



Annual Meeting

FREDERICTON

2026

June 11-13

*Deep roots.
Renewed growth.*



**Member
Education
Forum**

D03- Maintenance policies that support member engagement
Cheryl Alsop

Land Acknowledgement

We respectfully acknowledge that New Brunswick is situated on the unceded and unsurrendered territories of the Wolastoqey, Mi'gmaq, and Peskotomuhkati peoples. We seek to repair and rebuild meaningful relationships with Indigenous peoples and honour these lands which hold the hopes of future generations.



Thank you to our workshop sponsor



PRO EDGE MANAGEMENT



Workshop Guidelines

- 1. Value others and their right to express ideas**
- 2. Encourage everyone to participate**
- 3. Try to stick to the topic**
- 4. Ask if you don't understand**
- 5. Talk about issues not personalities**



Objectives

- Learn the importance of have clear and well-considered maintenance policies
- What are maintenance policies that support member engagement, and how to collaborate to create policies that support the community's vision and values
- Barriers you might face and how to overcome these with transparent policy creation and implementation
- Resources to help you with this work



Why policies should be clear and well considered.

- Consistent application of decision from committee to committee and board to board
- Smoother Move in Move out (MIMO) process and consistent application of charge-backs
- Prevents the perception of favoritism and increases transparency
- Defines expectations of members and co-op



Clear and well considered policies

- Powerful tool in co-op tool box
- Living documents, don't file it and forget it
- Accessible and understandable



Clear and well considered policies

- Members will engage when it feels safe
 - consider where members are coming from, did they previously have a bad landlord, unsafe housing situation/ bad landlord or are there other reasons.
- Are member concerns listened to?
 - what is the process for submitting a repair or asking about a maintenance issue.
 - where do concerns/ requests go after they are submitted, do you have a process?
 - how can they be submitted (email, app, paper, phone)



How do (maintenance) policies support engagement

- Well maintained spaces feel safe, when you're not worried about the state of your unit/ home how can that energy be redirected to connection.
- Community effort helps create a strong multigenerational community connection
 - examples?



Policies and engagement

- Strong policies support community
- Focus energy into community building, not building issues
- Good policies create roadmap for community
- As communities change how do policies adapt?
- Created by collaboration of community, not top down
- Ensure policies fit community vision before adopting
- Every point of contact with member is potential point of engagement



Policies that support engagement

- Aging in place
- Move in/ out
- Member upgrades
- Pets/ Parking/ Painting
- Internal transfer
- Others?



How to Collaborate to create policies that support the co-op values and vision

- What is your co-op vision and or values
 - Have you done this process, is there a co-op mission statement or underlying community agreement that is used as a mirror to reflect the values of the community through the policy creation or revision process
- Community conversations, small groups or at general membership meetings



Potential barriers

- Identify potential barriers in place (technological and other)
 - Are your policies available multi lingually, large type, braille, plain language, accessible fonts
- What are other potential barriers...



Barriers and how to overcome with transparent policy creation

Group exercise

Identify one barrier or obstacle you may face in creating policies that support member engagement and brainstorm a solution.



Coffee Break 3:15-3:45

Check out the tradeshow in the foyer



Barriers and how to overcome with transparent policy creation

Discussion



Transparent policy creation

- What do we mean by transparent policy creation and what does that look like...

Thoughts?



Transparent policy creation

- Who is involved in the policy creation at your co-op
 - Board, policy review committee, general membership, management/ staff (support)
- Where are your policies now
- Do you have a defined policy creation process?
- When was the last time you looked at your policy binder
 - Are your policies online
 - Can they be understood
 - plain language



Transparent policy creation

- Identify the potential constraints or limitations to the policies
 - Occupancy agreement
 - Member agreement
 - Regulatory oversight/ requirements
 - Municipal/ provincial/ federal requirements (accessibility, etc)
- If you are reviewing an existing policy
 - what works well
 - what doesn't



Transparent policy creation

- Identify the why of the policy and what is the intention (new and existing policies)
- Open conversations with meeting agreements
- Consider an outside moderator if having a potentially sensitive issue or concern
- Who has final say in policy creation and adoption
 - Are the policies reviewed with any regularity?
 - Do you have a policy review process?



Resources

CHF Canada Resource Centre

<https://chfcanada.talentlms.com/>

CHF Canada

<https://chfcanada.coop/resources/tools/model-by-laws-policies-and-rules-tools/model-by-laws-policies-and-rules-resources/?from=19>

https://chfcanada.coop/wp-content/uploads/2026/03/CHFC_RebuildingCommunity_print_editedOct18.pdf

<https://chfcanada.coop/wp-content/uploads/2026/03/The-end-of-participation.pdf>



Takeaways and Final Questions

What are you bringing back to your co-op and why?

Any questions?



Share what you've learned on social media!

- Post photos, favourite moments, or key learnings from today's workshops on social media
- Tag us @chfcanada
- Use the hashtag #CHFCanada2026



The National Education Committee presents

ONLINE LEARNING

Self-Paced

***Move through the content when it suits
you.***

For board directors, co-op
members, and staff
\$30 per course

Many courses to choose
from
30 minutes per course

Requires internet
connection
Develop practical skills
and gain knowledge



Courses

Fulfilling your legal duties as a board director

Taking effective meeting minutes

Chair like a champion

Personal information protection

Identity affirming language

Maintenance 101

TAKE ACTION TODAY!

[Youholdthekey.ca](https://youholdthekey.ca)

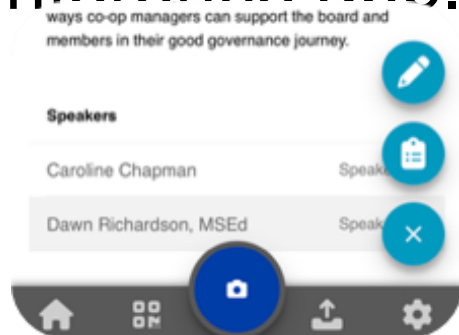
Before you go

We need your help to do better!

Fill out a paper evaluation, fold in half and leave it in the room.

Or fill out a digital evaluation using our conference app.

Thanks!



When you get home

Find today's workshop materials in the resources section on our website:

chfcanada.coop/education/resources



Reminders

- **Voting in CHF Canada National Business meeting happens on Saturday.** Your co-op's delegate must be there in order to vote. The delegate can pick up a voting device at conference services.
- **All coffee breaks will be held in the tradeshow area!** Make sure you visit all the tradeshow exhibitors so that you can complete the bingo card (found in your bag) and have a chance to win prizes.

