

Welcome

to

**ARBOUR VILLAGE
CO-OPERATIVE HOMES
INC.**

25 Barnaby Drive
St. Catharines, Ontario
L2N 7N9
905-682-0321

**MEMBER
HANDBOOK**

We, the Members of Arbour Village Co-op wish to welcome you and your family to our community. We hope you enjoy living here. This handbook was designed to assist you by providing you with useful reference material about our community.



**We want Arbour Village Co-op
to be a happy, friendly and safe place to live
for both adults and children.
With everyone working together, we will be able to
achieve this common goal.**



**WELCOME TO ARBOUR VILLAGE
CO-OPERATIVE HOMES INC.**

This booklet was designed to assist new Members of our Community with some basic information regarding our Co-operative Housing Community.

CO-OPERATIVE PRINCIPLES

The Co-operative Principles are guidelines by which co-operatives put their values into practice.

1. VOLUNTARY AND OPEN MEMBERSHIP

Co-operatives are *voluntary organizations*, open to all persons able to use their services and willing to accept the responsibilities of membership, *without gender, social, racial, political or religious discrimination*.

2. DEMOCRATIC MEMBER CONTROL

Co-operatives are *democratic organizations* controlled by their Members, who *actively participate in setting their policies and making decisions*. Men and Women serving as elected representatives are accountable to the Membership. In primary co-operatives Members have *equal voting rights (one Member, one vote)* and co-operatives at other levels are organized in a democratic manner.

3. MEMBER ECONOMIC PARTICIPATION

Members contribute equally to, and democratically control, the capital of their co-operative. At least part of that capital is usually the common property of the co-operative. They usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes; developing the co-operative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the co-operative; and supporting other activities by the Membership.

NOTES:

IMPORTANT PHONE NUMBERS:

1. Emergency Calls Only 911
2. Fire Department 905-684-4311
3. Police Department 905-688-4111
4. Hospital
1200 Fourth Avenue, St. Catharines 905-378-4647
5. Poison Information Centre 800-268-9017
6. Bell Canada 310-2355
7. Cogeco 800-267-9000
Bulk Account # - 50013277012
8. Enbridge Consumers Gas 905-688-9133
9. Hydro (Horizon) 905-684-8111
10. Arbour Village Co-op 905-682-0321
11. Niagara Peninsula Homes 905-788-0166
Romani Makuloluwa ext. 256
Property Manager
12. Maintenance Emergency 905-788-0167 x 5

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AUTONOMY AND INDEPENDENCE

Co-operatives are autonomous, self-help organizations controlled by their Members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their co-operative autonomy.

5. EDUCATION, TRAINING AND INFORMATION

Co-operatives provide education and training for their Members, elected representatives, managers and employees so they can contribute effectively to the development of their co-operatives. They inform the general public – particularly young people and opinion leaders – about the nature and benefits of the co-operatives.

6. CO-OPERATION AMONG CO-OPERATIVES

Co-operatives serve their Members most effectively and strengthen the Co-operative Movement by working together through local, national, regional and international structures.

7. CONCERN FOR COMMUNITY

While focusing on Member needs, co-operatives work for the sustainable development of their communities through policies accepted by their Members.

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THE STATEMENT ON THE CO-OPERATIVE IDENTITY



The Statement on the Co-operative Identity was adopted on September 23, 1995 at the 1995 General Assembly of the International Co-operative Alliance, (ICA), held in Manchester, England, on the occasion of the Alliance's Centenary. The Statement was the product of a lengthy process of consultation involving thousands of co-operatives around the world.

DEFINITION

A Co-operative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly-owned and democratically controlled enterprises.

VALUES

Co-operatives are based on the values of self-help, self-responsibility, democracy, equality, equity and solidarity. In the tradition of their founders, co-operative Members believe in the ethical values of honesty, openness, social responsibility, and caring for others.

OFFICE HOURS

Romani Makuloluwa is our Property Manager. Romani is on-site on Mondays from 1:00pm till 6:00pm, Tuesdays from 9:00am till 12:00 noon and on Thursdays afternoons from 1.00 pm till 6:00 pm. Please feel free to come and talk to her when she is in the office. Otherwise, Romani can be reached at Niagara Peninsula Homes Inc. at 905-788-0166 ext 256.

For your convenience, there is a deposit box outside the office if you need to leave any information, requests, Housing Charge payments (WE DO NOT ACCEPT CASH!) outside of the office hours.

HOUSING CHARGE PAYMENTS

All Housing Charge Payments are to be paid **BY THE FIRST DAY OF EACH MONTH**. For your convenience, you may submit a series of post-dated cheques dated for the first of each month. Payments also can be made by Money Order, E-transfer or Tenant Pay.

MAIL

Place any "wrong address" mail in the office mail slot for re-direction.

COMMUNITY BULLETIN BOARD

The Bulletin Board is available for everybody's use in each apartment building.

GARBAGE and RECYCLING

Please place them in the respective bins in the garbage room. Make sure to keep it clean. Do not leave shopping carts in garbage room.

LAUNDRY ROOM

The laundry facilities are for any Member's use. Please ensure you leave the laundry room tidy & use 2 machines at a time.

REQUEST FOR REPAIRS

All requests must be made on the forms provided on the notice board or on the maintenance office door in each building.

Drop locations

25 Barnaby Drive - Under maintenance office door
88 Vintage Crescent - Drop box next to the notice board
Town Houses - Office drop box

WHAT IS LOCATED IN THE CO-OP

- Co-ordinators office – 25 Barnaby Dr.
- Photocopier, computer and fax machine
- Common Room available for small parties and meetings at a small cost.
- Contact: **Meliza Pullia** – 210 – 88 Vintage Crescent
- Laundry room – (Pls. use 2 machines at any given time)
- Work request forms are available at 25 Barnaby on the maintenance door and at 88 Vintage on the Bulletin Board.

Contacts: Property Manager

Niagara Peninsula Homes (NPH)
Romani Makuloluwa - (905) 788-0166 Ext 256

Co-op - (905) 682-0321

A copy of all by-laws is handed to you upon movein. Please read them. We ask that all members help to keep the co-op grounds clean and tidy. Please remember your neighbors when entertaining or playing music. Please keep the outside of your unit tidy. In the apartment buildings; do not leave shopping carts, garbage, foot wear or door mats in the hallways. It is a violation of the Fire Code Regulations. This will hinder evacuation process, in case of an emergency.

Charter for our Community

We, the Members of
Arbour Village Co-operative Homes
have many hopes for this community.
Above all, we want this to be a place where we
create a sense of home and family;
where neighbours show respect for one another
and strive to get along.

A quiet, stable environment
where Member's look out for each other,
while also respecting each Member's privacy,
is important to us.
We wish to confront prejudice in our community
and not allow it to be a source of division.

And a Thank-you is always in order for
an effort made on a job well done.
We recognize the value of showing appreciation
for one another's efforts, work and accomplishments.

Our children are very much a part of this community.
For them we desire a
safe, accepting environment in which to
play and grow up.

For many of us,
Arbour Village will be a place
to meet new people, to learn about
Co-operative and Co-operative living.



BOARD OF DIRECTOR'S

The Board is legally responsible for the corporation. It must manage the co-op according to certain laws, rules and regulations.

DIRECTOR Duties

Directors are responsible for money and property that belong to the co-op. Directors must carry out their duties honestly, in good faith and in the best interest of the co-op. Directors are responsible for the management of the co-op and they must keep confidentiality. Directors make sure that the co-op respects human rights and makes sure it is easy for everyone to be a part of the community. Directors have authority only as an entire Board, not as individuals.

PRESIDENT and VICE-PRESIDENT Director Duties

The President and Vice-President unite the community by leading the Board of Director's, Committees, Members and Staff to work together for the co-op's goal – well-maintained, affordable housing and a strong community that values diversity. Both are signing officers.

SECRETARY Director Duties (Corporate Secretary)

The Secretary's main duties deal with the corporate responsibilities of the co-op, meetings and communication. The corporate secretary is usually a signing officer.

TREASURER Director Duties

The Treasurer monitors the finances and makes sure that the co-op keeps proper financial records. The Treasurer reports regularly to the Board and Member's and is usually a signing officer.

Directors are elected by the Members, normally during a General Members Meeting held annually.

Executive Director's are appointed by the Elected Directors.

All Members are entitled to attend any Board Meeting, except where the Board by resolution determines that the nature of the business is confidential.

Members may, at any time during regular business hours, examine the Minutes of the Board Meetings.

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POLICIES:

KEY POLICY

Members will receive, along with their unit keys, a key to their mail box. Upon move-out, Members are required to return all keys. Members moving into the townhouses will be given a key to 25 Barnaby Drive, if needed, to use the laundry facilities.

PARKING POLICY

All Members are allocated one parking spot per unit. There are a number of parking spots for your guests. However, if you do have a second vehicle, please do not use the visitors parking spots. Please park it on the street. Fire routes and tow away zones are clearly marked and will be enforced via towing at the owner's expense in accordance with Arbour Village By-Laws. **DO NOT PARK IN FIRE ROUTES, GARBAGE ROUTES OR TOW AWAY ZONES.**

PAINT POLICY

Members are permitted to paint their units in neutral / pastel colors only. Painting is to be completed by the Members, at their cost, unless the Co-op Board decides otherwise.

PET POLICY

NO LARGE DOGS OR EXOTIC PETS are permitted in the units. TWO indoor CATS is the maximum allowed. 1 small dog weighing a maximum of 25 lbs. when fully grown and no higher than 12 inches measured from the floor to the front shoulder.

MAINTENANCE and IMPROVEMENTS POLICY

Regular maintenance issues must be reported to Jake as he is the on-site maintenance person. Members are required to fill out a work order and put it in the maintenance box located at 88 Vintage and at 25 Barnaby Drive, under the Maintenance Office Door. Members living in townhouses are requested to put your maintenance requests in the office drop box. We encourage members to report leaks as soon as they notice them in order to avoid damage to the building.

Maintenance Hrs. On Site

Monday/Wednesday & Thursday - 8:00 am – 4:00pm
Emergency Maintenance Contact – 905-788-0166 x 5

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