

Forest Hill Drive

Owners Manual

www.guelphcampus.coop

**This is
Home**

guelphcampus



PARTICIPATION

The Co-op has been providing services for students for over a hundred years. Today, students still enjoy quality student accommodations at affordable prices because for generations, students have worked their “sweat equity” into Co-op buildings. You are now part of that long, proud legacy and can ensure it continues for generations to come.

What do I have to do to participate?

- All you have to do is keep your building clean, make an effort to attend special Co-op social functions and the Co-op’s general meetings, as well as any building meetings
- Your building should have a meeting at least once a term to determine cleaning and participation schedules
- There are all sorts of jobs to do, such as shoveling snow, mopping and sweeping your building hallway, cleaning common areas like the laundry room, washing windows or a number of other activities.

General Meetings

- Usually there is only one general meeting per year (the Annual General Meeting each September), but there could be additional meetings if necessary.
- All members of the Co-op are encouraged to attend these meetings in order to make important decisions regarding the Co-op.
- Often, the members must vote on something in order for it to become a true policy at the GCC – a change to our bylaws is an example of this.
- As a member, you automatically have a vote in business pertaining to the Co-op. Make use of it!

Join the Board of Directors

Each year, at the Annual General Meeting held in September, the membership democratically elects a group of 12 people who take on the legal and fiduciary authority of the Guelph Campus Co-op. In other words, the membership is selectively giving responsibility to a certain number of people to deal with business that needs to be taken care of on behalf of the members on a regular basis. The Board is directly responsible to the membership.

Participation in the GCC Board of Directors allows individuals to develop their skill set, gain professional experience, and provide input into the day-to-day affairs of the Co-op. If any of the following sounds like you, maybe it’s time to run for the Board!

- Directors must be members of the Guelph Campus Co-operative
- Available to attend monthly board meetings
- Willingness and interest to attend mandatory board training sessions
- Ability to engage in strategic processes and discussion in an honest and frank manner
 - Respect for the co-operative values of honesty, openness, social responsibility and caring for others



- Value the principles of self-help, self-responsibility, democracy, equality, equity and solidarity
- Previous committee and/or board experience is an asset!

MEMBER SERVICES

Mediation

- Problems can arise within our co-op houses or buildings which may require mediation. These problems can range from the seemingly insignificant to a major crisis. It might be a cultural dispute or hassles with a neighbour or roommate.
- If you are experiencing a problem with your neighbour or roommate, we encourage you to start by speaking with him/her in person. It'll go a long way to building a friendlier neighbourhood.
- However, if that approach hasn't worked, or you're not comfortable with further personal interaction, you can speak with the Housing Manager.

Communication

- We encourage you to use the bulletin board and white boards posted in the foyer. You can keep up to date with Co-op happenings. Check it out!
- The office uses email as its first mode of contact with you, but will also phone or text depending on how quickly we need a response.
- We also encourage you to communicate with each other and the office through the Co-op's Facebook pages. www.facebook.com/groups/GCCHousing

Maintenance

- If you're having any kind of maintenance issues in your place **please call or email us**. We'd much rather find out about an issue when it's minor, than find out later when it's become a difficult, expensive mess.
 - We need your permission to enter your place unless it's a pressing emergency (burst water pipe, smell of gas, etc.)
 - If you do leave a message, please indicate whether or not you give permission to enter or if you'd prefer to be there. We do our best to respond promptly.

Responsible Living

Just as the Co-op has a responsibility to the members to make sure that the buildings are maintained properly and that the wishes of the members are carried out, so the members have a responsibility to treat the buildings that they live in with respect and care. This means:

- Regular cleaning



- Regular maintenance reporting
- Immediate emergency maintenance reporting
- Being vigilant to ensure that no other members are damaging the property – after all, you have a vested interest in your building, not just because you live there, but because you are a part owner.

The GCC as a whole has the responsibility to ensure that the building stays at a level of cleanliness that does not begin to damage the building in a physical manner. Conditions that may warrant Co-op staff stepping in include:

- Obvious lack of care on the part of the members, leading to damage.
- Rodent or bug infestation due to lack of cleanliness within the building, especially in kitchen and garbage areas.

Snow Clearing

- Residents are responsible for keeping walkways clear. Shovels and buckets of salt are provided or each building. Please use salt sparingly as it is highly corrosive and expensive.
- The Co-op ensures that the drive circle is cleared and salted.
- Residents are responsible for keeping individual parking spots cleared. The Co-op will arrange a few times a season (depending on snow volume) to have everyone move their vehicles in order to plow out the spots.

Smoking

- Smoke outside. Smoking is not permitted in any common areas. Second hand smoke causes major distress to your neighbours and is strongly discouraged anywhere in your unit as smoke travels freely everywhere throughout the building.

FINANCES AND HOUSING CHARGES

Housing Deposit

- When you move in, you are required to pay a deposit equal to one month's rent.
- This money is put toward your final month's housing charge.
- If your housing charge increases, you must pay the additional amount to the Co-op to keep your deposit current. If the charges decrease, the Co-op will pay you the difference.
- When you sign an Occupancy Agreement with the GCC, you are agreeing to accept all the policies and procedures which govern the Co-op.

Membership Fee

- All residents in GCC housing must maintain a current membership.
- The current membership fee is \$15+HST and lasts for four years.

Paying Rent & Other Charges

- All housing charges are due in full on the first business day of every month

- You can pay your bill in the Housing Office or you may drop off your payment in the drop slot (payments will also be considered on time if they are dropped in the slot before 8:30 am the morning after they are due)
- Payments can be made by:
 - personal cheque – these can be handed in monthly or you can submit post-dated cheques to our office
 - Debit: during office hours. No credit cards. Debit cards only.
 - Automatic Fund Transfer: you can fill out an AFT form so that the housing charge gets deducted automatically from your bank account at the beginning of each month

Late Payments

You are required to pay your monthly housing charges in full on the first day of each month. If your housing charges are not paid, you will be in arrears and your account may be sent to collection and/or eviction procedures started. If you are experiencing financial difficulty, contact the Housing Office before your housing charge is due to make payment arrangements with the Co-op staff.

Non-Sufficient Fund Cheques

- All NSF cheques returned to the co-op will result in the member being charged \$5.00 for first offence and \$25.00 each time thereafter. This will be added to the current month's housing charge.

The member may be asked to have further cheques certified or to pay

OCCUPANCY INFORMATION

Subletting

- If you plan on leaving the Co-op temporarily, you may sublet your room or apartment to another University of Guelph student as a sub-occupant for a period of 2 to 6 months.
- *You are responsible for your own subletting.* All agreements must be cleared through the office and must be with UofG students. The office will do what we can to assist you in finding someone to sublet, and we will facilitate the paperwork involved, but it remains your responsibility.
- The apartment is still in your name, so it is still your responsibility. All housing payments must continue to come from you: the sub-occupant pays you and you pay the Co-op. Any damages or other expense incurred by your sub-occupant are your responsibility. Your relationship with the Co-op remains active.
- The sub-occupant does not inherit the apartment should you choose to move out. If you give notice for the end of your sublet term, the Co-op will choose someone from our waiting list to fill the vacancy.

Internal Transfers

- If you are interested in transferring to another apartment or room, you can request an internal transfer at the Housing Office, and your name will be put in to a queue.
- Each time an apartment or room becomes available, it is offered internally first, which means someone on the internal transfer list has first chance at a room or apartment before it's offered to someone on the external waiting list.
In order to transfer internally, you must be up-to-date on your rent payments with the co-op and you must have resided with us for over 4 months.
- Members transferring into new rooms or apartments will pay the current rate for the dwelling to which they transfer.
- Due to several administrative factors, internal transfers cannot be guaranteed.

Maximum Number of Occupants

- A one-bedroom apartment may be occupied by a maximum of two adults and a two-bedroom apartment may be occupied by a maximum of four adults.
- Children over the age of 18 months must have their own bedroom.
- In the case of two adults sharing a one-bedroom apartment, both must share the designated sleeping quarters (i.e. the bedroom). It is not permitted for any person to establish a separate sleeping area in the living room of either a one- or two-bedroom apartment.

Decorating Policy

- Painting of your premises is not allowed. Any unauthorized changes to any surfaces must be returned to GCC code and will be done at the resident's expense. Further, the painted surfaces must be returned to GCC approved – code paint and professionally applied at his/her own expense prior to vacating.
- Wallpaper is not allowed.
- Wall hangings must be hung with great care to avoid damage. If you are unsure of how to properly proceed, contact the Maintenance Co-ordinator for assistance.



Balcony Policy

- Maintaining high standards for Co-op properties is essential to ensuring positive relations with the surrounding neighbourhood and for our properties to retain their value. This is especially true with an elementary school as our neighbour.

With respect to the balconies at Forest Hill Drive:

- All balconies will be kept in neat order. They are not to be used for storage, beer cases etc.
- No barbecues are allowed, as per the City of Guelph Fire Prevention bylaw.

- No laundry, clothing, bedding or other articles may be hung directly on the balcony frame, banister or railing. However, drying racks or strings that contain all articles within the balcony may be used.
- Do not store bicycles on balconies. Two locations are provided for bicycle storage on the property (the outside bicycle shelter and the locked storage shed).

Guest Policy

Members must have the Co-op's permission for a guest to stay for an extended length of time.

- In an apartment, any members planning to have a guest for an extended stay (up to a maximum of two months) must notify the Housing Office.

Failure to comply with this policy will result in guests being obligated to leave.

The Bylaws

- The Guelph Campus Co-op is governed by the *Co-operative Corporations Act* and the *Residential Tenancies Act* at the provincial level, and also by our own by-laws.
- These bylaws lay out everything from exactly how board members are elected to how much notice is required for a General Meeting.
- Copies of the by-laws are available at the Central Office and our website.

ENVIRONMENTAL INITIATIVES

Solar Panels

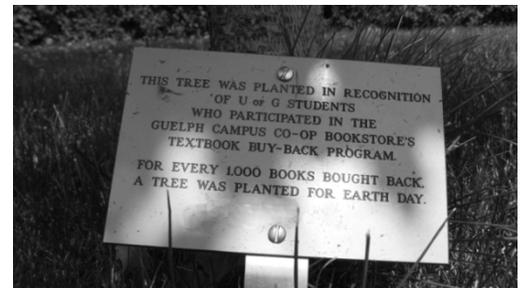
- All buildings at FHD are equipped with solar thermal panels which heat your hot water.
- Building 7 also has a 10 k/w array of solar panels that generates electricity that is sold back to the grid.

Lighting

- The Co-op uses compact fluorescent bulbs and is transitioning to LED lighting.

Toilets & Appliances

- All toilets are low-flush and we buy only Energy-Star appliances.



Waste

- Backyard composting bins are located in the garden areas between buildings 1 & 3. Please sort all waste carefully into the City containers

Car Share

- The Community CarShare Co-op has a vehicle parked beside building one. Details on how to join are available through the office.

Garden

- There are garden spaces between buildings 5&7, and between 1&3. All residents are welcome to participate. Check with others and/or leave a note on the bulletin board.

Please do your part to conserve energy and water in all that you do.

WHEN YOU MOVE IN

- **ENSURE** that your *Occupancy Agreement* is signed and complete.
- **PAY** deposit and first month's rent.
- **PAY** Co-op membership fee (if you are not already a member).
- **PICK UP** keys and sign Key Release Agreement and parking permit (*if applicable*).
- **SET UP** your hydro account by phoning Guelph Hydro at 519-822-3010.
- **INSPECT** your apartment and **COMPLETE** apartment map noting condition of unit and appliances provided; **RETURN** this to the office within a week of move-in.
- **PROVIDE** Co-op with current contact information, including names of all occupants, name and description of pets, and emergency contacts.
- **PICK UP** felt pads from the office and be sure to place underneath all furniture to prevent scratching floors.

WHEN YOU MOVE OUT

GIVE NOTICE TO LEAVE

- If at any time you decide that you wish to move out of the Co-op, you must notify the Central office in writing at least sixty (60) days before you plan to leave.
- The sixty days' notice must correspond with the first day of the month (i.e. you cannot give notice on the 15th of March in order to leave on the 15th of May; you must give notice for either the 1st of May or the 1st of June and have the unit vacated by the appropriate date).



- Settle your account. Check to be sure that you have no unpaid housing charges and that your deposit is up-to-date.

Failure to settle accounts will result in your case being forwarded to a collection agency.

- Schedule an Inspection: You must schedule a time with the office to have your apartment inspected.
- The apartment and its contents must be left identical to when you moved in. *That means:* any alterations made anywhere in the unit must be returned to its original condition. See the *Co-op Decorating Policy* for more details on painting restrictions. If you've temporarily removed any fixtures or furniture, it must be returned.
- It is greatly appreciated if you can inform the office of your exact departure date, as it helps us to prepare and co-ordinate.
- You must be completely moved out of your premises no later than 12 noon on the 1st of the month unless other arrangements have been made with the office.
- You must leave your premises thoroughly clean and in the same state as when you moved in.
- You must remove any belongings from your storage locker.
- You must arrange to dispose of any large unwanted bulk items. You will be fined if you leave any large items such as old furniture at the curb.
- Ensure that all your waste is properly sorted and brought to bins at the curb.
- All keys must be returned to the office.
- You must terminate your own cable or hydro service.

USEFUL TIPS FOR LIVING AT AND GETTING ALONG AT FOREST HILL DRIVE

- 1. Clean regularly or you'll p*#@# people off.** We have to be blunt here. People not carrying their weight by regularly participating in the cleaning schedule is the single biggest source of tension in the Co-op.
- 2. Keep your balcony tidy.** We live in a residential neighbourhood and beside a school. Many people have unfair negative stereotypes about students being slobs. Take pride in how your Co-op looks.
- 3. Put felt pads on your furniture legs.** The Co-op will supply these to you. Please protect our floors - they get scratched and gouged easily.
- 4. Noise travels easily.** Loud conversations in the hallways end up heard by everyone, which is a real pain at 2am. Please be mindful not to slam doors or crank your music. This is a quiet place and we mean for it to stay that way.

5. Sort your garbage properly. If you don't sort properly, the garbage doesn't get collected. Those bins are right outside your door, and will stink and attract animals if the garbage is left behind.

6. Keep doors locked. The front lobby doors must be locked after 11pm and opened again by whoever leaves first in the morning. Laundry and storage rooms should always stay locked when not in use.

7. Your bike can stay outside. The Co-op provides a bike shelter as well as a shed (beside building one near the garden) for longer-term storage. Ask the office for the combination.) **If you still want to carry your bike up to your apartment, please take extra care not to scratch the walls or mark them with tires.**

8. Avoid showers and laundry after 11pm. These are old buildings, and the plumbing can sound very loud to people trying to sleep.

9. Be VERY careful what goes down the drain. The most important thing you can do to protect your Co-op is to NEVER pour grease down a drain. Oil hardens into a solid lump and causes thousands of dollars in damage. Drain cooking oil into an old container and dispose of it in the garbage.

10. Parking is tight. Maximum of 1 space per apartment. Call the City to report unauthorized vehicles.

11. Keep the stairwells and hallways clear. Bicycles, baby carriages and assorted "stuff" should never be left out. The Fire Marshall will fine us.

12. Keep your laundry room clean. Who wants to clean and fold clothes in a room covered in dust and crusted soap?

