

HAZELBURN CO-OPERATIVE HOMES OF TORONTO INC.

MEMBERSHIP COMMITTEE POLICIES

(Revised October 2003)

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RESPONSIBILITIES OF THE MEMBERSHIP COMMITTEE

1. Selection of Members

Filling vacant Co-op units by:

- a) Receiving applications for membership; and
- b) Interviewing applicants; and
- c) Making recommendations to the Board of Directors on the acceptance of New members; and
- d) Recruiting prospective members

2. Policy Development

Development policy associated with:

- a) Members selection, committee structure and procedures, Interview policy, members selection criteria and unit allocation policy; and
- b) Occupancy of Co-op units by members and their visitors.

3. Education of New Committee Members

Educating new committee members in Membership Committee policy and Procedures.

COMMITTEE COMPOSITION, STRUCTURE AND PROCEDURES

1. Size

The committee shall have a minimum of five (5) members.

2. Quorum

Quorum shall consist of a minimum of four (4) members to any meeting posted publically.

3. Chairperson and Secretary

The committee will select a chairperson and a secretary from among its members annually. The chairperson will set agendas, call regular meetings and preside at meetings. The secretary will record the minutes of each meeting and distribute copies of the minutes to the committee members and the Manager within seven (7) days of a meeting.

4. Membership on the Committee

Eligibility:

- a) Membership is open to all members of the Co-op willing to undertake the responsibilities of the committee. Membership on the committee will be acknowledged in the minutes.

Attendance:

- b) Any member who misses three (3) consecutive meetings (or four (4) meetings over a six-month period) may be removed from the committee. Members unable to attend a meeting are expected to pass on their regrets to the chairperson. Such regrets will be indicated in the minutes.

Confidentiality:

- c) Any member who breaches the confidentiality of committee business shall be removed from the committee. (See 9. - Confidentiality)

5. Liaison with the Board and Other Committees

The Board's Liaison:

- a) A member of the Board will be appointed by the Board to report on all relevant committee business (e.g. recommendation on applications, policy proposals, status reports).

Liaison to Other Committees:

- b) The committee may appoint liaisons with other committees as the need arises.

6. Agenda

Each committee meeting will start with the approval of an agenda. The chairperson is responsible for insuring that the regular of refereed items of business are placed on the agenda.

7. Decisions

On Applications:

- a) All recommendations on applications must be decided by a majority vote on a motion moved by one of the committee members who had done the interviewing and seconded by any other committee member.

Conflict of Interests:

- b) Committee members who are related to or are friends of applicants, must declare their interest and must absent themselves from the committee's discussion of that application, and must abstain from the committee's vote.

On Policy:

- c) All major policy changes must be approved by a majority vote of the committee on a motion duly moved and seconded as well as being presented to the Board of Directors and Membership for approval.

Routine:

- d) Only routine decisions may be made by consensus.

8. Frequency of Meeting

Regular Meetings:

- a) The committee will meet at least once every two (2) months. Meetings will normally be set at the end of each meeting and recorded in the minutes.

Emergency Meetings:

- b) Emergency Meetings may be called by any two committee members, provided forty-eight (48) hours notice is given to all committee members, in person, in writing or by telephone. Such notice shall indicate the purpose of the meeting.

9. Confidentiality

All information provided by applicants and members as well as the details of any committee discussion of interviews or applications shall be disclosed only to the committee or the Board or the manager as and ex-officio member of the Board. Such information should only be used in conducting the committee's or the Board's proper business. Any breach of confidentiality is sufficient cause for removal from the committee and must be referred to the Board for a final decision. The committee may make a recommendation or may remain neutral in such cases.

10. PIPEDA

All personal information obtained from applicants through the application member selection process shall be gathered, used and disclosed in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and its principles.

11. Policy Discussion

All discussion of policy must be open to the general membership.

MEMBER SELECTION CRITERIA

1. Use of the Criteria

The member selection criteria are to be used by the Membership Committee when assessing applicants' suitability for membership in Hazelburn. The committee shall make every effort to apply the criteria equally to all applicants.

In addition to these criteria, the committee shall follow the principles set out in the Ontario Human Rights legislation.

2. Definition of the Criteria

The Membership Committee is seeking members with the following qualities:

- a) Interest in and enthusiasm for the Co-operative; and
- b) willingness and ability to participate in co-operative activities; and
- c) desire to make a long-term commitment to the Co-op; and
- d) positive attitude of living in a community with people from a variety of social, economic and cultural backgrounds; and
- e) demonstrated financial stability and responsibility; and
- f) income that meets the requirements of the Co-op. An applicant will not be considered for occupancy if he or she would be paying more than 40% of his or her gross income on shelter costs (i.e. housing and utility costs), unless the Co-op can subsidize the applicant on a geared-to-income basis. The committee will carefully review the rent history, assets and debt load of any applicant who would be paying between 35% and 40% of their gross income on shelter costs, before recommending them for membership. There is no maximum on an applicant's income; and
- g) Likelihood of being a good resident and a good neighbour who will maintain his or her unit in good condition and will respect the rights of others.

APPLICATION AND INTERVIEW POLICY AND PROCEDURES

1. Meetings and Applications

- a) All applicants must attend an interview meeting.

Submitting an Application:

- b) A completed application for membership, including membership fee and income verification, must be received before the applicant will be considered.

Credit Checks and References:

- c) A credit check will be made and a landlord reference obtained prior to the interview.

2. **Interview Teams**

Size and Composition:

- a) Every interview must be conducted by a minimum of two (2) unrelated committee members.

Eligibility of Members:

- b) Committee members must not interview relatives, friends or business associates.

3. **The Interview**

Preparation:

- a) The co-op must have the application, income verification, and the results of credit and reference checks before the interview. The co-op staff should ensure that the applicant's income meets the Co-op's requirements, and that the unit size requested appropriate for the household's size as outlined in the Occupancy Guidelines. If they are not, the interviewers should be prepared to discuss the Co-op's policy with the applicants.

Attendance:

- b) All members of the household, age 18 years or over must attend an interview.

Justifying Bad Credit/References:

- c) The co-op's staff will give the applicant an opportunity to explain anything on a credit report or reference check which may be harmful to the applicant.

Re-interviewing an Applicant:

- d) If an applicant is to be re-interviewed, she or he may be asked to clarify specified situations which led to the first interviewer's inability to reach a decision.

Reporting to the Committee:

- e) The interviewers must report on the interview to the full committee on the form found in Appendix A.

4. **The Committee's Decision**

The Committee's Decision:

- a) A committee decision must be reached by a majority vote. This decision must be communicated to staff and to the Board of Directors, not to the applicant or any other interested party.

Motion to Accept/Reject an Applicant:

- b) The interview team will begin its interview report to the full committee with one interviewer making a motion and another committee member seconding it. Such a motion may recommend acceptance, rejection or re-interviewing.

Motion to Re-interview:

- c) A motion to re-interview should be made only when the two (2) interviewers cannot agree on a recommendation and more information or a third opinion is necessary.

Rejection of a Motion:

- d) If the recommendation of the interviewers is not accepted by a majority of the full committee, any committee member may move another recommendation. However, the interviewers' recommendation to reject cannot be replaced by the committee's deciding to accept, but by a decision to re-interview.

5. Approval of Applicants for Membership

The Membership Committee shall advise the Board of Directors whether the Membership Committee has recommended approval or rejection of an applicant for Membership in the Co-op.

In the event that the Co-op will suffer vacancy loss if an available unit is not filled, the Board of Directors may consider an applicant for membership on the recommendation of the two members of the Membership Committee who interviewed the applicant.

6. Communicating the Co-operative's Decision

Communicating the Decision:

- a) The decision of the Co-op, should be given to the applicant as soon as possible.

The Appeal Process:

- b) Rejected applicants must be informed in writing of the process to follow if they wish to appeal the Co-op's decision.

Re-applying:

- c) A rejected applicant may re-apply for membership at the Co-op after a period of one (1) year.

7. The Appeal Process

Format and Deadline:

- a) A request for a re-examination must be in writing and must be mailed or delivered to the Co-op's office within thirty (30) days of the date of the letter of rejection.

Applicability:

- b) Appeals will not be heard from applicants who have been rejected for the objective reasons outlined in the member selection criteria (for example, insufficient income), unless there is some provision in the criteria for exceptions.

The Co-op is under no obligation to give reasons, but in the event that an obligation, if felt, the applicant may be advised that she or he does not meet the selection criteria.

Deadline for Hearing the Appeal:

- c) Appeals of rejections must be heard within thirty (30) days of receipt of the written request for an appeal.

Format of the Hearing:

- d) Re-examinations will take the form of a second interview to be conducted by two (2) persons, one of whom must be from the Membership Committee and one from the Board of Directors. None of the original interviewers may hear a re-examination.

Decision on the Appeal:

- e) The re-examination interviewers will report directly to the Board of Directors, whose decision will be final.

Communicating the Decision:

- f) The final decision of the Co-op will be communicated in writing to the applicant.

OCCUPANCY GUIDELINES

1. Persons-Per-Bedroom Criteria

The following restrictions will normally apply to the allocation of units, notwithstanding any restrictions that may apply to subsidy recipients:

Two Bedrooms - 1 to 5 occupants
Three Bedrooms - 2 to 7 occupants

If the household size changes and the persons-per-bedroom criteria are no longer being met, the Co-op reserves the right to require the household to move to an appropriate sized unit. In such cases, the members will be placed

at the top of the internal wait list.

2. **Long Term Visitors**

Visitors who visit for sojourns of two (2) weeks up to three (3) months must be registered with the office. Members are responsible for their guests. Visitors of members, who remain in the Co-op longer than three (3) months, must apply for membership.

3. **Sublets**

Sublets are not allowed.

4. **Non-members Living at Hazelburn**

The Co-op explicitly forbids non-members from residing at Hazelburn, with the exception of occupants under the age of eighteen (18), and other long-term visitors defined under the occupancy guidelines.

The members will be in breach of the Co-op Occupancy Agreement by allowing non-members to reside in their own unit.

INTERNAL WAIT LIST

1. **Composition and Priority of Internal List**

An internal wait list will consist of members who wish to move to another unit. The internal wait list will, in all cases, have priority over the external wait list.

2. **Eligibility of Members**

Applicability:

- a) Members may apply to relocate to any size or type of unit for which they qualify according to the Co-op's Occupancy Guidelines. Members may specify in their request that they wish to relocate to a particular type of unit (floor plan), or to a particular area of the Co-op.

Format of Request:

- b) All requests to relocate must be submitted in writing to the Co-op office.

Time of Residence:

- c) Members must live in a unit for a minimum of one (1) year before they can apply to move to another unit and, following an internal move, must live in the unit for a minimum of two (2) years before they can apply for subsequent internal moves.

This requirement may be waived if:

- i) members are under or over housed in their present unit, or qualify for another size unit because of a change in household size, according to the Occupancy Guidelines; or

- ii) members need to move to a less expensive unit for financial reasons; or
 - iii) members apply to move to a unit modified for the disabled; or
 - iv) any other special need is recognized by the Board.
- d) Members who are in breach of their Occupancy Agreement are not eligible to relocate within the Co-op. Grounds for refusing a request to relocate include, but are not limited to:
- i) arrears, where no repayment agreement has been made with the Co-op; or
 - ii) failure to fulfill participation requirements; or
 - iii) failure to maintain their unit in accordance with the Maintenance Policy.

Note: An exception to this provision may be allowed if a member in arrears wishes to relocate to a less expensive unit.

Appeals:

- e) If a household's request to be relocated is refused because of a breach of the Occupancy Agreement, that household may appeal the decision to the Board of Directors within ten (10) days. The appeal will be heard and a decision made within the next thirty (30) days.

The unit requested will be reserved pending the appeal only if the delay does not result in a financial loss of the Co-op.

3. **Relocation of Part of a Household**

If some but not all of the members of an existing household wish to relocate to a separate unit, they may do so provided that:

- a) they have lived as members in good standing in their present unit for the minimum period indicated in No. 2., Section from the Internal Wait List; and
- b) the new household size meets the Occupancy Guidelines; and
- c) any new resident of the household are interviewed and accepted for membership in the Co-op.

4. **Priority for Relocation**

Priority for relocation will generally be based on the date of application. Exceptions may be made if:

- a) housing charges assistance is not available and a household needs to move to a less expensive unit; and

- b) a household is judged by the Membership Committee to be severely over or under-housed; and
- c) a household is forced to vacate a unit because of fire or other forms of damage; or
- d) a member in good standing is forced to vacate a unit, even if she or he is forced to temporarily move out of the Co-op. His or her membership rights would however be suspended for that period.

5. **Trading Units**

No trading of units between members will be permitted.

6. **Turning Down a Unit**

If a household twice turns down a unit offered, that meets the condition specified in their relocation request, their names will be placed at the bottom of the internal wait list, except in cases where the household would require a subsidy to move to a unit offered and no subsidy is available.

7. **Accepting an Offer**

Members must advise the office within twenty-four (24) hours of viewing a unit offered whether they wish to move to the unit.

EXTERNAL WAIT LIST

1. **Composition**

Wait lists will consist of applicants who have been interviewed and accepted for membership and will become members when a unit becomes available.

2. **Applicants From Out of Town**

Applicants 400 km from Toronto or more will be sent an application form and may be interviewed by telephone or other electronic means.

Such applicants must, however, be interviewed and accepted for membership prior to being offered a unit in the Co-op.

3. **Establishing the Wait List**

Types of Wait Lists:

- a) Separate Wait Lists will be established for each size unit and for the units for the disabled. Within each of the Wait Lists established by unit type, separate lists will be maintained for:
 - i) applicants not requiring subsidy; and
 - ii) applicants requiring subsidy.

Double Eligibility:

- b) Applicants may have their name put on the Wait Lists of each size unit for which they qualify according to the Occupancy Guidelines.

4. **Maintaining the Wait List**

Committee Procedure:

- a) From time to time Co-op staff or a designated committee representative may contact all applicants on the External Wait List to ascertain whether:
 - i) they are still interested in moving into the Co-op; and
 - ii) if there have been any changes in the size or type of unit which they require and are eligible for; and
 - iii) if there have been any changes in their financial circumstances which would affect their requirement for subsidy.

If the staff or committee representative is consistently unable to contact an applicant on the Wait List, a letter will be sent to that household advising them to contact the Co-op within one (1) month or their name will be removed from the Wait List.

Applicant Procedure:

- b) Applicants may have their name moved to or added to any Wait List for which they are eligible by submitting a written request to the Co-op. Their position on the Wait List to which their name is added will be determined by the date of application.

Records:

- c) Co-op staff will maintain External Wait List and provide a copy to the committee as needed.

5. **Priority**

Wait List Priority:

- a) The Wait List for applicants will be ordered according to the date on which their completed application was received.

Communication of Position:

- b) As applicants names approach the top of the Wait List, they will be informed of their position. At this time, the income and credit information should be updated.

Confirmation of Original Application Information:

- c) When a unit is offered, the co-op staff or committee representative should confirm with the applicants that the information on file is correct.

Offering a Unit:

- d) When a unit becomes available to an applicant on the External Wait List, it will be offered to the household at the top of the Wait List for that size and type of unit, with the following exceptions:

- i) If the Co-op is unable to contact the first household on the list within one business day, the unit will be offered to the next eligible household. The household that had been at the top of the list will retain that position; and
- ii) if the household at the top of the Wait List is unable to accept a unit because the date of occupancy is less than sixty (60) days from the date the unit is offered, the Co-op shall offer the unit to the next household on the Wait List.

The household that had been at the top of the Wait List will retain that position.

Accepting a Unit:

- e) A household will be given twenty-four (24) hours from the time they were offered the unit to decide whether they will accept it.

Rejecting a Unit:

- f) A household may turn down two (2) units that have been offered with sixty (60) days notice, and still retain their place at the top of the Wait List.

If they turn down a third unit, their name will then be placed at the bottom of the Wait List for that size and type of unit.

Note: If they are on the Wait List for another size unit, they will retain their original place on that list.

Approved by the Board of Directors: October 8, 2003
Approved by the General Membership: October 28, 2003

Revisions to policy:

RESPONSIBILITIES OF THE MEMBERSHIP COMMITTEE, COMMITTEE COMPOSITION, STRUCTURE AND PROCEDURES

2. Quorum

Approved by the General Membership October 15, 2014