

Unit inspections (move-in and move-out)

Purpose of the policy

- To make sure units are in good condition and marketable on move-out
- To assess and schedule necessary maintenance including cleaning, repairs, changes, alterations and restorations, and
- To identify who is responsible for maintenance and maintenance charges.

Policy

1. Within 2 days of receiving notice to move, the co-op will give the member a written list of cleaning, repairs, changes, alterations and restorations for which the member is responsible (refer to Occupancy Agreement Section 11.07). The co-op will set timelines for work completion, which will be at least 7 days before move-out.
2. The inspection team will be made up of two people.
3. The co-op will make reasonable effort to conduct move-out inspections at a time convenient to the member, and with the member present.
4. Members may request that a move-out inspection be done in their absence. They must provide written permission to the co-op with the purpose, date and time of access specified.
5. If a member fails to respond to two attempts to schedule a unit inspection, the board will give 24 hours' written notice that access is required (refer to Occupancy Agreement Section 25.03). The co-op will inspect the unit at the date and time specified in the notice.
6. A move-out inspection will be done on move-out to check the condition of the unit and assess whether satisfactory work has been done by the member as identified in the inspection report and outlined in the written list.
7. The co-op will not charge a member for:
 - the replacement or repair of items which are at the end of normal useful life, regardless of condition at move-out, and

- reasonable wear and tear as defined in maintenance procedures criteria.
8. The co-op will charge a member for unit damage caused by negligence and/or wilful damage.
 9. Carpets must be cleaned by an approved professional carpet-cleaning firm on move-out and receipts must be submitted to the co-op for verification. The co-op will have the carpets cleaned professionally at the member's expense if receipts are not submitted. No rental machines are allowed to be used.
 10. An outgoing member must sign the final inspection form to indicate that they concur with the assessed condition of the unit at the time of move-out.
 11. An incoming member must sign an inspection form to indicate that they concur with the assessed condition of the unit at the time of move-in.
 12. The co-op will give the outgoing member a written schedule of charges for cleaning, repairs, changes, alterations and restorations not carried out, as soon as practical after vacating the unit. The total charges shall be due and payable immediately on written notice to the member and may be deducted from the member share (refer to Occupancy Agreement Section 11.08).
 13. A member may appeal disagreements to the board.

Policy approved by general meeting:

Replaces policy dated:

Procedures needed to carry out this policy

1. Letter scheduling move-out inspection.
2. List of member maintenance responsibilities before move-out.
3. Inspection forms:
 - for both the first and final move-out inspections, to be signed by the co-op and departing member
 - for the initial move-in inspection, to be signed by the co-op and incoming member, and
 - that will document any disputes.
4. Method to document unit damage (especially if disputed), e.g., photos.
5. Unit maintenance file.
6. Procedure if the member is not present or available.
7. Criteria for assessing and apportioning costs for “damage” as opposed to “reasonable wear and tear”. The standard for defining reasonable wear and tear may be lowered in units where a wheelchair has been in use.

Options

Option: Point #1

Delete “seven” and insert the number of days after a member gives notice that the unit inspection will take place.

Option: Point #2

Delete “two” and insert the number of people per inspection team.

Note: Inspection teams should be small in number with a minimum of two people per team. This will help to make sure inspections are thorough, fair and well documented. It will also help to avoid instances where a single inspection team member may be viewed as practicing favouritism or having a bias with regard to individual members.

Option: Point #5

Delete “two” and insert the number of attempts the co-op will make to schedule a unit inspection.

Options: Point #6

Delete “two” and insert the number of days after the first unit inspection that the co-op will provide a member with a written list itemizing the work to be done.

Delete “seven” and insert the number of days by which the work must be completed before move-out.

Options: Point #7

Delete “two” and insert the number of days after the first unit inspection that the staff and/or maintenance committee will receive a written list itemizing work for which the co-op is responsible.

Choose any or all relevant staff or committees and delete the others.

Options: Point #8

Choose whether the final inspection will occur “at the deadline for completion date” or “on move-out”.

Determine if at the time of the final inspection, the co-op will assess whether both the “member” and the “co-op” have completed satisfactory work.

Options: Point #11

Delete Point # 11 if members do not have to get their carpets cleaned professionally on move-out.

Delete “The co-op will have the carpets cleaned professionally at the member’s expense if receipts are not submitted to the co-op for verification” if your co-op is not going to have the carpets cleaned professionally and deduct the charge from the outgoing member’s shares.

Delete “will” and add “may” if your co-op wants the option to choose whether or not to have the carpets cleaned professionally and deduct the charge from the outgoing member’s shares.