



# **BROOKS CO-OPERATIVE HOMES INC.**

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## **Unit Turnover Policy**

### **Member Charges**

The member will be charged only the actual costs to repair, clean, paint, etc. Deduct only those charges that are actual, reasonable, fair, and beyond normal wear and tear. Common sense and good judgment must be applied here.

- Any damages beyond normal wear and tear, such as holes in doors and/or walls, broken windows, broken drawers, missing light fixtures, broken or missing switch plates, etc, will be charged to the member at the actual or repair cost.
- Painting expense is considered normal wear and tear after the member has lived in the apartment for a minimum of three years. Painting expense on apartments occupied for less than three years will be assessed based on amount of time and amount of paint needed. Painting charges are based on member damage, not the availability of matching paint for touch-ups. If the apartment requires additional coats of paint due to heavy smoke in the apartment, or a dark colour of paint that needs to be painted over additional coats will be charged the vacating member.
- If the apartment is left clean, there will be no cleaning charges assessed. Sometimes a member would rather the cleaning charge be deducted from his/her deposit instead of cleaning the apartment him/herself. Cleaning charges are assessed in accordance with the schedule in the Letter of Responsibility, actual costs, or the schedule of approved Agency charges.
- If repairs are made by the maintenance staff, the member is charged for labor at a flat rate (determined at each site based on actual expenses) per hour, in addition to the applicable materials. Likewise, if a vendor is used to make the repairs, the member will be responsible for the amount the property is charged.
- Replacement of major items such as appliances, carpet, etc., is to be charged to the member based on its current or depreciated value. The depreciation method is detailed in the Letter of Responsibility or Agency charges.
- It is important to review the member's payment status before the member leaves the office to be sure that there are no unpaid balances. Make sure all keys are collected; if not, charge the member for every missing key. Failure to return apartment keys or mailbox keys will result in lock replacement charges to the vacating member.
- Once a member has returned the keys to the apartment, he/she is no longer in possession of the apartment and should not be allowed re-entry into the apartment for purpose of doing additional cleaning, painting, or repairs in an effort to avoid charges against the security deposit. Keys must be returned by midnight on the scheduled move-out date to avoid further rental charges.

- If the apartment is rented during a period for which the departing member has paid rent, only request a refund of the pro-rated rent portion after the new member has paid all move-in costs and rent, and the money is in the bank. The change in refund would be processed by sending Accounting a “revised” move-out report.

### **Cleaning and Preparing Vacant Units**

One of the most critical and important steps in successfully renting apartments is the cleaning and preparation of the vacant apartments. Often, it is the care taken in preparing a vacant apartment that determines whether or not a prospective member will want to live in your building. Additional information about apartment preparation and a relevant checklist can be found in Chapter 8, Maintenance. All units shall be cleaned and prepared in accordance with the following standards and with the Vacant Unit Turnover Checklist found on the shared drive

- If the apartment is to be painted, all plug covers, switch plates, drapery rods, heater vents, and other items that are not to be painted should be removed and thoroughly cleaned prior to replacing these items after the painting is completed. It is a good idea to place all the plastic plug and switch covers in detergent and scrub them with either a rag or brush to remove the grime that accumulates – whether the apartment is painted or not.
  - o All light fixtures should be removed, and the globes or other glass parts washed and rinsed to remove all the dust and dirt. At this time, the light bulbs should all be checked, and burned out or missing bulbs replaced.
- The covers of all kitchen and bathroom exhaust fans should be removed and thoroughly washed, the fan motors themselves cleaned of all grease, dust, etc., and the motor oiled, if necessary. This procedure also applies to range fans and filters.
- All heater grills /radiator covers, or outlets should be checked for accumulation of dirt or dust and thoroughly cleaned
- Windows should be cleaned inside and out. In addition, window casements should be thoroughly washed with extra attention given to the tracks in which the windows slide. These are prime places for dirt, grease, and other grime to build up. It may be necessary to use a small scrub brush and vacuum to clean these tracks.
- Refrigerators should be unplugged, have all drip trays emptied, and should be checked to make sure that all food is removed from the vegetable coolers, egg racks, butter bin, and other shelves. Refrigerators should also be pulled away from the wall and the coils in the back of the refrigerator thoroughly vacuumed, in order to remove any accumulation of dust and dirt. The floor under the refrigerator should also be cleaned at this time. When finished, the refrigerator should be plugged in and turned on low.
- The range and oven should be thoroughly cleaned with the range burner drip pans removed and either thoroughly cleaned or replaced. All control knobs should be removed and cleaned in a detergent solution to remove grease and other dirt.

- All the kitchen cabinets should be thoroughly washed down, both inside and out, with a light detergent solution that will cut grease. This is also the time that you remove any shelf paper or other unsightly debris or attachments. Wood-faced cabinets should then be treated with Liquid Gold or a similar solution.
- All closets should be checked, and any coat hangers, old papers, or other items removed.
- The kitchen wall tile, if any, should be washed down with a heavy solution of ordinary bleach. The bleach should be allowed to stand for at least an hour, and then the white grout between the tiles should be cleaned with a small brush.
- The same bleaching procedure should be followed on the grout wherever there is tile in the bathroom. At this time, the caulking around the tub and the splash rails around the sink and shower should be checked. If the caulking is old, cracked, shrunken or in any other way deteriorated, it should be removed. The space, which the old caulking occupied, should be completely dried and a bead of new caulking should be applied.
- The toilets, of course, must be thoroughly cleaned and should be washed with a commercial disinfectant deodorant solution.
- Any leaking washers, in either the sinks, bathtub, or the toilet assembly, should be replaced.
- Towel bars and hooks should be checked to make sure that they are still firmly fastened to the wall.
- A thorough check should be made throughout the apartment for any broken or missing doorstops, loose coat racks, and loose drawer or cabinet pulls to ensure that all these items are in perfect working order.
- All doors should be opened and shut to make sure that they do not stick or have squeaky hinges. The tops of all door frames, doors, refrigerators, medicine cabinets, closet shelves, and any other place you may think of should be washed down with a damp rag in order to remove any accumulated dust or dirt.
- The apartment should be aired out by opening the windows for a day or longer, if necessary. Buildings without screens must take care to avoid rain-staining drapes while windows are open.
- A final “sparkling clean” touch-up should be given the apartment. This includes such items as removing water spots from all chrome, raking carpets, and re-checking for any items missed during the original cleaning process.