

Mondragon Co-operative Homes Inc.

Board Policy

MEMBERSHIP APPROVAL AND UNIT ALLOCATION POLICY

Passed by the Board of Directors on August 25th, 2020

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1. ABOUT THIS POLICY

This Policy takes the place of or amends all previous policies or decisions that deal with membership approvals, unit allocations and waiting lists. Some related provisions appear in the Co-op's Occupancy By-law and Organizational By-law. If there is a conflict between documents, the following will govern in order of authority:

- first the *Co-operative Corporations Act*
- second, Government Requirements, as applicable
- fourth, this policy
- fifth, the Co-op's Organizational or Occupancy By-laws

1.1 Special meanings

Certain words have special meanings when used in this Policy.

- (a) "Government requirements" means the laws, regulations or agreements with government bodies that apply to the Co-op.
- (b) "Applicable Occupancy Standards" means the occupancy standards, if any, set out in the Co-op's Occupancy Policy, if any.

1.2 Aims of the process

The aims of the application and membership approval process are to make sure that:

- applications are evaluated fairly against the Co-op's membership criteria
- applicants have enough information to decide whether they are interested in living in the Co-op
- the Co-op has enough information to evaluate the application
- the process minimizes loss of revenue caused by vacancies.

1.3 Non-discrimination

In assessing applications for membership the Co-op will comply with the *Ontario Human Rights Code* and will not discriminate against anyone in a way that is prohibited by the *Human Rights Code*. The Co-op will assess applications on the basis of the Co-op Principle of Open and Voluntary Membership.

1.4 Membership criteria

Applicants for membership in the Co-op must meet the following standards:

- at least one member of the household is aged 16 years or older
- the household's rental history does not give the Co-op reasonable grounds to believe the household may fail to pay the housing charge
- the household size meets the Applicable Occupancy Standards, if any
- applicants have
 - a positive attitude towards living in a community with people from different social, economic, and cultural backgrounds, and a commitment to treating other members with respect
 - an interest in contributing to the operation and life of the Co-op
 - a willingness to maintain the unit in good repair.

The Co-op will apply these standards equally to all applicants.

2. APPLYING TO THE CO-OP

2.1 Application requirements

All applicants must apply to the Co-op on the application form that the Co-op provides. Schedule A of this Policy provides a sample form. Application forms must be complete and signed by all adult household members.

All members of the applicant's household who are 16 years of age or older and intend to live in the Co-op must apply for membership or long-term guest status. If they do not, the Co-op will not consider the application.

All applicants must go through the Co-op's membership or long-term guest approval process.

All applicants must provide proof of income in a form determined by the Co-op.

2.2 Confidentiality

Each applicant must sign a form that gives permission for the Co-op to conduct a credit check and landlord check, for purposes of determining rental history only. The Co-op will use the information obtained only in connection with the application. *(This consent is part of Schedule A - Sample Application Form)*

2.3 Membership approval process

The Board may adopt procedures for dealing with member applications. Until the Board decides otherwise, the procedures will be as stated in Schedule B Membership Approval Process. The procedures shall conform to this Policy.

3. REFUSALS AND REVIEWS

3.1 Purpose of this article

The Co-op will consider all applications seriously and will not refuse applications without careful consideration. This article sets out the rules for the refusal of applicants.

3.2 Refusals

The reasons to refuse an applicant must conform to the criteria stated in section 1.4 of this Policy, and or any applicable Government Requirements. This process will apply to all applicants.

3.3 Reviews

If any member of a household disagrees with a refusal of their membership application, they have the right to a review of the decision. There is only a right to a review the first time an application from a household is refused. The procedures for reviews are set out in section 7 of this policy.

3.4 Record of refusals

The Co-op will maintain a written record of refusals for seven years.

3.5 Re-applying after refusal

Applicants that have been refused membership can submit a new application in the future. For example, the applicants may feel that their circumstances have changed and they now meet the Co-op's membership criteria.

The Board may decide not to consider the application if they feel that the circumstances have not changed.

4. WAITING LISTS

4.1 Two waiting lists

There are two waiting lists in the Co-op:

- “The Internal Waiting List”
- “The External Waiting List”

The “Internal Waiting List” is made up of people who live in the Co-op. These applicants must follow the rules set out in the Internal Transfer Policy, and;

- are part of a geared to income household and are required to move based on Government Requirements
- are part of a geared-to-income household who have been given special priority status and have requested a transfer
- want or need to move to a different unit.

The “External Waiting List” is made up of households who do not live in the Co-op, but have applied for a unit.

4.2 Priority

The Internal Waiting List normally has priority over the External Waiting List.

The priority may not apply in the case of an application for relocation of part of a household where an additional geared-to-income subsidy is required. In that case, the timing of the relocation will be determined by the approval of geared-to-income subsidy and Government Requirements.

Articles 5 and 6 of this Policy describe how the Internal and External Waiting Lists are set up and used by the Co-op. Additional rules about priority can be found in the Co-op's Internal Transfer Policy.

5. INTERNAL WAITING LIST

5.1 Member's right to apply

Subject to section 5.3, members may apply to transfer to any size or type of unit for which they qualify (or will qualify at the time of transfer). All households must meet any applicable Occupancy Standards.

Members may specify that they only wish to transfer to a particular area of the Co-op, a particular type of unit or a particular unit or units.

All requests to transfer to another unit in the Co-op must be submitted to the Co-op office using a form provided in the Co-op's Internal Transfer Policy.

5.2 Required transfers under Government Requirements

Geared-to-income households that must make a required transfer under Government Requirements have greater priority on the list than households described in section 5.3 of this Policy.

5.3 Members requesting an internal transfer

For members that are requesting an internal transfer that is not required under Government Requirements, priority will be lower than households described in sections 5.2 of this Policy. Rules about priority can be found in the Co-op's Internal Transfer Policy.

5.4 Relocation of part of household

If one or more, but not all, residents who live together in a unit wish to transfer to a separate unit, they may do so provided that

- at least one of the persons remaining in the original unit is a member of the Co-op and at least one of the persons moving to the new unit is a member of the Co-op
- at least one member remaining in the old unit and at least one member moving to the new unit have resided in the old unit for a minimum of one year
- the household is not in arrears

- any new residents in a household who are 16 years of age or older can apply for membership or long-term guest status in the Co-op
- the Board is satisfied that the household remaining in the old unit and the household moving to the new unit will meet the obligation to pay housing charges for the unit in the amount and at times they are due
- if the new household requires geared-to-income assistance, the member will be placed on the Co-op's subsidy waitlist, or provided geared-to-income assistance if they meet all Government Requirements, there is subsidy available and there are no other members on the subsidy waitlist.

5.5 Priority

- (a) When a unit becomes vacant, or the Co-op determines that a unit is going to become vacant, the rules for the order of priority for allocating a unit are set out in the Co-op's Internal Transfer Policy and Government Requirements (if applicable).

If the unit will be offered to members who have requested an internal transfer, or are required to transfer and are on the Internal Waiting List, it will only be offered to qualified members who have indicated an interest in that unit or that type of unit. The unit will be offered in accordance with the members' record dates or approved exceptions as set out in the Co-op's Internal Transfer Policy and Government Requirements (if applicable).

- (b) The unit will not be offered to anyone on the External Waiting List until it has been refused by all qualified members on the Internal Waiting List.

5.6 Role of staff in making offers

- (a) Co-op staff are authorized to make offers to households that are on the Internal Waiting List.
- (b) Co-op staff will keep the Board up to date on information they may have regarding potential move-outs and internal transfers. This is to permit offers to be made quickly.

6. EXTERNAL WAITING LIST

6.1 Maintaining the External Waiting List

- (a) The External Waiting List will include
 - households applying directly to the Co-op for units without geared-to-income assistance
- (b) Priority on the Co-op's External Waiting List will be based on the date when a completed application form was received by the Co-op from the applicant and approved by the Board of Directors

6.2 Offering units

- (a) Co-op staff are authorized to make offers to households that are on the External Waiting List.
- (b) A unit will be considered available to an applicant on the External Waiting List if no member on the Internal Waiting List is eligible or has accepted the unit.
- (c) When a unit becomes available to a household on the External Waiting List, it will be offered to the household with priority on the External Waiting List that has completed the Co-op's membership approval process as set out in Schedule B Membership Approval Process, has been accepted for membership, is eligible for that size and type of unit, and indicates it wants the unit.

6.4 Withdrawal of membership approval

Where new information about an approved applicant comes to the attention of the Co-op prior to the offer of a unit, the Co-op may make any appropriate change to its External Waiting List or may withdraw its approval of the application for membership without liability. If approval of the application is withdrawn, the application will be treated as if originally refused and the applicant will be entitled to a review as described in section 3.3 of this Policy.

6.5 Priority if applicant is unavailable

If the Co-op is unable to contact the household with priority on the External Waiting List within 48 hours, the unit will be offered to the next eligible household. The original household will retain its priority on the waiting list. In order to avoid vacancy losses, the Co-op can contact several households in order of priority. The Co-op will maintain written records of the attempts to contact or the actual contacts made with each household including date and time of contact.

6.6 Refusals

- (a) A household on the External Waiting List may refuse a unit because the date of occupancy is less than the 60 days from the date the unit is offered without losing its priority on the waiting list.
- (b) A household on the Centralized Waiting List may refuse units as allowed under Government Requirements.
- (c) A household on the External Waiting List that has applied directly to the Co-op may refuse two units that have been offered and still retain their priority on the External Waiting List. Subject to (a), if the household refuses a third unit, it will lose its priority on the waiting list with the record date for its application being changed to the day the household turned down the third unit.

6.7 Notification of acceptance

- (a) Households must notify the Co-op office within 48 hours of being offered a unit whether they wish to accept the unit. If they fail to do so, they will be considered to have refused the unit.
- (b) When a household accepts a unit, they must come into the office and sign an Occupancy Agreement. This should be done within the 48 hours, but can be

postponed by Co-op staff if it is a weekend or is inconvenient for other legitimate reasons.

- (c) Acceptance of the unit may not be withdrawn without the consent of the board. Members of the household cannot appeal the board's decision.

6.8 Deposits and charges

- (a) Article 3 of the Co-op's Occupancy By-law sets out the charges to members.
- (b) The applicant must pay the monthly housing charge beginning on the date specified in the Occupancy Agreement or on the date the member gets the keys to the unit, whichever is earlier.
- (c) A Member Deposit of \$1,500 for all new members. The Co-op may allow the household to pay the Member Deposit at another time. The household must sign a Payment Agreement.

The Member Deposit may be returned after the household has vacated the unit and met all of the requirements regarding vacating a unit that are in the Co-op's Occupancy By-law. The Co-op will not pay interest on the Member Deposit.

7. REVIEW OF WAITING LIST DECISIONS

7.1 Right to review

All members and applicants can request a review of decisions regarding their priority on the Waiting Lists, acceptance of a unit or any other decision regarding the Waiting Lists.

7.2 Process for review

The Co-op must follow those procedures when making a decision regarding an applicant's place on the waiting list and when dealing with an applicant's appeal of the decision.

7.3 Requesting a review

- (a) To request a review of a refusal of a membership application, a member of the household must give a written request to the Co-op.
- (b) The request must be received within ten days.
- (c) The Co-op can extend the time for giving a request for a review if the Co-op is satisfied that the member of the household acted in good faith and was unable to comply with clause (b) because of absence, accident, illness or some other reason beyond their control.
- (d) The applicant may withdraw their request for a review by giving written notice to the Co-op. The withdrawal is not effective if it is received after the review is completed.
- (e) The Board of Directors is responsible for all application reviews. Their decision is final.

8. NO LIABILITY

8.1 No liability

- (a) Anything in the Co-op's policies, or any commitment made by anyone that is not authorized by the board will not create any liability for the Co-op.

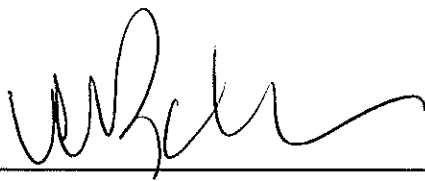
The Co-op will not be liable to anyone for:

- any error, omission, or mistake concerning the waiting lists
 - the allocation of units
 - the failure to allocate units
- (b) The provisions of the Co-op policies are for the benefit of the Co-op and its members. They do not create any rights in favour of non-members. Anyone who is accepted for membership will have no right to make any claim respecting any breach of this policy or any of the other Co-op policies.
- (c) The Co-op will in no case have any liability if a unit is not available for occupancy on a date notified or agreed to with anyone because of failure of the prior occupant to vacate or need for repairs or maintenance work.

8.2 Matters not addressed in Policy

The board will decide anything relating to membership approval and waiting lists not set out in the Policy or the Co-op's other Policies.

Certified to be a true copy of Policy of Mondragon Co-operative Homes Inc. passed by the Board of Directors at a meeting held on



Secretary c/s

SCHEDULE A

Sample Application Form

1. Applicant

Last Name: _____

First Name: _____

Date of Birth: _____

Female ☐

Male ☐

Address (including postal code):

Phone (home): _____

Phone (work): _____

E-mail: _____

2. Co-Applicant

Last Name: _____

First Name: _____

Date of Birth: _____

Female ☐

Male ☐

Address (including postal code) if it is different from the applicant's:

Phone (home) _____

Phone (work) _____

E-mail _____

3. Other household members

Last Name	First Name	Female/ Male (F / M)	Date of birth (day/month/year)

4. Unit

What size of unit do you need? _____

Do you need an accessible unit? _____

5. Housing Background

How long have you lived at your current address? _____

If you have lived there less than 2 years, please give your previous address.

How much do you pay in rent each month?

If you pay for utilities, how much do you pay?

Landlord's phone number

6. Parking

List all vehicles belonging to the household.

Make	Colour	Licence Number

7. Pet Policy/Policy

The Co-op has a pet policy/policy that allows *[insert what is allowed by the Co-op]*. What pets do you have?

8. Household Income

Please give us the monthly before-tax income (gross income) of each household member.

Name of household member	Employer or other source of income (for example, Social Assistance, CPP, OAS)	Gross income each month

You will need to provide proof of this income.

Signatures

We are applying to be members of *Mondragon Co-operative Homes Inc.*

We understand that, if the Co-op accepts us for membership and offers us a unit, we must pay a one-time membership fee of \$15.00 a member.

We declare that all the information in this application is correct. We give the Co-op permission to verify any or all of this information, and to do a landlord check and a credit check.

We understand that *Mondragon Co-op* will use the information to

- contact us about this application
- determine our eligibility for housing and membership in the Co-op.

We understand that the information in this form and other information about us will only be disclosed to the board of directors, committees, staff, consultants and regulators of the Co-op on a need-to-know basis. We understand that the Co-op will destroy personal information about us that it no longer needs, subject to government requirements.

Signatures of all household members over 16 years of age:

Date: _____

SCHEDULE B

Membership Approval Process

1.

Roles and

Responsibilities

The Board of Directors will delegate the responsibility for the membership process to a Membership Committee, if there is one. Board members cannot be members of the Membership Committee. If there is no Membership Committee, the responsibility will be delegated to Co-op staff.

The Board of Directors will appoint the members of the Membership Committee and approve the job description for the committee. The Membership Committee can be the Co-op staff, a committee of members or Co-op staff and members. All persons involved in the membership process must sign Confidentiality Agreements.

The Membership Committee shall conduct interviews and make decisions to recommend acceptance or refusal of applications. All recommendations are forwarded to the board of directors for approval.

When the board decides to refuse an application, the applicant is entitled to request a review of the decision, as per section 8 of this policy.

2.

Interview process

The Co-op staff is responsible for conducting landlord and credit checks, completing an application summary sheet, and scheduling interviews.

The application summary sheet will include the following information:

- names, ages and relationships of the household
- rental history
- size of unit requested

A Membership Interview Form shall be completed after each interview. It shall be in a format approved by the board and must comply with the criteria described in sections 1.2, 1.3 and 1.4 of this Policy. The Co-op may use the Membership Interview Form attached to this Policy as Schedule C.

Every member of a household that is 16 years of age or older must attend the interview. The interviewer (s) will complete and sign the Interview Form including their recommendations. The form will be forwarded to the Board for approval and to the Membership Committee for information only.

3.

**Membership
Decisions**

The board can make a decision to approve or refuse an application, or the board can make other decisions such as a second interview.

4.

**Contract between
Co-op and approved
Applicants**

When an applicant is approved for membership there will be deemed to be a contract between the Co-op and the applicant whereby the Co-op is obligated to allocate a unit to the applicant in accordance with the Membership Approval and Unit Allocation Policy and to permit the applicant to take occupancy and become a member in accordance with the Organizational By-law.

SCHEDULE C

Membership Interview Form (1)

To be completed by interviewers recommending acceptance

Date	Applicant(s):	Interviewer(s):
Applicant requested: modified unit <input type="checkbox"/> Yes <input type="checkbox"/> No special needs <input type="checkbox"/> Yes <input type="checkbox"/> No	Applicant requested: size of unit type of unit	Household Composition

Membership Criteria	Reasons why interviewers believe that Membership Criteria will be met
The household meets the Co-op's mandate (if any)	
The household's rental history gives the Co-op reasonable grounds to believe the household will pay the housing charge in full and on time	
The household meets the applicable occupancy standards (if any)	
Shows a positive attitude towards living in the Co-op and is likely to treat other members with respect	
Interested in contributing to the operation and life of the Co-op	
Willing to maintain the unit	

General observations and comments:

Membership Interview Form (2)

To be completed by interviewers recommending refusal

Date of Interview	Applicant(s):	Interviewer (s):
Applicant requested: modified unit <input type="checkbox"/> Yes <input type="checkbox"/> No special needs <input type="checkbox"/> Yes <input type="checkbox"/> No	Applicant requested: size of unit type of unit	Household Composition:
The Co-op can REJECT applicants for the following reasons only. The Co-op must advise the applicant(s) and provide details to support this decision.		
Rejected Applicant(s) Because <i>(check appropriate box):</i>		Reasons for This Decision
<ul style="list-style-type: none"> Household does not meet the Co-op's mandate (if any) 		
<ul style="list-style-type: none"> There are reasonable grounds to believe that based on the applicant's rental history, the applicant(s) may fail to pay housing charges in the amount and at the time it is due. 		
<ul style="list-style-type: none"> The applicant(s) did not agree to accept the responsibilities of membership in the Co-op or There are reasonable grounds to believe that the applicant(s) will not accept or will be unable to accept the responsibilities of membership in the Co-op 		
General observations and comments:		