

ARREARS BY-LAW No. 11

8. If payment is returned by the co-op's financial institution, in order not to be charged, the member must have proof of the bank's error in the form of a letter from their bank.

Reminder and Notices

1. A polite first reminder will be sent by the manager to each member who has not paid their housing charge by the end of the first business day of the month. **(Article 11.2 (b) Occupancy By-law)**
2. On the fifth (5th) day of the month or the first business day thereafter, if the member has not made satisfactory arrangements for housing charge payment, the manager will send out a Notice to Appear **(Article 11.2(c) Occupancy By-law)** (Schedule D of the Occupancy By-law).
3. If members pay their housing charges late three times in the calendar year, the manager will send out a Notice to Appear **(Article 11.2(d) Occupancy By-law)** (Schedule D of the Occupancy By-law).

Role of the Manager

1. The manager will administer the Arrears By-law together with the board of directors. The manager will assume an attitude of respect and non-judgment with members in arrears, while being fair, firm and consistent in administering the Arrears By-law and any performance agreement that may be made.
2. The manager will make a monthly report to the board that shows the total amount of arrears and number of households in arrears for the current and previous months. The report will also summarize arrangements made by the manager with members to pay their arrears. The manager will make a recommendation to the board for each member asked to appear before the board.
3. The manager may recommend credit counseling and make a referral to a counselor.
4. The manager may enter into a Performance Agreement (arrears payment agreement) on behalf of the co-op with members who are in arrears. **(Article 14.6 Occupancy By-law)**

Arrears Payment Agreements

1. The manager will do one of the following:
 - If the member is in arrears of no more than one full month of current housing charges, the manager may set up a schedule of repayment with the member in the form of a Performance Agreement. The manager is authorized to sign arrears payment agreements not to exceed six months. **(Article 11.6(b) Occupancy by-law)** The agreement should not defer the beginning of the repayment schedule for longer than one month following the date of signing the agreement.
 - If the manager is not satisfied that the member is willing or able to pay the arrears within a six-month repayment schedule or, if the arrears are for more than one full month

Policies