

Waterloo Co-operative Residence Incorporated

## **Sign-out Policy**

As approved by the General Manager,  
and incorporating all changes through:

**30 July 2008**

*(Note that, in this policy, the masculine shall include the  
feminine and the singular shall include the plural)*

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## Revision History

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<b>Date</b>	<b>Revisionist</b>	<b>Summary of Changes</b>
16 December 2000		WCRI Policy Adopted
16 December 2001	Russ Wong	Template Update
10 April 2007	Laura Reidel	References to the Board of Directors modified to reflect General Manager's jurisdiction over this policy.
02 July 2008	Melissa Wessel	Overhaul of policy. This policy has been adapted to include the pi system and inspections.

## DEFINITIONS

- “sign-out” means returning keys (all keys, ring and tag) to the office on the day that you are moving out.
- “improper sign out” means keys (all keys, ring and tag) not directly returned to the office at the end of the occupancy agreement.
- “good condition” means surfaces are wiped clean, floors are clean, all original furniture is properly placed in the room, all extra items are removed from the room, and all garbage and debris is removed from the room.

## INTRODUCTION

1. WCRI is committed to offering quality housing to our members. To ensure this quality housing, at the conclusion of occupancy agreements members must sign-out, at which time the following policy applies.

## POLICY

2. All members must sign out of the room they are occupying by the expiration date of the current occupancy agreement.

## PROCEDURE

3. The “Cleaning Contract” and “room condition” form that is returned to the WCRI office within one (1) week of the beginning of the term will be used as the benchmark for the sign-out inspection and as a basis for the assignment of any fees or penalties. All resident members must be signed out individually. A member is not responsible for damage done in their room or apartment after they have signed-out providing the keys are returned to the office.

4. All returning members and members leaving the Co-op are responsible for completing the sign-out procedures outlined below.

5. Members signing out must choose one of the two sign-out options:

(1) A sign-out appointment must be booked in person at the WCRI office at a minimum of at least 48 hours in advance due to limited appointment spaces. A staff member will check the room/apartment for cleanliness and for damage beyond what was noted in the “room condition” form.

- a) If the room is in good condition the member will be awarded pi bucks (amount determined by the General Manager or delegate.)
- b) If the inspection results in deficiencies being found the member will incur any charges in accordance with the *Fee and Fine Policy*.

(2) At the end of the occupancy period members must drop off their keys (ring and tag included) to the WCRI office. Inspections of any rooms/apartments will occur after an occupant has signed-out (unless an appointment is pre-booked.)

- a) If an inspection is not booked and the apartment/room is in good condition the member will be awarded pi bucks (amount determined by the General Manager or delegate.)
- b) If an inspection occurs and deficiencies are found the member will be charged in accordance with the *Fee and Fine Policy*. When fees are issued without a pre-booked appointment the member cannot appeal the fee.

6. All members that are staying in the same apartment do not need to book a sign-out appointment or drop-off keys with the WCRI office. Once a term, as determined by the General Manager or delegate, all rooms/apartments may be inspected even if members are not vacating.

7. By the end of the third month of the term, the General Manager or delegate will produce a sign-out procedures information package listing the dates and the times the WCRI office will be available for booking sign-out appointments. A standard cleanliness checklist will be attached. These packages will be distributed to every occupied room and apartment.

#### **PENALTIES AND APPEALS**

8. There is a minimum fee for any improper sign-out. The rate of this fee will be set from time to time by the General Manager. This fee cannot be appealed.

9. The decision as to whether or not a room or apartment is acceptably clean shall be made by the General Manager or delegate and shall be enforced by the levying of fees. This fee cannot be appealed.

10. Responsibility lies with the occupant to leave a clean room or apartment. If the occupants fail to repair damage not previously noted on the room or apartment sign-out report, or fail to clean satisfactorily, they will be penalized. The penalty may include fees and/or a request for a Membership Review.