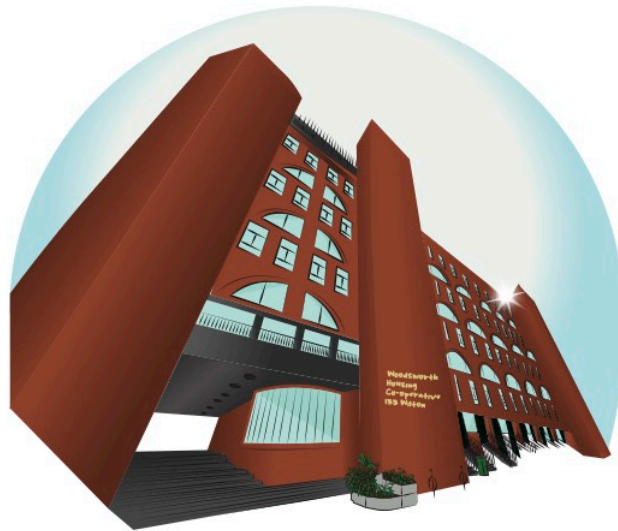


# **A-Z HANDBOOK FOR WOODSWORTH CO-OP MEMBERS**



**WOODSWORTH HOUSING CO-OPERATIVE INC.**

OCTOBER 2021

133 WILTON STREET, TORONTO ON M5A 4A4

[WWW.WOODSWORTHCOOP.CA](http://WWW.WOODSWORTHCOOP.CA)

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This is an informational publication which does not supersede Woodsworth's bylaws and policies.

This handbook is designed to be an overview of bylaws, policies and procedures for Woodsworth members to help deal with everyday events as well as emergencies.

The handbook sometimes refers to Woodsworth's bylaws and policies for detailed information. These are available on our co-op website. [www.woodsworthcoop.ca](http://www.woodsworthcoop.ca)

If you prefer to read a paper copy of the bylaws and policies, you can see them in the By-laws binder in the 2nd floor Photocopy Room. You can photocopy the section you need, using your monthly photocopying allocation. HOWEVER, the print copy has not been updated. The online version has been updated from time to time.

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## Accessibility

Only most 1-bedroom units in Woodsworth are stair-free. Some units on Wilton Street have just a few steps up to the landing. There are three units in the mid-rise that have been configured for those who use wheelchairs full-time, with a separate procedure for allocating these. (Membership Bylaw)

Access to the mid-rise: For flat access (wheelchair entrance) to the mid-rise building is at the south end of Albert Franck Place via the breezeway. If ordering a taxi or Wheeltrans, you can mention this easy access pickup spot. There is a sign at the Wilton stairs directing those who need a stairs-free entrance to the back of the building on Albert Franck Place.

Lobby access: The mid-rise outer front door and the door to the garage from the elevator open automatically. You need a fob or lobby door remote for the inner door. The fob reader is just below the intercom directory.

Lobby door remote: Members with mobility issues can request an automatic lobby door remote. Please contact Management.

Bathroom safety: Any member can request bathroom grab bars and other minor safety and accessibility enhancements to be installed by the co-op. (Request the installation through the work order portal or fill in a paper work order form. You can also talk to staff.)

See: Making Woodsworth Accessible policy, Article 3.

The Strategies for Staying (S4S) committee works on policies related to accessibility and accommodation. They also occasionally sponsor activities beneficial to senior members, although they are open to all members.

Woodsworth has a human rights bylaw. See also Accommodation Policy for Residents with Disabilities. Both are on the co-op website and in Bylaws binder in the 2nd floor Photocopy Room.

*See also: Accessibility*

## Accommodation for residents with disabilities

The term “accommodation” refers to adapting or adjusting policies, procedures, structures, etc. for a resident with a disability, and not to its more common usage as lodging or housing. An accommodation plan is developed for an individual with accommodation needs by the manager of the co-operative, the accommodation seeker and, where appropriate, the Board of Directors and any necessary health practitioners.

Woodsworth is committed to addressing residents’ needs in a manner consistent with the Ontario Human Rights Code that is inclusive and free of barriers based on disability.

Accommodation will be provided following the principles of dignity, individualization, and inclusion. The Accommodation Policy applies to all residents, as required by the Code.

While Woodsworth has a legal duty to provide accommodation, this does not include providing any form of care or assistance in the activities of daily living. Members of the co-op community who need this assistance must arrange for it without depending on the co-op. Other members, Management, or the Strategies for Staying Committee (S4S) may have advice.

There is a flyer in the Photocopy Room that summarizes the procedure for accommodation. Accommodation Request Forms are also in the Photocopy Room. Everything is also available on the co-op website. For more information and to apply, see the Manager.

*See also: Human Rights*

*See also: Accessibility*

## **Air conditioning**

Woodsworth does not offer central air conditioning at this time.

In the mid-rise, portable air conditioners are recommended by the engineer. Please contact Management for information.

In townhouses, members may install window a/c's or use portable air conditioners. Installation of central air conditioning in townhouses with garden access is permitted, provided that it is done by a reputable and qualified installer. Members must discuss their plans with staff and obtain the co-op's permission before the work is done.

## **Alterations and unit improvements (renovations)**

Members require prior written approval from management or the board to make structural alterations and improvements to their units; such as renovations that require drilling through exterior walls, removal of cupboards or parts of walls, plumbing changes, changes to the electrical wiring, replacing/refinishing floors, or the installation of additional wall coverings such as stucco, tiles or panelling. Renovations that reduce the number of rooms in a unit are strictly prohibited. After completion, inspection by staff is required and any costs related to such an inspection will be charged to the member. On move-out, no compensation will be given for any renovation.

For more information, read the Maintenance Renovation Bylaw and the Maintenance Bylaw on the coop website or in the Bylaw binder in the Photocopy Room.

Please contact Management about any changes or renovations you wish to make to your unit.

***Animals*** - See *Pets*

***Apartments*** - See *Units*

## **Appeals**

Most things can be appealed to the Board of Directors. Some things can be appealed to the membership at a General Members' Meeting (GMM). Membership issues should be appealed to the Board of Directors, not the Membership Committee. Note that there are timelines in the bylaws.

A member cannot appeal a board of directors' eviction decision to the membership if the grounds of termination are:

- Arrears
- Domestic violence
- An act involving violence
- An illegal act, or
- An act or failure to act that impairs the safety of others

Membership and unit allocation decisions cannot be appealed to a members' meeting. (Article 3.4 Membership Bylaw). They can be appealed to the Board.

See Occupancy Bylaw, Article 15. *Appeals to Membership*. This has full information on the process.

See Article 17.1 (c) Appeal information  
See Article 6.2 of the Organizational Bylaw

See also: Quorum

### **Appealing a decision of the meeting chair:**

Members can appeal when they think a ruling of the chair is not correct. The appeal must be made immediately after the ruling. There must be a seconder. Both the member who appealed and the chair can give their reasons. There is no other debate or discussion. The chair does not step down. The question: "Do we confirm the decision of the chair?" is put to the vote. The chair does not vote. If the vote is tied, the chair's ruling is confirmed.

## **Appliances**

Only refrigerators (fridges), ranges (stoves) and range hoods are provided by and maintained by the co-op. Townhouses have gas stoves; the mid-rise units have electric stoves. Problems should be reported by the work order request portal.

## **Arrears**

The co-op has procedures to ensure that member arrears are dealt with quickly and fairly.

The manager will immediately send a late payment letter for non-payment of regular monthly housing charges to each member who did not pay in full or arrange an arrears payment agreement by noon on the first business day of the month.

If for legitimate reasons a member cannot pay housing charges by noon on the first business day of the month, the member must inform the manager before the first business day of the month. The manager will give a notice to appear (before the Board of Directors) to each member who has not paid housing charges in full or has not arranged an arrears payment agreement. This will be done on the seventh day after the housing charge payment day. Late payment of housing charges three times in any year will be considered a persistent late payment. The Board of Directors can evict a member who owes housing charges to the co-op.

To avoid arrears, members may pay housing charges in various ways.

The Occupancy Bylaw, Article 11 has detailed information.

*See also: Eviction*

*See also: Housing charges / rent*

*See also: Notice to appear (NTA)*

## **Associations**

Woodsworth belongs to the Co-operative Housing Federation of Canada (CHFC), Co-operative Housing Federation of Toronto (CHFT), as well as the St. Lawrence Neighbourhood Association (SLNA).

Woodsworth has elected representatives for these organizations. A delegate and alternate attend the CHFC annual conference usually held in June in Canada. The co-op provides the funding for the conference fee, housing, transportation and per diem for food. The CHFC AGM at the conference usually votes on policies or actions for the association and our delegate votes on our behalf. Normally our delegate will consult beforehand with our membership on the AGM votes and report back to the membership on what they have learned at the conference workshops.

The CHFT holds educational workshops for co-op members and Woodsworth sponsors your attendance. Talk to the Office.

We belong to:

CHFT [co-ophousingtoronto.coop](http://co-ophousingtoronto.coop)

CHFC [chfcanada.coop](http://chfcanada.coop)

SLNA [www.slna.ca](http://www.slna.ca)

## **Audit**

The Co-op's audited financial statements must be approved by the members at the Annual General Meeting (AGM) as required by the Ontario Co-operative Corporations Act which governs the Co-op. The members also appoint the auditor for the next fiscal year at the AGM.

## **Automated external defibrillator (AED)**

There is an external automated defibrillator on the ground floor lobby in a box beside the elevator.

This is a portable device that checks the heart rhythm and can send an electric shock to the heart to try to restore a normal rhythm.

Call 9-1-1 or have someone else do it.

Take it out of the box and turn it on.

The machine will talk to you. Follow the instructions that the machine will give you.

Keep going until paramedics arrive and take over.

## **BCA (building condition assessment)**

A detailed building condition assessment is conducted by an engineering firm every five years to determine the state of the Co-op's buildings and infrastructure. The BCA is used to plan maintenance repairs and capital projects. Members can request a digital copy of the BCA from the office.

**Bed Bugs** - See Pest control

## **Bike cage and racks**

There is a bicycle cage in the garage. There is an annual fee to use it. Check with Management to get a space or join the waitlist.

For more details, see the Bicycle Cage Rental Procedure.

## **Block reps**

Each floor and block has a member who welcomes newcomers and helps their neighbours with information. They coordinate our twice-annual clean-up days. They sometimes have an annual event for their floor or block or host something for all members. Check the member directory for the name of your Block Rep.

## **Board agenda and package**

The board agenda is set a week before a scheduled meeting. Board packages are prepared by staff and are delivered to directors a few days in advance of a board meeting. Measures are placed on confidential documents to protect privacy. Procedures are also in place to ensure conflict of interest rules are followed.

## **Board of directors**

The Board of Directors is made up of seven (7) directors and governs the affairs of the co-op. Directors are elected by and from the members annually for a two-year term. They meet twice a month, usually on the first and third Tuesday.

You can contact the Board of Directors by email: [board@woodsworthcoop.ca](mailto:board@woodsworthcoop.ca)

Since the directors only meet twice a month, it may be more efficient to discuss the matter with Management first. Sending your concern to the Board may delay response.

There are qualifications in the Organizational Bylaw about who can stand for election candidates for the Board:

- Must be a member of Woodsworth Housing Co-operative Inc
- Must be eighteen (18) years of age or older;
- Cannot be a full or part-time employee of Woodsworth Housing Co-op, or our management or service company, subject to Articles 18.7 Organizational Bylaw and 17.4 (c) Occupancy Bylaw;
- Cannot be in arrears nor presently in undischarged bankruptcy;
- Must have at least a one year gap before running again after two (2) consecutive terms. If the person resigned as a director, they must wait a full term (2 years) before being on the Board again
- No one living in the unit who will serve concurrently with candidate;
- They cannot serve as a voting member of a committee while a director unless a bylaw says they can.
- They must be mentally competent, within the meaning of the Substitute Decisions Act, 1992.

*See also: Complaints*

*See also: Democratic member control / Governance / Management*

*See also: Voting*

**Board meetings** - See *Chairing Meetings - Board meetings*.

## **Board resignation**

If a director resigns, the Board may name a substitute for the departing director's term and begin to serve immediately. However the members at the next GMM must validate that appointment. If members do not vote in favour of the appointment, an election will be held. The appointee may no longer serve on the Board but may run for election. See Organizational Bylaw, Article 12. Early Ending of Directors' Terms.

## **Budgets**

Every year, the Co-op prepares and presents two budgets to the members for approval at a members meeting, an operating and a capital budget. The budgets are financial plans, showing how much will be spent, what the money will be spent on, and where the money will come from.

It is one of the ways members control the co-op, one of the big differences between living in a co-op and renting from a landlord.

Budgets make the co-op plan carefully instead of guessing. They make the co-op responsible for itself by setting targets for future years. It is a way of controlling costs.

### **Operating budget**

The operating budget sets out the plan for the next financial year's income and expenses (August 1 - July 31) required for the Co-op's daily operations. Income includes the housing charges members pay. The budget includes a list of housing charges for each type of unit.

### **Capital budget**

The capital budget sets out the plan for projects which go beyond one year and which will not be paid for from one year's operating budget. Usually, they are paid from reserves. Our capital budget is guided by our building condition assessment (BCA) and reserve fund study.

## **Major Financial Commitments**

The Organizational Bylaw in Article 24.1 describes Major Commitments that require member approval such as borrowing or mortgaging co-op property, and some investments of co-op money as stated in the Organizational Bylaw Article 24.3(e) (Investment of Co-op Money – Alternatives).

Major Commitments need a two-thirds (2/3) majority vote on a special resolution at a members' meeting.

When the members approve borrowing under Article 24.1, they are not automatically giving the board authority to spend the borrowed money. Spending authority has to be requested separately as stated in the Occupancy By-law and Spending By-law. That can be requested at the same members' meeting or another members' meeting.

See also: *Capital projects*

## **Bulletin boards**

Each floor, laundry room and the lobby has a bulletin board for use by members, the Board, committees and Management. Usually, the Block Rep decorates the board for the season and clears outdated material.

The Lobby Display Box Committee creates displays in the locked lobby display box. They present arts & crafts, photos, cartoons, etc., monthly, for the enjoyment of fellow members. If any co-op member has an idea for the lobby display box, check the Directory of members for the contact information.

## **Business day**

Any day that is not a Saturday or Sunday or public holiday.

## **Bylaws and policies**

Members approve bylaws by at least a two-thirds ( $\frac{2}{3}$ ) majority and policies by a simple (50%) majority of votes at a members' meeting. Bylaws and policies provide the framework for the governance of the co-op. They outline the basic rules for the co-op to provide housing, the rights and obligations of the co-op and its members, as well as delineating how the co-op is organized.

They are available on our co-op website. [www.woodsworthcoop.ca](http://www.woodsworthcoop.ca)

If you prefer to read them in print, there is also a Bylaws binder in the 2<sup>nd</sup> floor Photocopy Room. You can photocopy the section you need, using your monthly photocopying allocation.

## **Cable TV and internet**

Woodsworth has a contract with Rogers to provide an enhanced package of cable television channels and high speed internet.

The 2024 co-op cable plan is for Ignite Bulk VIP + 2 Ignite Entertainment Boxes to support up to two televisions. It also provides internet access over WiFi and/or Ethernet. You can also use other devices like a computer or iPad to log into <https://ignitetv.rogers.com/> to watch live or saved shows.

The cost of these services are added automatically to your monthly housing charge.

Each household must contact Rogers to arrange service but should say that Woodsworth has a contract with Rogers.

To activate your new Bulk services, call the Rogers Bulk Customer Care team:  
1-855-759-5856

The closest Rogers storefront is 333 King St E (at Berkeley) - (647) 748-1333

For problems with your service, call Rogers at 1-866-210-4059 or go to <https://www.rogers.com/consumer/support/contactus>

If you are moving into or relocating in Woodsworth, make sure that the previous occupants' name on the unit has been removed with the service provider by Management. If the old account name is not cancelled, the new member cannot access the account nor can ask to get the new services.

**Cameras** - See *Security cameras*

## **Capital projects**

A capital project is a long-term, capital-intensive investment to build upon, add to, or improve a capital asset, in our case, our housing. Guided by the Building Condition Assessment (BCA) developed by an engineering firm, funded by our reserves and approved by members as part of our annual budget meeting.

*See also: Budgets*

*See also: BCA (building condition assessment)*

*See also: Podium deck*

## **Carbon monoxide (CO) detector**

The co-op installs CO monitors. They must not be disconnected or painted. A contractor checks them annually.

CO is a highly poisonous gas that is colourless and odourless and if it goes undetected, can cause serious illness including death. CO is produced when fuels— such as propane, gasoline, natural gas, charcoal — do not burn completely in fuel-burning appliances and devices. Appliances may include furnaces, stoves, hot water heaters, as well as cars.

DO NOT ignore the beeping of the alarm.

If your CO alarm sounds and someone feels ill, get outside immediately.  
Call 9-1-1 from outside the building.

Your CO alarm may sound if the battery needs replacing or if the alarm has reached its “end of life”.

Never use outdoor fuel-burning equipment (generators, patio heaters, barbecues) inside your home or garage as a temporary heat source. Be cautious about running your car for an extended time in a garage.

*See also: Smoke detectors*

## **Chairing meetings**

### **- General members' meetings (GMMs)**

The chair for each members' meeting will be chosen by the board. Usually the president is the chair. The board can choose a director or member or an outside person.



If the board chooses an outside person who is not a member, the members must approve that person at the meeting. If they do not approve the outside person, the chair will be another member chosen by the board.

If the chair is a member of the co-op, the chair is included when counting quorum.

Participation by chair: A chair who wants to discuss a motion must step down until the meeting has dealt with all matters concerning the motion. Another person approved by the members can chair the meeting in the meantime. This applies whether the chair is a member or non-member.

The chair uses the Rules of Order (attached to the Organizational Bylaw) to run members' meetings, and decides any question about procedure that is not in the Rules of Order. The members have the right to appeal the chair's ruling as stated in the Rules of Order.

The chair can vote only if the chair is a member of the co-op and only in the following situations.

- Secret ballot: The chair can vote on a secret ballot. If it is a tie, the chair does not get a second vote.
  - Other votes: The chair can vote only to break a tie.
- Otherwise, the chair does not vote.

Non-members, including staff, can attend and speak at members' meetings only if the chair gives them permission. The members can reverse the chair's permission. Non-members cannot vote or make motions.

**See Organizational Bylaw**, Article 3 Calling Members' Meetings, Article 4 Holding Members' Meetings, Article 5 Procedure for Members' Meetings, Article 6 Member Control.

## **- Board meetings**

The chair will be the president, or the vice-president if the president is absent. The board can choose someone else. That person can be another director, a member or an outside person.

Each director, including the chair if a member, has one vote at board meetings. A simple majority vote is needed to make any decision, unless a bylaw or the Co-op Act, states something else. An abstention is not counted as a vote. A tie vote defeats the motion.

Procedures at board meetings will be the same as at members' meetings. The Rules of Order for members' meetings also apply to board meetings except when this By-law states something else.

**See Organizational Bylaw**, Article 11 Board Procedures.

## **- Committee meetings**

Members can elect committee chairs or committee members if a bylaw states that. Otherwise the committee chooses the chair.

A committee has to decide about conflict of interest in the same way as the board. In addition, the chair of the committee has to give the board a written report on the situation no later than three days after the committee meeting.

The treasurer chairs the Finance Committee. The finance committee is made up of members at large and one other Board member.

See also: *Members' meetings (GMM's)*

## Clean-up days

The Clean-up Days are community events where all members come together to clean-up their own outside and their communal areas.

The Clean-up Days occur the 1<sup>st</sup> Saturday in May and the 1<sup>st</sup> Saturday in November. These dates coincide with garden waste pick-up which is the first Wednesday after clean-up.

Time 9:30 a.m. – 12 Noon

The Landscape Room is open to give members yard-waste bags, cleaning supplies and equipment.

In appreciation for the members' participation, the Social Committee serves a buffet of pastries (including gluten-free) and refreshments in the breezeway at 12 Noon. In the case of rain, the clean-up will be rescheduled, but the buffet will still take place in the Penthouse Room.

Cleaning includes back lanes, front doors, trash pickup, gardening, and more. The events are announced in *The Weekly*. Everyone is invited to participate.

More details about arrangements are on the website for the Block Reps, Landscape Committee, Social Committee, and Management. The post *Spring And Fall Clean-Up Day Guidelines* is in Committees topic on the website.

**Cockroaches** - See Pest Control

**Committee advance and reimbursement form** - See Committees

## Committees

The Board of Directors may approve the delegation of specific tasks to committees. Such committees may operate either on a continuing basis, or, in the case of ad hoc committees, disband or be disbanded when their originally specified task or timeframe is completed. However the legal authority to make decisions on behalf of the co-op corporation rests with the board of directors unless the Co-op Act or the by-laws say that a members' meeting is needed to decide on something

Some committees are fully elected, such as the Membership Committee. Some have an elected chair. Most committees are completely unelected, and the chair is chosen by the committee. If you wish to participate in a committee, you can contact a committee (they are listed in the Directory) or watch for a committee meeting notice in the *Weekly*. You can also talk to your Block Rep.

The Board of Directors sometimes creates short-term ad-hoc committees. The board will put out a notice asking for those interested to join.

Some committees have a bylaw that describes their role in Woodsworth, such as the Membership and the Reconciliation Committees. The bylaws also stipulate any rules about election to the committee.

Committees may have funds set aside for their activities that are part of the co-op's operating budget. Usually the Treasurer contacts committee chairs when the budget preparation happens - approximately March to ask if they will need money for the next fiscal year. There is also a form for reimbursement of money spent from the budget charged to an individual member. There can also be in some cases, an advance.

The form is online and also available from Management - The Committee advance and reimbursement form

*See also: Confidentiality*

*See also: Participation*

## **Common facilities**

The Occupancy Bylaw says that members have the right to make use of the co-op's common facilities. The common facilities include the laundry rooms, party room (penthouse), rooftop deck and the tot lot (south end of Albert Franck Place). In the garage, there is a space for scooters and electric (motorized) wheelchairs, a bike cage (small fee), and recycling and green bin area.

Members may also use the garage if they have been assigned a space. Join the waiting list if you need one.

The party room may be booked for personal use. Members must use their fob to get access to the party room and roof deck.

*See also: Bike cage and racks*

*See also: Garbage, recycling and organic wastes*

*See also: Meeting rooms*

*See also: Parking and garage*

*See also: Party room, penthouse*

*See also: Rooftop deck*

*See also: Scooters and electric (motorized) wheelchairs*

*See also: Tot lot*

*See also: Washrooms*

**Common space** - *See Gardens*

**Common space** - *See Rooftop deck*

## **Complaints**

There are important differences between types of complaints and how to go about resolving them:

For complaints resulting from member conflicts, see Conflicts with neighbours

For human rights violations, see Human Rights

Disagreements with the Management, Board or committees:

If you have an issue with a decision by Management or a committee, please contact the Board.

If you have an issue with a decision by the Board, you may appeal to the members at a members' meeting. You cannot appeal decisions about arrears, domestic violence, an act involving violence, an illegal act, or an act or failure to act that impairs the safety of others. See Section 15, Occupancy Bylaw.

Please note: writing in the co-op's newsletter (The Weekly) may inform the readership of a complaint but is not part of the process to file a complaint or resolve it.

The co-op has two forms for reporting complaints.

In 2024, the Board developed an Incident Report Form (available online)

There is also a human rights complaint form Attachment B, Human Right bylaw (available online)

*See also: Conflicts with neighbours*

*See also: Harassment*

*See also: Human rights*

*See also: Incident Report Form*

*See also: Diversity, Equity, and Inclusion (DEI)*

*See also: Security cameras*

## **Computer (member computer)**

There is a computer and printer available for member use on the 2nd floor, beside the Management office. Your fob opens the door to the computer room.

The computer is on the floor to the right of the chair, and if the light on top is not on, you will need to press the start button to get it going.

Similarly, if the monitor does not light up, you'll just need to turn it on.

There is no login password or ID required as you only can log in as a guest.

The full Microsoft suite and different Internet browsers are available for your use. Remember to bring portable media (memory key) if you wish to save any files — if you save any files to the hard drive, they will be visible to anyone who accesses the computer.

Please do not download any files or applications to this computer!

If the printer runs out of paper, ask the office for some more.

If you have any issues, please email [woodsworthcomputer@gmail.com](mailto:woodsworthcomputer@gmail.com)

## **Condensation**

The CMS engineer who studied the condensation issues in the mid-rise recommends that members keep the heating system on and set the thermostat controller at the range of 20°C to 22°C (68°F to 72°F) in the cold months.

Members are advised to use the ventilation system more frequently to reduce the indoor humidity level. The exhaust fans should be left running for 20 minutes after shower or cooking. (The new bathroom fans automatically turn on and off.)

## Confidentiality

Every member has a right to privacy. However, the co-op keeps personal information about members and other residents that is needed for the co-op's operations; these records are kept only as long as is legally required. Members themselves deal with and control some confidential information while carrying out duties for the co-op either on the Board of Directors or some committees. The co-op's legal obligation is to protect confidential information and only use or disclose it as necessary or appropriate.

Members and staff have a right to see personal information about them that the co-op has and to correct any errors.

Confidential information will only be shown to people on a need-to-know basis or as permitted or required by government and legal requirements or co-op bylaws. Confidential information will be used and stored in a way that protects confidentiality.

Organizational Bylaw, Articles 20 and 21 has details. Articles 22 and 23 has information on the privacy officer and complaints.

*See also: Member files*

*See also: Privacy / PIPEDA*

## Confidentiality and conflict of interest agreement

All Board and committee members must sign a Confidentiality and Conflict of Interest Agreement within ten days after they become members. A signed copy must be given to the manager. People who fail to do this are automatically removed from the committee. Board members are requested to fill in the form when accepting the nomination.

The agreement form is on the co-op website in Co-op Forms and printed copies usually in the photocopy room or from staff.

The Organizational Bylaw has the official form for directors and others who must sign it: Schedule B, Confidentiality and Conflict of Interest Agreement. Also Organizational Bylaw article 13.2 and 16.3 (staff) and 17.3 (committees).

Additionally, the Membership Bylaw has similar information for the membership committee, Article 10.

## Conflict of interest

The Organizational Bylaw #83 Article 19 outlines what conflict of interest is and manageable and prohibited situations.

Two things create a conflict of interest:

- someone takes part in a decision on behalf of the co-op, and
- the decision benefits that person or a relative or friend in a way that is different from most co-op members.

Decisions might be related to members, or longterm guests, or applicants for membership.

Conflict of interest applies to the board of directors, committees, and staff. However, at members' meetings, all members can discuss and vote as they wish, even if they have a conflict of interest. Members are encouraged to declare the conflict of interest before taking part in the discussion. Members should try to act in the best interests of the co-op as a whole. Organizational Bylaw, Article 19.9

The Organizational Bylaw Article 19 has details for directors, committee members and staff.

## **Conflicts with neighbours**

Woodsworth has a Reconciliation Committee elected by the membership for member-to-member problems. The co-op also offers professional mediation in some circumstances.

Please attempt to resolve any dispute with a neighbour with civility and respect. If this is not possible, contact the Reconciliation Committee for help.

Check the annual directory of members for contact information or talk to Management. For more information, see the Grievance and Reconciliation Bylaw in the Bylaw binder (Photocopy Room) or on the co-op website.

If your conflict remains unresolved, or if it involves a prohibited ground of discrimination in the Ontario Human Rights Code, contact Management or the Board.

*See also: Complaints*

*See also: Harassment*

*See also: Human rights*

*See also: Noise*

*See also: Incident Report Form*

*See also: Security cameras*

**Construction** - *See Capital projects*

## **Co-op employees**

A permanent employee of the co-op cannot be a member of the co-op or live in the household of a member. There are exceptions for those who work for a short time. See the Occupancy Bylaw for details.

**Co-operative housing** - *See Housing co-operatives*

## **Co-operative principles**

Woodsworth is guided by these co-operative principles: open membership, democratic control, economic participation, independence, education and information, co-operation among co-operatives, and concern for the community. Cooperatives around the world operate according to the same set of core principles and values, adopted by the International Co-operative Alliance.

**DEI** - *See Diversity Equity and Inclusion (DEI) Committee*

## **Democratic member control / governance / management**

### **Members -**

The Co-op is a democratic member-controlled housing co-op. Every member has the right to vote at general members' meetings (GMMs); this includes electing the Board of Directors which governs the affairs of the co-op.

### **Governance -**

The Board of Directors is responsible for good governance at the co-op. Good governance provides ethical guidance, a strong organizational structure, sound business practices, and a clear purpose supported by the members. Key governance tasks include: identifying goals, setting priorities, planning, establishing rules and policies, and selecting, supervising and evaluating management. Good governance ensures transparency, increases the confidence of members, and creates a proper balance between members, the Board and management.

### **Management -**

Management takes care of the day-to-day business of the co-op to achieve the goals set by the members at GMM's and by directors at Board meetings.

Key management activities include: managing the finances, keeping the co-op in good repair, minimizing vacancy loss, meeting legal responsibilities and supporting good governance.

Boards make decisions that require action to be taken, and managers take action. The manager's work must be supervised, supported and evaluated by the Board. Governance and management depend on each other.

*See also: Member rights and responsibilities*

## **Directory**

Includes a list of members, directors, names of block reps, and committee contacts. Children are not included. Published in print and delivered to each unit. For privacy reasons, it is not available online. If you need another copy, check the Photocopy Room or with Management. This is compiled by the Membership Directory Committee, not by Management.

*See also: Member Survey*

***Disputes between neighbours*** - See *Conflicts with neighbours*

## **Disturbances and illegal acts**

Co-op members and residents must not make or allow any noise, nuisance or other act that unreasonably disturbs or interferes with any other member of these communities.

Co-op members and residents must not commit any illegal act in their units or on co-op property.

*See also: Complaints*

*See also: Conflicts with neighbours*

*See also: Domestic violence*

*See also: Harassment*

*See also: Noise*

## **Diversity, Equity and Inclusion (DEI) Committee**

The committee objective is to promote a culture of respect and fairness within Woodsworth by ensuring all members feel valued, respected, and heard. There is a policy which outlines the structure, composition, responsibilities, and operational procedures of the DEI Committee. The committee was approved in 2024 by the Board of Directors.

The main tasks are identifying Issues, developing solutions, educational outreach, advisory role to the Board and committees, and ensuring that DEI considerations are incorporated into cooperative policies and practices.

While there will be many important issues to consider, the Committee has a directive to focus on Anti-Black Racism specifically, and the psychological safety of racialized members more broadly. The Committee will consider these resource documents: Woodsworth's Human Rights Bylaw and the Accommodation Policy for members with disabilities.

*See also: Human rights*

*See also: Complaints*

***Dogs and cats*** - *See Pets*

## **Domestic violence**

The co-op does not tolerate domestic violence. It will try to assist victims of domestic violence. Members who engage in domestic violence may be evicted.

See the Occupancy Bylaw, Section 7.4.

The bylaw is available in the Bylaw binder in the Photocopy Room and on the co-op website.

*See also: Eviction*

***Education*** - *See Associations*

## **Elections**

Woodsworth holds elections towards the end of the calendar year, usually in November.

Elected members are normally in the position for two years.

The Elections Committee promotes and manages the election process.

Members can run for elections by volunteering themselves as a candidate or accepting the nomination made by another member.

Members running for election must fill out and sign a nomination form.

Members are encouraged to let members know about their interests and related experience through the Weekly newsletter.



There are some restrictions to run for the Board - you must be a member aged 18 or older; not be in arrears; may not be bankrupt or incapable of managing property under the Substitute Decisions Act. For details, see the Ontario Co-operative Corporations Act or Woodsworth's Organizational Bylaw.

For elections, members have the opportunity to vote in advance polls or to vote at the election meeting.

Members can vote only

- if they are present at the meeting in person; or
- if they are present at the meeting electronically if electronic attendance was stated in the notice of the meeting; or
- if they vote in advance. See article 8.2(d) (Election Meeting — Advance Voting)

Members cannot appoint someone else to vote for them.

- Voting will be by secret ballot for elections.
- Members must cast a number of votes equal to the number of positions to be filled. Any ballot which has more or less votes will not be counted.
- Members cannot vote more than once for a candidate.
- Members cannot appoint someone else to vote for them.
- Members have to provide identification to receive a ballot.

Election results will formally be announced by the Elections Committee in the Weekly newsletter and recorded in the official meeting minutes and on the co-op website.

*See also: Democratic member control / governance / management*

*See also: Voting*

*See also: Resignation*

## **Electoral districts**

City of Toronto (2021) - Ward 10 Spadina - Fort York

Provincial and Federal Electoral District - Spadina - Fort York

(Federal Electoral District changes at the next election. We join Toronto Centre.)

## **Electricity outage**

Check to see if it is a general problem by asking neighbours or check online at:  
<https://www.torontohydro.com/outage-map>

Toronto Hydro Power Outage phone number: (416) 542-8000

If it is just a problem with your unit, check your breaker box (electrical panel). (All units including mid-rise have electrical panels.)

If only a part of your unit is without power, you might have an internal electrical issue. Unplug any appliances that might be overloaded, reset the Ground Fault Interrupter (GFI) switch and check your electrical panel for any tripped breakers.

If your neighbours have power, your main circuit breaker may have tripped. You'll know it tripped when the switch is halfway between the "off" and "on" positions.

This is how you safely reset it:

- Unplug any appliance that you suspect may have caused the overload.
- Using a flashlight, open your electrical panel.
- Flip it firmly to "off", then back "on" again.

If the breaker trips again, don't reset it. This may indicate a more serious problem and you should report it to the co-op.

***Electronic Communication Agreement form*** - See Email from the co-op

## **Elevators**

Both elevators serve the P (penthouse) and B (garage/basement) levels. Only the east elevator goes to the 2<sup>nd</sup> floor where the Management office, Photocopy Room, Board Room and member computer room are located.

When someone is moving in or out of the mid-rise building, an elevator is booked with Management and put in service mode.

## **Email from the co-op**

You can opt to receive some notices such as:

- Notices of members' meetings, agendas, and documents to be presented or discussed at a meeting.
- Notices about the co-op that the board or staff decides to send to all members, or a large portion of the membership (e.g. all members on a floor).
- Notices personal to a member.

You can give permission to the housing co-op to send you these by filling in the Electronic Communication Agreement form. It is on the co-op website or from Management.

Rules about delivering notices and documents to members and to the co-op are stated in the Organizational Bylaw Article 26.2 (Notices to Members) and Article 26.3 (Notices to Co-op). When signed documents or notices are referred to in co-op by-laws, they may not be signed or delivered electronically unless a by-law allows electronic signature or delivery for that type of document or notice.

## **Emergencies**

For maintenance emergencies, call 416-363-3418  
After hours, call On-Call at (877) 858-1110 ext 4

What is an emergency? The Co-op defines an emergency as an occurrence involving flood, fire, loss of heat or hot water, or loss of toilet use, which requires immediate action.

For fire, medical emergency or crime in progress, call 9-1-1.

*See also: Maintenance and repairs*

**Emergency housing charge assistance** - *See Housing charge assistance*

**Entry notice** - *See notice of entry*

## **Eviction**

The Co-op can apply to the Landlord and Tenant Board (LTB) for an order to end a member's occupancy and membership rights and evict them. The LTB lists these reasons for housing co-op evictions: non-payment of regular housing charges, illegal acts or misrepresenting income, causing serious problems in the member unit or residential complex, and persistent late payment or ceasing to qualify. Domestic violence falls under illegal acts and is grounds for eviction.

See the Occupancy Bylaw, sections 11- 17 in the Bylaw binder (Photocopy Room) or on the co-op website.

*See also: Arrears*

*See also: Notice to appear*

*See also: Domestic violence*

## **Fees**

Every year the members vote on and approve a list of fees (schedule of charges) at the GMM when the operating budget is approved. The schedule of fees includes extra charges for the bike cage, door lock change, key replacement, late housing charge payment, lock-out, extra/lost fob, parking charges, etc. Check with staff for the full list of fees.

## **Fire**

Pull the fire alarm on your floor and yell "fire".

Leave the building using the nearest exit stairway.

Do not use the elevator.

Call the fire department at 9-1-1 from a safe location. Never assume this has been done.

Meet the firefighters when they arrive and tell them where the fire is.

### **If there is no fire or smoke in your unit:**

Most of the time, the best thing to do in a fire is to leave the building as soon as possible. But in some cases, you may not be able to leave and you may have to stay in your unit. In either case, you must act quickly as seconds count.

The longer you wait, the more risk there is that heavy smoke will have spread into stairways and corridors and your chances of survival are less.

No matter what your decision, you must protect yourself from the smoke. If you cannot leave your apartment due to smoke, fire or disability, call 911 to tell them your name, address and that you are staying in your unit. Keep your door closed but not locked in case you need help later. Seal the

door with towels or blankets to prevent smoke from entering. Wave a bright cloth from your window or balcony.

Reminder: use the closest pull station when there is a fire or suspected fire to alert your neighbours.

**In townhouses**, always leave your unit. Call 9-1-1.

For more information about fires, see Fire & Emergency on the website.

## **Fiscal (financial) year**

Woodsworth's financial year starts August 1 and ends July 31 of the following year.

The board has to call an annual general members' meeting (AGM) each year, not more than six months after the end of the co-op's financial year. Members receive a copy of the co-op's financial statement and the auditor's report at least 10 days before the AGM. Members appoint an auditor every year at the AGM.

**Floor plans** - See *Unit floor plans*

**Fobs** - See *Keys and fobs*

See also: *Security cameras*

## **Forms**

The co-op has a number of standard forms including accommodation based on members' needs, request for long-term guest status, electronic communications agreement (agreement to receive email from the co-op), human rights complaint, incident reports, relocation, sublets (sub-occupancy), and nomination forms. Many forms are schedules or attachments to bylaws.

Some forms are used by the Board and committees such as confidentiality and conflict of interest, and committee advance and reimbursement. The Board uses notices requesting a member or committee to attend a Board meeting.

Blank copies can be found for many in the Photocopy Room. All can be found on the co-op website under Co-op Forms - [www.woodsworthcoop.ca](http://www.woodsworthcoop.ca)

**Furnaces** - See *Heating*

**Garage** - See *Parking and garage*

## **Garbage, recycling and organic wastes**

Waste services include recycling (blue bin), organic waste (green bin), garbage (grey bin) and oversized and metal items pickup.

Garbage put anywhere except in designated areas is contrary to Co-op rules and City ordinances.

No littering in co-op common areas such as halls, stairs, sidewalks, roads, parking garage, etc. is tolerated. Throwing garbage or shaking rugs or mops from windows or balconies, or in hallways is strictly prohibited.

Households must follow the rules set by the waste collector, e.g., the City of Toronto, which may change from time to time.

Residents must clean up any mess created by his/her pet through natural body functions or otherwise. Residents with pets must keep yards, patios, and balconies clean and free of animal faeces and odours.

Some items don't go in your garbage or recycling, such as propane tanks, syringes, cooking oil, household cleaners, paint, pesticides, batteries, etc. Never pour cooking oil or fat down the sink, drain or toilet.

### **Mid-rise:**

Recycling and wet garbage bins are in the compactor room in the garage (P1) level for bottles, cans, paper and for organic waste. The compactor area is cordoned off and there is a card reader and an automatic door operator for that door.

There are garbage chutes on each floor in the mid-rise. Do not put glass, bottles, cans, newspapers, magazines in the garbage chutes. Take them to the recycling bins on the P1 (garage) level.

All garbage must be in securely tied bags that are small enough to fit down the chute. No garbage may be left in the hallways or garbage chute rooms. The blue bin in the garbage chute room is only for those who are physically unable to take their recycling to the garage.

### **Street access units:**

Townhouse residents and street access residents must place bins and items on the street only on collection days, at curb-side before 7 a.m. the day of collection and no earlier than 8 p.m. the night before.

Blue Bins (recycling) and garbage are collected on alternate Wednesdays. (as of 2021)

Organic waste is collected weekly on the same day.

For full information, see the Household Recycling, Organic Wastes and Garbage Policy.

### **Garbage cage**

Only mid-rise apartment residents can use the cage on the garage ramp for oversized garbage. Street access units cannot use the cage which is for apartments and staff use only.

Street access unit residents will place oversized items on the curb in front of their units to be picked up on garbage day. Please put the item next to your garbage bin.

## Gardens

Members with front or backyard gardens normally take care of them (or share the responsibility with their neighbours). Check with your neighbour first before doing any gardening in a shared space.

You can add annuals or perennials but trees and shrubs were planted by the co-op. These should not be removed without consulting Management or the Landscape Committee.

Other community gardens are maintained by volunteers through the Landscape Committee. See the Directory of members for the contact information. Or chat with the volunteers as they work!

The Rooftop Gardeners grow veggies and flowers in the installed planting boxes. These “allotments” are popular and are reallocated annually to those who gardened the previous year. If you are interested in joining in, ask a gardener for contact info for their organizer to see if there is space available. The gardeners are responsible for the cost of soil amendments/fertilizer and the seeds/seedlings they decide to plant. Please don't pick or harvest without the permission of the gardener.

*See also: Trees*

**GMM's** - *See Members' meetings*

**GMM agenda** - *See Members' meetings*

**Green roof** - *See Rooftop deck*

**Grievance** - *See Complaints*

## Guests

To unlock the lobby door for guests, see the Intercom topic.

The Occupancy Bylaw describes casual guests as well as the process for acquiring long-term guest status. For information on long-term guests (LTGs) see the Long-Term Guests topic.

## Harassment

Co-op members and residents must not harass, obstruct, threaten or interfere with any resident, visitor or staff. Furthermore, it is illegal if it's on a ground stated in the Human Rights Code. All incidents of harassment will be investigated.

*See also: Human rights*

*See also: Conflicts with neighbours*

*See also: Incident report form*

## Hazards

Residents must not obstruct or permit anything to obstruct the fire exits, stairwells, corridors, entry passages, and public thoroughfares.

Residents must not store gasoline, oil, large quantities of paint or other highly flammable or dangerous materials in their units, nor do or permit anything to be done in their premises that will significantly increase the risk of fire.

Children are not to play in the underground garage, on the ramp or on the retaining wall around the ramp. (Rules Bylaw)

## **Heating - Albert Franck Place, Frederick Street, George Street units**

The townhouse units, including the one-bedroom stacked apartments on George and Frederick Streets, have gas forced air heating and their own furnaces (supplied by and maintained by the co-op and co-op contractors). Furnaces are inspected annually by contractors. All units are metered individually. Members receive a gas bill and pay for their own heating.

If you have a problem, report it to Management with a work order through the work order request portal. If it is an emergency, you can call On-Call outside management office hours.

## **Heating - mid-rise units**

Mid-rise units have electric baseboard heating, including the solarium/sunroom.

The hallway heater has a switch to regulate it.

All units are metered individually and paid for by members of the unit.

## **Home businesses**

While units must be used as private residences, you can operate a typical home business that is related or incidental to the use of a unit as a member's principal residence. See Occupancy Bylaw, Section 6.3 for information about insurance and liability.

However, you can't operate as an Airbnb or do any short-term rentals. See Occupancy Bylaw, Section 6.3 (b).

## **Hot water (townhouses)**

In townhouses, the hot water tanks are rented by the co-op (and billed to the co-op.)

If an issue occurs in a townhouse unit, members should create a work order (mark urgent) or notify the office. The office will then arrange a service call and inform the member of the date and time.

The cost of gas for heating hot water is billed to the member.

In the mid-rise, hot water is provided centrally, and not billed to each member.

## **Household**

### **Who is part of a Woodsworth household?**

- any members living in the unit

- children of the members who are under sixteen (16) and live in the unit
- children of the members who have turned sixteen (16) and continue to live in the unit, and
- long-term guests approved by the board of directors and have signed a long-term guest agreement for that unit.

The Ontario Family Law Act determines whether a child is considered the member's child for the purposes of housing in Woodsworth.

Members have been approved by the Board of Directors as members and have signed an Occupancy Agreement for the unit.

### **Who is not part of a household:**

Only persons mentioned above are part of a member's household. Others can stay in a member's unit but only as casual guests.

They can also be sub-occupants (sub-lessees) and only if permitted by the by-laws and according to the Occupancy Bylaw, Article 8.6 Sub-Occupancy and Absence from Unit

For more information, see <https://www.woodsworthcoop.ca/index.php/applying-for-membership-and-relocation/> - Membership, long-term guests & relocation topic on the website.

*See also: Long-term guests (LTG)*

*See also: Teens - turning 16*

*See also: Guests*

*See also: Membership*

*See also: Member rights and responsibilities*

## **Housing charges**

*"Housing charges" means all charges that the co-op makes to members or that members owe the co-op.*

- "Full monthly housing charges" means the housing charges calculated monthly before deducting or crediting any housing charge subsidy.
- "Subsidized monthly housing charges" means the full monthly housing charges after deducting or crediting any housing charge subsidy.

## **Housing charge assistance**

### **Long-term government subsidy:**

Twenty-five (25%) of Woodsworth units receive a government subsidy. The current agreement with CMHC runs until January 1, 2030.

For information on the subsidy/rent supplement program, see Management to apply. Normally there is a waiting list for a government subsidy.

The **Housing Charge Subsidy Bylaw** has more information. It is available in the Bylaw binder in the Photocopy Room and on the co-op website.



Also Occupancy Bylaw, Article 3.7. Housing Charge Subsidy and Article 9.6 Subsidized Households.  
Occupancy Bylaw, Appendix C: Housing Charge Subsidy Terms and Agreement

### **Short-term co-op emergency assistance:**

Woodsworth also offers short-term emergency housing charge assistance for up to three months, to members who are experiencing a decrease or loss of income. See Management to apply for assistance.

The **Emergency Housing Charge Assistance Policy** has more information. It is available in the Bylaw binder in the Photocopy Room and on the co-op website.

## **Housing charge / rent**

In a housing co-op, rent is called "housing charge". It is set by the members when they approve the annual Operating Budget. Any increase in housing charges comes into effect on August 1st. Any change in the full monthly housing charges will begin on the first day of the third month after the members decide on the change.

Housing charges do not include the following costs to a member and a unit: electricity, utilities (other than electricity), telephone, insurance on the member's personal property, and the member's personal liability insurance.

Management processes housing charges, including payment problems.  
Housing charges are due each month before noon on the first business day of the month.

Housing charges cannot be paid in cash. Cheques are accepted and they can be submitted as post-dated cheques if preferred. Members can also pay housing charges in a pre-authorized way; see Woodsworth's management for more information.

For information on housing charge arrears, see the Occupancy Bylaw, Section 11.

*See also: Arrears*

## **Housing co-operatives**

Woodsworth is a non-profit housing co-operative, one of many across Canada. Housing co-ops provide at-cost housing for their members. They are controlled by members who have a vote in decisions. There is no outside landlord.

However, housing co-ops in Ontario are subject to the parts of the Residential Tenancy Act so that termination and eviction applications go through the Ontario Landlord and Tenant Board.

## **Human rights**

Woodsworth is bound by the Ontario Human Rights Code and the co-op's Human Rights Bylaw. Members must also abide by the Code and the Bylaw, and not do anything that would discriminate against or harass others based on prohibited grounds: race, colour, ancestry, creed (religion), place

of origin, ethnic origin, citizenship, sex (including pregnancy, gender identity), sexual orientation, age, marital status, family status, disability, and receipt of public assistance.

When the Board becomes aware of a situation whether or not there is a specific complaint, but where there are reasonable grounds to believe a breach of the Human Rights Code or the Bylaw has occurred, the Board will investigate using the procedure listed in the Bylaw. Specific complaints must be in writing though if someone has difficulty putting their complaint in writing, they can request help.

There is also a human rights complaint form for Woodsworth. Available on the website (Forms) and from staff.

The complaint should be delivered to the co-op manager. If the complaint is about the manager, it can be delivered to the President; if it is about both the manager and the President, it can be delivered to any director.

Please read Woodsworth's Human Rights bylaw, including Attachment A, the complaint and the investigation procedure. This is in the Bylaw binder in the Photocopy Room and on the co-op website.

*See also: Accommodation*

*See also: Diversity, Equity and Inclusion*

*See also: Complaints*

*See also: Harassment*

## **Incident Report Form**

There is a new form for reporting incidents to the housing co-operative on the co-op website and available in the Photocopy Room or from staff. (2024). Fill it in and return it to the Management. If the issue is with Management, give it to the president or another Board member. (They are all listed on the co-op website.)

Note that there is also a human rights complaint form, Attachment B, Human Right bylaw (available online).

*See also: Human Rights*

*See also: Complaints*

## **Insurance**

Woodsworth doesn't pay for insurance on members' possessions. Members can obtain public liability insurance and property insurance for their units and possessions. Insurance is not compulsory but members are encouraged to purchase it.

Members must not break any obligation that the co-op has to its insurance companies. The use of a member's unit must not increase the co-op's insurance costs or any other cost or liability of the co-op.

If a member operates a home business in their unit, there are other regulations in the Occupancy Bylaw, Article 6.3 A member must have all insurance that is reasonable or needed to meet government requirements.

## **Intercom panel**

Members in the mid-rise unlock the lobby door to guests or deliveries using their telephone. The guests or deliveries use the intercom panel to contact a member's unit.

Set-up: give Management your phone number to be connected to the intercom directory. This can be either a home phone (landline) or a cellphone.

The lobby directory will only show your name and your access code.

To connect with you, a visitor enters your access code on the pad, then presses the green phone button.

When a resident gets a call from the lobby, they can talk to the person by phone and see the caller on TV by going to channel 988 on cable TV.

Resident presses 9 (nine) to open the lobby door for the visitor.

Note: the caller needs your unit number. This is not displayed on the lobby directory.

Penthouse intercom number is 8888.

Office is 1111.

All members can view a few security cameras including seeing who is in the lobby by using the Rogers lobby channel on their TV - channel 988.

Please do not unlock the front door if the caller is not for you.

***Internal moves*** - See *Moving to a different unit in Woodsworth (relocation)*

***Internal subsidy*** - See *Housing charge assistance*

***Internet*** - See *Cable TV and internet*

## **Keys and door fobs**

Management deals with keys and fobs. There is a replacement fee for lost keys and fobs. Unit keys cannot be copied by key cutters at hardware stores, etc.

The fob opens 133 Wilton lobby door, garage doors, laundry rooms, penthouse party room, penthouse roof deck, Photocopy Room and computer room (both on 2<sup>nd</sup> floor).

Please report lost fobs to management so they can be deactivated for security.

### **Changing lock:**

Members cannot change their locks without advance written permission from the co-op. They have to give the co-op keys to new locks or cards, fobs or other things needed for access.

### **Lobby door remote:**

Members with disabilities can receive an automatic lobby door remote. Contact Management.

### **Back lane security gate:**

A key is available for each townhouse for the back lane security gates. Ask Management.

Please do not prop open doors to the garage, roof deck, back lanes, etc. If you see a door propped open, please close the door.

*See also: Locks and lock-outs*

*See also: Security cameras*

## **Land acknowledgement**

Woodsworth Housing Co-op is on Indigenous land. This is the traditional territory of the Haudenosaunee Confederacy (aka the Six Nations Confederacy), the Wendat, the Mississaugas of the Credit First Nation. Toronto is within the territory of the Dish with One Spoon Treaty which requires the responsibility of those who use the land to share it peaceably and care for it. Now Toronto is home to many diverse First Nations, Inuit and Métis.

<Adopted by co-op website>

## **Landscape room**

The Landscape Room is for use by the Landscape Committee. It is on the ground floor of the mid-rise and used to store yard tools for the committee volunteers and these are sometimes available on cleanup days.

## **Last month's housing charge deposit & maintenance deposit**

Households must pay the co-op an amount equal to last month's housing charge, before moving into his or her unit. The co-op may allow it to be paid over a period of time, without the member being considered in arrears. The deposit changes when housing charges change. However, households receiving government subsidies do not pay the deposit.

The last month's housing charge deposit may be applied to the last month of residence, providing the member has given the co-op proper notice and does not owe any money to the co-op.

Also, all households pay a maintenance deposit. If members pay the full monthly housing charges, they must pay a maintenance deposit equal to 50 percent of the last month's housing charge deposit. Members who receive housing charge subsidy from the government have a different calculation.

The co-op will return the maintenance deposit when the member and the member's household leave the co-op permanently. Before returning the deposit, the co-op can deduct any amount which the member owes.

For more information, read the Occupancy bylaw, section 3.5.

*See also: Housing charge*

*See also: Moving out*

*See also: Moving (Unit condition)*

## **Laundry rooms**

There are two laundry rooms: one in the mid-rise on the penthouse floor (P) and one on the street at the north end of Albert Franck Place, beside the walkway to Frederick Street. Both unlock with your fob.

### **Hours:**

The laundry rooms are open daily from 7 am until 11 pm. Coin-operated machines.

### **Reporting problems with washers or dryers:**

Please telephone Coinamatic at 1-800-561-1972. Please note the 6-digit machine ID to expedite matters. You can also report problems online at - <https://coinamatic.com/service-request/>

You can also fill in a form on the Coinamatic website for a refund of lost money. <https://coinamatic.com/residents/refund/>

Once you have reported the problem, please fill in a reporting form. You'll find them in the laundry rooms.

**Townhouses** do not come with laundry hookups.

Members can install laundry machines in townhouses but the work must be inspected and approved by management. Some units have had them retrofitted by previous occupants.

## **Laws and agreements**

Housing co-operatives such as Woodsworth come under the Ontario Co-operative Corporations Act (the Co-op Act), which sets out rules common to all kinds of co-ops and governs the relationship between housing co-ops and their member-occupants. The Co-op Act defines what a co-operative is and dictates how it must operate. The co-op and the members have to follow these laws.

Housing co-ops in Ontario, including Woodsworth, are subject to the parts of the Residential Tenancy Act so that termination and eviction applications go through the Ontario Landlord and Tenant Board.

Woodsworth must follow the Ontario Human Rights Code.

Woodsworth has agreements with CMHC, a 99-year land lease from the City of Toronto (from 1977), and a mortgage agreement.

The co-op also has contracts for administering and maintaining our co-operative and buildings.

*See also: Co-operative principles*

*See also: Bylaws and policies*

*See also: Human rights*

*See also: Non-profit*

## Lobby

The entrance to the building lobby is located in the breezeway. It contains the intercom panel, the mid-rise mailboxes, the defibrillator, the lobby display case and a bench. There is also the office mail slot, to the left of the intercom panel.

For information about guests or deliveries arriving for you, see the topic Intercom panel

## Locks and lock-outs

If residents are locked out of their units, they may call Management, or after hours call On-Call. There is a lock-out charge - see the Lock-out Policy for information.

Members may opt to remove their unit key from the On-Call key box but they must make alternate arrangements if they are locked out of their unit after hours.

On-Call: (877) 858-1110 ext 4

*See also: Keys and door fobs*

## Long-term guests (LTG)

A non-member who is approved by the Board of Directors to live as a part of a member's household.. An LTG is not a member and has no member rights or privileges. The Occupancy Bylaw has the rules about long-term guest process and rights (Article 8) and the long-term guest agreement (Schedule F). Long-term guests may apply for membership as an internal applicant but there are restrictions in place.

The office manages the long-term guest process and the Board decides on approving the status. Members can make a written request to the Board of Directors for long-term guest status for their guest. Application forms are in the Photocopy Room and on the co-op website: *Woodsworth Request for Long-Term Guest Status*. Fill in the form, get the signatures, and return it to Management. They will put it on the Board agenda for an upcoming meeting.

After approval by the Board, all members in the household and their guests must sign and comply with a long-term guest agreement.

The income of long-term guests is normally included in household income when housing charge subsidy is calculated.

Long-term guests can apply for membership with agreement of the members in their unit. If approved for membership, the new member and existing members in the unit have equal rights and responsibilities. The Membership Committee offers a required information session for applicants once each year. Watch the Weekly for the announcement of the next scheduled session.

There is information on the co-op website ([www.woodsworthcoop.ca](http://www.woodsworthcoop.ca)) in the topic Membership, long-term guests and relocation.

*See also: Teens (turning 16)*

## **Long-Term Guest Agreement**

Long-term guests (LTG) and the members in their unit must sign a long-term guest agreement after LTG status is approved by the Board. The form must be witnessed by a staff member. Once signed, request a copy from staff for your own files. The LTG agreement must be presented in order to attend an information session for internal applicants for co-op membership.

Young adults who have lived in Woodsworth prior to their 16th birthday don't need a LTG agreement but they are automatically long-term guests. Those over age sixteen who move into Woodsworth must apply for long-term guest status.

The LTG agreement form is available online on our website and from Management. See also a sample on our website showing a completed form. If you are not already long-term guest, there is a separate long-term guest request form which is available online and in the Photocopy Room.

See the co-op website for more details:

<https://www.woodsworthcoop.ca/index.php/category/long-term-guests>

## **Maintenance and repairs**

Members must promptly report to the co-op any problem in their unit or building if it could cause damage to their unit or co-op property.

Co-op staff can enter your unit for maintenance work or inspection with 48 hours' notice.

Use the work order portal or a paper form for repairs in your unit or appliances

Work order forms are available in the Photocopy Room.

The co-op must keep the building and the housing units in a good state of repair. The co-op is responsible for fixing components of the building and housing unit that break or do not work properly (example, a broken refrigerator, a clogged drain or leaking pipes).

Members should contact the co-op's management office first to make service requests for issues such as pests, low or no heat, plumbing problems, leaky ceilings or problems in common areas of the building.

If no action is taken and problems persist, you may put your issue in writing and send it to the board of directors and request a response in writing.

The City of Toronto's RentSafeTO program does not cover co-ops. Members should work cooperatively with the co-op management to ensure the building is well maintained.

Source: City of Toronto website

See also: Work orders / Work order request portal

See also: On-Call

See also: Cable TV and internet

See also: Electricity outage

See also: Heating

See also: Hot water

See also: Pests

See also: Plumbing problems

**Maintenance request** - See *Work orders / Work order request portal*

## **Maintenance services**

A professional company provides the co-op's maintenance services, including cleaning of common areas and office. The maintenance staff does general repairs, handles the solid waste program, supervises plumbing work, maintains the grounds, etc.

## **Management contact information**

133 Wilton Street, Toronto, Ontario, Canada M5A 4A4

The Woodsworth management office is on the 2nd floor, is accessed by the east elevator and by stairs under the breezeway.

The intercom number for the Office is 1111.

Office hours

Mondays, Tuesdays, Thursdays, Fridays - 10am - 3pm. Closed Wednesdays.

Phone number: 416-363-3418

woodsworthmanager@rogers.com

woodsworthadmin@rogers.com

Office mail: there is a mail slot at the mid-rise lobby, to the left of the intercom wall.

## **Management services**

Woodsworth has professional property management which manages the co-op's finances including the budgets, financial records, the annual audit, housing charges and arrears. They administer the government subsidy program and the internal emergency assistance policy. They also process disability accommodation requests and administer the co-op's internal and external waiting lists. Management coordinates all moves.

The manager coordinates the work of the co-op's two staffing companies; maintenance staff report to the manager. Management staff has regular office hours for members.

*See also: Democratic member control / Governance / Management*

*See also: Management contact information*

## **Meeting rooms**

You can book the penthouse party room for co-op meetings and as well as events.

Reserve the penthouse through the Penthouse Reservation System (on the co-op website).

Followup through the office. The penthouse is accessed with your fob.

You will have to set up and re-stack the chairs (and tables) after your meeting.

Please replace furniture as before and clean the kitchen and dishes if used.



The boardroom on the 2nd floor may be available but only for Board and committee meetings. It seats about a dozen people. Book the boardroom through the office. Telephone On-Call to open the room for you just before the meeting time, unless there is some other arrangement.

**Member computer** - See *Computer (Member computer)*

**Member directory** - See *Directory*

## **Member files**

Members have the right to see their own personal files and financial accounts kept in the office during co-op office hours. Members may have to make an appointment. The Organizational Bylaw, *Article 20.6. Access to Personal Files and Accounts* has the details about what a member has access to, what they can't see, about notes and copying, and corrections.

*See also: Confidentiality*

## **Member rights and responsibilities**

### - Occupancy Rights

Members' occupancy rights are outlined in the Occupancy Bylaw which says that the co-op gives members a right to occupy a unit, use common facilities and be involved in the governance of the co-op. They can live in the co-op as long as they comply with the co-op's rules and by-laws.

### - Voting Rights

The Organizational Bylaw says that members have the right to vote at meetings. The Occupancy Bylaw says that members must attend all general members' meetings and should take part in the other activities of the co-op. They elect a board of directors, review and ratify the co-operative's audited financial statements and annual operating budgets, approve the housing charges that are set annually, approve the co-op's by-laws, rules and major policies and run for election to the board of directors.

### - Responsibilities of membership

Apart from attending general members' meetings, members must follow co-op bylaws and policies, including allowing entry by co-op staff and tradespeople or contractors for maintenance issues or co-op renovations, and promptly report to the co-op any condition in their unit that could cause damage to their unit or co-op property. Members must behave cooperatively and refrain from problematic behaviour such as harassment.

*See also: Democratic member control / Governance / Management*

## **Member survey**

Usually distributed annually by Management to update member files and contact information. Members are required to do the survey.

This is **different** from the Member Directory which is voluntary and compiled by a committee of members.

*See also: Directory*

## **Members' meetings (GMM's)**

GMM's are an important way to participate in Woodsworth. The Occupancy Bylaw says that members must attend all general members' meetings. If you cannot attend the GMM, please notify the office prior to the meeting or within 24 hours following it.

General members' meetings are held a few times annually. An agenda and meeting package is delivered 10 days ahead of time. The Weekly or co-op website will give even more advance notice. The meeting can only vote on topics that were mentioned in the notice of the meeting.

Based on the 2023 changes to the Ontario co-op act, meetings may be held In-person, online or hybrid (some joining online or on the phone and others in-person). They are considered to be present and count as part of the quorum.

A members' meeting can amend any by-law or budget presented to it. Any decision at a members' meeting must be within the powers of the members as stated in section 6.1 of the Organizational By-law (Co-op Act Requirements).

Woodsworth has adopted simplified rules of order for co-op meetings. (Woodsworth does not use Robert's Rules of Order.)

Important agenda items include electing the Board of Directors, setting housing charges, approving the co-op's financial statements, appointing the auditor and approving bylaws or policies.

A social event organized by the Social Committee is typically held in the Penthouse after meetings. All are welcome.

*See also: Democratic member control / Governance / Management*

*See also: Member rights and responsibilities*

*See also: Chairing meetings*

*See also: Voting*

## **Membership**

Members must be age 16 and over. They must apply for membership, attend an information Session, and be approved by the Board of Directors. All members must sign an Occupancy Agreement.

Long-term guests are not members and do not sign an Occupancy Agreement, but there are other documents they must sign such as a long-term guest agreement. There is an application form for long-term guest status in the Photocopy Room and on the co-op website.

Those living here with members must provide proof that they live in Woodsworth in order to apply for membership. Long-term guests must also have a signed long-term guest agreement.

From time to time, the co-op opens its external list for the community at large. The procedures are the same as internal applicants (those living here as guests or as children of members), but for external applicants, the co-op does a landlord check.

*See also: Long-term guests (LTG)*

*See also: Teens - turning 16*

**Mice** - *See Pest control*

## **Moving (unit condition)**

The co-op recognizes that the buildings are getting older, and members will not be penalized for normal wear and tear when moving out. Conversely, the Co-op will make every effort to ensure that units are in reasonably acceptable condition when members move in, but will not guarantee an “as new” condition.

When members move out of a unit, they have to leave it clean and in good condition. The unit has to be left in the condition required by the Maintenance Bylaw, Move-Out Bylaw or Maintenance Renovation Bylaw or other applicable co-op bylaws.

The co-op can deduct any amount from the maintenance deposit and the last month’s housing charge which the member owes because the unit was not left in the proper condition. See the Occupancy Bylaw 3.5.

There is a guide on the co-op website to the relevant bylaws and policies about moving, maintenance and unit condition: “Moving into and around Woodsworth”. Contact Management for more information.

*See also: Last month’s housing charge & maintenance deposit*

## **Moving into Woodsworth**

New members moving into the co-op have gone through the membership process. When their turn comes up on the External Waiting List, they are offered to view a unit which they can accept or refuse; the co-op will ensure the unit is up to standard on the day of move-in; an Occupancy Agreement must be signed.

Membership applications are closed at this time. Watch for an announcement in the Weekly about information sessions for potential new members.

If a friend or family wishes you to enquire about their application status, suggest that they telephone or email Management themselves. They should also make sure that Woodsworth Management has their up-to-date contact information. The External Waiting List is not open for viewing by the membership.

There are rules about moving into Woodsworth in the Membership Bylaw, Article 6.

*See also: Last month’s housing charge & maintenance deposit*

*See also: Membership*

## Moving out

Each member must give advance written notice of termination to the co-op when they will be moving out. The details of termination date and required notice are in the Occupancy Bylaw, Article 10.2. For most months, you must give at least 60 days notice starting from the first of the month. February and March have slightly different notice periods.

If part of a household moves out, the member who is leaving should notify Management in writing. If it is a long-term guest who is leaving, the members who continue to live in the unit must notify the co-op within ten days. They must do this whether or not that person gave notice. While this is true of all households, those receiving housing charge subsidy are also required to do this based on the Housing Charge Subsidy Bylaw, Article 4.4 as well as the Occupancy Bylaw.

A person's membership and occupancy rights end on the first day that person no longer occupies the unit as a principal residence.

See the Occupancy Bylaw, Section 10. How Members Withdraw from the Co-op  
The Move-Out Bylaw talks about the Co-op's expectations about the move-out condition of units. It is available in the Bylaw binder in the Photocopy Room and on the co-op website.

*See also: Last month's housing charge deposit & maintenance deposit*

*See also: Moving (unit condition)*

*See also: Principal residence*

*See also: Sub-occupancy (sublet)*

## Moving to a different unit in Woodsworth (Relocation)

**Who can move:** Members normally are allowed to apply to relocate within Woodsworth. Members may apply to transfer to any size or type of unit where the household meets applicable occupancy standards. Members, long-term guests (with a signed LTG agreement) and children count towards household for occupancy standards. There is no fee to relocate.

There are several sections of the Occupancy Bylaw that apply to members who wish to relocate within Woodsworth: Section 9 Household Size, especially 9.3 Occupancy Standards and Attachment 2: B - for households receiving housing charge subsidy. And Membership Bylaw #84 covers the details about relocating, including who or when you can't - Article 5.1.2. Restrictions on joining the internal waiting list.

**How to apply:** The application form is available in the Photocopy Room. The Internal Relocation Application form is also on the co-op website in Co-op Forms. Management is in charge of relocations and waiting lists.

Members may also be eligible for placement on a separate Priority Internal Wait List if they are experiencing a medical or disability accommodation need, severe financial hardship, or domestic violence. Please speak to Management confidentially about the process.

**Being offered a unit:** There are restrictions on the number of refusals (3) you give before you are moved to the bottom of the waiting list. No contact or not responding counts as a refusal. See Membership Bylaw Article 5.5 for details.

**Moving date:** Once a member on the internal waiting list has accepted a unit, the member must vacate their unit and move into the new unit on the date specified when the unit was offered. Members will be provided with at least thirty (30) days notice for an internal relocation.

**Information sources:** The Occupancy and Membership bylaws are available in the Bylaw binder in the Photocopy Room and on the co-op website. Please check with Management for more information. There are also rules about in the Membership Bylaw Article 5.3. about Splitting a household.

There are documents and explanations about moving units and relocation on the co-op website in the Topic “Membership, long-term guests and relocation”.

*See also: Occupancy standards*

*See also: Moving (unit condition)*

*See also: Units*

**Newsletter** - *See Weekly newsletter*

## Noise

Co-op members must not make or allow any noise, nuisance or other act that unreasonably disturbs or interferes with any other member of these communities. A member must control pets to prevent any unnecessary noise, or noise that disturbs other members.

*See also: Conflicts with neighbours*

*See also: Incident Report Form*

## Non-member

Someone who is not a member of Woodsworth Housing Co-operative Inc. This includes long-term guests, children including "turning sixteens" who have not applied for and been granted membership, or casual guests, as defined by the Occupancy Bylaw Article 8.

## Non-profit

The purpose of Woodsworth Housing Co-operative Inc. is to provide housing to its members at cost and without the possibility of profit and to give its members control over how their housing is operated. When leaving the co-op, members do not profit, directly or indirectly. The Ontario Co-op Act which governs us says that a non-profit housing co-operative cannot be converted into or continued as any other kind of co-operative or corporation and no attempt to do so is effective. [171.1 (1)]

*See also: Laws and agreements*

## Notice of entry

Members have a right to privacy. The co-op may not enter a unit without permission unless an emergency happens or appears to be happening or proper notice has been given.

After giving a member 48 hours written notice, someone designated by the co-op can enter a unit, at any reasonable time, for:

- maintenance inspections, regular or specialty
- maintenance, repairs or renovations, or
- any other reason which the board of directors decides.

Additionally, to show a unit for prospective occupants, 24 hours written notice is needed if the members have given notice to end their membership and occupancy rights, or if the co-op has given notice of a board of directors' decision to evict the member.

Any entry notice can give a time range and not necessarily a specific time. For more details, see the Occupancy Bylaw, article 5.2. Privacy

*See also: Privacy / PIPEDA*

## **Notice to Appear Form (NTA)**

A notice to appear must be given to a member before the Board of Directors can decide to evict the member. It must be given at least ten days before the board meeting where it will be considered.

When a notice to appear is given to a member, it should include copies of any written materials that the Board of Directors may consider at the meeting.

When a notice to appear has been given, the member can appear at the Board of Directors meeting and can have a lawyer or other representative. The member and a representative can speak at the meeting. They can also deliver written statements at the meeting or before the meeting.

For detailed information, see the Occupancy Bylaw, Sections 11, 12, 13 and Schedules D & E. The bylaw is available in the Bylaw binder in the Photocopy Room and on the co-op website.

*See also: Request for appearance (RFA)*

## **Occupancy standards**

The minimum number of persons required for occupying each of the co-operative's unit types. See Occupancy Bylaw, Article 9 Household Size for details and about when the standards do not apply. These are minimums, not maximum number of people in a unit: maximum household size is determined by the City of Toronto Municipal Code.

The occupancy standards are applied when members join waiting lists, are offered units, and when some members or long-term guests move out of a unit.

Members, long-term guests and children count for occupancy standards. Other guests do not count.

The Occupancy Bylaw says:

- A single person qualifies for a one-bedroom and a two-bedroom unit (mid-rise and Wilton St. only)
- A two person household qualifies for any two bedroom unit. They may select a one-bedroom unit.
- Three bedroom units require a minimum of 3 persons.
- Four bedroom units require a minimum of 4 persons.

**Office** - See *Management*

**Office files** - See *Member files*

**Office hours** - See *Management contact information*

## **On-call**

The On-Call phone number is 1 (877) 858-1110 ext 4

The central on-call answering service will either send a Woodsworth On-Call member to your unit or if necessary, call a contractor.

For fire, medical emergency or crime in progress, call 9-1-1.

Woodsworth's On-Call service is only available on weekdays after 5 pm and all day on weekends and public holidays. Instead, call the co-op office phone number and leave a message at 416-363-3418.

On-call does not make repairs but a tradesperson used by the co-op can be called by the On-Call service when needed in emergency cases. Woodsworth defines an emergency as an occurrence involving flood, fire, loss of heat, hot water or toilet use, which requires immediate action. Otherwise, a work order should be created by the member through the work order request portal.

*See also: Emergencies*

*See also: Locks and lock-outs*

*See also: Co-op employees*

**Online work order portal** - See *Work orders / Online work order portal*

## **Paint and wallpaper**

The co-op buys paint for members to use in their units. The Wall Covering and Paint Policy has information about allocation, choice, ordering paint as well as rules about wallpaper. Paint samples can be obtained from the office. The policy is also on the co-op website.

## **Parking and garage**

### **Visitor parking:**

There are no guest parking spots in Woodsworth. For street parking including overnight, you must get a temporary parking permit from the City. There no street or boulevard parking on Albert Franck Place. (City bylaw, 918-2 C). You may get ticketed. On AFP, "boulevard" means that the

space between garden plots.

For temporary on-street parking, you can apply online or in-person at Toronto City Hall at the Permit Parking Office. <https://www.toronto.ca/services-payments/streets-parking-transportation/applying-for-a-parking-permit/temporary-on-street-parking/>

You may be able to book the staff spot on a weekend for you or your guest. Contact the office. For more information, see the Parking Policy.

### **Woodsworth garages:**

Woodsworth has an underground parking garage, with entrance on Frederick Street, and the Albert Franck townhouses have private one-car garages.

Members with a parking space in the mid-rise underground garage pay a fee for the use of a dedicated space for their vehicle.

The Albert Franck townhouse garages are included in the housing charge for those units. The garages have no access from the garage directly into the unit. If the garage door is left open in winter, you risk freezing your water pipes.

Vehicle engines must not be left running in the underground garage. Vehicle maintenance including washing, oil changes, repairs, etc. must not be done in the underground garage. (Rules Bylaw). The Fire Department does not allow you to store tires, etc. in your parking spot.

Management is responsible for the underground parking garage administration. They keep a waitlist for parking spots in the garage.

### **Street parking for members and residents:**

Street parking permits are available from the City of Toronto for regular users as well as for your guests or temporary users. Fee. For residential on-street parking for 6 or 12 months, you can apply to the City by telephone at 416-392-7873 or go to

<https://www.toronto.ca/services-payments/streets-parking-transportation/applying-for-a-parking-permit/residential-on-street-parking/>

## **Participation**

There are many ways to participate in Woodsworth.

Members can participate by serving on the Board of Directors or on a committee or attending general members' meetings. The Occupancy Bylaw says that members must attend all general members' meetings and that they should take part in the other activities of the co-op.

There are also informal ways to participate: on clean-up days twice a year, after GMM socials in the penthouse, events organized by the Social Committee or the Block Reps, delivering the Weekly on your floor or street.

While the co-op attempts to foster community through various forms of participation, informal neighbourly networks can provide some support for members who wish to look for it.



Members can also take workshops and training with the Co-op Housing Federation of Toronto, paid for by the co-op. Ask Management staff about registration for Spring and Fall Member Education Events.

*See also: Member Rights and Responsibilities*

*See also: Associations*

*See also: Committees*

*See also: Members' meetings (GMM's)*

*See also: Socials*

## **Party room, penthouse**

Unlock the room and the rooftop patio with your fob.

The penthouse party room is bookable for meetings, co-op and private events through Management. The roof deck (patio) is not bookable for events.

Capacity: 88 people (Fire Code).

The Penthouse Room Use policy outlines the rules for booking the space for co-op, member-sponsored events and private events.

When not booked for a meeting or event, it is available as a member lounge.

The party room has a wall air conditioner and is used as a cooling centre during summer. There is a sink, microwave oven, full-sized fridge and range, tables and chairs, sofas and a television. Clothes rail in the hall. Free WiFi. There are two washrooms on this floor. One has handrails on the toilet.

See also the Penthouse Reservation System through the co-op website.

<https://www.woodsworthcoop.ca/index.php/penthouse-reservation-system/>

Your guests and others without fobs who are visiting the penthouse can contact you to open the lobby door by using 8888 at the board in lobby. Respond with 9 on the phone to unlock the lobby door. If you use a cellphone for the intercom board, they can select your name on the board and call you for access.

See the Penthouse Use Policy on the co-op website for more information about booking the room.

*See also: Wi-Fi / free internet access*

*See also: Rooftop deck*

***Personal records*** - See Member Files

## **Pest control**

Members are responsible to promptly report any signs of pest activity or infestations to the office. Report pest problems to the office with a work order through the request portal. Woodsworth will provide appropriate services. A pest control company will handle all pest-related issues, including

bed bugs, mice, rodents, insects, backyard infestation etc., using environmentally friendly and safe methods.

See the Pest Control Policy and Procedure on the co-op website (in Bylaws and Policies) or ask Management for a copy. The Woodsworth pest control policy and procedure is for common areas and member units.

## **Pets**

You can have pets including dogs in Woodsworth, but there are restrictions on numbers: no household may have more than two adult pets (eight months or older).

All pets six months of age or older must be spayed or neutered, unless they are being used for authorized breeding purposes, according to subparagraph (e) of the Rules Bylaw.

A certificate indicating that the spaying or neutering has taken place, issued by the Humane Society or a licensed veterinarian, must be filed with the Co-op when a pet is registered or within one month of the pet turning six months of age.

Exotic pets are not allowed.

All pets must be registered with the co-op with the exception of pets normally kept in a cage or tank, such as birds, fish or small rodents. These may be kept in reasonable quantities.

The Rules Bylaw has the details about care, inoculations, permission for breeders and more.  
*See also: Noise*

## **Photocopying**

Members are allowed free photocopying - 50 page limit per month. Use your fob to activate the copier. Before first use for copying, ask staff to update your fob in the management system. Committees can obtain a fob from the office for committee photocopying. The photocopier is on the 2<sup>nd</sup> floor.

## **Plumbing problems**

All plumbing problems are considered an emergency and repairs should not be delayed. Create a work order through the work order request portal mark it as an "emergency" and submit it to the co-op office. Maintenance staff will inspect the problem and a plumber may be called if needed.

If your toilet is not working or if there is a leak, the problem is "urgent" and repairs require immediate attention. Create a work order, mark it as "urgent". Or use a paper work order form and submit it to the co-op office. If the problem occurs after hours, call On-call who will then call the plumber.

To prevent common plumbing problems: never pour fat, oil or cooking grease down the sink, drain or toilet. (They can go in the green bin.) Don't flush wipes of any kind, even those labelled as flushable or biodegradable, nor sanitary supplies, dental floss, condoms, or personal hygiene products. These go in the garbage.

See also: *Water Outage*

## Podium Deck

The podium deck serves as a structural platform that usually forms the base of a building or complex, often supporting additional levels or amenities. The podium deck is integral to both the structural integrity and the aesthetic appeal of the development.

In Woodsworth, the podium deck is on the south side of the mid-rise building and the interlocking breezeway area between the east and west wing as well as the Wilton Street unit patio area. There is a waterproofing membrane on the podium deck as well as the sitting area over the garage ceiling slab. The podium deck is concealed by interlocking pavers.

Damage to the podium deck: Trees planted near or on a podium deck can cause serious structural issues as their roots grow and expand. The roots may penetrate or exert pressure on the deck's surface, leading to cracks, displacement of paving stones, or other forms of structural damage. Over time, this can compromise the integrity of the deck, necessitating costly repairs.

See also: *Capital projects*

## Postal codes (mail)

133 Wilton Street (all floors except ground)	M5A 4A4
107-159 Wilton Street	M5A 4A3
1-43 George Street South	M5A 4B1
51 George Street South	M5A 4B9
2-26 Albert Franck Place (even numbers, west side)	M5A 4B4
1-25 Albert Franck Place (odd numbers, east side)	M5A 4B3
2-44, 52 Frederick Street	M5A 4A8

## Principal residence

Each member must use the member's co-op unit as the member's principal residence and personally occupy it. A member may not be absent from the co-op unit for more than ten (10) consecutive months without Board approval. The unit must remain the member's principal residence while the member is absent. Members will be considered absent from their units even if they visit them for short periods. Government requirements or co-op by-laws may set limits on absence from units for members who receive housing charge subsidy. Members who receive housing charge subsidy should check Section 3.7.4

See **Occupancy Bylaw**, Article 6. Use of Units

## Privacy / PIPEDA

The co-op must follow the federal Personal Information Protection and Electronic Documents Act (PIPEDA). The co-op has procedures in place to comply with PIPEDA.

The Board of Directors names a privacy officer, or by default, is the president. Please check the Directory or contact the manager or Board to find out who is designated as the Privacy Officer.

The role and limitations on the privacy officer are in the Organizational Bylaw #83, Article 22.

*See also: Confidentiality*

*See also: Member files*

*See also: Security cameras*

**Privacy** - *See Notice of entry*

## **Quorum**

The minimum number of voting members who must be present at the meeting to have a legal meeting. Woodsworth's quorum for general members' meetings is sixty (60) members. A quorum must be present at the beginning of the meeting and at the time of any vote. Without a quorum, anything done has no official status.

If no quorum

A meeting should start at the time stated in the notice of the meeting or as soon after that as a quorum arrives. A meeting has to be called off if the following apply:

- if a quorum has not arrived by thirty minutes after the time stated in the notice, or
- if a quorum is not present when it is time for a vote.

If a meeting is called off due to lack of quorum, the members who are present can vote to continue the meeting with the same agenda between five and fifteen days later, but with at least 2 days notice. There is a different quorum for continued meetings. See the organizational bylaw.

If it is an **appeal meeting or requisitioned meeting**, the meeting cannot be continued at a later time to consider the requisition or appeal. Sections 4.3(c) and (d) do not apply. The board does not have to call another meeting in response to the requisition or appeal. If a meeting is continued to deal with other items, the requisitioned item or appeal will not be on the agenda for the continued meeting. See also Organizational Bylaw, article 6.2 Requisitions.

*See also: Voting*

**Reconciliation** - *See Complaints*

**Recycling** - *See Garbage, recycling and organic wastes*

**Relocation** - *See Moving to a different unit in Woodsworth (relocation)*

**Renovations** - *See Alterations and unit improvements (renovations)*

**Rent** - *See Housing charge*

**Repairs** - *See Maintenance and repairs*

## **Request for Appearance Form (RFA)**

The Board has developed a form to request you or your committee's attendance at a Board meeting. It is issued to invite a Woodsworth Coop member or members to speak to the Board of Directors.

**This form is not a Notice to Appear (NTA)** i.e., this form is not being issued to discuss ending the below mentioned member or members occupancy rights and evicting them. For more information on NTAs please see Occupancy Bylaw #82.

*See also: Notice to appear (NTA)*

**Requisitioned meeting** - *See Appeals*

*See also: Quorum*

## **Resignation of directors**

If a director resigns, the Board may name a substitute for the departing directors' term and begin to serve immediately. However the members at the next GMM must validate that appointment. If members do not, an election will be held. The appointee may no longer serve on the Board but may run for election.

For details of other circumstances, see Organizational Bylaw, 12. Early Ending of Directors' Terms

**RGI** - *See Housing charge assistance*

**Rights and responsibilities** - *See Member rights and responsibilities*

## **Rooftop deck**

Located on the penthouse floor. Use your fob to unlock the door to the deck. This area is restricted to co-op members and their guests. Dogs are only allowed in the common areas of the co-op, including the roof deck, when attended and on a leash.

The rooftop patio is a common area for all co-op members and is not available to be booked for private use during an event or at any other time.

Woodsworth has a green roof that covers much of the roof deck. The prairie meadow garden in the low beds on the rooftop is designed to be a natural, native garden requiring minimal maintenance. Most of the grasses and flowers are self-seeding plants. The garden only requires water if it hasn't rained for 21 days.

Tips to help us keep the gardens thriving:

- Avoid walking on/across the meadow gardens.

- Keep pets out.

- Do not smoke near the garden or leave cigarette butts in the area,

- Do not kick or throw the stones/gravel from the edges of the roof into the gardens.

- Try not to let litter/garbage blow across the roof.

The centre section has a large gazebo and seating area which is open to all members and guests. Furniture should stay in the gazebo area.

The west-end has plant boxes. For more information about the plant boxes, see Gardens. The gardeners need access to the south alley to access the water faucet and hose - please do not block.

The east-side gravel area of the roof is not accessible to members.

The roof deck is not bookable for private events.

Leave the area clean by taking all your belongings and garbage with you and dispose of cigarette butts in the containers provided.

*See also: Gardens*

*See also: Party room, penthouse*

**Schedule of charges** - *See Fees*

## **Scooters and electric (motorized) wheelchairs**

The Fire Department does not permit these to be kept in the corridors. There is a special space for people to park their motorized wheelchairs in the garage (P1 level), and there are electric outlets to recharge your device. Members need to have their fob updated to allow access to this area.

## **Security cameras**

Security cameras, key fobs or other systems that automatically create records are called electronic records under the Organizational By-law and are considered confidential information.

There are security cameras in the co-op, notably in the lobby, garage, and near the walkway to Frederick Street and townhouse laundry. Some members may be able to view four security camera live feeds by using Rogers lobby channel on their TV - channel 988.

For information about security systems, see the Organizational Bylaw, Article 21.3. Electronic Entry and Security Systems. See about access electronic records and about keeping records when an incident happens.

The Organizational Bylaw, Article 21.4. Incidents describes the rules that govern showing or sharing the electronic records.

When the manager is reporting to the board on any incident, complaint or situation, the manager should report to the board on what is shown by relevant paper, electronic and other records. The manager may show the record itself. Records will be made available to the police under a warrant and may be made available without a warrant when the manager thinks it is appropriate.

The records will be kept if the manager is given notice that they may be needed.

If a member who is having a dispute with someone else requests access to security camera, paper, electronic and other records:

- If both sides consent in writing, records may be reviewed by those involved or their lawyers or representatives.
- If the records show information about someone who is not involved in the dispute, they will not be shown without that person's written consent unless the relevant information can be deleted.
- A member can submit a written request to the board to see the records. If the board decides to permit this, the records will be available to people on both sides of the dispute.
- Despite the above, the records will be shown or delivered in obedience to any subpoena or

court order.

*See also: Conflicts with neighbours*

*See also: Complaints*

**Shared space** - *See Common facilities*

**Shared space** - *See Common space*

## Smoke detectors

The co-op installs these on every level of your unit. They must not be disconnected or painted. A contractor checks them annually.

*See also: Carbon monoxide detector (CO)*

## Snow clearing

The co-op's contractors clear the sidewalks on the full perimeter of the mid-rise building. Townhouse members need to clear sidewalks in front of their units and follow City bylaws. The City of Toronto may be enhancing snow clearing to include our sidewalks.

## Social media

Woodsworth Co-op Community group is an informal email discussion forum for Woodsworth residents. This is not an officially sanctioned group but instead is managed by member volunteers. Members swap, share, borrow, lend through the group. Co-op politics, management or governance are not discussed.

Contact the group through the group homepage to join: [woodsworthcoop.groups.io](http://woodsworthcoop.groups.io) and use the join button. Or email the group managers - [main+owner@WoodsworthCoop.groups.io](mailto:main+owner@WoodsworthCoop.groups.io)

## Socials

The Social Committee organizes most social events in the co-op, including after-GMM refreshments. The chair of the committee is an elected committee and is responsible for allocating the budget.

Committees such as S4S (Strategies for Staying), Block Reps and other committees also hold social events from time to time, sometimes with the help of the Social Committee.

All these are normally advertised in the co-op weekly newsletter, the Weekly, and are open to all residents.

Members can organize an event or club in the Penthouse for their fellow co-op members. You can also contact the Social Committee chair (in the Directory of members) to discuss partnering with the committee.

The Penthouse party room must be booked with the office.

See the policy for more information - Penthouse Room Use Policy.

*See also: Participation*

*See also: Party Room, penthouse (floor P)*

**Staff** - *See Management*

## **Streets**

### **Woodsworth is located on these streets:**

Wilton Street  
George Street South (east side)  
Albert Franck Place  
Frederick Street

### **Frequently used short form for streets / medium-rise:**

AF or AFP = Albert Franck  
F = Frederick  
G = George  
W = the mid-rise building (133 Wilton) apartments and Wilton Street addresses.

Apartments are numbered from 300's, 500's, 700's. Ex: 301W = 133 Wilton Street Apt. 301.  
Wilton Street walk-up addresses are 100's. Ex: 107W = 107 Wilton Street

Albert Franck is named after a Dutch immigrant artist known for his realistic paintings of Toronto winter scenes, dilapidated neighbourhoods and back lanes.

Frederick and George Street are historic Royal names that existed prior to an 1884 map of the Esplanade area.

Henry Lane Terrace is named after the architect of Toronto's second city hall, now the St. Lawrence Market.

Wilton Street inherited a disused name that was much once more prestigious. The former Wilton Avenue was a major street with a bridge crossing the Don River and in 1917, became Dundas Street. There were no streets south of the Esplanade in a 1884 plan to extend south of Esplanade for street purposes.

## **Sub-occupancy (sublet)**

Members can allow someone to occupy their unit as a sub-occupant. Members receiving a subsidy should speak to Management.

All co-op members in the household and all sub-occupants must sign and comply with a Sub-Occupancy Agreement before the sub-occupancy begins. (Occupancy Bylaw, Schedule C)



Members must have the written approval from the Board of Directors for a sublet of more than one month. Normally a sub-occupancy cannot last more than three months. However the Board can approve up to a year.

Members must not profit, directly or indirectly, when they allow others to use their unit. For more information, see the Occupancy Bylaw, section 8.6.

Additionally, you can't operate as an Airbnb or do any short-term rentals. See Occupancy Bylaw, Section 6.3 (b).

*See also: Non-member*

**Subsidy** - *See Housing charge assistance*

## **Teens - Turning Sixteen (16)**

Persons living in a member's household between the ages of 16 and 19. There are special rules that apply when they become an applicant for membership. See the Occupancy Bylaw, Article 8.3. Turning Sixteen (16) and Article 8.1 (a) Who is part of a household.

Young people between the ages of 16 and 19 who live in Woodsworth are encouraged to apply for membership. Membership gives them the right to live here, to vote at general members' meetings on budgets and housing charges, and to run for most elections. (Only 18 year olds and older can be on the Board.)

And if they wish, as members, they may apply for their own unit after a required waiting period of two years. Any period of time before Board approval as a member is not included in the two years.

If they do not become members, they will automatically become long-term guests (LTGs). This is different from the rules for those who moved in after age 16, who must apply for status but the impact is the same. Long-term guests are not members and have no membership rights. If their family moves out, they must leave too. LTGs cannot inherit a unit alone without other members living in the unit.

However anyone who has grown up in Woodsworth can apply for membership at age 16. There is a special membership process for these teens. The Turning 16 process for membership is a little less formal. They must attend an information session, show proof that Woodsworth is their principal residence, and be approved by the Board of Directors. They do not have to have a formal interview, no credit check or income verification is required, nor do they need a long-term guest agreement. However they must qualify as children of members and live in Woodsworth.

Only those who are between the ages of sixteen and nineteen may use the "Turning Sixteen" application process. This is in the Membership Bylaw, Article 2.3.4

**Television** - *See Cable TV and internet*

**Toilet** - *See Plumbing*

*See also: Washrooms*

## Tot lot

The area just south of the mid-rise on Albert Franck Place has a raised deck that members are welcome to use. There is a ramp for accessibility.

*Townhouse - See Units*

## Trees

Trees, including backyard trees, are protected by the City of Toronto Private Tree Bylaw and are a major benefit to the co-op. Permission from the City is needed for the removal of any tree with a diameter larger than 30 cm. Pruning and professional care are arranged by the co-op.

There are also city-owned trees at Woodsworth, notably on Albert Franck Place. The city provides services for these trees. Please report problems to Management.

*See also: Gardens*

*Turning Sixteen (Turning 16) - See Teens - Turning sixteen (16)*

## Unit allocation

Assigning a unit in Woodsworth, whether to a new member or relocating within Woodsworth. See Membership Bylaw, Member Approval and Unit Allocation.

## Unit floor plans

The 1979 floor plans are available on the co-op website. (Search for “floor plans”.) The floor plans are based on original architectural plans and some may have changed slightly when kitchens were renovated, etc.

## Unit inspections

Woodsworth conducts periodic inspections to help with financial and maintenance planning. Members receive notice of entry for inspections and must co-operate in all reasonable ways with co-op staff and any tradespeople or contractors who may be involved in the inspection and possible unit repairs. Members can read their own unit report by asking Management.

*See also: Maintenance and repairs*

## Units

This term includes all accommodation types (apartments and townhouses) in Woodsworth. The list below shows the number of each type of unit.

All but one of the 2, 3, and 4 bedroom townhouse units have roughed-in recreation rooms. Some members have finished the space.

All “mews” units have their own garages.

## 124 Mid-rise Units (all Wilton units and end units on George and Frederick)

Apt with sunroom (42)	1 bedroom
Apt, end standard (14)	1 bedroom
Apt ground no patio (1)	1 bedroom
Apt. top floor, extra room (1)	1 bedroom
Apt with sunroom (54)	2 bedroom
Apt ground with patio (9)	2 bedroom
Apt ground, special (3)	2 bedroom

## 70 Townhouse Units (George, Frederick and Albert Franck)

TH stacked (14)	1 bedroom
TH stacked (14)	2 bedroom
TH stacked (14)	3 bedroom
TH mews (25)	3 bedroom
TH mews, no recreation room (1)	3 bedroom
TH standard (2)	4 bedroom

*See also: Moving to a different unit in Woodsworth (relocation)*

## Utilities

**Mid-rise** units have electric heating and kitchen stoves. Members must pay for their own metered electricity use. (The meters are in the hallways behind doors labeled Hydro.)

**Townhouses** have gas heating, a gas water heater and a gas kitchen stove. These units must pay for their own gas and electricity (both metered).

*See also: Heating*

In both types of units, you receive a bill directly from your utility provider. The gas meters are in each backyard; electric meters are grouped in neighbouring backyards.

**Mid-rise residents** do not pay directly for water heating.

**Townhouse** units pay for water heating with their gas bill. See Hot Water for more information.

**Vacant unit** - *See Principal residence*

**Visitors (mid-rise)** - *See Intercom panel*

## Voting

At General Members' Meetings (GMMs):

Only members can vote. There is no proxy voting.

The chair can vote only if the chair is a member of the co-op, and only for secret ballots or to break a tie. Otherwise, the chair does not vote.

A simple majority is more than half the votes cast, without counting abstentions. (An abstention is not counted as a vote.)

A tie vote defeats the motion.

For voting at elections, see Elections.

At Board meetings:

Each director, including the chair if a member, has one vote at board meetings. An abstention is not counted as a vote. A tie vote defeats the motion.

A simple majority vote is needed to make any decision, unless a bylaw or the Co-op Act, states something else.

See Organizational Bylaw, Schedule A: Rules of Order for more detail.

*See also: Members' meetings*

*See also: Quorum*

*See also: Elections*

**Waitlists** - *See Moving to a different unit in Woodsworth (relocation)*

## **Washrooms**

There are two washrooms on the penthouse floor.. One of these has handrails on the toilet. There is also one on the 2nd floor near the stairway down to Albert Franck Place. These are unlocked when not in use.

**Waste management** - *See Garbage, recycling and organic wastes*

**Water and water leaks** - *See Plumbing*

## **Water outage**

Check with your neighbour to see if it is a general problem. Call On-Call. It may be the co-op's issue and they will call a plumber. Or it may be a City problem. You can check with 311, the city number.

However for someone from the city to investigate, likely Management will need to report it to 311. Reminder that there are toilets in the mid-rise (2nd floor and penthouse). For water, there is the penthouse kitchen, and Albert Franck townhouse laundry rooms.

## **Water taps (townhouses)**

Backyards have a water connection. The shut-off is in the basement / lower level. Some townhouses have a water tap in the front of the unit. The shut-off is under the sink in the kitchen. These need to be shut off for the winter.

## **Website**

[www.woodsworthcoop.ca](http://www.woodsworthcoop.ca)

The co-op website has all Woodsworth's bylaws and policies, current and back issues of the Weekly, and Board minutes. While the website attempts to keep the online versions up-to-date, the definitive / legal versions will be in the GMM minutes and corporate records.

Also, there are local community resources, and two lists specifically aimed at seniors and those with disabilities on the website.

For privacy, some of the pages like the Weekly newsletter, require a password to read them. Please ask a neighbour or Management for the password. You can also email the Web Committee at [website@woodsworthcoop.ca](mailto:website@woodsworthcoop.ca)

You can subscribe on the homepage to an email alert for new content.

## **Weekly newsletter**

The Weekly is produced by the Editorial Committee for the publisher, Woodsworth Housing Co-operative. It is the official communication for notices and information from Management, the Board of Directors and committees.

It is published and delivered every weekend except holidays.

The Weekly is also available online on our website, password protected. (Check with your block rep, the editor, your neighbours or Management for the password.)

Members are invited to submit articles for publication. The deadline is: Tuesdays at 7 pm.

Send submissions by email to [weekly@woodsworthcoop.ca](mailto:weekly@woodsworthcoop.ca)

If you don't have computer access, you can submit an article on paper via the black mailbox on the 2nd floor (near the elevator).

The Weekly cannot publish a submission, or must require changes if it appears to be defamatory and could expose the Co-operative to a lawsuit for libel; or if the submission is harmful to another member, staff, the Co-operative or the Co-operative movement.

Read the Newsletter Bylaw and policies for more information.

## **Wi-Fi / free internet access**

Members can use the free Wifi on the 2nd and penthouse floor. Password required.

The login and password are in the penthouse handbook (in the drawer below the TV).

Passwords to both are also on the co-op website. (Search for wifi).

The member computer on the second-floor also has access to the internet.

## **Window cleaning**

Contractors wash inaccessible exterior windows, usually twice a year. Sash windows in the townhouses flip down for washing the outside. Management will notify members through the Weekly about scheduled window washing so you can remove planters and similar barriers from your Juliette balcony railing.

## **Woodsworth, James Shaver**

1874-1942

Social activist, lecturer, longshore worker, author, minister, teacher, parliamentarian, one of the founding fathers of socialism in Canada. Woodsworth persuaded Prime Minister Mackenzie King to introduce an old-age pension plan in 1927, Canada's first social welfare legislation.

## **Work orders / Work order request portal**

Woodsworth has an online work order request portal. This replaces the paper form for most members.

[www.bit.ly/workorderportal](http://www.bit.ly/workorderportal)

You can also find the link on the navigation bar on the homepage.

[www.woodsworthcoop.ca](http://www.woodsworthcoop.ca)

If someone doesn't use the internet, they can use the paper work order form.

Submit the completed form to the office (located on the 2nd floor). You can also deposit the work order in the office mail slot at the mid-rise entrance, to the left of the intercom wall.

While primarily aimed at problems with your unit, members can also report common area problems using work orders. This both alerts staff and tracks the problem.

### **How to use the work order request portal:**

(a) Under the "What's the matter" Article, type in your unit number, then a brief description of the issue you are experiencing.

(b) Fill out the "Tell us more about it" section in as much detail as possible so our maintenance team will understand where to diagnose and how to fix the issue you are experiencing. Please also add your preferred date and time of entry for maintenance to enter your unit (this will act as giving permission to enter).

(c) Please attach a photo of the issue you are experiencing to provide maintenance with background knowledge of the issue prior to their arrival.

(d) If you have any files such as filled out-physical work orders, documentation regarding previous services conducted in your unit etc., please attach these under the "Files" section.

(e) Please enter your email address under the "Contact Information" section.

(f) Select the box next to the "Receive Email Notifications" title to ensure your work order progress is shared with you. This will keep you up-to-date during the work order process.