

Village Square Consumer Housing Cooperative

Member Handbook

Welcome to Village Square Consumer Housing Cooperative

The members of Village Square Consumer Housing Cooperative (VSCHC) extend a warm welcome to you. We are sure that you will enjoy your new home and the community that offers the best alternative to individual home ownership.

Our Cooperative thrives by aligning itself with the principles of Cooperative living - voluntary and open membership, democratic member control, member participation, autonomy and independence, and sharing information with a focus on sustainable development and improving the well-being of the community.

As a member, you do not own the unit you are living in. You share ownership of the Cooperative as a whole, represented by your Membership Certificate. The Board of Directors encourages you to participate in the collective effort to shape the conditions under which members live through committees and open board meeting participation.

Cooperatives make it possible for people to join together for their mutual benefit. The success of this common endeavor depends upon the interest and participation of the members. Members are encouraged to take part in our Cooperative by attending membership meetings, serving on committees or the Board of Directors and sharing in the planned social activities throughout the year.

As a member, your responsibilities are defined within this handbook. Our goal is to maintain our Cooperative as a beautiful and harmonious residential development. Simply stated, your responsibilities are to respect the rights of your neighbors. This includes the upkeep of your unit, both interior and exterior, and to support the health and safety of the community.

This policy handbook is designed to provide information about the Cooperative, about your unit, and about your community. Please be advised that these policies are subject to change by the Board of Directors or by a majority of the membership.

Sincerely,
Village square Consumer Housing Cooperative
Board of Directors (The Board, aka BOD)

How to use this book

We encourage you to take the time to read this book in its entirety. It has been assembled so that you may look up whatever it is you may be wondering about. It is divided into four sections for ease of use - Management, Inside Your Unit, Outside Your Unit and Common Property. Some items are tips or suggestions for making life easier and more pleasant, while other items are rules that must be adhered to by all members for the wellbeing of the Cooperative. Infractions will have consequences that could endanger your membership.

Rule enforcement and violations

To maintain a safe, respectful, and Cooperative living environment, all members are expected to adhere to the rules outlined in this handbook. Failure to comply with any rule will result in the following graduated enforcement process:

- First offense - Warning letter sent by mail, home or hand delivery
- Second Offense - Letter with a \$50.00 fine that must be paid according to the Cooperatives payment policy
- Third Offense - Letter with a \$150.00 fine that must be paid according to the Cooperatives payment policy
- Fourth Offense - Persistent disregard for the Cooperative's rules and community standards resulting in a required meeting with the Board of Directors that may result in termination of the membership in accordance with the Cooperative's bylaws and local housing regulations.

All violations are documented, tracked, and are cumulative over the course of twelve (12) months per rolling calendar year. Repeated member violations of the same or different rules will follow this progressive process. The Board of Directors reserves the right to alter enforcement action in cases of severe or dangerous conduct.

How compliance is determined

Every page of this booklet has a date in the lower left-hand corner. The rules that apply will prevail from that date forward. Residents who are out of compliance before that date are encouraged, for the good of the community, to become compliant as soon as possible. Any changes or additions to this handbook will have the date the change becomes effective in the lower left-hand corner. Keep in mind, if your unit is not in compliance at the time of move-out, you may be charged out of your equity to bring your unit into compliance.

If you are unclear about any policy or guideline in this handbook, please call the office (note the office phone number in the upper right-hand corner) for clarification.

MANAGEMENT

Purpose: To provide an overview of some of the duties of the Property Manager at Village Square Consumer Housing Cooperative (VSCHC).

Policy:

VSCHC is a self-managed housing Cooperative comprised of 342 members. The Property Manager takes direction from the Board of Directors and will conduct the business affairs of the Cooperative, implement and enforce policies, advise the Board of operational issues and risks, and maintains the Cooperative records.

SCOPE

All VSCHC Management and Staff

This section includes, but is not limited to: policies and procedures for Adding a Co-Member, Adding a Household Occupant, Alteration Permits, Assistance Animals, Bullying and Harassment, Carrying Charges/Late Fee, Committees, Complaints, Conduct at Meetings, Death of a Member, Deliveries, Emergency Maintenance, Entry to Unit, Exterminators, Eviction/Termination of Membership, Guests, How Compliance is Identified, Inspections, Insurance, Liquid Nails, Keys/Locks/Lockout, Maintenance, Marijuana Use, Member Handbook, Membership Certificate, Move In/Move Out/Transfers, Pets, Property Damage, Repairs/Replacements, Running a Business, Standards of Cleanliness: Inside/Outside, Supervision of Minors/Curfews, Taxes, Winter/Summer Rules, Work Orders, Violations/Fines.

ADDING A CO-MEMBER

Purpose: To establish a clear, fair, and legally compliant procedure that provides for a Member to add a co-Member to their Membership Certificate in accordance with all corporate documents.

Policy: Adding an individual to a Membership Certificate is not automatic and requires the Board of Directors approval. An approved co-Member creates a joint Membership responsibility, both financially and in matters of compliance, to adhere to all corporate documents. VSCHC will approve or deny an application in accordance with the Cooperative's governing documents and applicable law.

SCOPE

All Members wishing to add another individual to their Membership Certificate.

ELIGIBILITY REQUIREMENTS

The proposed individual wishing to be added as a co-Member to a current Membership Certificate must:

1. Be eighteen (18) years of age or older
2. Intend to occupy the unit as their primary residence

3. Have an acceptable background screening
4. Agree in writing they will comply with Corporate Member Handbook, rules and regulations, and the Occupancy Agreement.

REQUIRED DOCUMENTATION

1. Written, dated, and signed request from the current Member to add the individual to their Membership Certificate.
2. Completed application with required documentation.
3. Government issued proof of identity (Driver's license, State ID, passport)
4. Application processing fee

PROCEDURE

1. Current Member(s) and prospective Co-Member(s) submits a written, dated and signed request for the addition of an individual to their current Membership Certificate
2. The individual noted on the request submits a completed application with all required documentation and applicable fees
3. Management conducts criminal and financial background checks
4. Management verifies that all eligibility requirements are met
5. Completed application, background checks, and other required documents are presented to the Board of Directors for review and a vote and the determination is documented in the meeting minutes of the Board of Directors
6. The current Member(s) and applicant(s) will receive a written notice within fifteen (15) days of approval/denial determination
7. If approved, all co-Members being added to the Membership Certificate must attend an Orientation
8. A date will be scheduled for surrender of the current Membership Certificate so a new Membership Certificate can be issued.
9. All pertinent documentation will be added to the member's permanent file

FINANCIAL RESPONSIBILITY

1. All Members noted on the Membership Certificate will be jointly and severely liable for all charges.
2. VSCHC is not responsible for disputes between co-Members.

DENIAL

Requests may be denied for the following reasons, including but not limited to:

- Incomplete or inaccurate application
- Exceeding occupancy limits
- Failure to comply with corporate rules
- Criminal background check reveals instances of felonies related to violence, substance abuse related issues and/or sex offenses.

NOTIFICATION AND APPEAL

1. If denied, the Member(s) and Applicant(s) will be advised within fifteen (15) days of the decision in writing with the reason for denial.
2. The applicant may appeal the Board's decision in writing within ten (10) days of the denial letter date. The Board may, but is not required to, reconsider its decision.
3. All documentation will remain in the Members' file.

GOVERNING DOCUMENTS

Articles of Incorporation - The foundational legal document that creates the corporation under state law.

Bylaws- A binding set of rules adopted by the Cooperative corporation by Member approval that establishes governance structure, duties of Board of Directors, and management of Cooperative affairs.

Occupancy Agreement - The legal and binding document that governs a Member's right to live in a specific unit as long as they abide by the Occupancy Agreement, Member Handbook, and are current with all charges on their account. It is similar to a lease but with important distinctions unique to Cooperative ownership.

Member Handbook - The "rules and regulations" that all Members must follow in order to be considered a Member in good standing as well as a contributing and compliant Member of the Cooperative. It is approved by the Board of Directors and reviewed by legal counsel before distribution to all Members (one (1) per household).

ADDING A HOUSEHOLD OCCUPANT

Purpose: To establish a clear, fair, and legally compliant process for Village Square Consumer Housing Cooperative (VSCHC) for Members seeking to add an additional household occupant to their unit, while ensuring that all Cooperative documents are adhered to.

Policy: A household occupant is defined as an individual who resides in the Cooperative unit with the Member of record but is not necessarily a member, shareholder, or party to the Occupancy Agreement. A person who resides with the Member as a guest for greater than thirty (30) days requires Management

SCOPE

All Members who wish to add a person as an occupant who will be residing in the unit for a period of time greater than thirty (30) days.

PROCEDURE

1. All additional household occupants over the age or eighteen (18) years must be approved **in advance** by management and the Board of Directors
2. An *Updated Household Update* form must be obtained from the office and then completed by the Member and potential Occupant
3. The potential occupant must consent to a criminal background check and a credit report obtained by management

4. The Cooperative will review all requests in a non-discriminatory manner, consistent with Federal Fair Housing Practices and the Michigan Elliot-Larsen Civil Rights Act (MCL 37.2101 et seq)
5. Providing the potential occupant meets all criteria, the *Updated Household Composition Update* form and credit and background reports will be reviewed by the Board of Directors for potential approval.

APPROVAL

1. If approved, the Member(s) will be advised within fifteen (15) days of the decision and all documentation will remain in the Members' file.
2. If approved, a household occupant over the age of eighteen (18) years must attend Orientation.
3. Although the Member is fully responsible for the conduct of the added occupant(s), all new occupants must sign acknowledgement of receipt and adhere to the Member Handbook rules and regulations.

DENIAL

1. Requests may be denied for the following reasons but are not limited to:
 - Health and safety concerns
 - Incomplete or inaccurate application
 - Exceeding occupancy limits
 - Disqualifying criminal background information (Criminal background check reveals instances of felonies related to violence, substance abuse related issues and/or sex offenses.)
2. If denied, the Member will be advised within fifteen (15) days of the decision. All documentation will remain in the Member's file.

UNAUTHORIZED OCCUPANTS

Having an unauthorized occupant is a violation of the Member's Occupancy Agreement and Member Handbook. The Member will be advised in writing of the violation and the process for addressing violation(s) including but not limited to: termination of the Member's occupancy rights according to corporate documents.

VIOLATIONS

See Rule enforcement and violations on page 3.

ALTERATIONS / ALTERATION PERMITS

Purpose: To establish guidelines for alterations, modifications, and improvements within/around a unit at VSCHC to protect the structural integrity of the property, maintain uniformity, ensure safety, and abide with all applicable laws, city codes, and governing documents.

Policy: No alteration of the following listed items altered may be added by a Member or their chosen vendor without written approval from Management. Approval requires a submitted after Alteration Permit form and all required documentation. Call the office if further clarification is needed. This list includes but is not limited to the following:

1. Air Conditioning units
2. Decks
3. Fences
4. Porch railings
5. Grounds/Landscaping
6. Electrical, structural or plumbing changes
7. Flooring (excludes carpeting)
8. Cabinetry
9. Appliances
10. Portable gas-powered generators

SCOPE

Applies to all Cooperative Members and occupants who want to upgrade, add, or alter something inside or outside their unit.

APPROVAL PROCESS

1. Obtain and complete the appropriate Alteration Permit form from the office
2. Complete all required information and submit with plans and contractor/vendor information
3. The Alteration Permit is reviewed by the Property Manager and may take up to five(5) business days.
4. An alteration is approved, approved with conditions or denied with explanation

RESPONSIBILITY

1. The Member must receive an approval **BEFORE** any work may begin. If work has begun BEFORE approval, the Member may incur fines or have to remove or correct any unauthorized improvement
2. The Member is responsible for the cost of all permits/fees related to the alteration.
3. The Member must call the office when approved work is completed to schedule a final inspection to ensure all Cooperative standards and building codes have been followed. VSCHC will not sign off on the alteration permit until after the final inspection is completed.

After the work is completed and final inspection is approved:

- a. Keep all paperwork related to the alteration to demonstrate prior approval and it may be used to justify the sales price of improvements.
- b. If the alteration is removed in the future, the Member is responsible to restore the area to its original condition
- c. The Member is responsible for care and maintenance of the approved alteration

VIOLATIONS

See Rule enforcement and violations on page 3

WORK / CONSTRUCTION RESTRICTIONS

- 1- Working hours for construction contractors/vendors are Monday – Saturday from 8:00a.m. to 6:00p.m.
- 2- No work may be done by a contractor/vendor a major holiday without prior approval
- 3- Common areas must be kept clean and unobstructed
- 4- Disruption and noise should be kept to a minimum

*If VSCHC undertakes an improvement project that covers an item(s) a member has already improved/updated, no reimbursement will be made to the Member for the improvement(s) they have made. See the Occupancy Agreement.

DOCUMENTATION / RECORDKEEPING

All documents will be kept in the Member's file and should be kept in a safe place by the Member.

APPEALS

1. An appeal of the Board's decision may be submitted in writing within fourteen (14) days of the determination.
2. The Board's decision on appeal is final

AUTHORITY

1. VSCHC governing documents, see the Occupancy Agreement
2. The Member is responsible for all improvements or upgrades in the unit at the time the Membership is purchased

ASSISTANCE ANIMALS

Policy: The Cooperative has established an Assistance Animal Policy to ensure the community is maintained in a decent, safe, and sanitary manner and that all Members are allowed to live in peace and quiet comfort. The Assistance Animal Policy is considered an attachment to the Occupancy Agreement and applies to Members who have been granted a reasonable accommodation request

to house an assistance animal. The Policy in full is available at the office during regular business hours.

CARRYING CHARGES / LATE FEES

Purpose: To provide a clear understanding of the carrying charge paid by each Member monthly as determined by the budget requirements to run the Cooperative.

Policy: Each one of the 342 members shall be assessed a monthly carrying charge based on unit size and annual budgetary requirements sufficient to run the Cooperative. The carrying charge is noted in the Occupancy Agreement signed by each member upon the purchase of a Membership. The Board may change the monthly carrying charges based on an annual review of budgetary needs.

SCOPE

All VSCHC Members

PROCEDURE

1. Carrying charges are accepted in the form of a check, money order, or Zelle payment; Cash is not accepted
2. Carrying charges may be given to the front office staff or Property Manager or placed in the mail slot on the east side of the Community Building
3. Carrying charges are due the 1st of each month but no later than the 10th of the month before 4:30p.m.; if the 10th of the month falls on a weekend or federal holiday, the payment is due on the next business day before 4:30p.m.
4. Carrying charges submitted after 4:30p.m. on the 10th of the month will be assessed a late fee of \$30.00.
5. If a personal check is reported to the Property Manager by the Member's bank as having NSF (Non-Sufficient Funds), the Member will be charged a \$35.00 fee
6. If the Member can demonstrate a temporary financial hardship and is unable to pay their carrying charges on time, they must contact the Property Manager for potential options; At the discretion of the Property Manager, a written payment agreement may be drawn up that includes the amount in arrears, terms of payment, dates of payments to be made, and signatures of both the Member and the Property Manager.
If the agreement is not adhered to, the matter will be referred to the VSCHC attorney for Demand for Possession.
7. Any legal costs incurred will be the responsibility of the Member
8. If a court order has been requested by VSCHC for eviction, the Board is not able to stop the legal process
9. Any Member that is late paying carrying charges three (3) times in a twelve (12) month period based on a rolling calendar may have their Membership terminated.

AUTHORITY

Occupancy Agreement

DOCUMENTATION

All pertinent documentation related to non-payment of carrying charges will be maintained in the Member's file.

COMMITTEES

Policy: As VSCHC Bylaws note, standing and ad hoc committees may be created by or with approval of the Board of Directors. The Board is not required to accept recommendations but will take all information provided by a committee under advisement and communicate to the committee/committee chair their decisions. This policy establishes procedures to ensure that all supported committee Member activities within the community are conducted in a safe, respectful, and orderly manner that promotes the well-being, comfort, and enjoyment of all at Village Square Consumer Housing Cooperative.

AUTHORITY

VSCHC Bylaws, Member Handbook, Board oversight

SCOPE

Committee Members are any/all Members or household occupants over the age of eighteen years (18) who choose to participate on a committee.

TYPES OF COMMITTEES

(Permanent) -Activities, Grounds, Newsletter, Handbook, Bylaws, Orientation & Welcome

(Temporary) -Ad Hoc for Strategic planning

-Capital projects

-Conflict resolution

PROCEDURE

1. Each committee will receive a description of what they have been asked to accomplish
2. A committee may or not have a chairperson according to the desires of the committee Members or at the direction of the Board.
3. A Member on the Board of Directors may be on the committee, but may not be the chairperson
4. The frequency of committee meetings shall be defined by the committee/committee chair or by the task deadline if applicable.
5. Majority rules when voting
6. At least three (3) committee members must be present to provide a quorum
7. A committee member is not considered a 'member' until they have attended at least three (3) committee meetings, one (1) excused absence is allowed.
8. Should a conflict of interest arise, it is expected the member with the conflict will recuse themselves from any voting in regard to the issue.

9. Should a committee recommendation be presented to the Board that requires funding, a detailed, proposed budget will be included with the recommendation. No money shall be spent or assurances be given without the express written approval of the Board.
10. Temporary committees will be dissolved when their task has been completed or the Board determines its use is no longer required.

DOCUMENTATION / REPORTING

1. Minutes of each meeting shall be kept that includes, but is not limited to: attendees, subjects discussed, voting, and recommendations by the committee.
2. At each open meeting, the Board will request an update on committee activities by the committee chair or a designated member of the committee to be shared with the membership present

COMPLAINTS

Purpose: To provide a clear, fair and timely process for the documentation, investigation, and resolution of complaints by Members, or staff in regard to maintenance, management practices, or disputes with other Members or occupants.

Policy: Members with a complaint about another Member or occupant must first make a good-faith effort to resolve the dispute. Complaints regarding staff or Management should be brought to the attention of Management or the Board. Only written, signed, and dated complaints will be addressed.

SCOPE

Applies to all VSCHC Members, occupants, management and staff.

PROCEDURE

1. A complaint arising from a disagreement/dispute with another Member or occupant should first be addressed with the individual to find resolution
2. If attempts at resolution are unsuccessful, the issue should be documented with as much detail as possible including names, dates, addresses, and any other pertinent information
3. All written complaints must be signed and dated and will be kept confidential unless required legally to be disclosed
4. Investigation will be made by Management or a member of the Board to:
 - Review documentation
 - Interview involved parties
 - Review Bylaws and Member handbook and policies
5. Contact will be made with the offending Member(s) by Management to provide an explanation of the complaint filed and provide an opportunity to cure
6. VSCHC must be notified in writing if the problem is not corrected

AUTHORITY

Member Handbook

VIOLATIONS

See Rule enforcement and violations, page 3

DOCUMENTATION

1. *BOD Hearing Documentation* form will be used for the recording of Board hearing details and final decision
2. *BOD Hearing Documentation* will be stored in the offending Members' record

CONDUCT AT MEETINGS

It is expected that all Members who participate in meetings will be respectful of others. With the exception of the Board Secretary, no one shall make an audio or video recording of any open meeting, executive meeting. Members who record any meeting are in violation of the Member Handbook and as such it may be considered a breach of their Occupancy Agreement. See the entire policy regarding meetings entitled *Rules of Conduct and Decorum at Meetings of VSCHC* available at the office during regular business hours.

DEATH OF A MEMBER

Purpose: To provide a clear process to follow in case of the death of a Cooperative Member assuring that the deceased's instructions are followed in accordance with governing documents and applicable law.

Policy: Upon the death of a Member listed on the Occupancy Agreement and Membership Certificate, the other resident(s) whether members or not, must advise Management of the Member's passing and provide an original Death Certificate issued by the governing authority within sixty (60) days of the Member's passing.

PROCEDURE

1. Resident(s), whether members or not, must advise Management of the Member's passing and provide an original Death Certificate issued by the governing authority within sixty (60) days of the Member's passing.
2. The Membership Certificate will be checked to confirm the name of the deceased to be the same and confirm whether or not there is a co-Member
3. If there is no co-Member and there are other residents, the record will be checked to ensure the established process for adding a Member(s) was completed
4. If minors remain in the unit without an adult eighteen (18) years or older present, Management will make an attempt to reach a relative(s) or emergency contact noted in the deceased Member's file. If no relative can be contacted, the Utica Police Department will be contacted for direction

5. Management will verify whether or not the deceased completed VSCHC "After Death" form(s) to verify the deceased's wishes regarding their Membership.

RIGHTS OF HEIRS

1. A Membership is non-transferable
2. Automatic termination of Membership occurs as soon as the Member is deceased
3. If there is a co-Member, the Membership Certificate will be surrendered to Management and a new Membership Certificate will be issued without the name of the deceased.
4. The "After Death" forms allow for the Membership to be handled in the following manner:
 - a. A Membership can be passed on to an approved household occupant whose name appears on the notarized form. The individual will be made aware of their right to apply for Membership which must be completed with all required documentation within sixty (60) days of the deceased passing. If the individual does not qualify for membership, the unit must be sold to a qualifying applicant.
 - b. After the unit is brought into compliance with VSCHC standards, the Membership can be sold and the proceeds will be paid to the individual(s) named on the notarized form.
 - c. After the unit is brought in compliance with VSCHC standards, the Membership can be sold and the proceeds paid into a trust as indicated on the notarized form.

CHANGING UNIT LOCKS

If legal counsel or the local authorities direct VSCHC to do so, the locks will be changed on the unit by Maintenance UNLESS:

-An adult eighteen (18) years or older may legally remain in the unit if they are named on the *After Death* form, apply for membership within sixty (60) days of the deceased's passing and receive Management approval.

ACCESS TO THE UNIT

Individuals not legally entitled to access the unit must obtain appropriate documentation from Macomb County Probate Court located:

Macomb County Court Building
40 N. Main Street, 5th Floor
Mt. Clemens, Michigan
(586)469-5290

Documentation from Probate Court must include the name of the person authorized to enter. Photo identification will be verified by VSCHC personnel before entry is granted.

With the approval of a member of the Board Directors or an appropriate office staff member, a non-authorized person may be allowed access to the unit to obtain necessary items for funeral arrangements. A VSCHC representative must be present and a list of all items removed made. This list must be signed by all parties after entering the unit for this purpose.

CORPORATION OPTION TO PURCHASE

Written notice of death is equivalent to notice to a withdraw from Membership in VSCHC. VSCHC may, upon notice of the death of the Member, exercise their right to purchase the Membership from the deceased estate if:

- “*After Death*” form(s) were not completed
- The Member had no will or trust instructions
- Within sixty (60) days of the notice to withdraw, if the individual named on the “*After Death*” form chooses not to apply for Membership the corporation may, but is not obligated to, purchase the Membership less any amounts owed to the corporation
- Purchase by the corporation immediately terminates membership rights and all residents shall vacate the premises.
- If the corporation waives it’s right to purchase the Membership in writing or fails to exercise the option within thirty (30) days, a Member may sell his/her Membership to a duly approved applicant.
- After payment of all funds to the corporation and an executed Occupancy Agreement, the expired Member is released of his/her obligations under the Occupancy Agreement.

AUTHORITY

VSCHC Bylaws, Section 7, a – 9. 4.

DELIVERIES

Neither office personnel, Maintenance staff, nor the Property Manager are responsible for accepting deliveries for a Member. Deliveries will be refused if alternate arrangements are not made by the Member.

EMERGENCY MAINTENANCE

Purpose: To establish clear guidelines for identifying, reporting, and responding to emergency maintenance needs to protect the health and safety of Members and the property.

DEFINITION OF EMERGENCY MAINTENANCE

Emergency Maintenance issues that occur **after regular business hours (8:00 A.M.-4:30 P.M., M-F)** are those that pose an immediate threat to life, health or safety, or significant risk to the property that need to be addressed promptly. They include, but may not be limited to, the following:

1. No heat and the temperature is less than 60 degrees Fahrenheit
2. No water
3. Hot water tank is leaking (No hot water is an inconvenience not an emergency unless it occurs over a weekend or holiday)

3. Flooding from basement floor drains or water supply lines
4. Water coming into the basement from the window well.
5. Water is flooding your unit or the utility room of a one-bedroom unit and you are unable to shut the water off.
6. Major building damage from a storm or fallen tree.
7. Gas leaks. Leave the building and call 911 and then call Emergency Maintenance.
8. Carbon monoxide alarm sounds. Leave the building immediately, call 911 then call Emergency Maintenance.
9. No power. Check to see if a circuit breaker has been tripped - if so, reset. It may be an area wide outage, call DTE or check the DTE internet site for outage reporting and updates.
11. No working toilet in a ONE BEDROOM unit or both toilets now working in a 2 or 3 bedroom units.
12. Sewage backups

NON-EMERGENCIES (examples)

1. Leaking hot water tank overnight unless it occurs over a weekend or on a holiday)
2. Lockouts. (There is a \$50.00 charge for after hour requests to open a unit)
3. Dripping faucets
4. Appliance repairs

MEMBER RESPONSIBILITIES

1. Get to a place of safety
2. Immediately report emergencies using the dedicated emergency maintenance phone number (**586-788-7452**)
3. Provide accurate and complete information about the issue
4. Take reasonable steps to prevent further damage
5. Allow prompt access to VSCHC personnel, emergency responders or vendors
6. Call 911 for dangerous or life-threatening situations BEFORE calling maintenance.
7. There will be a \$50.00 charge for a call that is NOT an emergency but has been called in after regular business hours or on weekends and holidays to the emergency line.

Failure to report an emergency promptly may result in Member liability for damages

PROCEDURE

1. When an afterhours call is received by the answering service, they will obtain all pertinent information and relay that information to the Property Manager
2. The Property Manager or their designee will contact the reporting individual to triage the issue and determine the appropriate level of response; Calls determined to be non-emergency first will be addressed during regular business hours.
3. The Property Manager or their designee will refer the call to the Maintenance Technician on-call and/or advise the caller of next steps and what to expect

4. If the on-call Maintenance Technician is dispatched, after assessment, he/she will report their findings and action taken to the Property Manager or their designee.
5. If possible, the Maintenance Technician will take photos/videos of the issue for potential insurance claims, legal protection and, future planning
6. If the Property Manager or their designee requests assistance from a vendor, the caller will be advised
7. If other Member(s) are in close proximity to the emergency may be affected, the Property Manager or their designee will attempt to contact them to advise of potential risk and/or actions to take
8. The Property Manager or their designee will provide a best-estimate timeline for attention and resolution and safety instructions to the caller/Member
9. If there is no Member in the affected unit, the Maintenance Technician will enter the unit (if safe to do so) or assist vendors or emergency responders in gaining access as required

DOCUMENTATION

All emergency actions will be documented to include, but not be limited to:

- Time and date of reported issue to Maintenance
- Photos/videos
- Actions taken by Maintenance, Management or Vendors
- Vendor invoices (if applicable)
- Communication(s) made with residents

ENTRY INTO UNITS

Purpose: To ensure that entry into any unit is conducted in a lawful, respectful, and safe manner protecting the privacy and rights of all Members and their occupants while allowing necessary access for maintenance, inspections, and emergencies as authorized in the Occupancy Agreement.

SCOPE

Applies to all Members, members of the Board, management, staff, contractors/vendors and any authorized personnel entering into a dwelling unit. Entry may only occur if one of the following criteria is met:

- Member Consent**- Verbal or written consent by the Member(s) or an approved occupant of the unit
- Notice for Non-Emergency Access**- Maintenance, inspections, or repairs call for a minimum of twenty-four (24) hours to be provided by email, mail, telephone call or posted on the unit's main entrance.
- Emergencies**- If possible, an attempt will be made to contact the Member(s)/occupant but no prior notice is required if there is an imminent threat to health, safety, or property (e.g. water, fire, gas leak) (**See Emergency Maintenance Policy**)

PROCEDURE**Non-Emergency**

1. If entry is for a non-emergency and the reason for entry poses no threat to health or safety, an appointment will be made entry will be during business hours (8:00 a.m.-4:30 p.m., M-F)
2. Members will be given the option of being present during entry; If the Member is not present, the key held by Management will be used for access
3. If the Member is present, a member of the Board or staff member will identify themselves
4. If necessary, a member of the Board or staff will accompany outside vendors

Emergencies (See Emergency Maintenance Policy)

5. A hangtag or notice will be left in a conspicuous area for the Member/member as to the findings and any action taken

DOCUMENTATION

1. All non-emergency entries will be documented including, but not limited to:
 - Date and time of entry
 - Purpose of entry
 - Name(s) of personnel entering
 - Observations and/or actions taken

AUTHORITY

Occupancy Agreement

EXTERMINATORS / PESTS

Purpose: To provide clear guidelines for the prevention, reporting, treatment, and control of pests within the Cooperative in order to protect the health, safety, and property of all Members/ residents and Cooperative staff.

Policy:

VSCHC is committed to maintaining a safe, sanitary, and habitable environment. Pest infestations are considered a serious condition that may negatively affect multiple units and common areas.

- Keeping your unit clean and sanitary along with proper storing/disposing of food will help to deter pests
- **DO NOT** feed the birds or animals on Cooperative property. Feeding encourages the wildlife to become dependent on humans creating a decreased ability for them to independently survive. EXCEPTION – hummingbird feeders which don't use birdseed.
- Promptly report any signs of pests to the office so a staff member may assess the issue for a potential extermination appointment. Members must cooperate fully with recommendations, scheduled appointments for treatments and prepare their unit as instructed prior to treatments.

EVICTION / TERMINATION OF MEMBERSHIP

Purpose: To provide a clear understanding of the reasons for and process used which may lead to termination of a membership.

Policy: If a situation arises that could lead to termination of a Membership, the BOD will consider possible alternatives but will not hesitate to terminate the Membership of habitual violators of the Member Handbook, Occupancy Agreement or other corporate governing documents. However, there are some situations when termination of Membership is the only option. Members are responsible for the actions/inaction of their household occupants and/or guests.

SCOPE

All VSCHC Members and their household occupants

POSSIBLE CAUSES FOR MEMBERSHIP TERMINATION

The following includes, but is not limited to, a list of violations that could result in Termination of a Membership.

1. Delinquent payment of carrying charges. (See Carrying Charges)
2. Pet Policy violations
3. Destruction or vandalism of Cooperative property
4. Violence or threats of violence to other Members/residents, their guests, employees, or members of the Board.
5. Drug related felonious criminal activities
6. Criminal activities
7. Discharge of a firearm on the premises
8. Habitual non-compliance of rules
9. Providing false information on an application

PROCEDURE**WRITTEN NOTICE OF VIOLATION**

Formal notice in writing must be provided to the Member(s) that includes:

- A description of the violation(s)
- A timeframe to correct the issue
- Warning of possible termination of Membership

OPPORTUNITY TO CURE

- Payment of all monies owed
- Corrected behavior
- Come into compliance with the violation cited

IF ISSUE REMAINS UNRESOLVED

Offending Member(s) will be given the opportunity to appear before the Board to explain the allegation(s).

BOARD DECISION

After a hearing, the board may, at its discretion and according to the evidence;

1. Dismiss the complaint
2. Issue a warning or probationary period
3. Vote to terminate the Membership

NOTICE OF TERMINATION

If the Board moves to terminate the Membership, the Member must be informed by a formal written notice that includes:

- Effective date of termination
- Move out deadline
- Financial obligations

LEGAL ENFORCEMENT (IF NEEDED)

If a Member refuses to leave, the Cooperative may file in court through their legal representative under Michigan summary proceedings based on breach of the Occupancy Agreement and loss of Membership rights.

EQUITY

Before the Order of Eviction is issued by the court, the Member may sell his/her Membership to an approved applicant.

After termination, the Cooperative may, but is not required to, buy back the Membership.

Any unpaid charges, damages or legal costs will be deducted from the Member's equity upon the sale of their Membership.

AUTHORITY

VSCHC governing documents

DOCUMENTATION

If a Board hearing occurs, the *Board Hearing Documentation* Form will be utilized to record the details of the hearing which will be signed and dated by the Member and a member of the Board.

All documents regarding the termination/potential termination of Membership will be retained in the Member's file.

GUESTS

A guest(s) may stay in the unit with the Member for up to thirty (30) days. If the stay will be greater than thirty (30) days, the Member and the guest(s) must notify the office. The guest(s) will need to complete the appropriate form and agree to a background and credit history check.

HARASSMENT AND BULLYING

VSCHC provides guidance in recognizing and preventing harassment and bullying and a process to address these issues by making it a breach of the Occupancy Agreement. The full policy and procedure entitled *Harassment and Bullying Prevention Policy* is available to Member(s) at the office during regular business hours.

INSPECTIONS

Purpose: To provide a uniform standard and procedure for inspecting Cooperative units to ensure proper maintenance, protect Cooperative property, verify compliance with governing documents, and promote the health and safety of Member(s)/residents and staff.

Policy: Routine inspections will be conducted every other year by Maintenance staff and/or the Property Manager. Members will be notified in advance of routine inspections with approximate dates and times. Compliance-based inspections may be done in response to reported violations, damages, disturbances or follow-up after notice of a violation to assess compliance

An inspection may also occur with little if any notice for an emergency concern (e.g. fires, health and safety problem, mortgage inspections). In these instances, a hang tag or notice will be left to advise the Member.

AUTHORITY

Occupancy Agreement

INSURANCE

VSCHC requires all units to have and provide evidence of homeowners insurance **with VSCHC listed as an additional certificate holder** to the Cooperative office by February 15th annually. An HO-6 policy is recommended as, at this time, there is no policy specific to a Cooperative.

The insurance policy needs to have a \$25,000.00 rider added to cover the cost of the Cooperative's \$25,000.00 deductible in case a loss is found to be the responsibility of the Member(s) through negligence or misuse. Without this additional rider, a Member could be personally responsible for the Cooperative's \$25,000.00 deductible.

A copy of the insurance declaration must be submitted to Management annually by February 15th.

VSCHC insurance policy protects all the buildings, equipment and grounds of the Cooperative.

KEYS / LOCKOUTS

Purpose: To ensure the secure handling of unit keys while protecting Member(s) privacy and allowing access for maintenance and emergencies.

Policy: At the sale of a Membership, a Member is provided with two (2) keys. A copy of the key will be made and kept in a secure, restricted location in the Management office for the exclusive use

of authorized personnel when access to a unit is required. Keyless entry pads may be installed by the Member at their expense as long as the code or backup key is provided to VSCHC office.

SCOPE

All VSCHC Member(s), members of the Board, management, employees, and contractors/vendors who may handle or have access to unit keys.

CHANGING LOCKS

1. At the Member(s) expense, the handle/lock/keyless entry pads may be installed on the front access door and may be changed as long as the Member provides a key/combination/code to Management for entry
2. The Member is responsible for maintenance, repair, replacement, and installation of such a lock
3. The Member must provide a key or the combination/code to an automated lock to Management within forty-eight (48) hours of the lock being changed; If no key/combination is provided, VSCHC will replace the lock at the Member's expense and consider the lack of compliance as a violation
4. If a Member chooses to add a deadbolt lock to their front access door, an Alteration Permit must be submitted and approved by Management before the deadbolt is installed; If a deadbolt has a separate key for access, a copy must be given to VSCHC for authorized access

AUTHORIZED USE OF UNIT KEYS

- Emergency situations
- Pre-scheduled maintenance or inspections
- Approved Member/occupant access

KEY CHECKOUT PROCEDURE - MAINTENANCE OR MANAGEMENT

Before removing a key from the lock box, record on the *Unit Key Log* form:

- Date and time
- Initials of person taking the key
- Reason for entry

After use:

- Return key immediately
- Record return time
- Record any issues (e.g. damage, security, health, safety concerns)

LOST OR MISSING KEYS

- Report lost/missing key(s) to Management immediately

RETURN OF KEYS UPON MOVE OUT

All keys to access doors must be returned to Management upon move-out.

LOST OR MISSING KEYS

-Report lost/missing key(s) to Management immediately

RETURN OF KEYS UPON MOVE OUT

All keys to access doors must be returned to Management upon move-out.

LOCKOUT POLICY FORM

1. If, in the Member(s) absence, the Member(s) wishes to allow others into their unit, the VSCHC Lock Out Policy form must be completed by the Member(s) listing the names and contact information of those individuals the Member(s) authorizes for entry.
2. After verifying the individual's name is on the *Lock Out Policy* form, photo identification will be required and verified by Member of the VSCHC staff or member of the Board of Directors.
3. The individual requesting access to the Member's unit will be given the unit key and must return it to the office by or before the end of business (4:30p.m.) the day the key is provided.

The Member Is ultimately responsible for return of the key to Management

MEMBER LOCKOUT

1. During business hours (8:00 a.m. – 4:30 p.m., Monday thru Wednesday and Friday) if a Member locks themselves out of their unit, come to/call the office and Management or their designee will meet the Member(s) at the unit; NO ONE but the Member will be let into the unit unless they are listed on the *Lock Out Policy* Form referenced above
2. If Emergency Maintenance is called after hours to let a Member in, a fee of \$50.00 will be assessed

LIQUID NAILS

NEVER use Liquid Nails on drywall in any area of a dwelling unit.

MAINTENANCE

Purpose: To establish standards for the roles, responsibilities, conduct, and procedures of Maintenance Staff and the handling of work orders within the Cooperative to ensure consistent, safe, and efficient upkeep of the property.

PROCEDURE

All non-emergency maintenance requests must be submitted via telephone, email (villagesquareofficeemail@gmail.com), in person at the office, or by calling phone number listed at the top of each page of this handbook.

SCOPE

All Maintenance personnel, contractors and/or vendors performing work on behalf of the Cooperative.

ORDER OF PRIORITY

- Work orders that pose a threat to life or property are attended to first
- Work orders that are not life-threatening but need prompt attention will be attended to in the order are received
- Work orders that are routine maintenance will be followed up on in three (3) or less business days

SAFETY

- All staff members will follow OSHA safety guidelines and Cooperative safety practices
- Use of Personal Protective Equipment (PPE) is required when appropriate
- Hazardous material(s) must be handled, stored, and disposed of in accordance with applicable regulations
- To avoid potential injury to Maintenance staff, contractors/vendors, and emergency responders, members must maintain their home in an organized, barrier-free manner. DO NOT collect, pile up, or stack items in such a way as they may fall on someone
- The utility area must have a clear path, 2 to three feet wide from the bottom of the basement steps to the furnace, water heater, electrical panel, and egress window; In a one-bedroom unit, this applies to the laundry room
- The Member(s) will provide access during the appointed time period, secure any pets, address any deficiencies identified within the allotted timeframe
- The Member(s) will maintain the unit in accordance with Cooperative standards
- If pet feces are present in the area requiring maintenance, no work will be done until the waste is cleaned up and removed from the area

Follow-up

During maintenance activities, if a violation is noted, the Member(s) will receive written notice of any violation(s) or required repairs with a reasonable timeframe for correction; A re-inspection may be scheduled to verify compliance.

Maintenance staff will not provide repairs/maintenance on Member-owned appliances, fixtures or personal property.

Documentation

MARIJUANA POLICY:

VSCHC has a zero-tolerance for the smoking, cultivation, distribution, processing, sale, or display of marijuana anywhere on the property a any time. It is **strictly forbidden and considered a violation**. This includes, but is not limited to;

- in a vehicle
- in a unit
- on the area adjacent to the back or front yard
- in/on any common property or VSCHC structure or equipment.

This violation is considered a breach of the Occupancy Agreement and potential termination of membership.

Marijuana edibles or oils may be used in their unit.

A copy of the entire Policy: *VSCHC Marijuana Policy* is available at the office during regular business hours.

MEMBER HANDBOOK

A folder with the Member Handbook is given to each new Member(s) when a Membership is transferred to them. Its purpose is to ensure Members are aware of the rules they've agreed to abide by based on the Occupancy Agreement. As updates, revisions, or new guidelines are added, the Member will receive any updated/revised/new guideline via mail or by hand delivery. The Member Handbook must be returned to the office upon moving out. If it not returned or it is damaged, the member will be charged a replacement fee of \$20.00.

MEMBERSHIP CERTIFICATE

A VSCHC Membership Certificate is similar to a stock certificate as evidence of being a member in a corporation. The Membership Certificate will be provided to each new Member specifying the name(s) on the certificate at the open meeting following the Membership transfer. The certificate should be kept in a safe place, as there is a \$100.00 charge for a replacement certificate if it is lost. The certificate must be returned to VSCHC when the Member withdraws from the corporation documenting their surrender of Membership rights.

MOVE IN/ MOVE OUT / TRANSFER

Move-In

Detailed instruction regarding move-in procedures will be given to a new Member upon Membership transfer.

Move-Out

Should you decide to move from VSCHC, you must come to the office to obtain a move-out package and complete the *Membership Withdrawal* form. This package consists of the *Expected Condition of Unit List* and an explanation of the move out procedures.

At that time, a pre-move out inspection will be scheduled. This inspection will inform you of any damages, repairs, cleaning, painting you will be responsible for before you move out as well as those that VSCHC are responsible for repairing. Any repairs on the list that are not completed when you move out will be performed by VSCHC and charged back to you. At the time of the pre-move out inspection, the *As Is Agreement* will be filled out by the Property Manager or Maintenance personnel. Improvements may be paid to you by the prospective Member at a cost agreed upon by you both.

You have the option of using the VSCHC wait list or finding your own buyer. You may obtain a real estate agent but keep in mind, you are not selling property, you are selling a Membership so a real estate agent is not necessary. All prospective Members should contact the office, complete an application, and must meet the VSCHC approval criteria. Prospective Members over the age of eighteen (18) years must attend orientation prior to a Membership transfer.

The day the Membership transfer occurs, VSCHC will conduct a final move out inspection before the transfer. The out-going Member may be present but does not have to be. Disposal of any items at the time of the final inspection will be charged to the out-going Member.

The incoming Member will be scheduled for move in as soon as the Occupancy Agreement is signed.

The out-going Member will be responsible for the unit until the Membership transfer occurs. The equity is paid to VSCHC by the incoming Member. Any damages, repairs, a processing fee equal to 1% of the sales price, and any monies due to VSCHC by you will be deducted from your equity. The amount remaining will be mailed to your forwarding address postmarked within thirty (30) days after the new Member takes possession. Equity is not a security deposit.

TRANSFER

If you wish to transfer to a smaller or larger unit, you must fill out a transfer request, which then must be approved by the Board of Directors. A waiting list is maintained by the office so as soon as a unit is available, the Member requesting transfer will have the first option to purchase the Membership.

There is a transfer fee of 1% of the sale price of the membership.

A move in inspection will be conducted by Maintenance. An inspection form will be signed by both in-coming and out-going Members, with a copy going to the new Member(s) and the other copy into the new Member(s) unit file.

PROCEDURE

***WITHDRAWAL NOTICE**

When a Member(s) decide to move out of the Cooperative, a withdrawal notice is required.

Upon the Cooperative receiving your withdrawal notice, a pre-move out inspection and listing of your improvements on the *As-Is Agreement* is scheduled. NO Membership applications for your unit will be accepted until your Withdrawal Notice is submitted to the VSCHC office.

***PRE-MOVE OUT INSPECTION**

The inspection will detail your obligations and the Cooperative's obligations in regard to bringing your unit into compliance for transfer. Your unit is required to be left clean and free of damage. If you fail to clean and make repairs, which have to meet VSCHC Standards, the Cooperative will complete the necessary work and you will be appropriately charged. This charge will be taken from the equity. You will be given a copy of the pre-move out inspection.

***AS-IS AGREEMENT**

During the pre-move out inspection, the Property Manager or Maintenance representative lists the improvements and the Member gets a copy. The As-Is Agreement should be signed, dated and the time of day noted by both parties as soon as an agreement has been reached. This agreement is contingent upon the potential buyer's approval for Membership into Village Square.

FINDING YOUR OWN POTENTIAL BUYER

Remember, you can find your own buyer through any means you find suitable such as: ads, open house, friends, etc. However, your buyer must understand he/she is not purchasing a unit, but becomes a Member/member in a corporation.

POTENTIAL BUYER FROM VILLAGE SQUARE WAIT LIST

When the pre-move out inspection is completed, applicants on the wait list will be contacted if you have specified a request for Village Square to do so. Applicants are contacted and provided with the asking price, your name and telephone number. Applicants are also given an approximate location in the Cooperative, but not your units specific address (except for "Transfers"). Applicants called are noted on your *pending move out folder. You must allow prospective Members two (2) days to contact you and an additional to (2) days for the buyers to make an offer. Village Square is obligated to provide potential buyers to you in order from the wait list. It is your responsibility to show your unit but with your permission, the Property Manager or their designee may show the unit also.

You are not to give the keys to the incoming Member.**TAKING POSSESSION**

The buyer may not take possession of the unit until after the Membership transfer has occurred.

Remember, you are responsible for the monthly carrying charges and utilities until the buyer takes possession. Electricity is NOT to be disconnected but is transferred by the new resident upon move in.

You will be charged an amount equal to 1% of the sale price of your membership for processing and administrative fees which will be deducted from your equity.

At any time during your move out if you have questions or desire for the Cooperative to inspect the work you have completed, please call the office.

Your final equity amount from your Membership sale will be mailed to your forwarding address within thirty (30) days from the date the new Member takes possession.

WHEN SELLING YOUR MEMBERSHIP YOU CANNOT USE DISCRIMINATORY PRACTICES. FEDERAL LAWS AND THE LAWS OF THE STATE OF MICHIGAN PROHIBIT DISCRIMINATION BECAUSE OF RACE, RELIGION, COLOR, NATIONAL ORIGIN, AGE, SEX, HEIGHT, WEIGHT OR MARITAL STATUS.

EXPECTED CONDITION OF UNIT UPON MOVE-OUT

The following list includes, but is not limited to, items the Member must complete to VSCHC standards;

- Entire unit must be cleaned including floors, walls, appliances and all bathroom fixtures
- Entire unit must be freshly painted in a neutral color including walls, ceilings, trim and baseboards
- VSCHC kitchen appliances (stove/oven, refrigerator, hood vent fan & filter) must be thoroughly cleaned and grease-free.
- Kitchen and bathroom cabinets must be clean, paint smears removed and scratches touched up. Cabinet interior surfaces must be emptied and wiped out.
- Floors- Ceramic tiles must be cleaned as well as vinyl, laminate and hardwood floors. Carpeting must be in good shape and cleaned or replaced. Damage to any floor must be repaired or replaced. Nail holes in floors and steps are to filled and sanded. Stair risers shall be cleaned or painted.
- Door casings, molding, baseboards- Must be cleaned, scratches repaired, cracked or damaged molding replaced and painted.
- Basement floor/utility room floor must be swept and washed. Cobwebs are to be broomed away.
- Scratches on interior doors must be repaired, sanded and the entire door painted. Any hooks, latches or hangers should be removed.

- All light fixtures, fittings and wall outlets are to be in original condition and color and unpainted. Outlets or switches cannot be painted over.
- All windows and screens should be in good repair without holes or other damage.
- Any damage caused by the Member to sod shall be replaced with sod.
- Members are not charged for normal wear and tear but he/she is responsible for damage due to negligence and misuse.

IMPROVEMENT AGREEMENT RESPONSIBILITY STATEMENT

Improvements are items that have been added to your unit by you or the previous Members over the years. Examples include, but are not limited to, are curtain rods, carpeting, air conditioning, fences, patios, deck, dishwashers, ceiling fans and so on. When you are preparing to move out, the Cooperative needs to know if you have reached an agreement on the conditions of the sales of these improvement items. For this purpose, a written *As-Is Agreement* must be submitted to Village Square before your Membership is sold. During your pre-inspection, a staff Member will list all of your approved improvements on this *As-Is Agreement*. This *As-Is Agreement* must be signed by outgoing and incoming Members. An office staff Member must sign this agreement and provide copies to all involved parties.

Any additions to your unit that have not been approved (you should have permits for all improvements) will have to be brought up to VSCHC standards or removed at move out time. The *As-Is Agreement* cannot be used to pass on shoddy workmanship, damages and/or uncleanliness. If there are improvements but no charge, the agreement must still be signed.

A pre-inspection must be done by the Village Square staff after receiving your withdrawal notice to determine what maintenance you need to complete. You then have the option to do the repairs yourself or have Maintenance staff determine the charge and do the repairs for you. Damaged doors, broken windows or torn screens are examples of items that cannot be considered as part of

an improvement agreement – they belong to the Cooperative and will be repaired by the Cooperative if needed upon your move out and charged to your account.

Pre-inspections are a guide for you in the event you wish to make the noted necessary repairs. Because the unit is occupied at the time of the pre-inspection, the total amount of your obligations cannot always be determined. Final determination of your obligations is determined at the completion of rehabilitation when the unit is empty and before the new Members takes possession (i.e. gets keys).

Please refer to the *Expected Condition of the Unit Upon Move-Out* list.

Any move-out Member failing to comply with any or all of the above cleaning criteria will be charged for all or part of the cleaning fee of the current contractor/vendor rate for cleaning services. The charge will be based on the number of hours it takes to complete any of the above items not done by the move-out Member.

-Unit Landscaping, Fences & Decks (this portion revised and effective as of 6/6/2026)

Each unit must have two - three (2-3) shrubs or perennial foundation plantings existing in the designated front flower garden. All weeds and dead foliage must be removed.

All wood fences must be removed upon move-out, no matter what the condition. The Member will be charged accordingly for failure to remove fence upon move out. Any deck that blocks a basement window well must be altered or removed to allow for fire egress. Decks must be safe from hazardous conditions, maintained, rot-free and adhere to all local codes. The back patio lawn area must be landscaped, have a patio, deck or grass. These rules apply, even if the patio is enclosed by a vinyl fence.

Unit Paint

All unit walls, ceilings, trim/molding and interior closets must be in acceptable condition as approved by VSCHC Management. Below is a description of **unacceptable conditions:**

- Bad Paint Job – while the paint on the walls is found to be in good condition, there cannot be overspray or spillage of paint on floors and doors and other appropriate hardware.
- Bleed-through of previous paint color
- Drywall holes larger than a nail hole
- Torn or tattered wallpaper or border
- Wall-paper or border that is not 100% intact and attached to all walls
- Peeling paint
- Unfinished paint job

The above list does not preclude Management from deeming the unit in need of a paint job or touch-up paint when conditions not specifically listed above are noted.

Unit Flooring

All hardwood flooring must be safe and in good repair. Management reserves the right to require that the floors be refinished in the event such conditions are noted. All other interior flooring, including ceramic, linoleum and vinyl tile must be cleaned in accordance with the cleaning specifications.

Interior Doors

All interior doors must be in good repair and free of damage. The door cannot have a privacy lock, only a passage knob/lock is permitted. If any interior door is found in need of repair, the Cooperative will replace with the current style six-panel door at the Member's expense.

Miscellaneous

- All floor baseboard/molding and wall trim must be present and intact.
- Alterations discovered, that are found to be unsafe or are non-compliant with specific code, are required to be removed.
- Unit must be left in clean and sanitary condition.

Addendum to Move-out Documents (added 2/27/26)

All checks from the buyer of a Membership **MUST** be in the buyer's name.

Checks that are in someone else's name **will not** be accepted. This includes no checks from family Members, friends, etc.

PETS

Policy: To balance a Member's enjoyment of pets with safety, cleanliness, and neighbor comfort, Member(s) must always adhere to the following regarding domesticated pets:

1. All domesticated pets must be registered at the office and provide proof of vaccination
2. Vicious (defined as an animal that has caused serious injury or has attempted to bite a person or animal without provocation) dogs are not allowed to be on or remain on VSCHC property. Vicious pets may be subject to removal after an investigation as determined by the Property Manager or the Board of Directors that a potential threat to health and safety exists based on the pets behavior
3. Exotic pets are not allowed. An exotic pet is defined as a species not native to the United States, and is considered "wild or non-domesticated" such as monkeys
4. Animals may **not** be kept or bred for commercial purposes
5. There is a maximum of two (2) domesticated pets per household
6. Any damage caused by a pet inside or outside a unit will be the Member's financial responsibility
7. Just as Member(s) are responsible for their own pets, they are ultimately responsible for their guests' pets also

SCOPE

All Members, residents, and guests

LEASH RULES

1. Pets are not allowed outside a Member's unit unless they are on a leash held and controlled by the owner
2. Pets cannot be chained outside a unit

WASTE AND CLEANLINESS

1. Feces **MUST** be picked up and properly disposed of IMMEDIATELY from any location in VSCHC; Carry waste collection bags
2. Sanitary conditions regarding both inside and outside of a unit must always be maintained. No pet waste shall be kept indoors or outdoors unless contained in a water-proof, sealable, tamper resistant container
3. If a Member's pet, or a pet the Member(s) is responsible for, repeatedly urinates on an area of grass that becomes damaged from the pet urine, the Member is responsible for the replacement of that grassy area.

NOISE & NUISANCE

Excessive noise (barking, meowing) that causes disruption to others is prohibited

COMMON AREAS

1. Pets are not allowed inside the perimeter of any designated playground area
2. Animals are never to be fed outside of the unit
3. Walking a pet anywhere on VSCHC property requires the pet be securely leashed, held, and controlled by the owner

ENFORCEMENT/ VIOLATIONS

The Property Manager, their designee(s), VSCHC staff, or any member of the Board may inspect any area where there may be animal waste accumulating, including or unsanitary conditions inside or outside a unit, to determine compliance. Members will be notified via telephone/email/postal service of a noncompliance issue and expected resolution.

All violations are documented, tracked and are cumulative over the course of twelve (12) months. Repeated violations of the same or different rules will follow this progressive process. The Board of Directors reserves the right to alter enforcement action in cases of severe or dangerous conduct.

See page 3 of the Member Handbook under Rule enforcement and violations.

PROPERTY DAMAGE

Damage to any VSCHC property, including inside or outside a unit and/or to common property, due to neglect or abuse by a Member, a household occupant, or their guest(s) is

required to be repaired or replaced by the Member within thirty (30) days or it will be repaired/replaced by the Cooperative at the Member(s) expense.

REPAIRS / REPLACEMENTS

When an item owned by the Cooperative in a unit is in need of repair or replacement, Maintenance is required to do the work, the member will be charged for parts and labor if the damage was caused by neglect or misuse. The following a list that includes, but is not limited to, of some of the items the member may be charged for:

NUMBER	PROPERTY DAMAGE, COMMON REPAIR ISSUES AND COST ESTIMATES WILL CHANGE OVER TIME	COST IN DOLLARS
1.	Broken pull chain on a basement light	\$20.00
2.	Broken basement window	\$125/hr. Labor only
3.	Screens	\$35
4.	Laundry tub	\$250
5.	Interior doors	\$175
6.	Toilet seat	\$20.00
7.	Medicine cabinet	\$175
8.	Bathroom fixtures (towel bar, mirror, etc.) Towel bar / Toilet paper holder Mirror	\$50
9.	Storm door handle	\$75
10.	Storm door pump	\$50
12.	Storm door glass	\$430
13.	All light fixtures	\$75
14.	Furnace switches- off	\$35
15.	Drywall repair	\$125/hour
16.	Plugged toilets (charge is by time, labor, and whether it is plugged, snaked, or the toilet is pulled)	\$75/hr.
17.	Replace Toilet	\$255.00
18.	Oven temperature control	\$100
19.	Lock outs (after hours)	\$50
20.	Entry lock change Dead bolt /New entry /Re key	\$100 per lock
21.	Thermo-Stats	\$ 60 H/ \$ 70 H&C
22.	Range Hood Vent/outside	\$550
23.	White Range Hood	\$150
24.	Grab bar (ADA)	\$100
25.	Copy Key	\$5 per key

Cost(s) for repair/replacement may change over time.

See the Occupancy Agreement.

RUNNING A BUSINESS

No business or commercial enterprise or income generating operation may be run out of any dwelling unit or on any part of the Cooperative property. This includes, but is not limited to, retail, service-based or online businesses involving inventory, customer visits or employee presence. Working from home is allowed.

See the Occupancy Agreement.

SNOW REMOVAL

Policy: Maintenance closely monitors the weather forecasts during the winter, when snow is expected, all personnel are placed on snow alert. In the event of snow accumulations of two (2) inches or more, removal operations begin. During nonbusiness hours, the staff will report to the property as soon as possible to begin clearing snow and ice according to notice by the Property Manager.

PROCEDURE:

Snow removal takes priority over all non-emergency maintenance service requests. Snow removal operations are performed in the following order of descending priority. (These may be performed concurrently, depending on the severity of the weather conditions).

- Main streets, parking lot thoroughfares and all main sidewalks are the first to be cleared
- Individual parking spaces are cleared only after the items noted above are completed
- Please be aware and promptly move any vehicle when you see the plows coming or the truck is sounding its horn - the plow will not be returning
- All streets, parking lots and main sidewalks are salted as necessary. Extra attention is given to keeping street curbs free of ice, so salt spreading may occur in these areas even when salting is not required in other areas of the property

It is our goal to have the main streets and main sidewalks clear so that cars may pass by 8:00 a.m. during the weekdays.

Please be advised that sidewalks and individual parking spaces may still be snow or ice covered during early morning hours, especially during times of heavy snowfall. Remember that salting does not always prevent ice buildup.

What do Member(s) need to do?

There are 20+ large containers of road salt placed throughout the property for member use. You'll need to bring a container to collect the sidewalk salt.

Members are responsible for clearing their porch, step(s) and approach.

Slippery conditions may exist when snow has been removed from walkways or salt is ineffective because of the temperature. Be cautious to avoid injury.

Please be aware of hazards which may exist and exercise extreme caution while walking through these areas before and after they are cleared.

Stay clear of all snow equipment.

Please watch out for children and keep them away from the equipment. Operators may not be able to see anyone wait until they acknowledge and wave you past.

DO NOT attempt to go around the plowing equipment. Wait until the operator provides acknowledgement.

DO NOT park any vehicle so that it extends over the sidewalk at any time of the year. Fines will apply for this violation.

Do not park a car anywhere in a court until clearing is done.

Clean cars or parking spots of snow, **before** the plow truck has cleared the aisle way behind the vehicle. Do not push snow into the street, always put the snow on a grassy area by the porch.

STANDARDS OF CLEANLINESS - INSIDE/OUTSIDE

Policy: VSCHC has a legal obligation to protect employees, contractors/vendors, and emergency responders that must perform maintenance, repairs or emergency services in a unit. Members must keep the unit barrier-free, clean, safe, and organized and maintain a high standard in home and community conditions.

TAXES

A member may deduct, for Federal Income Tax purposes, the portion of their carrying charge payments that was used for real estate taxes and mortgage interest. In January of each year, information is available in the office with the amount that is allowed to deduct on an income tax return form.

WINTER / SUMMER RULES

WINTER RULES Nov 1 through March 31

- a) Exterior doors and windows should not be left open more than 15 minutes per day, unless the outside temperature exceeds 60 degrees
- b) All the glass storm doors should be in place; All front storm door screens are to be removed during the winter months if not self-storing
- c) All window air conditioners must be removed
- d) Cars should be kept from obstructing sidewalks, even when there is no snow on the ground/sidewalk. Continued violations of this guideline may result in the vehicle being towed from the property.
- e) **Do Not** place trash on the sidewalks – a \$50 trash violation fine will be assessed.
- f) Do not store items of any type in front of a unit with the exception of a snow shovel.
- g) Front and back hoses must be drained, removed, and stored inside with the faucet turned off by October 31

SUMMER RULES April 1 through Oct 31

- a) No items of any type may be stored in the front of a unit, including any items tucked behind or between bushes and/or front porches. An exception is hoses. During the off season, these must be stored inside of the unit or in an approved backyard storage unit

- b) Hoses must be on a hose reel or coiled at the base of the water faucet when not in use.\
- c) Front hose hangers are to be hung inconspicuously -- placed away from the front door to the far side of the unit, if possible
- h) **DO NOT** park any vehicle in such a way that it extends over the sidewalk at any time of the year. Continued violations of this guideline may result in the vehicle being towed from the property. Fines will apply for this violation.

WORK ORDERS

Purpose: To provide a clear understanding of the process for submitting a request for Maintenance.

PROCEDURE

To place a work order request, call the office at (586) 739-7570 and leave a name, address, phone number, and a description of the repair needed. Requests may also be submitted to villagesquareofficeemail@gmail.com or by coming to the office.

- a) Members requesting a work order will be called by Maintenance. When necessary, appointments will be made.
- b) If a contractor/vendor appointment is made for a *scheduled* repair and no one is at home, the request will be held in abeyance until the member calls again (unless permission has been granted for entry). Any fees levied by the contractor/vendor related to them being unable to access the unit are the responsibility of the member.
- c) Work order requests are usually responded to within three (3) business days of the member request unless the needed repair requires outside contractors/vendors and/or is a health and/or safety concern.

VIOLATION / FINES

See Rule enforcement and violations on page 3.

Definition: A breach of the Occupancy Agreement is a failure significant enough to defeat the core purpose of the agreement. At the discretion of the Board, a Member that makes a good faith effort and is willing and able to correct the breach in a reasonable amount of time may not suffer the potential consequence of membership termination.

Violation: When a rule is broken or an individual has failed to meet their obligation as stated in the Occupancy Agreement or Member Handbook.

Inside Your Unit

Purpose: To provide a clear understanding of the guidelines for Members to follow to maintain the inside of their unit and VSCHC owned mechanicals, fixtures and appliances.

Policy: VSCHC expects Members to maintain the interior of the unit in a safe, clean and habitable condition protecting both the individual units and the Cooperative as a whole.

SCOPE: All Members/Residents of VSCHC, their household occupants, and their guests.

EXPECTATIONS

Members are responsible for keeping their unit clean and sanitary at all times and responsible for preventing damage to floors, walls, ceilings, fixtures, mechanicals and appliances.

Members are responsible to promptly address maintenance issues.

Members are responsible to use all fixtures and appliances properly and safely and to report any malfunctioning or unsafe equipment promptly.

Members are expected to clean and maintain appliances and fixtures to prevent pests and optimize function.

APPLIANCES

Stove, refrigerator, furnace, water heater, dishwasher, clothes washer, clothes dryer, air conditioning units

SCOPE

Applies to all Cooperative members who reside in a dwelling unit in VSCHC

OWNERSHIP AND RESPONSIBILITY

1. VSCHC-owned appliances:

-The Cooperative will maintain, repair, or replace appliances originally supplied with the dwelling unit unless they have been damaged due to member negligence or misuse.

-DO NOT attempt to repair any VSCHC-owned appliance, call the office and submit a work order.

-Any damage to an appliance caused by a member will be charged to the member for repair or replacement.

-Manufacturer's User Manual will be provided with all replacement appliances and shall remain in the dwelling unit for reference.

-The refrigerator is supplied by VSCHC. Please follow common sense guidelines in order to keep the inside of the refrigerator clean. Clean regularly behind and underneath the refrigerator so that it can "breathe" and air can circulate freely. Do not over fill the refrigerator doors. Clean the rubber seals on both the freezer and refrigerator regularly.

2. Member-owned appliances:

-Members are responsible for the purchase, installation, maintenance, repair and replacement of any appliance they have purchased **AFTER** an **Alteration Permit** has been submitted and approved for that appliance.

-Member-owned appliances must be installed by an experienced, licensed, and insured technician, according to local code and acceptable industry guidelines.

-After installation, the member must call the office to schedule an inspection to ensure the item was installed safely and according to local codes and applicable law.

-Upon move-out, any missing VSCHC-owned appliance will be replaced by VSCHC and the cost of replacement charged to the member moving out.

-VSCHC does not supply, make allowances for, or accept payment for 'upgraded' appliances.

DOCUMENTATION

All documentation related to an Alteration Permit will be kept in the member's file and should be kept by the member in a safe place to demonstrate approval.

ATTIC

Each unit has an opening to the attic space. The attics are filled with blown-in insulation, which will fall out if the access door to the attic is opened.

DO NOT enter or store anything in the attic.

TV, FM, and short-wave system antennas, etc. may not be installed in the attic or on the roof of a unit.

BATHROOMS

The bathroom vanity, vanity top, faucet, toilet, and tub are provided by the Cooperative. Maintenance will maintain or replace a faucet or diverter using standard replacement parts as needed. Use only non-abrasive products to clean these areas to maintain the integrity of their surfaces.

It is the Member(s) responsibility to arrange for installation by a licensed plumber to replace any bathroom item. Ongoing maintenance, repair or replacement is the Member's responsibility.

Vanity Cabinet

Do not use any abrasive products on the cabinets that could damage the finish.

Using a product such as Pledge is acceptable following manufactures instructions.

Wiping spills with a damp cloth is sufficient. Clean the surface immediately after a spill.

Cabinets must have knobs or pulls. Cabinet hardware is brass that can be cleaned with a damp cloth.

Whenever something is spilled on a cabinet, clean the surface immediately.

Counter Tops

Counter tops are made of Formica.

Member misuse will result in repair or replacement at the member's expense.

Clean the counter tops with a mild dish washing liquid or powdered detergent and warm water, using a soft cloth. Dry the surface with a soft cloth.

DO NOT use anything that is abrasive that could damage the finish.

NEVER SATURATE THE COUNTERTOP LAMINATE SURFACE with any liquid because it can cause swelling and warping damage. It will also cause the seams to delaminate. Wipe up spills

quickly with a soft cloth.

Tub/Shower

The shower walls and floor are ceramic or fiberglass. Use only non-abrasive products to clean these areas to maintain the integrity of their surfaces. There is an access panel in one of the bedrooms for bathroom plumbing – DO NOT place anything in front of this access panel.

Floors

Floors are ceramic tile. Please contact the office and submit a work order if there is cracked or missing grout on ceramic tile. If the damage is due to the members negligence, the member will be charged for repair or replacement.

Use only non-abrasive products to clean these areas to maintain the integrity of their surfaces.

Bathroom carpeting secured to the floor is not allowed.

Laminate Flooring in a bathroom is not acceptable.

Exhaust Fan

Each bathroom is equipped with a fan in the ceiling. Since moisture is a major source of structural damage in a unit, **never disconnect the fan** in the bathroom. It is controlled by the same switch plate as the overhead light. Members should **clean the fans regularly** to ensure that they operate efficiently.

Shower Doors

The daily care, maintenance, installation, or removal of shower doors is the responsibility of the Member(s). Bottom and side rails that are not properly caulked can cause significant water damage. The member can be held responsible for water or tile damage due to the faulty installation or inadequate maintenance of a bathroom shower door.

Shower doors installed by a co-op renovation project (06/2007) will be maintained by the Maintenance department.

Ceramic Tile Grout or Caulking

Please contact the office and submit a work order if grout or caulk is missing or cracked around ceramic tile or the tub/shower area. If the damage is determined to have been caused by negligence or misuse, the member will be charged for the repairs.

Keeping the grout and caulking clean is the member's responsibility.

Use only non-abrasive, gentle cleaners on all these items.

BASEMENTS

Basement access

Members are responsible for maintaining a two (2) to three (3) foot wide clear path from the bottom of the basement steps, to the furnace, water heater, electrical panel and the egress window (in units with a basement). In a one-bedroom unit the clear path must exist as noted above in the utility room.

Electrical Panel (Circuit Box)

The electrical panel is located in the bedroom of one-bedroom units and in the basement of the two and three-bedroom units.

All circuits are 110 volts

Any alterations or additions to the electrical panel must be done in accordance with all electrical and building codes, and an Installation/Alteration permit (available at the office) must be completed, submitted, and approved by staff before any work begins.

Should disruption of electrical service occur, there might be a "tripped" circuit breaker. Call maintenance for assistance only if attempts to restore power fail.

DO NOT store anything within 3 feet of the electrical panel to provide safe access should work need to be done.

DO NOT use halogen light bulbs as they can be a fire hazard.

**DO NOT REMOVE THE ELECTRICAL PANEL COVER.
ELECTROCUTION, SEVERE BURNS, AND EVEN DEATH
COULD RESULT.**

Washers

The purchase, installation, maintenance and repair of a washer is the responsibility of the Member.

Electric Dryer

An electric dryer requires a 220-volt electrical line. A Village Square Installation/ Alteration permit must be signed by the property manager PRIOR to having this work done. The work must be done by a licensed and insured electrician.

The purchase, installation, maintenance and repair of an electric dryer is the responsibility of the Member.

Gas Dryer

Village Square units are equipped with a gas line for a gas dryer in the utility room of the one-bedroom units and the basements of the two and three-bedroom units. If there is a concern, please call the office.

The purchase, installation, maintenance and repair of a gas dryer is the responsibility of the Member.

Dryer Vents

Member(s) must have an Installation/ Alteration permit signed by the Property Manager **PRIOR** to installing a metal dryer vent to the outside of the building as this may require the destruction of the exterior brick wall.

The dryer vent should be thoroughly cleaned annually.

Maintenance is not responsible for the installation of the dryer venting.

No accordion style venting is allowed. **Material must be metal.**

Floor drains

Keep all floor drains uncovered and clear of debris.

Furnace

Furnace Filters - Filters are available in the office and should be replaced on a monthly basis. Damage to the furnace due to a dirty filter is the Member(s) responsibility.

Furnace – Each unit is heated by a gas, forced-air furnace. The cold air returns are standard grills with parallel blades. The amount of heat in each room can be somewhat controlled by adjusting the dampers/louvers on the registers. Adjusting the thermostat, can control the total amount of heat in the unit.

DO NOT attempt to make repairs to the furnace. Members are not allowed to repair their furnace on their own. Call the office if any type of furnace repair is needed.

DO NOT store anything against or near or within two (2) feet of the furnace or hot water heater.

If **a gas leak** is suspected during office hours, **leave the unit and call the office.** **Leave the unit** and contact Emergency Maintenance (586) 788-7452 if a gas emergency occurs after hours. Call Consumer's Energy (800-477-5050) for more information.

Humidifiers may be installed on furnaces only after an Installation/ Alteration permit has been approved through VSCHC. Damage to the furnace from a humidifier will be charged to the member. The use of a "free-standing" humidifier is recommended.

Hot Water heater

Each townhouse is equipped with a 30 or 40-gallon gas water heater. The manufacturer recommends a bucketful of water be drained from the tank at least once a year to eliminate rust and sediment build-up. **Contact the maintenance department for service if needed.**

Carbon Monoxide Detectors / Smoke Detectors

It will be considered a violation of the VSCHC rules and regulations if a member or their household occupant or guest dismantles, removes or makes inoperable any smoke detector or carbon monoxide detector. Fines will apply.

Doors

(Closet, Exterior, Interior, and Storm doors)

- Interior closet doors slide open on tracks. If they become derailed and cannot be put back on the track, call maintenance immediately to avoid damaging the door.
- Exterior doors may be painted. You must use Rustoleum™ Painter's Touch Ultra Cover Premium latex paint in semi-gloss white.
- Storm Doors—During winter rules, the screen that is not self-storing must be removed and stored. If the screen is torn or otherwise damaged, maintenance will repair the screen for cost.

FLOORS

Carpeting, Hardwood Floors and Laminate/Vinyl Flooring

- a) When installing wall-to-wall carpeting, have the installers plane/shave the doors if they rub on the carpeting. Maintenance staff is not responsible for this type of work.
- b) Carpeting is considered an improvement. A price cannot be negotiated with the incoming member unless an approved Alteration Permit has been obtained.
- c) No "place and press" (stick on) carpeting is allowed because the adhesive damages vinyl and hardwood flooring.
- d) Bathroom carpeting secured to the floor is not allowed. This type of flooring holds water and will likely produce mold and bacteria. In addition, water/dampness may damage the ceramic tile and grout.
- e) The hardwood floors originally installed when the complex was built may be sanded up to three times. Damage to the hardwood floors due to negligence is the member's responsibility to repair.
- f) In some units, the hardwood floors are in poor condition. A floating laminate floor with underlayment may be installed over the hardwood flooring
- g) Laminate flooring material cannot be nailed or glued down.
- h) Laminate Flooring in a bathroom is not acceptable. Laminate flooring is, for the most part, wood and will rot and mold under damp, humid conditions.
- i) Vinyl flooring may be present in the kitchen/dining area. Damage to vinyl flooring through negligence may result in the flooring being replaced at the Member's expense.

KITCHEN

Cabinets, Counter Tops, Garbage Disposals & Range Hood Filters

Each townhouse is equipped with a natural gas range (stove) and a refrigerator. VSCHC maintenance staff services these appliances.

Should a problem arise, create a work order by calling the office, emailing them or going to the office.

Members may replace the Cooperative-supplied range (stove) and/or refrigerator with one of their own.

An Installation/Alteration permit must be submitted to the office prior to replacing the appliance. VSCHC will not be responsible for the maintenance or repair of a Member's appliance.

If at the time a member moves out, an appliance is missing, the member will be charged for the replacement.

VSCHC does not supply, make allowances for, or accept payment for 'upgraded' appliances.

Cabinets

NOTE: Do not attempt to repair a cabinet on your own. Call the office and submit a work order. Members are responsible for the cost of repairs due to neglect, misuse or the use of wrong parts.

Do not use any abrasive products on your cabinets that could damage the finish. Using a product such as Pledge is acceptable as long as you do not overdo it. Wiping spills with a damp cloth is sufficient. Whenever something is spilled on the cabinet surface, clean the surface immediately.

All kitchen cabinets must have knobs or pulls. The Cooperative supplied cabinet hardware is solid brass. Cleaning with a damp cloth is sufficient.

Wiping spills with a damp cloth is sufficient. Whenever something is spilled on the cabinet surface, clean the surface immediately to avoid stains or damage,

Counter Tops

The kitchen counter tops are made of Formica. They will burn and blister if hot items are set directly on them.

Counter tops should not be used as chopping or cutting blocks, since they will show scratches, cut marks, burns, and blisters. Member misuse will result in repair or replacement at the Member's expense.

Clean your counter tops with a mild dish washing liquid or powdered detergent and warm water, using a soft cloth. Dry the surface with a soft cloth.

DO NOT use anything that is abrasive that could damage the finish.

NEVER SATURATE THE COUNTERTOP LAMINATE SURFACE with any liquid because it can cause to swelling and warping. It will also cause the seams to delaminate. Wipe up spills quickly with a soft cloth.

Garbage Disposals

Note: Do not attempt to service or replace this appliance. It is maintained by Village Square. If a problem arises, contact maintenance at (586) 739-7570

Each unit is equipped with a garbage disposal. This appliance is used to grind and dispose of cooked foods only. Certain foods such as rice, potato peels, vegetable skins, etc. will clog plumbing and damage the disposal. Carefully consider what you put down the disposal and whatever you decide to insert, do it in small quantities.

The following are **DO's and DON'T's** for your information:

- a) Do ... Grind food waste **ONLY** with a strong flow of **COLD** water.
- b) Do ... Flush disposal with cold water while it is running after grinding food or after draining the sink of dishwasher. Some cleaning agents are caustic; flushing will pass such materials into the drain line without damage to the disposal.
- c) Don't ... Feed large quantities of fibrous food waste (carrot, potato peels, corn husks, pea pods, etc.) into the disposal.
- d) Don't ... Misuse your disposal. It is ruggedly built to give you trouble free performance. It will dispose of **MOST** food waste, but it will **NOT** grind and dispose of non-food items (metal, glass, paper, string, cloth, etc.) These items should be disposed of in a trash can.
- e) Don't ... Become alarmed if a brown discoloration appears on the face of the grinding disc. **THIS IS NORMAL.**

Range Hood Filters

Range hood filters should be cleaned periodically in hot soapy water, dried and replaced as needed. Filters can be purchased and changed as often as needed.

MOLD REMEDIATION POLICY

The Mold Remediation policy at VSCHC is now a part of the Occupancy Agreement. To maintain a safe, sanitary and habitable condition, if you see or suspect black mold in your unit, please call the office promptly and submit a work order. Always use the bathroom ventilation fan when bathing/showering. Maintaining good air circulation, drying shower walls after use and cleaning with a solution of 90% water and 10% bleach can help to mitigate any mold growth.

The Cooperative will assume the cost of remediation if a building defect occurs that has caused the mold. If the Member has been negligent or fails to report the issue promptly, they may be responsible for the cost of remediation.

PAINTING

Painting is the responsibility of the member and does not require an Alteration Permit. If the member puts their unit up for sale, the walls must be painted white or an off-white. Keeping the walls painted a neutral color is the responsibility of the Member.

Outside Your Unit

Purpose: To provide clear guidelines for both the Member’s and the Cooperative’s shared responsibility for the care, maintenance, and upkeep of common and structural elements for the exterior of a unit which is key in helping to maintain the value of each Membership.

Policy:

VSCHC has a long history of maintaining beautiful grounds and attractive exteriors which is both pleasing to the eye and key to maintaining the value of each membership

Definitions:

Below is a list which includes, but is not limited to, the **structural elements** of a unit;
-Roofs -siding -brick -foundation -exterior painting -parking lots -fences

Below is a list which includes, but is not limited to, **common elements**;
-streets, sidewalks, porches, steps -Lawns, landscaping -Play areas -Dog run

Address Plaques

Only Cooperative-approved address/unit number plaques are allowed on the outside of a unit.

Air Conditioning Unit (central)

Central air conditioning units require an Alteration Permit and are considered an upgrade. If a Member has a unit, wants to replace a unit, or wishes to install one, the cost of the unit, repairs/replacements, and maintenance are the sole responsibility of the Member.

Antennas, Cable TV, Satellite Dishes

Under no circumstances may a Member install any antenna, FM or short-wave, in the attic of a unit. A satellite dish or antenna may be mounted on a pole that is within the Member's 16' x 20' backyard area adjacent to their unit. Cable TV service may be installed by a licensed cable company. Access is only through the brick at the base of a unit, never through siding or any other area. If a Member moves, they must remove the pole and satellite dish.

BBQ Grills

BBQ grills must be placed in the back of a unit at least ten (10) feet from a building or fence, you may NOT connect a BBQ grill to the VSCHC gas supply line. When using a charcoal grill, never dispose of the ashes on the lawn or common property.

Bushes/Foundation Plantings

Each unit must have two to three (2-3) shrubs or perennial foundation plantings in front of their unit in the defined planting area that is not to exceed the depth of the porch and, at most, the width of the unit. Evergreen shrubs are preferred as they provide color during winter months. If a Member removes a shrub or perennial foundation planting, it must be replaced with an approved item – a list of approved items is available at the office. The Member is responsible for the cost and care of the shrubs/perennial foundation plantings. A fine of \$50.00 per missing shrub/foundation planting may be levied.

VSCHC will maintain the bushes, shrubs, trees on common property.

Ivy or any type of climbing vine is not allowed on any unit exterior surface, fence, or common area structure. This type of vegetation degrades brick, retains moisture promoting mold, rot, and mildew, attracts pests, insects, and rodents and makes routine maintenance and inspections difficult.

Members must remove any existing vines. Non-compliance may result in violations and fines may be levied.

Decks/Patios

Decks and patios require an Alteration Permit and are allowed only in the back of a unit and are required PRIOR to beginning any work. Patio blocks/bricks are restricted to the area beneath a BBQ grill, table/chairs, or swings do not require an Alteration Permit and may be done by a Member.

Dog Houses

Outside structures of any kind for pets are not permitted, even if the unit has a fenced in yard area.

Pet Park Run

VSCHC maintains a pet run area for the use of members/occupants and their pets that are registered with the office. Pets must never be left alone; pets must always be leashed outside the pet run area, held, and under the Member's control. No sick pets, pets under the age of four (4) months, aggressive pets, no pet treats/rawhide, pets that dig or pets without a collar (no choke or training collars) are allowed in this area. Pet waste must be picked up immediately. No children are allowed in the pet park area, do not allow your pet to mount another pet. No more than seven (7) pets may be using the area at any time. Never share your approved access code/key with anyone else.

The pet park area will be maintained by the Cooperative. Take your trash with you.

Doors (Exterior & Storm)

Exterior doors may be painted by the Member if they choose using only Rustoleum™ Painter's Touch Ultra Cover Premium latex paint in semi-gloss white. NO holes are to be put in any exterior doors. A magnetic kickplate may be purchased and used on the outside of the exterior door. During the winter, storm doors that do not have self-storing screens, must have the screens removed and stored and replaced with the glass insert provided. Screens that are damaged may be replaced by the Member or by Maintenance for a fee. If a screen is damaged by severe weather or wildlife, the repair may be reviewed by the Property Manager for exemption.

Unless it is determined that a Member has damaged or misused the exterior door (including the handset, glass insert, pneumatic closer, locking mechanism), repair or replacement of an exterior door is the responsibility of the Cooperative.

Doorbells

VSCHC provides a doorbell, it cannot be replaced. If you choose to use a Ring™ type doorbell, an alteration permit is required. Drilling into the brick, mortar or siding is prohibited.

Fences

Fences are considered an upgrade to the unit and are the responsibility of the Member. New fences require an Alteration Permit which must be pre-approved by the Property Manager. Fences may be installed only around a member's 16' x 20' back area, must be white vinyl, and must have the finished side of the fence facing outward. Cleaning, maintenance and repair of a fence is the responsibility of the Member.

Fire pits

Only propane-powered fire pits are allowed in backyard areas. They must be within the 16' x 20' area and must be located at least ten (10) feet away from a building or fence. Open wood fires are NEVER allowed.

Fireworks:

NO aerial fireworks that leave the ground (including but not limited to: aerial tubes, aerial repeaters, aerial cakes, roman candles, mines, missiles, rockets, artillery shells, mortars, festival balls, parachutes, and girandoles) are permitted to be used on VSCHC property at any time.

Ground novelties such as sparklers, snakes, snaps, or poppers are permitted as long as they are used safely, according to manufacturer's way and instructions and do not increase the liability of VSCHC or a damage a Member's property.

Generators (portable)

Portable gas-powered generators require an Alteration Permit and are allowed in VSCHC and are the sole responsibility of the Member.

Handrails

Handrails require an Alteration Permit but do not require a physician's statement of need. It is considered and upgrade, the cost and maintenance is the sole responsibility of the Member.

Hoses

If possible, hoses are to be placed on a hose reel or coiled at the base of the faucet. Hose hangers are to be placed inconspicuously as far away from the front door as possible. Hoses must only be used with a nozzle to minimize water waste and for easy shutoff. Outside water may not be left on overnight. All hoses must be removed and stored for the winter, rules begin November 1st through March 31.

Lawns

Members are encouraged to water the lawn in the front or back of their unit and common areas where no sprinklers exist, especially during dry spells. Any damage to a lawn by a Member, their guest, or a vehicle is the responsibility of the Member to repair or assume the cost of repairing. No fruit/vegetable plants may be planted in the ground in the front or back of a unit. They may be planted in pots in the BACK of a unit ONLY.

Grass seed is available on Beautification Day.

If there is evidence of voles, moles, or other vermin, please contact the office.

Lawn Furniture

Seasonal seating must be in good condition and may be used, but not stored, in the front of your unit. It may not obstruct a walkway or exceed 42" in height. For units with a shared/connected porch, furniture may be placed under a front window. Furniture may not be used/placed in an area meant for landscaping and must be removed for grass cutting.

Lighting (exterior)

Each unit has exterior front and rear lights to illuminate entry areas; the Member should replace the light bulbs in these fixtures as necessary. There are also security lights placed throughout the complex for additional safety. A Member may not change these light fixtures, if they are not

functioning properly, call the office and submit a work order. The cost of electricity to use these lights is part of your monthly carrying charges.

Mailboxes

Each unit has a mailbox mounted near the front door. Members may not replace the mailbox or install any other mailbox. If the mailbox is damaged, please call the office and submit a work order for repair/replacement.

Pools (Inflatable or Molded Plastic)

Temporary wading pools intended for the use of children may be placed on a Member's patio or defined backyard area. Water may not remain in pools overnight; they must be emptied daily and stored off of common property. Pools should be moved from place to place on a daily basis so the grass beneath is not damaged or killed. No filtered pools are allowed.

Seasonal items

Seasonal items must be removed and stored within thirty (30) days of the end of the season or holiday. This includes, but is not limited to, shovels, decorations, hoses, and patio furniture.

Signs

Election signs, announcements, Open House signs, etc. must be removed within forty-eight (48) hours of the event.

Tents

Outdoor camping on VSCHC property is prohibited. If you have a tent you'd like to clean or air out before storing, you may set up the tent for eight (8) hours or overnight.

Walkways (Porches, sidewalks, approaches, steps)

Members are responsible for ensuring that the walkway to their unit are clear to allow for safe passage. NO flowerpots, bicycles, or anything else is to be placed on a sidewalk where it may impede access.

In winter, members are expected to shovel their porch, step(s), and approach to the porch as needed to remove snow and/or ice (See **Snow Removal**).

VSCHC will assess the status of the common property walkways on an as-needed and/or annual basis to maintain a safe, even, and durable walking surfaces. If a trip hazard is identified, the Cooperative will contact its cement vendor for repair/replacement or isolate the area until a repair can be made by using construction cones to caution members of a potential hazard.

Windows, Window boxes, Window Wells

Windows - All VSCHC units have had new windows installed in 2025-2026. They have a thirty-five (35) year warranty from Wallside Windows™ which will provide service/assistance should you have a problem or question. Refer to the pamphlets provided by Wallside™ if needed.

Window boxes - Window boxes must be white in color, be in good repair and contain only live flowers during the growing season. An Alteration Permit is required before attaching a window box to any exterior surface. Dead flowers must be removed.

Window Wells – The window well that provides a method of egress is a critical safety feature of all units with a basement. The window well must be maintained and cleared to be free of debris, weeds, trash, etc. There is a drain in the middle of the bottom of the window well. It is critical the drain remains clear so water drains AWAY from the basement walls.

Yards (Front and Back)

Both front and back yards are to be weeded and kept free of debris.

Members may not trim bushes or trees on common property.

If your lawn has pet feces on it, your grass will not be cut.

Member(s) are encouraged to water your front and back yard area especially during dry spells.

Fruit or vegetable plants may not be planted in the ground in the front or back of your unit, planting in pots in the backyard area is allowed. ,

Wildlife feeds on the birdseed that falls to the ground from birdfeeders. Consequently, **ONLY** hummingbird feeders are allowed on the property.

DO NOT feed the wildlife on the property. They cause damage to the property and to the wiring on vehicles.

Front yards

Installation of fencing, deck or patio materials, painting of porches or attaching carpet to a porch is prohibited.

Flowers or other plantings may not extend beyond the front porch (more than three (3) feet out from your unit) or be higher than your porch or ten (10) inches.

Artificial flowers or shrubbery may not be used in front planting areas EXCEPT for holiday decorations which must be removed within thirty (30) days of the holiday/event.

Members may not trim bushes or trees on common property.

Children's toys, bikes, etc. may not be stored on the front porch, sidewalk, or in front of a unit overnight or when not in use.

Backyards

When a membership is purchased, the backyard area in its current state is part of the *As Is Agreement* and as such, is the responsibility of the incoming member.

water-proof, sealable, tamper resistant container

It cannot be used to store hazardous materials. Pet feces may be stored in a shed in a container with a secure lid and provided the shed doors can be securely closed.

Deck boxes cannot be used to store hazardous materials.

Trash cans for the collection of garbage may not be used whether a fence exists or not.

Pet feces may be stored in a water-proof, sealable, tamper resistant container a shed that can be securely closed.

COMMON PROPERTY

Purpose: To provide a clear understanding of the use and care of common property (all grounds, buildings, roadways, equipment and tools, etc.) that supports VSCHC purpose, does not interfere with Member rights, and complies with all safety laws and local ordinances.

Policy: All common property of VSCHC shall be owned and controlled by the corporation for the benefit of its Members and is governed by the Board of Directors and corporate documents. Members have no individual ownership interest in common property but shall have rights of use subject to VSCHC rules.

SCOPE: All Members, residents

BALL PLAYING

No activities involving the hitting of balls or other objects with bats or clubs is permitted. No activities involving the hitting of balls or other objects against any building is permitted.

GRAFFITI

No marks or writing of any medium may remain on buildings or fences. Members will be held financially responsible for damages if it determined that the Member, Member's household, or guests are responsible for the damage. Notify the office if you see evidence of graffiti anywhere on the property.

HAZARDOUS MATERIALS

No flammable liquids may be stored on the property within a unit or on common property. Disposal of old batteries, air conditioners, and other hazardous materials is the Member's responsibility. Contact the county or city offices for proper disposal directions. Oil or other hazardous materials may not be poured down a drain, sewer, or poured anywhere on the property.

PLAY AREAS

Village Square has seven (7) playground areas for Member's children and guests. These are located on common property on both sides of Kensington.

Children should be encouraged to play in these area and not in/on landscaped areas. Any damage to this area or any property damage by your children or your guests is the responsibility of the Member.

Children are not to play in parking lots to avoid danger to themselves or vehicles. Parents/guardians are ultimately responsible for the safety of their children.

SNOW REMOVAL

See Snow Removal policy under “Outside Your Unit”

STREETLIGHTS

No signs or unauthorized decorations can be attached to the street light poles.

TREES

Note: An Alteration Permit is required to plant a tree. Be aware of the tree's size at maturity as you will be responsible for removing it if it outgrows its space or compromises a Cooperative's structure.

Members may plant a tree in your designated yard area. Be aware of the tree's size at maturity as you will be responsible for removing it if it outgrows its space. Small flowering trees must be eight (8) feet from the building. Larger trees must be at least 18 feet from the building

Members may only trim or remove trees within your 16 x 20 back yard. All tree removals require a prior Alteration Permit and Management approval.

Poplars or Chinese Elms may not be planted anywhere on the property, due to their size at maturity.

Silver maples, Norway Maples, White Pine, and Spruce Trees may only be planted in large common areas away from buildings with an Alteration Permit and prior Management approval.

Climbing trees on Cooperative property is **strictly forbidden**. Trees are not to be used for recreation, play, or any other purpose that involves climbing.

Parents or guardians will be financially responsible for damage done to trees by children or guests including, but not limited to, broken branches, bark stripping or harm caused by hanging things on branches.