



STOA CO-OPERATIVE HOMES INC.

456 Brock Avenue
Burlington, Ontario L7S 1M9

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Welcome to STOA Co-op

The co-op is a community which includes residents and employees. It also is a part of a larger neighborhood community. This member guide provides you with information about your new home and answers to the most commonly asked questions. If you have further questions, please call the office and we will be glad to assist you. **Phone: 905-634-2625**

Open Office Hours:

Monday: 3:00 pm – 7:00 pm

Tuesday: 9:00 am – 12:00pm and 1:00 pm - 4:00 pm

Thursday: 9:00 am – 12:00pm and 1:00 pm - 4:00 pm

Friday: 9:00 am - 12:00 pm

Moving In...

Your unit is inspected before you move in. However, if you need any repairs after you move in or at any time during your occupancy, please fill out a work order (located at the maintenance office inside the front lobby) and put it in the management office mailbox. All units are equipped with deadbolt locks. Please remember, you are not permitted to change the existing locking system on your unit without approval. All new unit turnovers will be deemed smoke free. You will be provided with a paint allotment when moving into your unit. Please ensure you refer to the Co-op's by-laws & policies for further reference.

By-Law's & Policies

Please ensure that you are aware of the Co-op's by-laws and policies to ensure that you are an informed member at Stoa Co-op.

Some things to do before or on move-in day:

- Contact the post office to inform them of your address change (mail forwarding is possible for a fee)
- Arrange for your phone and internet to be set up, if you wish to have these services, and advise the Co-op office of your new phone number.
- Handle your boxes and moving garbage appropriately (please refer to Garbage and Recycling).

It's your home; keep it neat.

- **ASK.** If you are unsure, please feel free to ask questions.

Do not attach: satellite dishes, antennae, to the exterior of the unit.

If the dish or other equipment is installed without approval or not according to the guidelines, it will be removed. Removal and damage to STOA Cooperative Housing property will be at your expense.

Buzzer System

Guests/Visitors can buzz you, by entering your buzzer number into the intercom system. You must press **6** to open the door to allow access for your guests/visitors. The intercom system is set up through your phone line.

Key Fob Entry

The Co-op's entry system is called a key fob system. Members are given one key fob for each registered member in their unit. If additional keys are needed, they will need to request through the management office. In the event you have reported a lost or stolen key fob, please report to management and you will be issued a new key fob at a cost. Your lost key fob will be deactivated.

Parking

There is underground parking that is available for use by members who have a vehicle at a cost. Members are not allowed to park in the back parking. That is strictly for visitors only. Any parking on the property must have their parking pass visible at all time. There is parking enforcement and site inspections are conducted regularly. Vehicles will receive warnings, ticketed or towed. There is a fee for replacement parking fobs and parking passes. Tires must be stored off Co-op property. The speed limit is 10km underground. The person who is driving down the ramp has the right of way.

Laundry

We have a laundry room located on the main floor for all members. We have card operated machines. One laundry card is given to you upon move-in. If lost, a new card can be purchased from the Co-op office for \$10.00 and can be refilled on the machine in the laundry room. Due to the noise from the machines, the laundry room is locked from 11:00 pm and reopens at 7:00 am. In dealing with any service problems concerning your card or the machines there is a 1-800 number to call, located on the machines, alternatively you can inform the office of a broken machine. Only two machines at one time can be used by the same household. Please ensure that you keep track of the timing of your laundry loads. Any laundry left in the machines will be removed from the machines and left in the laundry room for collection. The Co-op is not responsible for any lost, stolen belongings or card malfunctions. Unclaimed clothes after 48 hours will be disposed of. Do not

leave unwanted items in the laundry room. Additional information can be found on the Laundry Etiquette Posters in the laundry room.

Cable TV/Satellite Dishes/Antennas/Internet

The Co-op has strict guidelines concerning the installation of satellite dishes, antennae, CB equipment, etc. Please call the office for information and approval before installing any equipment.

Security Cameras

There are security cameras located throughout the Co-op's common areas. Viewing of the CCTV cameras is prohibited to all members and residents. In the event of an incident, an incident report must be completed and submitted to management. If police request a copy of the footage a release of publication is required in order for the Co-op to release it. In the event of behavioural evictions, and is caught on video, this footage will be used in a hearing. Camera can be installed inside units but they can not be recording the common areas outside of the unit door. The cameras installed inside the units cannot infringe on the privacy of others. Members who install cameras inside their units must inform the management office. Staff and outside contractors have the right to refuse to work if there is a camera installed in a unit unless it is covered or turned off.

Renters Insurance

In accordance with Stoa Co-op's Occupancy By-law, section 5.4 Members' Insurance, you are responsible for purchasing a **Member Package Insurance Policy**. In the event of damage, the Co-op and/or other members may seek to recover costs from you and you may need to make a claim. The Co-op is not held responsible for damage to your personal belongings that would be covered by a normal renter's or co-op member's insurance policy, even if it was caused by the Co-op property. The Co-operative will be collecting this information on an annual basis along with the annual review update.

Pets

Pets are permitted on the Co-op property by members or their guests. Please refer to the Co-op's policies on Pets.

Smoking

New members moving into Stoa Co-op will not be allowed to smoke within their unit. Prior households are grandfathered in. Please review the Co-op's Smoke Free By-Law for further information.

Maintenance

When requesting maintenance: Complete a maintenance WORK ORDER, with only one item per work order, and put it in the management office mailbox. Please date your request and be sure to provide your name, unit number and phone number along with a brief description of your maintenance problem. The work order system is a three-part work order and keep the back copy of the work order for your reference. By signing the work order, you are authorizing maintenance to perform the work without 48 hours notice of entry. If you require notice, do not sign the work order.

Emergency Maintenance

If you have an emergency: fire, medical, dangerous situation, call **911**.

For non-life-threatening after-hours emergencies, no heat, toilet or sink overflow, call the afterhours emergency. The emergency contact information is posted on the Co-op Management Office notice board, please copy this information and keep it handy. Additional information is provided to each household. If you need a copy of this information, please reach out to the management office.

Decorating Your Home

If you wish to decorate your unit, you are responsible to return the unit to its original condition upon move-out or you will be charged for the cost to make the repairs. No permanent changes can be made. Contact management if you have any questions. Please refer to the Paint Policy for additional information.

Member Charge-backs

If you, your family, or your guest cause damage to STOA Co-operative Homes property, you will be charged for the cost of the repairs. Prompt payment is necessary to maintain your satisfactory rental payment record.

Examples of maintenance charges (including but not limited to):

- ☐ broken windows and screens
- ☐ damage to drywall, woodwork, baseboards, lights, and doors
- ☐ unauthorized paint, removal of wallpaper
- ☐ missing or broken fixtures
- ☐ missing or broken hardware for doors
- ☐ garbage/debris left in unit by the occupant on move-out
- ☐ damage done by pets, including flea control
- ☐ toilets plugged by hair brushes, toys, etc.
- ☐ requested lock change – lost keys, unauthorized lock changes
- ☐ damage caused by nicotine/smoke

Pest Control

Pest Control is a shared responsibility. Make sure that food is stored in airtight containers and garbage is sealed. Do not store garbage on balconies or in common

areas. In apartments, pests easily spread from unit to unit, which makes reporting pest problems important. Please let us know immediately if you see any signs of pests in your unit. If you do not report pest control issues in your unit, you will be held responsible for extermination costs as well as infestations costs in the event it spreads to another unit(s).

Do not feed birds and wild animals as this will attract unwanted rodents and other pests.

Christmas Trees

Real Christmas Trees are not permitted in member units. Artificial trees only.

Heating

Generally, thermostats are set around 22°C. In order to assist in the efficient heating of your unit, please ensure that your doors and windows are closed when the heat is on.

No Heat? Check the following before you call:

- Is the thermostat set to the desired temperature? You may want to turn it up a bit higher, temporarily, to see if the heaters respond.
- Check the circuit breaker located in the electrical panel to ensure it is in the on position.

No Hydro?

Check to see whether there is a general shut-down in the building. If not, check the circuit breaker. If flipping the circuit breaker does not restore service, please contact the office. If the office is closed and cannot wait until next working day, please refer to the emergency maintenance section of this package.

Appliance Not Working?

Check to see that it is plugged into the wall outlet. Check the main service panel for a tripped breaker. If the office is closed and cannot wait until next working day, please refer to the emergency maintenance section of this package.

Plumbing Issues

Water Leaks: A minor leak in a faucet can be handled through the work order system. If the leak is substantial and could cause soaking or damage to any part of the unit, that is an emergency. Put a basin under the leak and turn off the water supply valve in the unit.

Toilet Bowl Breaks: If the toilet bowl breaks, turn off the water at the toilet, clean up any spills, proceed as for a substantial leak. Refer to emergency maintenance section of this package if urgent repair is required.

Garbage Disposal & Recycling

We encourage all members to participate in helping to keep our environment healthy and safe. Please do your part. If the garbage chute is down, please take your garbage back to your unit and wait for it to be repaired.

Recycling

Here at the Co-op we encourage you to participate and recycle glass bottles/jars, steel and aluminum cans, plastic bottles/jars, newspaper, telephone books, etc. Do not put garbage in the recycling. This contaminates the tote and the recyclers will not pick it up. Posters are posted inside the garbage room and further information is available at the management office and online.

Take Pride in Your Community – Help Keep It Clean!

Bulk Disposal Items

The Co-op is able to assist with bulk disposal, please ensure that you contact management to discuss prior to disposal as well ensure that the fee associated with the disposal is paid in advance.

In the spring, the Co-op purchases a large bulk bin for furniture and any other items that you may wish to dispose of. Please keep your larger items in your unit until this bin is scheduled. Keep in mind that toxic waste products (paint cans, batteries, electronics, etc) are not to be disposed of in any of the bins provided by the Co-op.

Alternative ways of disposing of furniture is through donation centers or contacting Burlington Rotary Club.

Large Furniture Items

When purchasing new household articles, ensure it is performed during business hours, you are available to receive your item and that you contact the office to make arrangements to open the move in room door. In the event it is not possible for a week day, arrangements can be made with a member of our Board of Directors or after-hours team (if applicable). Please ensure to give ample notice as last minute requests may not be granted.

Air Conditioners

For energy conservation and overall safety please ensure that your air conditioner is properly installed. Please use your sleeve that's installed in your apt for your air conditioner. Air conditioners are not permitted to be used in any window. Members will be charged for all damages caused to the air conditioning opening or to the windows. There are specific wall air conditioners that are required to be installed in the sleeves. Regular air conditioners cannot be used. Please contact management for further information on these. Portable air conditioners are accepted to be used however must have a evaporator to eliminate water leaks.

BBQ`s

Please refer to Stoa Co-op`s Policy on the use of BBQ on the balconies.

Storage

As part of your by-laws, you are not permitted to store items such as derelict or unlicensed vehicles, trailers, old bikes, appliances, tires, batteries, etc. on STOA property. Strollers, wagons, bikes are not to be stored or left in the hallways or entrance ways, these may be safely stored in your unit. Any belongings left in the hallway will be automatically disposed of. Please do not store any items on your balcony other than outside furniture. Storing belongings on your balcony is a fire hazard and unsightly to the property's appearance. There is a bike rack available in the underground parking garage.

Patio

Many communities have patios for the enjoyment of your family. Please supervise your children while in the patio area. Although maintenance staff inspect these areas regularly, it's important that you report any safety concerns to management. Animals are not permitted to be in the patio area unless they are a service animal. Glass containers are not permitted.

Balcony

Balconies are not to be used as storage. You will be given 14 days to clean your balcony. Failure to do so will result in a \$50.00 fine. Patio furniture is permissible, but requires blunt tips or end caps to prevent punctures to concrete. Please do not flick your cigarette or any other debris from the balcony. The wind could move it back onto another members balcony and could cause a fire.

FIRE SAFETY – IT'S UP TO YOU

- Know your home, design YOUR FIRE SAFETY PLAN with your children.
- Have your escape route planned so that everyone knows what to do even in the dark.

- Have an alternate route in mind and rehearsed, so that everyone is prepared for any situation.
- Talk about fire safety with your children & practice often
- stop drop and roll
- exit immediately – fire can spread quickly
- stay low to the floor when there's smoke
- before opening any door feel it, if it's hot there may be fire on the other side, try another exit
- call 911 from a safe location
- choose a safe place to meet outside
- **NEVER!** go back in. NOTHING, not even a pet is worth your life

If you need assistance during a building emergency, please notify the management office in order to add you to the members requiring assistance during a fire list.

Quarterly fire drills are performed and all residents and members are encouraged to participate in them to practice real live emergencies. The elevators will not be operable during this time.

Detectors In Your Unit

Your home has been equipped with at least one smoke detector. It may save your life. The Co-op services the smoke detector once per year. If the alarm sounds (chirps) frequently, it may require a new battery. If it continues to beep after a new battery has been installed, please contact maintenance immediately.

IT IS AGAINST THE LAW TO DISARM A DETECTOR AND COULD RESULT IN A FINE BY THE FIRE DEPARTMENT!

Carbon Monoxide Detectors are installed in all rooms that share a wall with a gas fuel burning device. At Stoa these units would be all on the 11th floor and 1st floor.

Heat Detectors that are located inside your unit sound the general alarm for all the other people in the building if, for example, a fire is coming from your unit. This device is not what is making the alarm sound so fanning it has the only potential of damaging it.

The Horn in your unit is what make all of the noise when the building alarm sounds. Damaging or disconnecting the horn will result in a `trouble` signal to our

monitoring station. Immediate response must be provided when the panel signals a `trouble` signal.

Any misuse or malicious acts to the Co-op's fire safety devices will be charged back to the member.

Windows, Doors & Screens

For your security, all windows and doors have a locking device. If your locks are not working properly, or your unit entry door doesn't latch when you release the door, please fill out a work order.

YOU AND YOUR OCCUPANCY:

Paying Your Housing Charge

Housing charges are due on or before noon on the first day of the month. If your housing charge is not paid on or before the first day of the month, a late fee will apply. STOA Cooperative Homes has a by-law in place to deal with persistently late rent payers.

For your convenience you can pay by:

- **Cheque:** pay every month or you can also submit post-dated cheques to make it more convenient for you
- **Debit:** we offer the quick convenient way of using your debit card. Available anytime during office hours.
- **Money Order:** you can provide money orders to the office as payment
- **EFT Transfer:** This payment will be automatically withdrawn from your account. Please make arrangements through management office.
- **TenantPay:** This method of payment is set up like a bill payment. Please contact the office for details.
- **Cash is not accepted for any payments.**

Annual Income Verification (For Rent Geared to Income)

Once per year, members who receive RGI will be sent a package of forms. You are required to complete the forms, provide verification of your income and return the information by the due date stated on the form. If you do not respond, your rent will be raised to the market rate for your unit. This is required in accordance with HSA and local directives received from Halton Region.

If you do not understand the forms or need assistance, please contact the Management Office, we will be glad to help.

Reporting Changes

You must report **any change in your household income and/or household composition (people living in your unit)**, within **30 days** of the change. Failure to report these changes may result in the household no longer being eligible for rent-geared-to-income assistance. Do not wait for your annual income verification, report changes to the office when they happen.

Adding Someone to your Unit

Prior to having another person reside in your unit, you must obtain approval from the Board of Directors. This person must also submit a completed RGI package to the Management Office. If the application is approved, a new occupancy agreement with the new housing charge amount will be issued and must be signed by all members of the household 16 years of age and older.

Transfers

If you would like to transfer from your current unit to another unit within STOA Co-operative Homes Inc., you may complete a transfer request form. If you would like to transfer from your current unit to another housing community, you can apply to the centralized waitlist for whichever region/area you would like to move to.

If you are receiving subsidy and become over-housed (have more bedrooms than your family currently requires) you will be placed on an internal transfer list and will be required to move to a unit with the correct number of bedrooms, if no appropriately sized unit comes available within 1 year, you will be placed onto the Halton centralized waitlist to be offered an appropriately sized unit when one comes available. Please note that you will only be offered one offer and if you refuse you may lose your subsidy.

Guest Policy

Members are welcome to have guests in their unit for up to three months without approval from the Co-op. Longer stays require you to fill out a long-term guest form to be filed in your records. Guests that will be staying in your unit for longer than two weeks must be approved by the Board as long-term guests or members of the unit. If you are receiving subsidy, their income must be used to determine your housing charge amount.

Notice to Vacate

The Co-op requires **60** days written notice, the move-out date to be the last day of a month, if you wish to vacate your unit. For example, if you give notice on April 13, you are responsible for the housing charges until June 30.

Absence from the unit

If you or the members of your household are absent from the unit for more than 90 consecutive days, for reasons other than medical, your rent geared-to-income subsidy may be discontinued. Please contact the Co-op office if you are planning to be out of your unit for more than 60 days.

Privacy Rights

Members are entitled to their privacy. 48 hours' notice of entry will be provided. Signing the bottom of the work order allows maintenance or a contractor to enter your unit without 48 hours' notice of entry. If you wish to have 48 hours' notice of entry, do not sign the bottom or put a note on the work order asking for 48 hours' notice. Maintenance will make an attempt to contact each household in advance of entering their unit.

STOA Co-operative Homes' **staff can enter your home:**

1. In the event of an emergency (fire, flood, death)
2. If you are provided written notice 48 hours in advance
3. If you allow access verbally or in writing

See Something, Say Something

Members and their visitors must not be excessively noisy, be a nuisance or any other act that unreasonably disturb or interfere with any other member of the community.

Every member has a right to his/her own privacy: HARASSEMENT AND OR BULLYING WILL NOT BE TOLERATED! Please refrain from this type of activity and show a good example to our children!

Violence can be real or threatened. Violence can be physical, psychological, verbal, and/or sexual. Violence against another person in the same household is domestic violence. Members who engage in domestic violence will be evicted. Child abuse of any form is considered a form of violence and is intolerable in the Co-op.

Members who are not a member in good standing, will not be able to receive added privileges including but not limited to; paint allotments, common room rental etc.

Security Deposit

Your security deposit is NOT last months' rent. It will be equal to market rent housing charges upon move-in and it is adjusted each year. You are responsible to pay for last month's rent on the first day of your last month. Once you have moved out, your unit is inspected by staff and if suitable to be occupied by the next move in, you will be written a cheque in the appropriate amount. There will be an annual increase or decrease of your security deposit. This amount will be based on your

monthly housing charges effective October 1 of each year. Your security deposit is not to be used for anything other than described above.

Common Room

The Co-op has a common room for meetings and member use. You can rent this room for a function. There is a rental fee and a cleaning fee will be automatically charged if the room is not left in the same condition. You will be expected to clean the room, washrooms, wash the floor, and take out both the garbage and recycling. The room will be inspected by maintenance or management, and once it is inspected and in the condition that you got it in. The Co-op has the right to charge back the member who rented the room if the common room and washrooms are not cleaned! No personal business events or political events are allowed in this space.

Outside Agencies

From time to time the Co-op has outside agencies attend the property to provide additional supports to the members of the Co-op. Signs will be posted on the bulletin board beside the elevator on the 1st floor.

Get Involved!

Did you know, members are expected to give 4 hours of their time each month, volunteering around the Co-op. Volunteering throughout the Co-op helps keep operating costs down in turn helps to keeps your housing charges affordable.

Please sign up at the office as part of your member agreement for one of the following committees:

Board of Directors: provide direction to the day-to-day function of the Co-op

Grounds and Property Management: garbage collection, planting, watering the flowers.

Housekeeping: sweeping and mopping the floors and stair wells, cleaning windows in lobby, vacuuming hallways, wiping down high touch surfaces.

Security: help monitor the grounds/perform security inspections – parking enforcement patrols the parking areas sporadically.

Member Selection & Welcoming Committee: conduct new member interviews and help new members feel welcome in our community.

Social Committee: Planning a holiday social event, back to school event, BBQ, yard sale, spring clean-up, etc.

On-Call After Hours Emergency Response Team: provide assistance for after hours emergencies to members and fire or police. The Co-op is seeking one fire Marshall for each floor for in the event of a power outage or if the fire equipment is down

and waiting for repair, fire watch is required. Fire watch is when someone walks the floor to ensure there is no smoke due to the fire equipment not working.

Further information is available at the management office and training will be provided.