

## **MEMBER SERVICES POLICY**

Members are responsible for clearing the snow from the sidewalks directly in front of their own units. Where a member is unable, for a legitimate reason, to clear the snow from their sidewalks, the member shall contact the office to request assistance from the Member Services Committee.

Members are responsible for mowing the lawn in the front and back yards of their own units. Where a member is unable, for a legitimate reason, to mow their lawn, the member shall contact the office to request assistance from the Members Services Committee.

As set out in the maintenance policy, members are responsible for carrying out minor repairs and reporting maintenance problems to the co-op promptly. Where a member is unable, for a legitimate reason, to carry out these minor repairs the maintenance staff at his/her discretion shall contact the Member Services Committee to carry out these repairs

Where a member requires physical assistance with something related to their unit other than snow removal, lawn mowing and repairs, the member shall contact the Member services Committee to request assistance.

A "legitimate reason" for the purposes of the Member Services Policy is defined as one or more of the following:

- a) Physically unable
- b) Sickness or health reason
- c) Any other reason deemed acceptable by the Member Services Committee, the Board of Directors or the Maintenance staff