdy doormat outside your unit and plastic or other temporary material to cover the carpet in the entry hall. Wash floors with warm soapy water only. Do not use harsh cleaners as they can damage the protective sealant.

2. WALLS - The use of picture hangers is recommended when mounting pictures and posters as masking tape or gummed backing will remove the paint and possibly the paper from the drywall. For the first several months wash walls with warm soapy water only. Harsh cleaners and abrasive cloths may remove the paint before it has had time to set during the first 6 months after application.

Please note that the buildings will be settling during the first year, which can cause cracks and small bumps to appear on the walls. This is normal, and not a cause for alarm. However, please inform the Maintenance Committee, in writing, via the Co-op office. It is usually best with a new construction project to wait for nearly a year before starting to do any patching, retouching, wallpapering, painting or repairing. Major settling cracks and drywall screw marks (bumps) will be dealt with at the Year-End Warranty Period.

3. KEYS – The Co-op is keyed with a master key system. Designated representatives from the Co-op will have a master key for emergency entry to units. You should leave a house key with a trusted neighbour for those occasions when you have locked yourself out. If you have a need for the master key held by the Co-op, contact the on site co-ordinator in the office during regular office hours or the authorized 'key-holder' representative.

- Mailbox keys are the responsibility of each member. As the Co-op does not have extra mail box keys you should have one or more cut and put away for safe keeping.
- No one may change the locks on unit entry doors without Co-op permission. The master key held by the Co-op must fit the unit locks. If in your absence an emergency situation arises affecting your unit, representative's from the Co-op must be able to get into your unit using the master key.

4. REMOVAL AND STORAGE OF CO-OP PROPERTY - If you want to remove anything that comes with your unit, (i.e., light fixtures, bi-fold doors, etc.), please write to the Maintenance Committee with your request. They will inform you regarding the best method to use for removing these items. Items may only be stored in your unit or storage area. The materials remain the property of the Co-op and must be replaced when you move out.

5. GARBAGE – The Co-op uses a specialized garbage compactor system located in the underground parking. The garbage must be placed through the chute located in the garbage room adjacent to the compactor. The compactor will not work until the chute door is securely closed and the handle is turned. All garbage must be contained and tied in a plastic bag before placing in the compactor. North Shore Disposal, the garbage removal firm, advises that 'kitty litter' be placed in a plastic bag and tied. If the compactor is full, do not leave your garbage on the ground; take your garbage back to your unit until the compactor has been emptied. North Shore Disposal will be called to provide an unscheduled pick-up.

Do not put cardboard or wood in the compactor.

6. RECYCLING - Recycling bins will be available in the recycling area located adjacent to the garbage compactor in the underground parking lot

- **Cardboard** – Flatten and stack all cardboard boxes in the bin temporarily placed in the underground parking lot near the entrance. The cardboard only bin will be on site for several weeks to remove the cardboard boxes from moving. After the move-in period members will be required to stack the flattened cardboard in the designated recycling area.

7. PAINTING AND WALLPAPER - Comprehensive painting and wallpapering policies will be passed by the membership. Be aware that, should you move out, the unit must be restored to its original colour.
PLEASE DO NOT PAINT CUPBOARDS OR DOORS.

8. APPLIANCES – Please read your instruction manuals upon moving in and keep them for use by new members.

Other considerations:

a) Stove: Routine cleaning and minor maintenance will extend the life of your stove.

b) Refrigerator: Your instruction booklet should tell you how to adjust the temperature in your refrigerator. If you have problems with the door slamming or not closing on its own, the fridge may not be level. To check the level, leave the door about halfway open. If it doesn't swing closed or if it slams, lengthen the two front leveling legs by turning them counter-clockwise. Someone should help you by holding the fridge front up, so you can turn the legs.

c) Dishwasher: There is a removable cupboard located adjacent to the kitchen sink for the installation of built-in dishwashers. A certified installer must do the dishwasher installation.

d) Washer/dryer: You are responsible for the proper hook-up of your machines. Common use coin operated laundry machines are located on the main floor adjacent to the Co-op's office. Please be courteous to your fellow members and remove lint from your machines before leaving the laundry room.

9. SMOKE AND HEAT DETECTOR - The Co-op's insurance policy requires that you **DO NOT** disconnect the smoke or heat detectors. Use of stove and bathroom ventilation fans should prevent false alarms on these devices.

The indicator light on the smoke detector should be on at all times. If the smoke alarm goes off, you can use a towel or other object to fan the air in front of the detector. This will usually stop the alarm. Try opening windows to clear smoke or hot air from the room. If your alarm continually goes off, contact the maintenance committee. Smoke detectors should be tested once a month.

10. VENTILATION - Please keep in mind, especially during the first year, that the units are still quite 'wet'. Usually green wood is used in construction; in addition several materials require glues and sealant. All of these will dry out during the first year. They may also give off some fumes. It is recommended that you keep your unit well ventilated with fresh air as much as possible.

11. CONDENSATION - Condensation can become the most serious maintenance problem, if not handled properly. The following information is provided to explain what causes condensation and how to help avoid it.

Causes:

- i. Normal drying off period for new construction.
- ii. Higher insulation standards and higher density living, which concentrates more moisture in less space which in turn lets less of it escape.
- iii. Living habits of occupants. An average of 7 gallons of water per week is generated by everyday activity of a typical family. If there are pets, plants, aquariums, self-defrosting fridges, washer/dryers, dishwashers or freezers in the unit, more moisture will be generated.

Symptoms of excessive condensation:

- i. frost on door handles and hinges, or door frozen shut
- ii. water or ice on windows
- iii. damp spots or mildew on walls, ceilings or closet walls
- iv. mildew or mold in and around window tracks
- v. moisture on cold water pipes

STEPS to take to reduce condensation in your home:

- i. open windows in area where condensation occurs
- ii. use the kitchen exhaust fan while cooking, especially when pots are emitting steam.
- iii. avoid hanging wet clothes inside your unit
- iv. turn on bathroom exhaust fan & open window to clear steam
- v. leave blinds open as much as possible so the air can circulate freely through the open windows.

While it is important that the air/vapor barrier be made as airtight as possible, a change of air from the outside is not only required to reduce relative humidity, it is also essential for good health of residents.

DEHUMIDISTATS are provided in each unit. They look like heat thermostats and are located on the wall. When activated, the dehumidistat will start the fan in the bathroom. It circulates the air when the humidity in the unit is too high. The settings on the dehumidistat should be experimented with until a comfortable level is found (should be somewhere around 40). The following procedure is recommended to assist with the setting of the dehumidistat.

- First:** Open the bathroom door and turn off the bathroom fan
Second: Turn the dehumidistat dial to the off position
Third: Slowly increase the dehumidistat dial until the fan in the bathroom turns on
Fourth: Adjust the dial back *slightly* until the bathroom fan turns off

It may be necessary to adjust the dehumidistat from time to time.

12. DRAPES - Each unit is provided with horizontal blinds. If you wish to install curtains or drapery tracks ensure that the tracks are securely attached to the wall.

13. IMPROVEMENTS AND STRUCTURAL CHANGES - Members must notify the Maintenance Committee in writing of their intention to make any structural changes to their units. The Maintenance Committee must approve the requested work before the member can make changes. A structural change is anything that cannot be easily removed from the unit. (See Improvements Policy)

14. YEAR-END WARRANTY PERIOD - During the first twelve months after completion of construction and deficiencies it is expected that certain items will need attention by the builder. After ten months of occupancy the architect and Co-op will inspect the buildings and units to document items needing repair or replacement. (i.e. settling cracks in walls, settling of floor at elevator entrances...) All items identified as warranty items will be addressed at the warranty review period. Please note any items you think may be considered as a Warranty item at this Year-End period.

15. SWITCHED PLUGS - In rooms without ceiling or wall light fixtures there may be a switched plug. What this means is that when you plug a lamp into this plug, you can activate the lamp from the wall switch.

16. HEATING - The Co-op is heated with a central distribution hot water baseboard heating system. Each unit has a heat control thermostat for individual unit adjustments. Heating costs are included in the monthly housing charges.

17. REMOTES - Members with allocated parking stalls will be provided with a remote control for access to the underground parking lot.

18. ENTERPHONE - The automatic door entry system operates with your existing telephone. Your guest selects your name or dials your code number on the lobby panel and your telephone will ring. When answered you will be in communication with your guest. To unlock the main door, dial the digit "9" from your telephone. To refuse entry, simply hang up. (Attached at the end of this section is further instructions on using the call-waiting feature)

19. EMERGENCIES - Certain emergencies are best dealt with in ways other than normal co-op procedures. Members must know what constitutes an emergency and how to proceed, so those emergencies do not escalate into larger problems.

CRITERIA FOR EMERGENCIES:

- A. The safety of life is endangered.
- B. An immediate health hazard exists.
- C. Protection of public or private property is endangered.
- D. There is a loss of essential services (water, electricity)
- E. Financial loss will ensue if immediate action is not taken.
- F. To delay action will result in further damage.

a) ALWAYS contact the maintenance committee or the listed contact person first when an emergency occurs which involves Co-op property. Depending on the nature of the emergency the committee will access whether to contact the contractor or an independent trade person. **DO NOT** call a plumber or electrician on your own to fix anything, unless you have been unable to contact a maintenance committee representative.

b) Major Appliance Failure - First, check for the obvious - blown fuse, circuit breaker, loose or disconnected appliance cord, switch not turned on, no power in outlet. Also, read the manufacturer's operating instructions for a possible solution. Lastly, contact a member of the maintenance committee.

c) Electricity goes off - First, check your circuit breakers. To reactivate, flip it to the 'off' position and then to the 'on' position. Second, check with neighbours. If they are also without power, check with the maintenance committee to see if the Co-op has turned power off for some reason. Third, if maintenance committee is not available, call BC Hydro.

d) Fires - Call the fire department **911** for any fire within your unit.

e) No Heat - Check the thermostat setting, if all is in order contact the Maintenance Committee. For up to one year after move-in there may be problems with regulating the heat in your unit. Notify the Maintenance Committee if you think your unit is not getting adequate or constant heat as the contractor may have to be contacted during the first year of occupancy.

f) Leaky or burst pipe - First, turn off water supply to the pipe. For both kitchen and bathroom, tap shutoffs are located under the sink. Take a moment to locate the shutoffs for the hot and cold water lines. Each unit also has a main shut-off for hot and

cold water coming into the unit. The shut-off valves are typically located behind a panel on the wall in the laundry room, storage room or closet.

g) If you suspect an emergency in another unit, contact the resident if they are at home. If not, contact the Maintenance Committee or a board member so that emergency entry procedures can begin.

INSTRUCTIONS IN CASE OF FIRE

1. Leave the building immediately. There are fire escape plans on each floor. Use the marked Exit doors and leave by the stairs.

2. Walk, do not run. Go to the street. Clear all entrances and stairways. Do NOT return to the building until instructions are given to do so.

4. Stay within the area, so that all members can be accounted for.

5. Phone the fire department from a neighbouring house. Give the address of the building. 1267 Marinaside Crescent.

CONTACTING THE MAINTENANCE COMMITTEE

The maintenance committee is made up of volunteer Co-op members, just like you. We don't want members knocking on our doors, calling us or disturbing us in the middle of the night. Of course, if there is an emergency, don't hesitate to contact us. But please be sure that it is really an emergency.

When we say, "contact the Maintenance Committee" we mean that we would like members to complete a work order request form available from the office and place it through the Co-op office mail slot. We will deal with it as expediently as possible. Please date the note and provide your full name, unit #, telephone number and complete explanation of the problem.

If your problem is an emergency, you may contact the committee by telephone. If you are unable to contact a committee member, call a board member. Please make sure you always have an updated Membership List.

Thank you
ROUNDHOUSE CO-OPERATIVE HOUSING ASSOCIATION



WEDDELL TELEPHONE ENTRY SYSTEM

RESIDENT OPERATING INSTRUCTIONS

Weddell's state-of-the-art door entry system has been installed in this building to provide you and your guest with an increased level of confidence and security.

The system operates with your existing telephone. Your guest simply dials your code number or selects your name by scrolling through the electronic directory on the lobby panel and your telephone will ring. When answered, you will be in communication with your guest.

To unlock the main door, dial the digit " 9 " from your telephone.
To refuse entry, simply hang up.

CALL WAITING FEATURE

While engaged in a conversation with an outside line, a distinct tone will be heard when a visitor places a call from the lobby panel. Flash the hook switch to answer the call. This action will automatically put the outside line "on hold". While on-line, you can open the main door by dialling the digit " 9 " or to refuse entry simply flash the hook switch or dial digit " 4 ". Both actions will automatically reconnect you to the previously "on hold" caller to continue your conversation.

In a similar manner, you can answer your outside caller while talking to the guest in the lobby. Please note that you cannot put your guest "on hold" due to a system allowable talk-time limit (normally 60 seconds).