



**CANADIAN HISPANIC VILLAGE
HOUSING CO-OPERATIVE LTD.**

89 Las Americas Villas N E
Calgary, Alberta T1Y 6Y6
Ph: (403) 590-0868
Fax: (403) 590-0868
e-mail: lasamericasvillas.adm@shaw.ca

OPERATIONS POLICY

SUBJECT: Neglect

APPROVAL DATE: December 22, 2013

APPROVED BY: Board of Directors

DATE OF AMENDMENT OR REPLACEMENT:

[For use by Canadian Hispanic Village Housing Co-operative Ltd. In assessing member charge]

NEGLECT is defined as:

- *negligence on the part of the member to clean or report needed repairs promptly and/or the willful destruction of CHV property*

When neglect occurs, a member will usually be charged the full replacement cost of the item including material and labor. Age of the item may be taken into consideration when assessing the cost charged to the member. CHV will provide proof that the damage occurred while the current member was occupying the unit, for example, the date a replacement was done, the date of a move in inspection or the date of the last satisfactory maintenance review where the item was reported to be in good condition. In some cases, at the discretion of the Board, a prorated cost will be charged.

Some EXAMPLES include, but are not limited to:

- *tile repairs or replacement required when the member has not requested recaulking or regrouting during the previous six months nor reported a problem with the tiles*
- *sink/tub re-glazing caused by dripping faucets*
- *burns or holes to floor covering*
- *carpet replacement due to pet damage or other forms of neglect*
- *knife cuts to kitchen counters or flooring*
- *carpet or flooring replacement due to urine or other stains*
- *frequent oven/broiler/ or stove top elements needing replacement due to improper care or usage*

- *damage to roofs caused by climbing on them*
- *wall/ceiling/floor damage due to improper showering, eg. water spilled from the tub left on the floor, pouring down heat register. Excessive bathroom condensation and mold build up on the ceiling, walls and/or tiles caused by not using fan and not wiping tiles dry*
- *finish removed from tub/sinks due to abrasive cleaners or “stick on” decals*
- *inappropriate items put into toilets or poured down drains*
- *holes in doors/walls etc.*
- *damage to landscaping caused by excessive play, tree climbing, etc.*
- *sod replacement due to urine or pet damage*
- *damage to parking lot asphalt due to leaks from vehicles*