

# First Avenue Athletes Village Housing Co-operative

## New Member Welcome Information



Updated: March 4, 2019

# First Avenue Athletes Village Housing Co-operative - Welcome Package

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## Welcome to the First Avenue Athletes Village Housing Co-operative

We are very glad to have you as part of our community. We live in an environmentally sustainable building of 84 units (1, 2 and 3 bedrooms) that was built for the 2010 Olympics. Our building was also designed to bring us together - multiple common spaces where we gather, outdoor hallways, and the shape of our building even focuses inward. We are neighbours, friends, grandparents, parents, children, and grandchildren. We come from diverse backgrounds and work hard to build the strong fabric of our community.

***We speak many languages:*** Cantonese, Mandarin, Dutch, English, Farsi, French, German, Hebrew, Irish, Italian, Japanese, Korean, Polish, Sign Language, Russian, Spanish, Swiss German, Ukrainian.

***We do many jobs, including:*** accountant, artist, architect, baker, bartender, biologist, birth doula, city planner, childcare provider, computer scientist, designer, doctor, engineer, film producer, librarian, lawyer, non-profit director, paramedic, project manager, retiree, software developer, stay-at-home parent, student, teacher, physiotherapist, writer.

***We volunteer to do work that strengthens our community,*** we: attend meetings, draft new co-op policies, fold someone else's laundry, grow food, govern, plan and run events, organize (the bike rooms, the playground, the library), watch each other's children, welcome new Members, and so much more.

Many of our Members say that the community we are building is the best part of living here. If you are interested in visualizing our community, there are two options in the lobby. Each year (starting in 2016) we take a photo of as many Members as are able to gather in the courtyard. The most recent photo of our growing and changing community hangs in the lobby and past years are in the stairwell off the lobby. There is also an artistic representation of our community in the form of a mural, which we began in 2016. Hopefully we will continue to build on these projects.

To welcome you personally to our community, soon you will be connected with your new Member Mentor on your floor. This Member is your neighbour who can answer questions you may have about living here. She/he has volunteered to welcome you!

We look forward to the unique contributions you will bring to our community.

The Board of the First Avenue Athletes Village Housing Co-operative

### If You Read Only One Section, Read This One!

Here's a list of Frequently Asked Questions from new Members and things some of us wish we knew when we moved in.

- We are a **community-oriented** building. We have lots of social activities and opportunities for you to participate in helping our community thrive! The monthly events calendar posted near the mailboxes and elevators is a great source of information.
  - We are committed to **working respectfully** with one another. We work to be open to hearing how our actions affect our neighbours. And, at the same time, we are confident that we can respectfully discuss when our personal freedoms feel infringed upon by the actions of our neighbours. Because we share space, and because we want to be a strong community, these are the interactions we must expect.
  - We are a **family-friendly** community. At a recent count there were more than 60 school-aged children in our building. That means that many units in the building have children, and of course some units do not. The children bring us joy and energy and sometimes they are noisy or inconsiderate. The children are the youngest members of our community so we do our best to remember that they are also learning, from us, how to find a balance between expressing themselves authentically and respecting the freedoms of others.
  - If we have issues with each other, we respectfully speak with our neighbours first.
  - **The Board** of the co-op is made up of 4, elected, Member positions. The board handles the governance of the co-op and meets monthly. Members can observe board meetings.
    - Current board members (February 2019): Ryanne James, Ana Molina, Kimberly Hodgson, Yuri Artibise
    - Consider running for the Board! It is a great opportunity to learn more about our community the CHFBC, CHF Canada, and co-operative living
    - Members are welcome to attend the open portion of the Board meeting.
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- If you want to bring something to the Board's attention, a great idea, a subtle request, a recognition for a co-op member or members, a suggestion or contribution to the community please email [info@athletesvillagecoop.com](mailto:info@athletesvillagecoop.com). Emails that are received by the Wednesday before the monthly Board meeting will be brought to the Board for review.
- **The Coordinator** of the co-op is a staff position hired by COHO the management company of the building.
  - This person manages the buildings systems, move ins and outs, and many other management tasks. The coordinator is also the liason between Members and the board.
  - *If you have a request, idea or concern that you want to bring to the board's attention*, you can email the coordinator asking him/her to bring your email to the board. You can also talk with board members in person, of course! Emails to the Board must be submitted the Wednesday before the Board meeting. Board meeting dates are posted on the monthly events list in the elevator and the lobby.
  - *The coordinator is our employee and should always be treated with respect.* If you would like to send feedback about an exceptional experience or give feedback please email a member of the Board. Your feedback will be brought to the next Board meeting.
- **We encourage, but do not require, Members to volunteer or be on committees.** The strength and vibrancy of our community hinges on Members volunteering. Choose something you are interested in, like to do, or are passionate about and talk with other Members about how to help or start that project/committee.
- **How we communicate with each other**
  - We use a mix of informal (chatting in the hallway, lobby, playground) and formal (email, in-print posted notices, meetings) communication methods.
  - *Email*
    - Official announcements/notices will be emailed to you and sometimes posted in the lobby
  - *Notices posted in the Lobby*
    - Includes the monthly Events calendar - which is also here available here: <http://tinyurl.com/pblzn2q>
  - *Official meetings*
    - Annual General Meeting or Member Meetings where Members may have the opportunity to vote on issues that affect our community
    - Members receive a printed info package delivered to their door in advance of the meeting

## First Avenue Athletes Village Housing Co-operative - Welcome Package

### *o AV Co-op Facebook groups*

- AV Coop Members Group  
<https://www.facebook.com/groups/avillagevoice/>
- AV Co-op Gardening Group  
<https://www.facebook.com/groups/109224172534919>
- Parents with Kids  
<https://www.facebook.com/groups/AVCoopExpectingMoms>
- AV Co-op Giveaway Room  
<https://www.facebook.com/groups/1711316582413560>
- AV Coop - Sustainability Committee  
<https://www.facebook.com/groups/1513361952299638>
- AV Co-op Book Club  
<https://www.facebook.com/groups/AVCoopBookClub>

### *o Other relevant neighbourhood Facebook groups:*

- Olympic Village Parents  
<https://www.facebook.com/groups/132765823734759>
- Southeast False Creek B/S/T  
<https://www.facebook.com/groups/483935588313132>
- Southeast False Creek Neighbourhood  
<https://www.facebook.com/groups/291361550918610>
- Olympic Village Family Action Group  
<https://www.facebook.com/groups/691744487632261>
- Family Food Recipe Exchange  
<https://www.facebook.com/groups/1801178036783528>

### *o Slack*

- Use this form to join the Slack team:  
<https://av-coop-slackin.herokuapp.com/>

### ● **Am I allowed to do X? What is the rule about Y?**

- o Be sure to read and/or refer to the official Rules and Policies of the co-op.
    - The Rules can be found here - includes the Occupancy Agreement  
[https://drive.google.com/open?id=0B1Grg3qlsC\\_-UFhuYUI2RlpLdnc](https://drive.google.com/open?id=0B1Grg3qlsC_-UFhuYUI2RlpLdnc)
  - o The Member Handbook contains the policies. It is sometimes a work in progress while policies are in the process of being written or updated.
    - Member Handbook version approved July 2013 can be found here  
<https://drive.google.com/open?id=0BxRKdziiuiJpZnZtVWJqWGpGalU>
  - o If you have further questions feel free to ask other Members or a Board Member
-

- **Who do I contact if...**
  - There is an urgent problem with my unit or the building (e.g. a leak in your unit, the garage door to parkade not working)?
    - During business hours call our coordinator (Dee, currently):  
**604-8731006**
    - On weekends, evenings and holidays call the COHO Repair Services out of hours emergency help line: **1-877-651-8301**
  - There is a non-urgent problem with my unit (e.g. light not working)?
    - Submit a work request
      - via COHO website  
<http://www.coho.bc.ca/our-services/maintenance-services/submit-a-work-order/>
      - or get a paper work order from the wall outside the common room, fill it out, and hand it in to the coordinator's office.
  - I have a concern about how some process works in the co-op?
    - Write a letter to the board and email it to the coordinator ([info@athletesvillagecoop.com](mailto:info@athletesvillagecoop.com)) asking for your letter to be given to the board.
  
- **The Systems in our building and how they work** - our building was built for the Olympics in 2010 and housed athletes. It is an environmentally sustainable building given LEED Gold certification. Some of the systems here will be familiar, and others may not. Here's a few tips.
  - *Toilets* - The water in the toilets is rain water and therefore can be discoloured
  - *Tap water temperature* - varies a lot and sometimes you have to leave the water running for a long time to get either hot or cold water. If you get nothing but hot water or nothing but cold water report it to the coordinator.
  - *Elevator*
    - FOB required to get down to P1 at all times
    - FOB required to get everywhere after 9 in the evening
  - *Heating in your unit*
    - We have a unique system of heated water in capillary mats in our ceilings. The system is similar in principle to radiant floor heating, but located in our ceilings. Therefore **DO NOT PUT ANYTHING INTO THE CEILINGS** of your unit because it could damage the capillary mats located there.
    - Thermostats in units
      - We only have heat, not cooling

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- Red means 'heat is on'; Green means 'heat is off'; no light means 'hold at current temperature'
- *Lights* - They are finicky and some just aren't working. The lighting committee is working on replacing them. If they aren't working, report it to the coordinator

- **How the common room library works**

Our volunteer librarians maintain the library!

- Using the library
    - Borrow whatever you like, for as long as you like. No borrowing records are kept.
    - Return library items to the bin at the end of the adult fiction section.
    - There is a diagram of the book sections in the library.
  - Catalogue
    - Adult fiction, adult nonfiction, and children's novels are catalogued at <http://www.librarything.com/tags/avcooplibrary>
    - This is a snapshot of the collection and does not guarantee an item is available.
  - Donations
    - Please contact April ([ensapril@gmail.com](mailto:ensapril@gmail.com)) before leaving any donations. There is very little room for new items.
    - We would consider adding items in excellent condition, and of current or lasting interest.
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- **How to book the common room and rules for when you use it**
    - Check the availability of the common room here -Co-op Common Room calendar: <http://tinyurl.com/j5Zr6gg>
    - Email Coordinator asking to book an available time
    - There are guidelines for using and cleaning the common room posted in the room
    - Be sure to clean up after yourself!
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- **Can I store things in my parking stall in the garage?**
    - No. There is absolutely **no storage allowed in the parking garage**. The board issued a statement that applies starting June 15, 2018 saying that fines will be applied to members who leave items in their parking stalls. There are no
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approved items, you cannot store bikes, child seats, tires, wagons or any other items in the parking stalls. This will be monitored by members who have volunteered to monitor the parking area. The fine is \$200.

- **What do I do with my bike/s?**

- Bikes cannot be stored in the hallways.
- There are 5 bike storage rooms in the parking garage. To be assigned a spot to park your bike, please contact the Bike Committee (details below) before putting anything in the Bike Storage rooms.
  - [avcoop.bikes@gmail.com](mailto:avcoop.bikes@gmail.com)
- Space is currently tight in the bike rooms, so there may be a bit of a wait.

- **About the Recycling/Compost/Garbage Room**

- Place all recycling in the appropriate bins in the recycling room, rinse recyclables, do not put plastic bags in the organics bin, and put glass bottles in the glass bottles bin. Large broken items that are garbage do not go in the garbage room. Broken furniture, lamps and junk must be kept in suites until junk removal dates or disposed of by members at the appropriate places in the City. The garbage/recycling room is video monitored, please be respectful of Mark and the work of COHO in our common spaces. Members who do not follow the guides will be subject to a \$400 fine.
- Info about the city's recycling program here  
<http://vancouver.ca/home-property-development/recycling.aspx>
- There is a junk pick up once or twice per year allowing Members to dispose of large items that can't go in our recycling or garbage area. The coop will send out a notice about the timing of this. To dispose of items in between those times here are resources for getting rid of unwanted things:  
<http://tinyurl.com/nbju3on>

- **About the Laundry room...**

- The laundry room is located on the first floor in the hallway between the lobby and the inside door to the common room. Most units in the building do not have ensuite laundry and so make use of this shared facility. It can be busy at times so remember to remove clean, wet clothes from washers and clean dry clothes from dryers as promptly as possible.
- Please keep in mind:
  - Use only He compatible laundry soaps
  - No dryer sheets are allowed (they emit chemicals into the air when in the dryer that are harmful to Members who live above the dryer vents, and nearby)

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- If you experience a problem with a machine, please call the phone number posted in the laundry room for the company to come provide service.
  
  - **About the courtyard...**
    - The courtyard/playground is located on the ground floor on the interior of our U-shaped building. This is a space shared by all Members. There are toys that have been donated by Members that are available for all to share. The Events Committee organizes a tidy of this equipment seasonally.
    - The wading pools and water toys are for any member to use. Please empty them before you leave the courtyard, so not leave any standing water unattended..
    - Don't slide down the courtyard slide with a child on your lap, this has resulted in broken bones.
  
  - **About common rooms...**
    - The Lobby and Common Room are our indoor, shared rooms. These are places to meet and spend time with your neighbours.
    - The lobby can be a busy spot with Members coming and going, checking their mail, children playing, etc. Please enjoy the space and also be aware of noise levels and keeping areas free for Members passing through to do so safely. There is a box of toys for sharing. Please put them away before you leave the lobby.
    - The common room is accessible with your FOB (from the inside) or your key (from the outside). It has 2 sides - one that is more open and the other that has a kitchen, table, and our coordinator's office. You can book this room for your use (see above for how to do that). If the room is not booked by a Member, anyone is welcome to use it, bring children in to play with the toys, read the books in our library there, etc. As our coordinator has his office just off this room, please be aware of noise levels during office hours. There are toys here for sharing. Please put them away before you leave the room.
  
  - **Lobby wifi**
    - name: AV public
    - name: 2.4 G AV Coop Lobby
    - name: 5G AV Coop Lobby
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- password: columbia
  
- **Common Room wifi:**
  - name: AV public
  - name: 2.4 G AV Coop Common Room
  - name: 5G AV Coop Common Room
  - password: columbia
  
- **About the mail...**
  - Mailboxes are located in the lobby.
  
- **About breezeways / hallways...**
  - Hallways and breezeways are shared spaces. They must be kept clear for Members to walk by or to get a wheelchair through. Please respect city quiet hours of 8 pm - 8 am.
  
- **About rooftop gardens...**
  - We have two rooftop gardens for all Members to enjoy! They are located on the 5th floor on the North and South sides of the building. The communal gardens are organized by the garden committee and are open to all Members.
  - Please leave garden spaces as they were found. If spaces are not found in a good way please take time to tidy kids toys, sweep, or coil hoses etc.
  
- **Powerwashing**
  - The balconies and breezeways are power washed once a year. Please be aware that the balconies and breezeways do not have gutters, so anything you spill will fall onto the balcony/breezeway below you.

## What to Expect

### Meetings

We meet as a co-op a few times a year to hear about, discuss, and vote on co-op business. These meetings are relatively informal and usually include food and drink and a social either before or after. We strongly encourage all Members to attend. We especially love when new Members , introduce yourselves, and ask questions! At least 2 weeks before a meeting you will receive an information package (usually in the form of a hard copy left at your door) about the meeting.

### **AGM = Annual General Meeting**

What to expect:

- Approve the audited statements.
- Elect the new Board of Directors.
- Hear about what's been happening in the coop
- Meet new members
- Celebrate / acknowledge member milestones

Our AGM is usually in January each year. This is the more formal of our meetings. There are agenda items we are legally required to cover. We also hear reports from the committees or groups who want to share or make announcements and we get to elect the new Board of Directors!

### **GM = General Meeting**

What to expect:

- Topics covered vary based on need, may be for Member input on current topics/issues
- Hear about what's been happening in the coop
- Meet new Members
- There may be an opportunity to vote on matters that concern Members

We hold 1 or 2 General Meetings each year. These tend to be less formal and can be more tailored for discussion of topic issues by Members.

## Who does what at a GM or AGM?

**Chair:** Facilitates the meeting. The chair aims to balance running on time, achieving the stated goals of the meeting, and allowing for all voices to be heard.

**Secretary:** Our coordinator keeps meeting minutes that are made available to Members after the meeting.

## How to participate:

- Sign in with the coordinator when you arrive at each meeting. You will then receive a card with your unit number on it you can raise to make motions or vote.
- Listen and consider asking questions.
- To ask a question: raise your unit number card in your hand and wait for the meeting chair to acknowledge you. You may be asked to hold your question until the question/answer period.
- To suggest that an item be added to the agenda please email [info@athletesvillagecoop.com](mailto:info@athletesvillagecoop.com). Emails that are received by the Wednesday before the bi-annual AGM meetings will be added to the agenda.

## How to make a motion:

- Using your unit voting card rise and address the chair:
  - Madam President or Mr. President, Madam Chairman or Mr. Chairman
  - The presiding officer assigns you the floor by stating your name or nodding at you.
  - State the motion: I move to . . . or I move that . . . .
- Sit down after you make the motion.
- The motion requires a second by other member with unit voting card.
- The presiding officer repeats the motion and places it before the assembly by stating:
  - It is moved and seconded that . . . . Is there any discussion?
  - Members discuss the motion by rising, addressing the chair, and being assigned the floor.
- The presiding officer takes a vote by stating:
  - All those in favor say "Aye." Those opposed say "No."
- The presiding officer announces the vote and whether the motion is adopted or defeated. If the motion is adopted, the presiding officer states the name of the person who will carry out the action.
  - The ayes have it, and the motion is carried. We will . . . .
  - The noes have it, and the motion is lost.

## First Avenue Athletes Village Housing Co-operative - Welcome Package

### Committee Overview

Interested in joining a committee or creating a new committee? While volunteering on a committee is not mandatory in our co-op, it is exactly this work by Members that makes our co-op great! We invite you to check-out the committees that are active in our co-op. If any peak your interest please connect with the committee contact to find out ways to get involved. If you want to start an initiative or committee please contact the coordinator asking him/her to let the board know.

Committee Name	Athlete's Village Bike Committee (AVBC)
Chair/Contact	Neil Moroney  Email for AVBC: avcoop.bikes@gmail.com
About our work	The bike committee organizes our bike parking spaces and hosts bike maintenance/cleaning events.
About our meetings	Ideally, they are held on the first Monday of alternative months. We tend to be project driven and meeting are only held when there are issues to be discussed.. Check out the event notices in the elevators for confirmation of meetings.

Committee Name	The Garden Committee
Chair/Contact	Ryanne James ryannenjames@gmail.com
About our work	The Garden Committee runs and organizes our 2 rooftop, communal gardens.
About our meetings	Meetings are held monthly and open to any interested member

Committee Name	Membership Committee
Chair/Contact	Currently vacant and in need of being filled

About our work	Create welcome package for new members, act as a Welcome team for new Members, revise new Member interview questions to ...
About our meetings	

Committee Name	Events Committee
Chair/Contact	Committee email address: <a href="mailto:avcoopevents@gmail.com">avcoopevents@gmail.com</a> Chair: Francesca de Freitas, Unit 407, <a href="mailto:francescaalexandra@gmail.co">francescaalexandra@gmail.co</a>
About our work	The purpose of the Events Committee is to establish a calendar of events to bring members of the co-op together.  The scope of the Events Committee is to plan and host events, and facilitate members wishing to host events, that are open to all co-op members.  The membership of the Events Committee includes a Chair, Treasurer, and Secretary, however, committee meetings will be open to all co-op members. Quorum will be at least three committee members, including the chair or the treasurer.
About our meetings	The Events Committee will meet at least once a quarter, more frequently if needed. Meetings are open to all Members. If you are interested in hosting or helping with an event, please come to a meeting or get in touch!

Committee Name	Natural Disaster Committee
Chair/Contact	Andrew Crawford <a href="mailto:crawford.a@gmail.com">crawford.a@gmail.com</a>
About our work	
About our meetings	

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Committee Name	Lighting Committee
Chair/Contact	Alex Oulton alex.oulton@gmail.com
About our work	Assisting the board to source new light fixtures for our units.
About our meetings	

Committee Name	Policy Committee
Chair/Contact	Kerrie O'Donnell, unit 307 odkerrie12@gmail.com
About our work	<p>The Policy Committee researches and develops guidance for the AVC Board of Directors regarding rules and policies.</p> <p><b>Deliverables</b></p> <ul style="list-style-type: none"> <li>● Review existing AVC policies</li> <li>● Conduct research on AVC policies as requested by the Board</li> <li>● Draft policies for consideration by the Board</li> <li>● Edit policies based on Board feedback</li> <li>● Conduct consultation with AVC Members on proposed policies, at the direction of the Board</li> <li>● Compile feedback from the AVC Members and provide recommendations to the Board</li> <li>● Develop a proposed procedure for updating policies</li> </ul>
About our meetings	Meetings held as needed and are open to all Members. Email the chair if you are interested in attending.



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### Co-op new Member Mentors

A current Member on each floor has volunteered to welcome new Members. Your new Member Mentor will likely get in touch with you, but just in case they don't, feel free to chat and/or email the contact on your floor with questions you may have.

- **First Floor** - Ryanne James - unit 155, ryannenjames@gmail.com
- **Second Floor** - Pouneh Bahrami, unit 211, bapooneh@gmail.com
- **Third Floor** - Kerrie O'Donnell - unit 307, odkerrie12@gmail.com
- **Fourth Floor** - Francesca de Freitas, unit 407, francesca.defreitas@gmail.com
- **Fifth Floor** - Susanna Allevato Quail, unit 506, saquail@aqrlaw.ca

### Co-op contact list – office, board

- The current coordinator is Deevesh Chundunsing (Dee for short). He works normal business hours. He is **available to Members Tuesdays, Wednesdays, and Thursdays**. Please limit your queries to these days to allow the coordinator to have focused time on Mondays and Fridays.
  - email: [info@athletesvillagecoop.com](mailto:info@athletesvillagecoop.com)
  - phone: 604-873-1066
- Leah Minuk is also a coordinator who will work on the co-op financials and other special projects. If Members have questions about their payments please contact Leah.
  - email: [lminuk@coho.bc.ca](mailto:lminuk@coho.bc.ca)
  - phone: 604-879-5771 ext. 147
- The Board of directors (as of February 2019)
  - Ryanne James: unit 155, ryannenjames@gmail.com
  - Ana Molina: unit 203, ajm15@sfu.ca
  - Kimberly Hodgson: unit 408, kimmihodgson@gmail.com
  - Yuri Artibise: unit 317, yuri.artibise@gmail.com