



Terra

Property
Management

PREPARED FOR: SALAL HOUSING CO-OPERATIVE

RESIDENT HANDBOOK



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WELCOME TO TERRA PROPERTY MANAGEMENT LTD. (TPM)

On behalf of the TPM team, I would like to thank you for providing us with the opportunity to be your property management service provider. We consider ourselves an extension of your community and our goal is to provide you with quality service and responsive attention.

As the newest addition to your community, our focus is on establishing a mutually co-operative and collaborative relationship with each of your members. We value the importance of ongoing communication therefore we encourage you to collaborate with us by sharing any concerns, raising questions, or offering suggestions. Your feedback will aid us in ensuring the goals of your co-operative are consistently met.

This handbook has been prepared to acquaint you with our company and procedures. You'll also find helpful hints on maintaining your home that will save you time and money. Please keep this book handy for future reference.

We look forward to serving you and becoming one of the newest members to your community.

Cooperatively yours,



Glenne Manlig
General Manager
Terra Property Management Ltd.

'Your Community. Our Service'

EMERGENCY PHONE NUMBERS

In any of the following situations, **call 911**:

- In the case of physical injury or death
- A life-threatening emergency suspected
- A breach of security
- An active fire

In the event of an urgent maintenance matter:

- Call TPM's emergency phone line at **604-736-1157**

Other 24- hour emergency phone numbers:

- Power outages- BC Hydro **1-888-769-3766**
- Gas leaks- Fortis BC **1-800-663-9911 or 911**
- Poison control- BC Drug & Poison Control **604-682-5050**
- HealthLink BC- HealthLink BC **811**

FREQUENTLY CALLED PHONE NUMBERS

Name

Telephone #

OUR COMPANY HISTORY

Since Terra Property Management's (TPM) establishment in 1998, we have recognized the need for efficient and reliable property management. Throughout our company's growth we have committed ourselves to providing all aspects of management, from the day-to-day operations, to assisting our clients meet their long-term objectives.

Over the years, TPM has proudly assembled a team of highly experienced property management professionals, who have the ability to meet the diverse needs of our clients. During this time, we have recognized the importance of stability for our clients. Our emphasis on relationship development has allowed TPM to enjoy long-lasting relationships with our clients, some since 2001.

Since our inception we have provided full-service property management consisting of the day-to-day operations, maintenance coordination and financial management which includes a Certified General Accountant. Our Financial team has over 30 years of combined experience and Licensed under the Real Estate Act of BC, our property managers' have over 20 years of combined experience in property management.

We are fortunate to have a Board of Directors who provide superior strategic leadership and are regarded as some of the most experienced social purpose development managers in Canada. Our Board has over 30 years of experience, having worked on over 270 projects, with more than 12,000 units completed or in development in 40 municipalities across the province of British Columbia.

Building on our foundation, our vision is to be an industry leader in sustainable and efficient property management that enhances the quality of living in the communities that we serve.



TPM'S CORPORATE STATEMENTS

MISSION

"To enhance the communities in which we serve by providing efficient property management in a collaborative, proactive and transparent manner."

VISION

"To be an industry leader in sustainable and efficient property management that enhances the quality of living in the communities we serve."

COMMITMENT TO PRIVACY

We prohibit the sale, transfer or sharing of personal information with third parties for any other purposes than those identified, without your consent, unless it is required by law. When we collect any new personal information from you, we will make you aware of the purpose(s) for collecting, using or disclosing the information and obtain your consent in an appropriate fashion consistent with the sensitivity of the information.

If you need further information on TPM's privacy policies and procedures or if you feel that your personal information has not been handled appropriately, please contact TPM's Head Office at:

Terra Property Management Ltd.
Suite 410, 1669 East Broadway
Vancouver, British Columbia V5N 1V9

or by e-mail at info@terramanagement.ca

HOW TO CONTACT US

TPM HEAD OFFICE

Terra Property Management Ltd.
Suite 410, 1669 East Broadway
Vancouver, British Columbia, V5N 1V9

Telephone: **604-736-8775**

Facsimile: **604-736-8776**

TPM Emergency Line: **604-736-1157**

E-mail: info@terramanagement.ca

Website: www.terramanagement.ca



REPORTING NON-URGENT MAINTENANCE ISSUES

When a request for maintenance is made, please refer to the following checklist to ensure you have provided a detailed description of the maintenance that you require.

- ☐ First and last name
- ☐ Unit number
- ☐ Building name and address
- ☐ Detailed description of your request
- ☐ Permission to enter your suite
- ☐ Preferred date and time to enter your suite (*TPM will do our best to accommodate for your preferred times, however, scheduling may be based on contractor availability and as such, it is crucial to ensure that you permit unit access*)
- ☐ Special notes such as any pets or if you require a call in advance of the scheduled arrival of the contractor

You can request for maintenance through the following methods:

- Through our online submission form at
 - www.terramanagement.ca/maintenance-request/
- By e-mail at
 - maintenance@terramanagement.ca
- By phone at
 - 604-736-8775
- By dropping off a written request in person to
 - Salal Housing Co-operative Office

We ask for your co-operation in giving us permission to enter your home in your absence, as we cannot guarantee the time at which service representatives will arrive. Regular service calls will be made between 9:00 a.m. and 4:30 p.m., Monday to Friday. Please ensure that any pets are safeguarded in your absence. Before calling for service, please refer to this handbook. We have included a number of common service related problems with simple checks and suggestions which may easily solve the problem and eliminate the need for a service call request. If your service call is not completed to your satisfaction, you have any comments, or you would like to commend a TPM representative on the work performed, please call us or visit www.terramanagement.ca. We appreciate your comments.

WHAT TO DO IN AN EMERGENCY

In the event of an emergency requiring the police, the fire department or an ambulance...CALL 911

TPM Building Emergency Services Contact #: 604-736-1157

This service is provided after regular office hours (Monday-Friday, 9am-5pm) for the following Building Emergency Services:

- If an immediate health hazard exists

- If there is complete loss of essential utility services
- If financial loss will result for the co-op if immediate action is not taken
- If delaying action will result in significant further damages

The following examples can be used as a guide for simple checks and suggestions you can do which may solve the issue at hand and eliminate the need for an emergency service call. They are:

- If the emergency involves failure of a major appliance, the member is advised to take these steps:
 - Check for the obvious, such as a blown fuse, loose or disconnected appliance cord, switch not turned on, or no power in the outlet
 - After carrying out the first step, contact the Emergency Call Centre and report the problem in detail
- If the emergency involves electricity not working, the member is advised to take these steps:
 - Check with neighbours. If they are also without power, call BC Hydro to confirm of any power outages. If yours is the only suite without power, check the circuit breakers located in your suite
 - If it has tripped to “Off” and won’t hold when flicked back to the “On” position call the Emergency Call Centre and report your problem in detail
- If the emergency involves no heat in the winter months, the member is advised to take these steps:
 - Check for the obvious — whether the thermostat is set high enough, if large furniture is not blocking heating sources, close all windows etc.
 - Contact the Emergency Call Centre, if there is absolutely no heat in the suite and after checking for the obvious as described in the above bullet point
 - Remember that having no heat in the summer is not an emergency
- If the emergency involves leaky or burst water pipes, the member is advised to take these steps:
 - Turn off the water supply to the pipe by closing shut-off valves in the suite.
 - Contact the Emergency Call Centre and report your problem in detail

If you suspect criminal activity or witness an offense, please contact the Port Moody Police at **604-461-3456** or call **911**.

RULES AND OCCUPANCY AGREEMENT

OCCUPANCY AGREEMENT

What is an occupancy agreement?

As a member of a co-op you are obligated to sign and obtain an occupancy agreement. This agreement is a legally binding contract between yourself and the co-op which sets out both the rights and obligations of both parties.

What exactly does the occupancy agreement specify?

- What you, as the member, will do in exchange for the right to live in the unit. Typically the main stipulations are that the member will pay his or her housing charge on time and follow the rules or bylaws of the co-op
- What the co-op agrees to do for you, the member, such as maintain the building in good repair, ensure the property management of the co-op, and adequately maintain the reserve fund.
- The notice that you are required to provide when you no longer wish to reside at the co-op

PAYMENT OF HOUSING CHARGES

As a member of your co-op it is your responsibility to pay your housing charges on the first day of each and every month, commencing on the first day of the month of occupancy.

Payment of housing charges can be done in the form of a cheque, money order, bank draft or certified cheques, made payable to: **Salal Housing Co-operative**.

Another alternative, which we highly encourage, is setting up Customer Automated Fund Transfer (CAFT). This is a convenient, secure and efficient way to pay your

monthly housing charges. If you wish to set up CAFT we require that you complete the CAFT Agreement form and provide a void cheque. The form and void cheque is to be submitted to our office by the 14th of the month prior to when it will take effect. Should the 14th land on the weekend, we require the documents to be submitted on the Friday before. Please contact the TPM head office to receive the CAFT agreement form and additional details.

Housing charge payment can be dropped off at the co-operative office or mailed / delivered to the TPM head office. For the safety and security of all members and TPM staff, cash will only be accepted if paid at the TPM head office. TPM's office address is on page 5 of this handbook, titled 'How to Contact Us'.

Late payments of housing charges can result in late fees or early termination of your tenancy. Please make sure that your payment reaches us on or before the housing charge due date.

If you anticipate a problem in making any payment of the housing charge or any other charge on time, please notify TPM in writing in advance of the due date of the housing charge. Notice given by you, the member, will not excuse you from any obligations in the occupancy agreement; failure to uphold your obligations will result, without prejudice, to the co-op determining an action they may wish to undertake including the termination of your occupancy agreement.

OBEY CO-OP RULES AND POLICIES

Co-ops function optimally when each member of the community adheres to the co-op rules and policies that have been developed. As a member you are required to conform to, as well as inform others (mainly family or visitors) to obey, observe and adhere to all the terms and conditions of your occupancy agreement, the memorandum of association and the rules and policies of the co-op. At times changes and additions to the occupancy agreement will be made; these changes should be followed to the same extent as they have been incorporated into the occupancy agreement.

If there is a conflict or inconsistency between the rules, the occupancy agreement and the policies, the rules and occupancy agreement prevail.

PERSONAL INSURANCE

The Co-op or TPM cannot be held liable for any loss of property or personal injury that a member or any other person residing or visiting in the unit may suffer or sustain. It is mandatory that you obtain and maintain at your expense third party household content insurance.

RIGHT TO ENTER FOR EMERGENCY

In the case that TPM staff, assigned external contractors, co-op employees or any directors determine that an emergency exists in or about the unit and the member cannot be immediately contacted to authorize entry to the unit, then they are authorized by the member, without notice, to enter the unit to correct and remedy the emergency.

RIGHT TO ENTER FOR NON-EMERGENCY

Where an emergency does not exist, TPM staff, assigned external contractors, co-op employees or any directors shall enter the member's unit only if the member consents or a 24-hour written notice that access is required for a reasonable purpose is provided.

Please note: Members are not authorized to call external contractors and may be held financially responsible should they do so.

SAFETY PRECAUTIONS

Here are a few easy and inexpensive ways to help safeguard your home and your community.

- Report any suspicious activity to the police first, and then to TPM staff
- Keep a light on in your home if you are out after dark, or install a timer to switch lights on and off
- Ask a friend to check on your home and to collect mail and papers while you are away. Notify TPM in writing, if you will be away for an extended period of time (more than 30 days). Leave the name of a person to contact in the event of an emergency. TPM will not be responsible for checking your home during your absence.

- Keep your doors and vehicle locked at all times.
- Do not leave anything of value in your vehicle. Duffel bags, luggage, personal electronic equipment (cell phones, GPS devices, laptops etc.) openly in view inside your vehicle entice thieves to break in or vandalize your vehicle.
- Do not tamper with the fire alarms, smoke detectors or intercom systems in your apartment as this will affect the overall systems in the building AND you could be charged under the Fire Code legislation. Please report any malfunctions to TPM immediately.
- For battery operated detectors, “beeps” will sound at short intervals if the battery needs replacing. Members are responsible for replacing dead batteries. Should the smoke detector fail to operate for any other reason, contact TPM. Please, for your safety, your family’s, and your neighbours’, NEVER disconnect your smoke detector.
- Encourage your children to practice safety precautions. Please do not leave bicycles or toys on sidewalks, in stairways or in common areas. For their own protection, children are not permitted to play or ride bicycles in parking lots or in driveways.
- For children’s safety, we recommend that they be closely supervised in playgrounds and other recreational areas.

BEING A GOOD NEIGHBOR

As a courtesy to neighbors, please....

- Ensure that group gatherings in your home do not become noisy or objectionable to other residents
- Keep stereos and televisions at a reasonable volume so that your neighbors are not disturbed
- Do not smoke in common areas

What type of neighbor dispute can TPM help resolve?

If your complaint falls within a violation of a rule, occupancy agreement, or policy of the co-op please contact TPM. Any disagreements not addressed in the rules, occupancy and/or policies of the co-op must be resolved exclusively between the

two parties. We highly suggest reviewing the documents listed above to determine whether or not to seek additional support.

If a problem occurs after hours, and poses a threat to your safety and comfort, please call 911.

We also request that any verbal complaint be followed up with a letter to TPM. This will assist us in the event that we must take further action.

CARING FOR YOUR HOME

The following tips will help you maintain the interior, exterior and common areas of your home. It is important to be aware that residents are responsible for damage caused by abuse or neglect.

INTERIOR

Appliances

Should any TPM or co-op supplied appliance fail to operate, please check that it is correctly plugged in and that the circuit breaker or fuses have not been tripped or blown before putting in a maintenance request. Do not attempt to fix the appliance yourself.

Refrigerator

All refrigerators should be equipped with a thermostat control(s) to regulate the temperature inside the refrigerator and freezer. Some adjustment may be necessary to find the setting that suits you.

Stove

Should the stove or oven fail to work, check the fuses before making a maintenance request. To reduce the risk of fire, clean grease and spilled food from the stove top and oven daily. Do not use aluminum foil on the bottom of the oven, on oven racks, or on pans under the stove top elements, as this can cause a

short circuit. Clean the exhaust fan filter regularly with hot soapy water and a brush to remove accumulated grease and dirt.

Washer / Dryer

Should your home be equipped with a washing machine and dryer, clean the fabric softener dispenser and lint trap after each use. Check and tighten water supply connections and drain hoses to avoid leaks and blocks. Washers and dryers are the responsibility of the member and are to be maintained and repaired at the member's expense.

Dishwasher

Should your home be equipped with a dishwasher, rinse dishes before loading so food won't clog the drain holes. For best results, do not overload the dishwasher, but do run the machine with a full load to save energy. Use dishwasher detergent only. Liquid soap or laundry detergent will cause the machine to overflow. Dishwashers are the responsibility of the member and are to be maintained and repaired at the member's expense.

Bathroom Fixtures and Ceramic Tiles

To maintain the smooth finish on porcelain fixtures and ceramic tiles, use a gel or foam cleaner rather than an abrasive cleanser. Abrasive cleansers scratch the surface and make it increasingly difficult to clean. Wipe the tile walls in the tub enclosure after each shower to preserve the grouting and caulking. Contact TPM should the grouting or caulking begin to deteriorate. A dripping tap wastes a tremendous amount of water and may damage the porcelain finish on sinks and tubs. Report this problem promptly to TPM.

Power Failure

Should the power fail, check the circuit breaker and fuse panel. If the circuit breaker has been tripped, check that you are not overloading a particular circuit by having too many electrical appliances operating on one circuit at the same

time. Return the breaker to the ON position. Contact TPM if the breaker returns to the OFF position.

Light Bulbs

We will install light bulbs when you move in. The replacement of burnt out bulbs both inside or outside your residence (e.g., porch or balcony) is your responsibility. Bulbs must not exceed the wattage printed on the fixture. We encourage the use of energy-saving bulbs.

Carpets

Frequent vacuuming of your carpets is essential to maintain them, especially in heavy traffic areas. We suggest using a vacuum cleaner that has strong suction and an agitator brush. Steam clean or shampoo carpets periodically to protect fibers. Remove spots promptly before they set. Contact a professional carpet cleaner for hard-to-treat stains. Never use cleaners that contain bleach, as they will damage the carpets.

Cushion and Tile

Daily sweeping of floors will remove surface dirt. The floor should be washed regularly with a cleaner and warm water. After washing, rinse floor thoroughly with clean, cold water. Plastic floor finishes are not permitted.

Hardwood

Regular dry mopping will help maintain the shine of your hardwood floors. Do not use self-polishing waxes or abrasive cleaners on hardwood floors. Spills should be wiped promptly to remove spots and marks.

Heating

Should the heat fail to operate upon turning up the thermostat, check that all large furniture is distantly away from all major sources of heat such as the floor radiators. Additionally, ensure that all windows are closed during winter months to keep the heat inside your unit.

Kitchen Cupboards and Counter tops

Cupboards and counter tops should be wiped regularly with warm water and a non-abrasive, grease-cutting detergent. Do not place hot pots or dishes directly on the counter top. Please wipe spills promptly to avoid staining the surface.

Plumbing

The plumbing system in your home can only handle the drainage for which it was designed. Portable washing machines, dryers or dishwashers are not permitted in apartments, as they create drainage back-ups in other apartments. Do not flush any of the following down the sink or toilet: grease, lint, diapers, sanitary napkins, tampon applicators, paint, food, paper towels or Q-Tips.

Windows

Windows must be kept shut during winter months to ensure optimal heat in your unit. Closed windows should be locked to avoid rattling, breaking, and water seepage. Locking windows also improves security. Lever-operated windows must not be unhooked as they may slam shut and become damaged. Drain holes in the tracks of sliding windows should be checked and cleaned monthly to avoid water damage. Drapes may be used as insulators. During the winter, open your drapes to let the sunlight warm the air and to help prevent condensation. For safety's sake and energy efficiency, it is advisable to ensure that drapes stop three inches above baseboard heaters.

COMMON AREAS

Recycling and Composting

We provide for recycling of several different materials including composting. To help preserve and restore the environment, we must all make every effort to reduce the amount of waste we produce. We can start by reducing our consumption of products and reusing them whenever possible.

Garbage Disposal

All waste and recyclables are disposed of in each of the three parking areas. All garbage must be securely wrapped in a plastic bag before being placed in the large blue waste bin. Recyclables, glass and cardboard go into the specially marked recycling containers/bins for each type. Food waste is collected in the waste container in each unit and then dumped into the community bin in the parker area.

VACATING YOUR HOME

When you are preparing to vacate, please ensure that you have given the appropriate written notice of termination as set out in your occupancy agreement.

A TPM representative and / or a member of the membership committee will inspect your home after you have given your notice and will advise you of any possible pending charges and will assess the final condition in which you left your home.

If you have made any alterations and /or additions to your home, you must restore the premises to the original condition, or you will be charged for this work. Any damage beyond reasonable wear and tear will also be billed to you. Please make every effort to restore the premises to the original condition before you leave



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WE LOOK FORWARD TO SERVING YOU

Once again, thank you for allowing TPM to be a part of your community. We hope that you find this handbook to be a useful tool that you can refer back to for any future questions that may arise.

We look forward to serving your co-operative and will do our best to ensure this transition is as seamless as can be.

At any point, if you have any comments, or suggestions, please feel free to visit the 'Contact Us' section of our website at www.terramanagement.ca and one of our TPM staff members will be happy to listen and help.

Cooperatively yours,

Glenne Manlig
General Manager
Terra Property Management Ltd.

'Your Community. Our Service.'

