



## **WELCOMING BOOKLET**

***This booklet will hopefully answer any immediate questions that you may have about your new home.***

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***Welcome new Salal Co-op Housing Member!*** The Salal Co-op Welcoming Booklet acts as an up-to-date compliment to the Salal Co-op Manual ('Grey binder' that may be found in one of your cupboards). If you do not have one of these manuals, don't sweat, it is currently being revised and will eventually be uploaded electronically, stay tuned!

By compiling this booklet, the *Welcoming Committee* has tried to provide answers to common questions new members have had, as well as provided all necessary Salal Co-op Forms required for new members. Please read this booklet carefully before contacting the various committees.

There are 11 committees in Salal Co-op at the moment. As this is a co-op we all have a responsibilities in making it run smoothly, by being on a committee that looks after a certain part of running the day-to-day business of the community. Participation on a committee is mandatory. Co-operatively we stand, divided we fall. The list of the current Board of Directors is posted in the office, the Morgan room and the laundry room as well as the committee's that each Board member is a liaison to.

By the way, there are shared coin laundry facilities in the room above the office (unit #31), use the key that is used to access the Morgan Room to enter, if required.

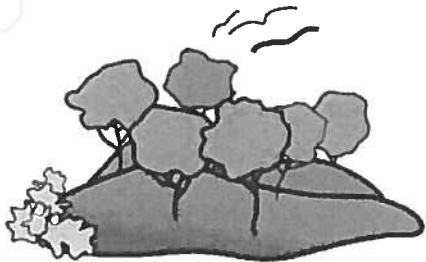
## OVERVIEW OF COMMITTEES & RESPONSIBILITIES

*Refer to corresponding page numbers for more information on select committees.*

LANDSCAPING, p. 6	Ensures all vegetation is cut back from buildings, grass is kept up, sidewalks are blown free of debris, and leaves are raked until the end of fall. Oversees all trees, and plants on the property. Plans our major Salal community annual clean-up each year.
MAINTENANCE, p. 7-8	Ensures repairs are done in a timely manner, according to priority and our current budget, to both the exterior and interior of all units. Provides paint for exteriors of units. Contact: <b>Terra Property Management Ltd</b> Phone: 604 736 8775 (Monday - Friday 9:00am – 5:00 pm excluding statutory holidays) After hours Emergency maintenance: <b>604 736 1157</b> Website: <b>www.terramanagement.ca</b>
MEMBERSHIP, p. 9	Responsible for advertising vacant units, setting up meetings of prospective members, conducting interviews, and taking prospective members to see units. They may also hold an "Open House" when required to do orientation for Salal Housing Co-op.
MOVE IN/OUT, p. 9	Responsible for ensuring a smooth move in and out for all members, including site inspection before a member leaves, inspections prior to member moving in to note deficiencies for maintenance to attend to. In the case of a member leaving a unit in poor condition, the leaving member's share purchase is lessened by the amount of the costs incurred due to their neglect.
NEWSLETTER, p. 9	The "Cluster Chatter" is current news of our community, and where you will find the phone list, list of Directors, Chair Members, and everything else in-between. All are encouraged to put their suggestions, things for sale or free, into the Newsletter by putting a note through the office (unit #31) c/o "Newsletter." Contact: <a href="mailto:salalnewsletter@gmail.com">salalnewsletter@gmail.com</a>
PARKING/GARBAGE/RECYCLING, p. 10-12	Responsible for assigning parking to new members, and ensuring all rules of parking are enforced as far as, illegal parking, and that parked cars are in a movable and safe condition with appropriate storage insurance. This committee also ensures that services are in place for waste disposal, snow removal, shovels, and salt, as required.

	Contact: <a href="mailto:salalparkingandgarbage@gmail.com">salalparkingandgarbage@gmail.com</a>
PARTICIPATION, p. 13	Each member is required to contribute to a committee in the co-op, attend appropriate committee meetings, and remain in good standing by participating. Participation sees that everyone is on a committee, and will report to the board when a member is not doing their part by being part of the community.
PESTS, p. 13	If you see a carpenter ant, it is probably okay, but if you see many, this is the committee to contact by filling out a "Repair Request" form. This committee looks after getting rid of all kinds of pests, like hornet's nests, raccoons, and even skunks. Although, they only deal with pests of the animal variety ;+)
PETS, p. 13-14	All pets must be registered (if applicable, see form attached) with the co-op and have a certificate of being either spayed or neutered supplied, for their own safety. Each member is supposed to only have one dog under 21" or one cat. Contact: <a href="mailto:salalpets@hotmail.com">salalpets@hotmail.com</a>
SOCIAL, p. 14	This is the committee to contact if you wish to book the Morgan Room for special events. They also plan fun family events in the co-op each year (look out for the Easter egg hunt!). Contact: <a href="mailto:salalsocial@outlook.com">salalsocial@outlook.com</a>
WELCOMING, p. 14	We will welcome you officially, after you get un-packed, settle in, and contact us with available times to meet. In addition to doing our best to answer your questions, we will confirm that you have submitted your contents insurance, deficiency list, as well as any other required documents listed on page Contact: <a href="mailto:salalwelcoming@gmail.com">salalwelcoming@gmail.com</a>
BOARD OF DIRECTORS, p. 14-15	The Board of Directors consists of up to 7 members who are elected to serve on the Board for 2 years at a time. The Board is the liaison between committee's and members. The Board meets monthly to ensure the smooth running of all aspects of the co-op and holds regular General Meetings for all members to attend as well as the Annual General Meetings. The Board is responsible for determining the budget for the fiscal year. Contact: <a href="http://terramanagement.ca">terramanagement.ca</a>

## LANDSCAPING/TAKING CARE OF YOUR AREA



Each member should have a sheet in their “gray manual” showing their area of responsibility for the care and maintenance of the ground around their unit.

No member should plant invasive plants in their area, and if you have a question about what you are about to plant, or are unsure of what you are planting, please contact Landscaping for their advice.

No member is allowed to cut down trees, or remove any existing plants without Landscaping being advised, and the member getting their approval.

**Your entranceway should be clear of any stored items, and should be accessible to anyone who would come to your door.** In other words, no large toys, shelves of “stuff,” garbage, recycling, etc. by front doors in the way. Each member has storage in their own unit for belongings, patios, or back yards for their storage of these items.

Salal Co-op’s appeal is the lush green belt we live in and around. However, with any green area, there is work to be done.

We have landscaping services during the spring, summer, and into early fall that cuts the grass, trims back common area plants and trees, blows off the walkways—when we have had a big wind storm, and tidies up our common areas. Although, if each member would maintain their own area by raking leaves, power-washing their sidewalks, and picking up any garbage that falls, it would greatly help out to keep our co-op clean. Sweeping of your area sidewalks helps keep the needles, and leaves that can be tracked into our homes down to a minimum.

At Salal, there is one clean-up party a year in the spring, and it mandatory for each resident to participate, but it is a lot of fun! Major cleaning is done at that time, such as power washing, garbage pick-up, raking, cleaning the lights and poles, painting “white” areas, etc. **We quite often get a BIG bin twice a year, and that is the time you would throw out your unwanted furniture, appliances etc.** Unwanted household items are not to be put in our bin areas for someone else to dispose of!

If you can’t make the work party day, each member can reach Landscaping and get a pre-assigned task. You will be missing one heck of a pot-luck lunch though 😊



## MAINTENANCE

All members are required to do their part in up-keeping their own unit, to keep our maintenance expenses low. There are certain things that most individuals, or a volunteer in the co-op can do themselves, to save us calling in a repair person. However, major things are the responsibility of the co-op. This chart below is to give you a brief list of items that are either a member's responsibility, or the responsibility of the Co-op.

<i>Member Responsibility</i>	<i>Co-op Responsibility</i>
<p><b>EXTERIOR:</b> Snow and ice removal, porch, stairs, and walkways to be kept clear, maintenance of any non-original components, i.e. sheds, fences, second decks, etc., painting of porch, stairs, decks, lattice, (paint will be supplied and must be done regularly to prevent wood rot.)</p>	<p><b>EXTERIOR:</b> Repair to siding, doors, locks, roofs, shingles, and eaves troughs, down pipes, weather stripping, porch and stairs, exterior faucets.</p>
<p><b>KITCHEN:</b> Replace bulbs, fuses in stove, and fridge, lights, globes, bulbs, stove parts if due to member negligence.</p>	<p><b>KITCHEN:</b> Appliance repairs, elements for stove (but member to put in,) exhaust fan, sinks, counters, cupboards, and drawers, hinges, plugged sink (if a foreign object has caused the block – member will be responsible for costs.)</p>
<p><b>BATHROOM:</b> Towel racks, rods, toilet seats, and soap dishes</p>	<p><b>BATHROOM:</b> Fan repair or replacement, pipes, faucets, toilet bowls or tanks, floor replacements, bath tile/tub surround, caulking/grouting, shower heads, cabinets, bathroom light covers, tap washers, plugged toilet or sinks (if blockage was caused by the member, they will be responsible for the charges).</p>
<p><b>BASEMENT:</b> Damage to floors from member's appliances</p>	<p><b>BASEMENT:</b> Floor damage from exterior pipes.</p>
<p><b>ALL ROOMS:</b> Any damage to doors, walls, floors fixtures, other than</p>	<p><b>ALL ROOMS:</b> Electrical outlets, wiring, thermostat, sliding doors, windows unless</p>

normal wear and tear, regular carpet maintenance, doors, hinges, screens, sills, drapery rods, replace light bulbs, painting of walls, kitchen and bathroom ceilings, locks added to windows or doors, sliding doors.

damaged by member, room and closet doors, carpet replacements.

**Paint.** The co-op *inside* paint colour is called "off white". All paint requests go to the Maintenance Committee and one of our designated co-op members gets it (inside or outside paint) for that committee. If you wish to paint any interior walls a different colour than our standard Salal co-op colour, remember that should you move you are responsible for priming those walls back to white in order than they can be painted back to our standard colours. Please do not use any oil-based paint on walls, and if you have a question regarding paint types/colours contact maintenance for clarification. If a unit has been painted within a specified time, it may not be repainted when a member moves out, but an outgoing member is responsible for filling all nail holes, etc. and paint-patching where needed. The yellow pages of the "Grey manual" explain our paint policy in more detail.

**Heat.** As per our Preventative Maintenance program, the heat gets turned off every year at the end of May and is turned back on again in September. This routine saves the co-op a great deal of money in our heating bills and is an important part in our efforts to keep our expenses under control. Please contact the Salal Board if you have any questions (see p. 14-15).

### **PLEASE NOTE: Repair requests go through Terra Property Management**

- Phone: 604-736-8775 (Monday - Friday 9:00am – 5:00 pm excluding statutory holidays)
- After hours Emergency maintenance: 604-736-1157
- Website: [www.terramanagement.ca](http://www.terramanagement.ca)



### **.MEMBERSHIP**

This committee is responsible for filling our vacant units by either advertising, or going through submitted applications. The membership committee is responsible for interviewing folks that submit applications for membership in Salal Co-Op. They ensure that interested members meet all the criteria required for membership. Terra Property Management finalizes the paperwork for moves. If you would like to request an internal move, after one year of living in Salal Housing Co-op, please contact Terra Property Mgmt at [www.terramanagement.ca](http://www.terramanagement.ca) or leave a request in the office mail box.





## MOVE IN/OUT

This committee is responsible for making sure units are ready for incoming members. As we are all volunteers, sometimes the odd thing will get overlooked in this process, so they will leave you a "Deficiency List" on your counter. When you have time after you settle in – **fill out the "Deficiency List"** form to the best of your ability based on your observations, and submit it into the office mail slot (unit #31), c/o "Move In/Out." **Also, all members are required to get contents insurance for their unit, effective for their move-in date.** Every unit should have a key to access the community room, the Morgan Room (located under the office and laundry facilities). Please contact this committee if you are missing a Morgan Room key.



## NEWSLETTER: SALAL CLUSTER CHATTER

If you have an announcement, an invitation, something to give away or sell, or information you'd like to share, please let the Salal Cluster Chatter know! You will also find news from the Board of Directors, committees, and updated lists of members and their phone list, which is "confidential" within the co-op. Publication is quarterly, around the beginning of each season. Feel free to drop off your suggestions, letters to the editor and submissions, through the office mail slot (unit #31), c/o "Newsletter", or by email: [salalnewsletter@gmail.com](mailto:salalnewsletter@gmail.com).



## PARKING, GARBAGE, & RECYCLING

You should have been assigned a parking stall when you moved in, and each member is required to fill out a vehicle information sheet for your file, listing all vehicles of members in the household. If you change vehicles, it must be reported to the Parking Committee, that way the new car doesn't get towed by accident!

Except for the "Visitor's Parking" in Clusters 2 and 3, all spots in the co-op have been assigned to members for their sole use.

If you have a double spot, but have 3-4 cars, your extra cars are to park on the street (Falcon Drive), and not take up our guest parking, as we have very few spots for this entire co-op.

**Guest Parking:** In Cluster 2, all along the wall closest to Falcon Drive (on the left when you pull in to the driveway) is visitor parking. In Cluster 3, the first 3 spots closest to the wall in that parking lot are reserved for visitor parking.

If you are expecting visitors for a period of time longer than one day, please inform the parking and garbage committee, to ensure your guest's vehicle will not be towed.

Members may not store a vehicle that is not in movable condition. If you wish to store a vehicle that you are not using, you are required to carry insurance for that vehicle and keep it up in good standing. This must be reported to the Parking Committee through the office mail slot; a form must be filled out to document that you have valid insurance for the vehicle in question.

Members are not permitted to store any personal belongings such as gas containers, barbeque tanks, tires, containers, etc. in their parking stalls. Everyone has their own storage within their unit for these belongings. Due to fire regulations, our parking stalls must be kept clean and free of debris.

**Winter Months:** Parking committee has arranged for a snow removal service when the depth of snow warrants it. However, snow shovels are kept in all the garbage bin areas for use if you wish to shovel out your own spot, or if you would like to assist with snow removal in our parking lots. You will also find salt there for your use within the parking lot and walkways areas, weather permitting.

**Car Washing:** In the spring, each garbage bin area should have a hose for your use, and on some of the poles in the parking lot you will find working power outlets to vacuum your vehicle. The water is shut off in the fall to save pipes from freezing, and then turned on again with the warmer weather. Please do NOT block the fire lanes in your parking lot when cleaning, due to fire regulations.

**Composting:** BFI is working on getting us the best size of containers for our complex, as new regulations in effect January 2015 will required to compost our kitchen waste. Therefore, we will begin composting fall 2014, in order to avoid fines in 2015.

**Recycling:** The **rolling BLUE bins** are for your **recycling**. Our new automated waste collection supports single stream recycling, which means you don't need to sort recycled items anymore; thus, mix all your recyclables together in the blue bins provided in your cluster. Please do not tie recyclables into plastic bags, as this creates difficulties for automated recycling. The following list of recyclables is updated from the City of Port Moody as of May 2014, go to this link for more information:  
<http://www.portmoody.ca/modules/showdocument.aspx?documentid=6875>.

**The following items ARE ACCEPTED for recycling and can be placed INTO ONE OF THE 3 BLUE BINS MARKED "NO GLASS" in your cluster:**

- Plastic milk cartons and jugs, or any plastic coded 1, 2, 4, 5 and 6
- Phone books, magazines, and catalogues
- Flattened smaller boxes (no liners)
- Tin or aluminium cans and lids, spiral wound paper cans and lids (e.g. frozen juice)
- Egg cartons, pizza boxes (clean of any food), frozen dessert boxes, cereal boxes (i.e. boxboard and corrugated cardboard)
- Plastic beverage drink cups and lids, plastic clamshells (e.g. for baked goods)
- Aseptic boxes and cartons (e.g. soups, sauces), microwave bowls and cups
- Aluminium foil and wrap
- Newspapers, flyers, paper, paper bags, and gift-wrap
- Plastic garden plant pots and seedling trays
- *Note: plastic bags can be recycled at the recycling depot only; thus, please do not leave your recyclables tied in a plastic bag as we can be fined for this. Please empty your bags into the recycling bin and either take the bag to a recycling depot or throw it out.*

**NEW! Glass containers of any kind (coloured and non) are ONLY to be placed into the 1 BLUE BIN MARKED "GLASS" in your cluster.** Note that Port Moody is no longer recycling glass as of May 2014; thus, an external recycling company (BFI) is collecting it for us monthly. Please only put **clean glass** in these bins (not only are we asked to do this, it will also help keep the smell down).

"Starting May 19, 2014, businesses that supply packaging and printed paper to BC residents will be responsible for collecting and managing these materials so they can be recycled. Multi-Material BC (MMBC), a non-profit organization acting on behalf of these businesses, will work with the City of Port Moody on its residential recycling program. Find out more about MMBC at [www.recyclinginbc.ca](http://www.recyclinginbc.ca) or [www.portmoody.ca/mmhc](http://www.portmoody.ca/mmhc)."

**The following items are NOT ACCEPTED for recycling IN ANY OF THE BLUE BINS** (please see info. on the next page for how to responsibly dispose of such items):

- Styrofoam
- Plastic foam packaging (e.g. used for cushioning in packaging of small electronics)
- Plastic bags and overwrap (e.g. clear opaque plastic bags for groceries, dry cleaning, bread, produce, frozen and prewashed vegetables, outer bags and wrap for diaper and feminine hygiene products, paper towels, tissues, bulk paper products and soft drink can flats, etc.)

## **Accepted Items at Recycling Depots Include**

- Styrofoam
- Plastic foam packaging
- Glass bottles and jars
- Plastic bags and overwrap
- Electronics
- Small Household & Beauty Appliances
- Batteries
- Paint cans with or without paint (not rusted)
- *And more!*

***Port Moody's closest depot is Encorp at 2554 Barnet Hwy. or 1045A Lougheed Hwy. Coquitlam, BC. Visit [www.encorp.ca](http://www.encorp.ca) for more details.***

*Electronics, small furniture, etc. are not to be put into our garbage receptacles, or we will receive fines from the City of Port Moody. Please drop off end-of-life electronics at designated collections sites, without charge. Collected electronics are then recycled responsibly. Also, please do not put items you no longer want in the bin areas, as no one can take it away for you and garbage collection will not take these items away. Email the Newsletter chair if you have something to give away, or take your unwanted furniture or small household items to either S.H.A.R.E. or Value Village.*

**Garbage:** *Our garbage pick-up happens weekly on Monday, and our recycling is picked up every Tuesday, unless there is a holiday and the recycling only moves to the next day. A co-op member in each cluster volunteers to take the recycling to the curb side.*

**NEW MEMBERS:** PLEASE MAKE SURE THAT YOU FLATTEN YOUR MOVING BOXES AND PLACE THEM INTO THE **RED CARDBOARD BINS** (not the blue recycling bins) in Cluster 2 (the middle parking lot). Only **flattened cardboard**, i.e. moving boxes, large item cartons from appliances, grocery stores, etc. should be disposed of in these bins.

The **BIG blue bin** is for your **bagged garbage**, bagged pet waste and plastic without codes 1, 2, 4, and 5, and Styrofoam, if not recycled at a depot. Please ensure the "Bear Bar" is up tight at all times, due to wildlife in our area. \*\* No Food Waste is allowed, there is a separate bin marked Food Waste \*\*

**Co-op Community Sharing:** Sharing what you do not want with your community is a kind gesture and a lot of our residents appreciate the idea. Items that you wish to give away can be advertised in our "Cluster Chatter" Newsletter, or you may post a personal note at each garbage bin area with the items that you are giving away. Again, do not put any of your items in our bin areas please.

- Welcoming



## **PARTICIPATION**

All of the responsibilities of maintaining Salal Co-op Housing, inside and out, depend on the members/dwellers of this community helping each other out. In order to ensure that Salal Co-op Housing is indeed co-operative, the participation committee has recently updated our member participation policy. Please read it, sign it, and then return it through the office mail slot (unit #31), c/o "Participation."

There are many committees to volunteer on (please see current list below), or, if you would like to spearhead your own community project in an area that you feel needs improvement, please contact an appropriate committee chair and/or board member, in order to get the ball rolling.

### **Salal Co-op Committees**

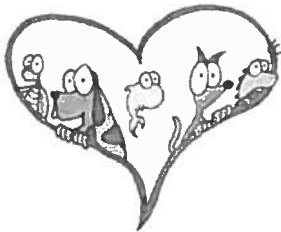
- Garbage/Recycling/Parking
- Landscaping
- Maintenance
- Membership
- Move in/out
- Newsletter
- Participation
- Pests
- Pets
- Social

## PESTS



Living in a forested area we upset nature, and have the odd pest problem; such as, a raccoon trying to move in; or ants deciding to move from a tree in the green belt into your home; or wasps or hornets deciding to build a condominium at our entrances. This committee looks after getting rid of those pests, and controls regular pest maintenance in and around our homes. If you are having issues with pests, please fill out a repair form (please email [terramanagement.ca](mailto:terramanagement.ca)) or call Terra Property Management directly. Work requests can also be filled out online.

## PETS



The Pet Committee looks after registering all of our pets here in the Salal community. The Pet Committees form and rules of the co-op are attached; please fill this out ASAP if you have pets and return it to the Salal Co-op office (unit #31) c/o "Pets." The regulations are supposed to be one dog under 21" or one cat per unit, without prior approval. All animals are to be spayed and neutered and either a note from your vet, or your certificate must be kept in your file. There is a form for registering your animals and it should be kept up to date for the safety of your pets (see attached, if applicable).

Pet Committee also ensures that any damage done by pets is attended to, such as digging up gardens, controlling a loose pet wandering into other units, and curtailing excessive barking and caterwauling.

They also ensure that members adhere to picking up after their pet, are controlled while on owner's property, and kept on a leash while on common area property.

No pets are allowed in the children's play area or in community buildings (e.g. The Morgan Room).

Finally, the Pet Committee ensures that no pet is contained or chained on unit patios or garden areas, unless member supervision is provided.

## SOCIAL



Our social group plans family and special events for our community such as Easter Egg Hunts and Halloween and Christmas festivities, where all members can engage in social contact and enjoy each other's company. If you would like to book the Morgan Room for a special public or private event, please email the social

committee: [salalsocial@outlook.com](mailto:salalsocial@outlook.com). Remember the golden rule, please leave the space in better shape than how you found it.



## WELCOMING

This committee ensures that once you are settled, all the necessary forms are completed by you, and given to the relevant committee for recording purposes. They will formally welcome you, and answer any questions you may have during your welcoming session.



## SALAL BOARD OF DIRECTORS

If you have any new ideas, suggestions, constructive feedback, please share them with us at: [terramanagement.ca](http://terramanagement.ca) Please use this email address only if you have any feedback or questions for the board rather than individual email or phone numbers of board members. We will make every effort to respond promptly. However, if you must speak directly to a Board member, please see the "On-Call Schedule for Board members" provided in the most recent *Salal Cluster Chatter* (contact the Salal Newsletter committee for this). Since we are all volunteers and we like to keep our personal lives separate, please help us out by following the "on-call schedule" (found in the current Salal Cluster Chatter newsletter), so we all share the workload.

We would also like to request that any feedback be given in the most caring manner possible. A lot of thought and effort is put into the decisions made by the committees and the board. While we admit no one is perfect, we are all trying our hardest.

If your feedback/question relates to a specific committee, please contact that committee directly. You should have the necessary information in this package to make that decision. The board is available to support committee chairs, and they are able to address questions and feedback regarding their committees.



## **SALAL HOUSING CO-OP FORMS ATTACHED**

*Please fill out all applicable forms below and submit them to the Salal Co-op office (unit #31), if required.*

⇒ **Salal Co-op Pet Registration Form** – *required if you have a dog or cat*

⇒ **Internal Phone List**

**NOTE:** You can also find some of these forms/surveys on our Salal Co-op website: <http://www.salalco-op.com/>. Registration is required to access the website; therefore, please email Ian Farnsworth: [djsolitude@gmail.com](mailto:djsolitude@gmail.com).