



To: All Members

From: Diana Hogan, Co-ordinator

Date: June 21, 2004

Re: Approved New Membership Policy

Please find attached the *New Membership Policy* that was approved by the General Membership at their meeting on March 25th, 2004, at the 2 Folcroft Meeting Room.

We have pre-hole punched a copy of this *new policy* so that you may place it directly in your bylaw binder for safekeeping and for future reference on membership matters.

Please discard any Membership Committee policies dated prior to the attached June 21st, 2004 printed copy as they are obsolete and are of no force or effect.

Thank you and should you have any questions, please do not hesitate to contact the Co-op Office.

MEMBERSHIP COMMITTEE

POLICIES AND PROCEDURES

Article 1 - Committee Job Description and Organizational Guidelines

1. Committee Structure

- a) Source of Authority: Board of Directors
- b) Status: Standing Committee of the Board
- c) Number of Positions: 9 Members

2. Committee Duties and Responsibilities

- 2.1. Receive and process applications for membership as follows:
 - a) Ensure that applications have been completed in full and signed
 - b) Ensure that all income verification is attached – (See Article 2, Additional Requirements, subparagraph 2.2)
 - c) Ensure that proof of citizenship is attached
 - d) Carry out credit checks
 - e) Carry out landlord checks
 - f) Verify personal references from members in the co-op
- 2.2 Interview applicants to establish whether they meet the criteria for membership (See Article 2.1 - Criteria for Selection of Members, and 2.2 – Additional Requirements) and to provide applicants with information about the co-operative (See Article 2, Interview Policies, subparagraph 3.2).
- 2.3 Forward applications and make recommendations to the Board of Directors concerning membership's acceptance or rejection of applicants.
- 2.4 Notify applicants of their acceptance or rejection by the Board in writing immediately following the meeting of the Board where the decision was made.
- 2.5 Process applications for internal relocations and advise members of acceptance or rejection (See Article 2.6 - Internal Waiting List Procedures).
- 2.6 Maintain internal and external waiting lists, in accordance with the Internal and External Waiting List Procedures (See Article 2.6 - Internal Waiting List Procedures and Article 2.4 – External Waiting List Procedures).
- 2.7 Offer units as they become available to applicants from the internal and external waiting lists and arrange for showing of units. (See Article 2.6 - Internal Waiting List Procedures and Article 2.4 – External Waiting List Procedures).

- 2.8 Solicit new applications when deemed necessary (i.e. newspaper advertisement, posting notices in other co-ops, etc.).
- 2.9 Maintain up-to-date files for all units, comprising of applications and other pertinent correspondence.
- 2.10 Liaise with the Unit Inspections Committee to co-ordinate moves, when necessary.
- 2.11 Update household compositions when necessary (See Article 2, subparagraph 1.3 - Household Composition Requirements).
- 2.12 Process and Update Membership Policies and Procedures for Board and General Membership approval.
- 2.13 Report to the Board of Directors and General Membership regularly.

3. Committee Members - Individual Responsibilities

- 3.1 To attend all meetings of the Committee. If prevented from doing so the member must notify the Chairperson as early as possible in advance of the meeting.
- 3.2 To respect the confidentiality of matters considered by the Committee or matters to which the Committee has access and to sign a Confidentiality Agreement (See Schedule D – Confidentiality Agreement for Non-Board Members attached).
- 3.3. To declare all conflicts of interest (See Organizational Bylaw, Article 9 - Conflict of Interest) and to make decisions which are in the best interest of the Co-op.
- 3.4 To be familiar with and to follow policies and procedures adopted by the Co-op.
- 3.5 To take on an equal share of tasks and to carry out any specific duties assigned by the Committee.
- 3.6 To give one month's notice if planning to leave the Committee.

4. Removal of Committee Members

- 4.1. The Membership Committee can remove a committee member at any time if the member:
 - a) is absent from three consecutive meetings without permission or proper excuse
 - b) has broken the confidentiality rules in Article 10 of the Organizational Bylaw and contrary to their Schedule D – Confidentiality Agreement for non-board members
 - c) has not carried out the responsibilities of a committee member, or
 - d) has not carried out the responsibilities of a member of the co-op or has broken the co-op's bylaws.
- 4.2 When an allegation is to be heard by the committee, the member in question must not be present when the complaint is initially considered. The Chairperson (or other Committee

Member) must present to the Committee in writing the reasons why a Committee member should be removed. The Committee will decide whether the allegation(s) appear to be founded and whether to proceed on the matter.

- 4.3 If the decision is to proceed, Notice that a motion will be made to remove a committee member must be given at least 10 days before the meeting to every committee member. This motion to proceed must be passed by a majority vote.
- 4.4 The Committee must give written notice to the committee member of the meeting held to discuss this recommendation. The notice must state:
- a) the time and place of the meeting, and
 - b) the reasons for the recommendation.

Notice must be given to the committee member at least seven days before the meeting. The Committee will consider any reasonable request from the committee member regarding the possibility of rescheduling the meeting.

- 4.5 The committee member can appear and speak at the committee meeting, *after which the committee member must then leave the meeting.*
- 4.6 After a hearing and full discussion on the matter, the Committee will vote by ballot on whether the member should be removed from the Committee. A two-thirds majority is required to remove a member from the Committee. Final consideration of the matter and voting will take place without the member in question present.
- 4.7 The Chairperson will ensure that notice of the Committee's decision is given to the member in question within two days after the Committee meeting when the matter was considered. The Chairperson will report the matter and the decision of the Committee at the next Board meeting.
- 4.8 A member who has been removed from the Committee may appeal the decision to the Board of Directors by advising the Board, in writing, of their wish to appeal, within seven days of receipt of the Committee's decision.

5. Filling Vacant Positions on Membership Committee

When a vacancy occurs on the Committee, the Committee will post a notice to invite new members.

6. Meetings

- 6.1 Quorum to hold a duly constituted meeting shall be a majority of the Committee Members.
- 6.2 Meetings shall be held once a month or more often, as required. Notice of an upcoming meeting shall be made by posting notices or by phone at least 7 days prior to the meeting.

6.3 Meetings shall be closed to non-committee members due to the confidential nature of the business. If members wish to attend a meeting to discuss a particular item of business, the item will be put on the agenda by prior arrangement and they may attend only that portion of the meeting. The Board Liaison may attend any Membership Committee meeting.

6.4 The meeting should follow a pre-set agenda. At the beginning of the meeting, committee members may add items to the agenda under the *New Business* section.

6.5 Chair

a) The Chair of committee meetings can be either the Committee's Chairperson or another person chosen by the Committee.

b) The Chair can vote on all matters that come before committee meetings, but cannot vote a second time if there is a tie.

6.6 Voting

A majority vote of members present is needed to make a decision unless this policy states differently.

6.7 Procedures

This Policy's procedures for meetings and the Rules of Order are to be followed for Membership Committee meetings. Procedures at committee meetings will be the same as members' meetings.

6.8 Minutes

Minutes are to be recorded at all committee meetings by the appointed secretary of the Committee and one copy is to be placed in the Committee file in the office. Due to the nature of the confidential information contained in the minutes, non-committee members will not have access to the minutes. Members of the Board of Directors and the Co-ordinator shall have access to the minutes.

Article 2 – Member Selection and Unit Allocation Procedures

1. Criteria for Selection of Members

Acceptability of applicants for membership will be judged by the following criteria:

1.1 The applicant demonstrates an interest in and commitment to the co-op principles and demonstrates the ability and willingness to participate in the ongoing process of the co-op as evidenced in the interview and in the answers to the questions on the application form.

1.2 The applicant has a history of financial responsibility i.e., pays rent on time, does not frequently have NSF cheques, etc. (Information can be verified by credit check)

- 1.3 Household Composition Requirements: The income and family size must meet the requirements of the Co-op, and the Municipal, Provincial and Federal governments. (See also Co-op's Occupancy Bylaw, Article 6.2(B) – Occupancy Rights and Standards).

SUMMARY:

<u>Unit Size</u>	<u>Minimum Number</u>	<u>Maximum Number</u>
1 Bedroom	1	2 (& 1 child – 4 yrs old or less)
2 Bedroom	2	4 (& 1 child – 4 yrs old or less)
3 Bedroom	3	6 (& 1 child – 4 yrs old or less)

Please note that there are additional Occupancy Standards for households on subsidy (See Occupancy Standards – RGI Households, RGI Handbook, Ministry of Municipal Affairs and Housing).

- 1.4 Applicant demonstrates an indication of permanency and long-term commitment to the co-op.
- 1.5 Applicant demonstrates an ability to maintain his/her residence in good condition and respects the rights of others.
- 1.6 Applicant demonstrates respect for other people's property and will comply with the Human Rights Code.
- 1.7 Applicant is physically and mentally capable of living independently and caring for themselves or that the applicant makes provision for their care without undue hardship on the co-op, its members or employees.

2. Additional Requirements

Before an applicant is accepted for membership she/he must do the following:

- 2.1 Provide a fully completed application form. This includes providing immediate contact information such as home, work, cell, and another contact person such as a friend or relative so that contact can be made directly and immediately.
- 2.2 Provide the Co-op with proof of income attached to the application as follows:
- Employment Verification: Two months recent consecutive paystubs. Paystubs must include the company name, address and telephone number, employee's name, pay period, and gross pay amount; or / Letter from Employer that includes the company name, address and telephone number, employee's name, pay period, gross pay amount, date employment commenced, and signed by an authorized official.
 - Self-Employment Verification: Most recent Audited Financial Statement with a declaration from an accountant that the financial statement is accurate; or / Certified copy of most recent income tax return.

- c) Social Assistance Verification: Copies of recent monthly Notice of Assistance Stub and Drug Benefits Eligibility Card.
 - d) Pension Income Verification: Copies of cheque stubs including gross amount and frequency of payment; or in the case of direct deposit the applicant should provide a letter from the financial institution indicating the gross amount and the frequency of payment with the name of the appropriate agency.
 - e) Other Income to be Verified: Disability payments, W.S.I.B. Income, Employment Insurance Income, Student Income, Strike Pay, Irregular Employment, Annuity Income, RRIF payments, Support Payments Received or Paid, Training Allowances, and any other major assets or financial holdings. For information on how to verify these types of incomes or assets, please contact the Co-op Office.
- 2.3 External Applicants - All persons applying for a unit must be a minimum of 16 years of age or older. Any person from 16 to 18 years of age applying for unit independently must have withdrawn from parental control. -All persons over 18 years of age must apply for membership and must abide by the Co-op's rules and regulations. If denied they must apply for Long Term Guest status.
- 2.4 External Applicants - If a member intends to share a unit with a non-member eighteen years of age or older, the Membership Committee must be notified immediately and the non-member must be approved for either membership or Long Term Guest status before taking up residency in the Co-op.
- 2.5 If new information is received pertaining to an approved applicant, and if in the opinion of the Membership Committee that applicant's membership status should be revoked, the Membership Committee will make this recommendation to the Board for their decision.
- 2.6 Prior to offering any unit to approved applicant(s), the Membership Committee must determine if there have been any changes in family size or financial status and these changes must be reported to the Co-op Office.

3 Interview Policies:

- 3.1 Prior to any interview, the application must meet the membership criteria. There is no appeal procedures for applications rejected without an interview.

Purpose

- 3.2 The interview serves the following purposes:
- a) It is an opportunity for the applicant to find out more about the co-op and to assess whether or not they are interested and willing to make the commitment.
 - b) It gives the Membership Committee the opportunity to supplement the information provided on the application form before making their decision, and to evaluate the applicant's interest in the co-op and their ability and desire to contribute time and energy to its success.

Process

- 3.3 Interviews shall be carried out by a minimum of two committee members in accordance with the Interview Guide and Checklist to ensure that all the necessary points are covered and that all interviews are consistent and complete.
- 3.4 Committee members must not interview friends or relatives in accordance with the co-op's Organizational Bylaw, Article 9 – Conflicts of Interest.
- 3.5 Interview Location: Interviews will be held at the Co-op Office or the Meeting Room (or in a Co-op unit if necessary).
- 3.6 All persons age 18 or older must attend the interview. Attendance by other members of the household will be encouraged.
- 3.7 The interviewers will make their recommendation regarding interviewed applicants and will present the application at the next meeting of the Membership Committee. A written interview report will be attached to the application that is presented.
- 3.8 Based on the recommendation of the interviewers and any other pertinent information that is provided, the Membership Committee will then, by majority vote, reach a decision regarding the acceptance or rejection of the applicant.
- 3.9 The Committee may decide to recommend an applicant with a bad credit rating for occupancy, but it must report its reasons to the Board of Directors for final approval.
- 3.10 The applicant will be advised in writing of the Board's decision immediately following the meeting. Those who are rejected will be told of their right to appeal the decision to the Board within thirty days of receipt of their notice of rejection.
- 3.11 In the event of an appeal, the Board will interview the applicant and they will render a final decision. No second appeal will be allowed.

4 External Waiting List Procedures

The following policies and procedures will govern the External Waiting List:

- 4.1 Once applicants are accepted they are placed on the External Waiting List. They become non-voting members until acceptance of a unit and payment of membership fees.
- 4.2 Members are placed on the External Waiting List in order of the date their applications were received by the Co-op. Exceptions due to extenuating circumstances may be made at the discretion of the Membership Committee, and subject to Board approval.
- 4.3 In addition, exceptions to the above item #4.2 may be made as follows:
 - a) A unit will not be allocated to the member at the top of the External Waiting List if the minimum requirements for the number of subsidized units are not being

met. Therefore, if a unit is required to meet subsidy standards and the applicant does not qualify for subsidy, the unit will be allocated to someone requiring subsidy.

- b) A unit will not be allocated to the applicant at the top of the External Waiting List if another external applicant has been deemed by the Board to have extenuating circumstances that warrant them to be placed in priority at the top of the External Waiting List.
- 4.4 The Membership Committee must advise applicants it is their responsibility to ensure that the Co-op is kept informed of any changes to their contact information including phone numbers, addresses or places of employment
- 4.5 When attempting to contact an applicant about an available unit, the Membership Committee will advise the applicant directly or by message that they have 24 hours to respond. If the applicant fails to respond within that period, the Membership Committee will proceed to the next applicant on the waiting list.
- 4.6 Should the Membership Committee be unable to reach the applicant due to non-current contact information, the applicant's name will be removed from the Waiting List and their application will be placed in the Dead File.
- 4.7 Applicants who have been placed in the Dead File and who contact the Co-op *within* one year of being placed in the Dead File will be returned to the External Waiting List in accordance with their original application date. Applicants who contact the Co-op *after* one year of being placed in the Dead File will be returned to the External Waiting List as of the date of their contact.

5. Allocation of Units to External Applicants

- 5.1 Prior to offering any unit, Membership Committee must re-verify the following information:
 - a) Household Size
 - b) Income Verification (obtain new proof of income)
 - c) Conduct Credit Check (if last one is more than one year old)
 - d) Verify Current Address and phone numbers
- 5.2 Upon notification of an upcoming unit, the applicant will have 48 hours to view the unit and to notify the Membership Committee of their decision.
- 5.3 If an applicant refuses a suitable unit on three separate occasions that has been offered with proper move-in notice of 45 days, their name will be removed from the External Waiting List and their application will be placed in the Dead File.
- 5.4 Within 24 hours of acceptance of a unit, the applicant must submit a \$100 non-refundable retainer to the Co-ordinator, payable to Thurlestone Co-operative Inc. Payments must be made by certified cheque or money order.
- 5.5 Within 5 days of acceptance of a unit, the applicant must forward their deposit to the Co-ordinator, payable to Thurlestone Co-operative Inc., comprised of:

- a) A certified cheque or money order in the amount of one full month's housing charge, including parking if applicable, which will be deemed to be the last month's deposit, plus the total amount of the Maintenance Guarantee or one sixth of the Maintenance Guarantee (if paying this deposit over the first six months), plus the Membership Fee of \$10 per member.
 - b) A cheque or money order in the amount of one month's housing charge, less the \$100 retainer, plus parking if applicable, and dated for the first day the applicant is assuming occupancy of the unit.
- 5.6 Prior to obtaining any keys for a unit, the member must sign an Occupancy Agreement, which is part of the Co-op bylaws. The member must also ensure to receive a copy of the Co-op's bylaws.

6. Internal Waiting List Procedures

The following policies and procedures will govern the Internal Waiting List:

- 6.1 An Internal Waiting List will be maintained consisting of resident members who wish to relocate to another unit.
- 6.2 The Internal Waiting List will have priority over the External Waiting List. This policy reflects the desire to serve the needs of our resident members first.
- 6.3 Applications will be considered and placed on the Internal Waiting List in the order that they are received.
- 6.4 Exceptions to the above item #6.3 may be made as follows:
 - a) A unit will not be allocated to the member at the top of the Internal Waiting List if the minimum requirements for the number of subsidized units are not being met. Therefore, if a unit is required to meet subsidy standards and the member does not qualify for subsidy, the unit will be allocated to someone requiring subsidy.
 - b) A unit will not be allocated to the member at the top of the Internal Waiting List if another internal applicant has been deemed by the Board to have extenuating circumstances that warrant them to be placed in priority at the top of the Internal Waiting List.
- 6.5 The Member must complete an application for relocation and submit it to the Co-op Office. The Co-ordinator will then forward applications received to the Membership Committee.
- 6.6 Qualifications for Relocation:
 - a) The Member must have been a member or a resident of the Co-op for a minimum period of one year.
 - b) After a member has relocated in the Co-op, they are not eligible to apply for relocation again for a minimum period of one year.

- c) As per our Bylaws and Occupancy Agreement, the Member must be a “Member in Good Standing” defined as follows:
- The member must be up-to-date with their account.
 - The member must have demonstrated a history of financial responsibility with the Co-op for at least the past one year period, if applicable.
 - The member must have met the minimum participation requirements for at least the past one year period, if applicable.
- d) Members deemed not in good standing will be eligible to re-apply for relocation after one year.

7. Allocation of Units to Internal Applicants

- 7.1 Units will be allocated according to the position on the Internal Waiting List by date of receipt of application.
- 7.2 Within 48 hours of being offered a unit: Upon notification of an upcoming vacant unit, which meets the requirements of the Member, the Member will have 48 hours to view the unit and to notify the Membership Committee of their decision regarding relocation to that unit. Failure to notify the Committee within the 48 hours will be deemed a refusal of relocation to that unit.
- 7.3 If a Member refuses on three separate occasions the opportunity to relocate to a unit where proper relocation notice of 60 days has been given and which fulfils their specified requirements (i.e. a specific unit or location) for relocation, that member’s name will be returned to the bottom of the Internal Waiting List.
- 7.4 Within 48 hours of acceptance of a unit, the member is required to remit a \$50 non-refundable retainer to the Co-ordinator, payable to Thurlestone Co-operative Inc., for the new unit. This retainer will be credited to the housing charge for the new unit after the member has relocated unless the retainer is needed to pay for damages beyond the Member’s Maintenance Guarantee for damages caused by the Member or their household.

ARTICLE 3 - CO-ORDINATOR’S RESPONSIBILITIES TO THE MEMBERSHIP COMMITTEE

1. The Co-ordinator will make applications for membership available and accessible.
2. When an application is submitted, the Co-ordinator will make a copy of the application and provide the original to the Membership Committee by placing it in their “to be interviewed” file in the Membership Cabinet at the Co-op Office. The copy of the application will be kept on file by the Co-ordinator.
3. When the Co-ordinator is given notice in writing of an upcoming vacancy, she/he will confirm that the unit is suitable for occupancy and will establish the move-in date. Membership Committee will be advised of the move-in date so that they may begin the process of filling the upcoming vacancy.
4. Subject to the competing demands of the Co-op, the Co-ordinator may lend assistance to the Membership Committee by helping to update their waiting lists, by assisting with unit allocations, and with other matters as they arise.

MEMO

Approved
by GMM
29 March 06

TO: Membership Committee
FROM: Diana Hogan, Co-ordinator
DATE: December 8, 2005
RE: Proposed Membership Policy Amendment

Please be advised that the following proposed Membership Policy amendment was approved by the Board on December 6th, 2005 and will be sent to the General Members at their next regular meeting for their approval.

Membership Policy – Proposed Amendment:

Re: Page 8 of 10, Article 2.4.3.b) to read as follows:

2.4.3.b) A unit will not be allocated to the member at the top of the External Waiting List if another external applicant has been deemed by the Board to have extenuating circumstances that warrant them to be placed in priority at the top of the External Waiting List. *The Board may cancel an applicant's priority status on the External Waiting List at any time and for any reason that is deemed in the best interests of the Co-op.*

The above change is being proposed so that the Board may cancel an applicant's priority status on the co-op's external waiting list that would have been previously granted. It is intended to provide the Board the right to cancel an applicant's priority status on the co-op's waiting list at any time and for any reason in the best interests of the Co-op.

10/10/10

A.21

Approved
by
Board
25 Oct 05

Approved
by GMM
29 March 06

MEMO

TO: Board of Directors
FROM: Diana Hogan, Co-ordinator
DATE: October 6, 2005
RE: Proposed Membership Policy Amendments

Membership Policy – Proposed Amendments:

Re: Page 9 of 10, Article 2.6.4, to add two items #c and #d to read as follows:

2.6.4.c) A unit will not be allocated to the member at the top of the Internal Waiting List if another internal applicant must relocate due to not meeting the minimum or maximum occupancy standards as stipulated in the Membership Policy, Article 2.1.3 and in the Occupancy Bylaw, Article 6.2(B) and provided that their six month's grace period before mandatorily being placed on the internal waiting list, as permitted under the Occupancy Bylaw, Article 6.2(C), has expired.

2.6.4.d) In addition, members who are in receipt of Housing Charge Assistance (Rent Geared-to-Income) and who no longer meet the minimum or maximum occupancy standards, must be placed at the top of the Internal Waiting List if they are to continue to receive their housing charge assistance (subsidy) while waiting for the unit of appropriate size for their household.

The above changes are being proposed in order to provide further clarity to both items. Item #d is already being practiced because of the Ministry of Municipal Affairs and Housing Handbook – Oct.2000 requirement. See attached.

MEMO

Approved by
Board
25 Oct 05

TO: MEMBERSHIP COMMITTEE
FROM: Board of Directors
DATE: OCTOBER 25TH 2005
**RE: Proposed Amendment to Membership Policy -
Qualifications for Relocation**

Approved by
GMM
29 March 06

Re: Page 10 of 10, Article 6.6 (d) to be changed from the following:

*Members deemed not in good standing will be eligible to re-apply for relocation after one year.

****Proposed amendment to read:** Members deemed not in good standing will be eligible to re-apply for relocation after 6 months of consecutive good standing.



THURLESTONE CO-OPERATIVE INC.

22 Fishleigh Drive, Unit 3, Scarborough, ON, M1N 1G9

(416) 261-1110 (Phone) (416)261-4744 (Fax)

E-mail: thurlestonecoop@rogers.com

Date: _____

I, _____ of
(Member Name (s))

(Unit, Street Address)

hereby state that I/We am/are willing to accept Unit _____ at

(Street Address)

as is, and will not hold the former member(s) or the Co-op responsible for any problems.

(Member Signature)

(Member Signature)

(Date)

(Date)



THURLESTONE CO -OPERATIVE INC.

22 Fishleigh Drive, Unit 3, Scarborough, ON M1N 1G9
(416) 261-1110 (Phone) (416) 261-4744 (FAX)

*Approved by
GTM
29 March 06*

Proposed Amendment to Membership Policy
Re: Article 67

Voluntary Moves

Two members who voluntarily agree to switch units on their own accord, without being forced to do so by Membership Policy rules, must first sign a waiver stating they are accepting each other's units as is. In this voluntary agreement/situation the Co-op is not responsible for any cost incurred in moving, embellishments or improvements to either apartment; and will not indemnify or compensate for any said actions initiated on the members' part.

Approved by the Board of Directors Meeting January 24, 2006.

January 27, 2006

