

## 8.0 Maintenance Administration

### Standard

Keeping the physical part of the property to an acceptable standard requires taking measures to ensure that problems are detected early. Although inspections of some building elements (e.g. elevators, fire/life safety) are required by law, well-trained staff and careful documentation of inspection can help limit potential problems.

### 8.1 Elevator Safety

Description	Y	N	N/A	Comments
The elevator inspection logbook is available on site and is located in the .				
The logbook was last updated .				
The group maintains a copy of the current contract on site.				
The elevator license (or copy) is posted in the elevator or in the machine room.				
An elevator maintenance contract is in place.				
The name of the current elevator service company is				
The housing provider reviews the log book monthly.				
The housing provider inspects the condition of the elevator machine room daily.				
Has an independent elevator inspection company been used to review the condition of the existing elevators to confirm that the existing maintenance contractor is meeting the contract that is in place?				

### 8.2 Fire Safety

#### Standard

The Ontario Fire Code (OFC) is Provincial legislation that enables the Municipality to ensure all buildings are maintained to an acceptable standard. The Code is a Regulation under the Fire Protection and Prevention Act and serves as a maintenance document to the Ontario Building Code. The OFC states the following: “Unless otherwise specified, the owner is responsible for carrying out provision of this code”. “Owner means any person, firm or corporation having control over any portion of the building or property under consideration and includes the persons in the building or property”

Description	Y	N	N/A	Comments
The group uses a contractor certified under the OFC for all necessary life safety inspections.				
A copy of the current Life Safety contract is on site.				
The fire logbook for checks, tests and inspections was last updated on .				
The fire logbook is available and is located .				
The fire logbook is reviewed by the housing provider to confirm completion by contractor.				
Fire inspections records are properly documented in the fire log book and records are maintained in accordance with the OFC.				
Records of checks, testing, inspections and maintenance are being kept on site for 2 years.				
Emergency generator maintenance is completed in accordance with the Canadian Standards Association CSA C282 "Emergency Electrical Power for Buildings".				
A list of tenants/members requiring assistance in an emergency is available for the Fire Department.				
A fire safety plan, which has been approved by the Fire Department, is on site and is available.				
The fire safety plan covers compliance with the Fire Code and plans for emergency situations and alternate measures for occupant fire safety.				
Tenants have received information on fire prevention and emergency response, and the maintenance of the smoke alarms located in their unit.				
The unit smoke alarms are being tested and inspected annually to confirm good working order and that no person has intentionally disabled a smoke alarm so it is inoperable.				

## 8.3 Roof Anchors

### Standard

Roof anchor inspections must be completed annually; drawings of the roof anchor layout must be posted and a logbook maintained as per the Occupational Health and Safety Act and Regulations for Window Cleaning - R.R.O. 1990 Reg. 859 (only applicable to buildings 3 stories and over). This Regulation applies to employers, including contractors and sub-contractors, who supply window cleaning services, to workers who engage in window cleaning and to owners of buildings where a worker engaging in window cleaning may fall a vertical distance of three metres or more.

Description	Y	N	N/A	Comments
The roof anchor inspection logbook is available on site.				
Roof anchors are inspected annually.				
The roof anchors were last inspected on _____ by _____.				
Roof anchor layout plan is posted at every roof exit.				
There is a contract for annual roof anchor inspections.				

#### 8.4 Occupational Health and Safety and WHMIS (Workplace Hazardous Material Information System)

##### Standard

A health and safety representative shall inspect the physical condition of the workplace at least once a month. R.S.O. 1990, c. O.1, s. 8 (6). If it is not practical to inspect the workplace at least once a month, the health and safety representative shall inspect the physical condition of the workplace at least once a year, inspecting at least a part of the workplace in each month. R.S.O. 1990, c. O.1, s. 8 (7).

Description	Y	N	N/A	Comments
The housing provider is aware of and following all relevant legislation relating to OH&S, WHMIS & WSIB including asbestos management.				
An asbestos management plan is in place that meets the OH&S Act Designated Substance – Asbestos R.R.O. 1990 Reg. 837 and the OH&S Act Designated Substance – Asbestos on Construction Projects and in Buildings and Repair Operations Regulation 278.				
The housing provider operates in accordance with applicable statutes and regulations regarding asbestos management including an inventory of asbestos containing materials in the building, training of staff that is likely to contact asbestos, notify contractors that they may be in contact with asbestos while working in the building and the need to abate certain asbestos containing material. Management program to be in place by November 1, 2007.				
The housing provider is storing/using materials in accordance with the OH&S Act, WHMIS Regulations.				
There was evidence that the Material Safety Data sheets are available on site for staff use/information.				
A copy of the OH&S Act and WHMIS Regulations R.R.O. 1990. Reg. 860 is posted on site.				
Staff are being trained in WHMIS along with annual updates.				
Contractors are providing proof of compliance to the WHMIS regulations.				
The poster “Health and Safety At Work – Prevention Starts Here” is posted.				

Description	Y	N	N/A	Comments
Recorded inventory of all chemicals and where they are stored in the building is completed and reviewed and available in case of emergency.				
Proof of due diligence in the training of staff in safety matters and the injury reporting process required by Workplace Safety and Insurance Board (WSIB) was provided.				
Mandatory workplace inspections are being completed.				
The group is familiar with Bill 118, Accessibility for Ontarians with Disabilities Act (AODA).				

### Standard

Under the OH&SA, a Joint Health and Safety Committee is required at a workplace where:

- Twenty or more workers are regularly employed;
- An order to an employer is in effect; or
- Fewer than twenty workers are regularly employed, with respect to which a regulation concerning designated substances applies (other than a construction project)

Description	Y	N	N/A	Comments
A joint Health and Safety Committee is in place.				
Information on the Joint Health and Safety Committee was provided at the time of the review.				

## 8.5 Maintenance Records

Description	Y	N	N/A	Comments
Maintenance records are kept for each unit and/or for common areas.				
The maintenance records include:				
<ul style="list-style-type: none"> <li>• Results of move-in/move-out inspections.</li> </ul>				
<ul style="list-style-type: none"> <li>• Tracking of work using a work order system.</li> </ul>				
<ul style="list-style-type: none"> <li>• An inventory of all equipment and tools that is updated on a regular basis.</li> </ul>				
<ul style="list-style-type: none"> <li>• Maintenance repair histories that are regularly reviewed to assist in identifying trends for operating and capital budgeting purposes.</li> </ul>				
<ul style="list-style-type: none"> <li>• Documentation that is filed on all common areas and unit maintenance.</li> </ul>				
<ul style="list-style-type: none"> <li>• Documented elevator and fire logs.</li> </ul>				
<ul style="list-style-type: none"> <li>• Evidence that all work is inspected and signed off prior to contractor payments.</li> </ul>				
<ul style="list-style-type: none"> <li>• Evidence that work orders to contractors that have been issued are repaired within a reasonable time.</li> </ul>				

## 8.6 Preventative Maintenance

Description	Y	N	N/A	Comments
There is a documented preventative maintenance plan. The plan includes the following types of information:				
<ul style="list-style-type: none"> <li>Annual unit inspections.</li> </ul>				
<ul style="list-style-type: none"> <li>Process for follow-up on deficiencies identified in the last annual unit inspection.</li> </ul>				
<ul style="list-style-type: none"> <li>Boiler and pressure vessel inspections.</li> </ul>				
<ul style="list-style-type: none"> <li>Elevator inspections.</li> </ul>				
<ul style="list-style-type: none"> <li>Life Safety Equipment inspections.</li> </ul>				
<ul style="list-style-type: none"> <li>Smoke detector inspections.</li> </ul>				
<ul style="list-style-type: none"> <li>Carbon monoxide detector inspections.</li> </ul>				
<ul style="list-style-type: none"> <li>Heating, Ventilation and Air Conditioning (HVAC) unit maintenance.</li> </ul>				
<ul style="list-style-type: none"> <li>Window locks are in place and inspected.</li> </ul>				
<ul style="list-style-type: none"> <li>Regular furnace inspections and maintenance.</li> </ul>				
<ul style="list-style-type: none"> <li>Exterior inspection of the building envelope, grounds and exterior components (e.g. fences, retaining walls, paved areas, drainage, etc.)</li> </ul>				
<ul style="list-style-type: none"> <li>Building equipment list that includes valve charts and electrical panel charts.</li> </ul>				
<ul style="list-style-type: none"> <li>Ontario Electrical Safety Code inspections are required under Rule 2-004 of the Electrical Safety Authority (ESA). (This inspection process is to be completed through the ESA, the group responsible for the public electrical safety in Ontario as designated by Ontario Regulation 89/99.)</li> <li>The Social Housing Provider must be aware that any change to the original wiring including repair and replacement of electrical devices require electrical inspections for all electrical work (new installations and modifications). ESA will provide information on inspection requirements for the work being done.</li> </ul>				
<ul style="list-style-type: none"> <li>Gas equipment maintenance. (as required under CSA-B149 Natural Gas and Propane Installation Code)</li> </ul>				
<ul style="list-style-type: none"> <li>On-going review and annual update of the Preventative Maintenance Plan.</li> </ul>				

## 8.7 Playground Equipment

### Standard

Visual Inspections by staff are required on a daily and weekly basis to confirm that the play space and all play components are able to function as intended. These visual inspections are to be documented and recorded and retained on file.

An annual inspection is required by a certified playground inspector. The fundamental intent of this report is to record/document the historical condition of the play space and play components complete with any repairs, maintenance, and if applicable, injuries occurred.

Description	Y	N	N/A	Comments
Playground equipment complies with Canadian Standards Association (CSA) CAN/CSA-Z614 and its updates.				
Playground equipment receives specific attention to ensure that it is safe at all times as prescribed under CAN/CSA-Z614 and its updates.				
Playground equipment is inspected annually by a certified playground inspector and the written report is retained on file.				
Deficiencies to playground equipment are repaired promptly or the equipment is secured to prevent use.				
Requests for repair are reported and documented with subsequent actions in permanent record.				

## 8.8 Emergency Maintenance Plan

Description	Y	N	N/A	Comments
There is a documented emergency maintenance plan in place and is reviewed on a regular basis to identify any staff and contractor changes and/or changes to the physical elements of the site and amended as necessary. The emergency maintenance plan includes the following:				
<ul style="list-style-type: none"> <li>24 hour on-call system (with access to property manager)</li> </ul>				
<ul style="list-style-type: none"> <li>Emergency numbers (police, fire, etc.)</li> </ul>				
<ul style="list-style-type: none"> <li>Procedures for specific situations (e.g. water or heat disruption, power failure, elevator breakdown, etc.)</li> </ul>				
<ul style="list-style-type: none"> <li>List of pre-approved contractors to make emergency repairs.</li> </ul>				
<ul style="list-style-type: none"> <li>A list of evacuation centres.</li> </ul>				
The housing provider takes the following actions on a regular basis:				
<ul style="list-style-type: none"> <li>Tenants/members receive written information regarding emergency maintenance measures including phone numbers for after hours/police/fire.</li> </ul>				
<ul style="list-style-type: none"> <li>Ensures staff are trained in emergency response.</li> </ul>				

## 8.9 Municipal or Provincial Work Orders

Description	Y	N	N/A	Comments
The group is in compliance with any municipal or provincial work orders/orders in place.				
The group is in compliance with any fire code violation work orders in place.				

## 8.10 Capital Reserve Study (CRS)

Description	Y	N	N/A	Comments
A documented Capital Reserve Study was completed and is being used as a planning tool.				
The last CRS was completed on				
The last CRS was completed within the last five years.				
The group has a board approved 5-year capital plan in accordance with Halton Region Directive No. 4.				
The group has provided a copy of the approved 5-year capital plan to Halton Region.				
The group updates the capital plan annually.				
The group uses information from the CRS in planning capital work jobs.				
The capital plan shows job priority and flexibility.				

## 8.11 Contract Administration

### Standard

Construction Lien legislation was established to provide some financial protection for those persons who supplied services or materials to a construction project. In many cases, those persons have not contracted directly with the owner, but are hired by a contractor or subcontractor. Where persons perform work for an improvement on lands but do not get paid for their services or materials, the legislation provides them remedies in the form of construction liens, mandatory holdbacks and statutory trusts.

Description	Y	N	N/A	Comments
The group has a tendering process of securing competitive bid prices for specific repairs and/or improvements.				
The tender specifications have a clear and concise scope of work that is provided to each bidding contractor.				
The group will obtain bids for tenders through an invitational and or public invitation process.				
The group will arrange for pre-tender meetings to discuss the specifications with the bidding contractors.				

Description	Y	N	N/A	Comments
As tenders are received by the group, they are date and time stamped and only opened on the day of the tender closing.				
The group reviews all tenders during the opening for completeness and accuracy.				
The group arranges for site meetings during the construction phase of the tender.				
The group manages or works with a consultant to manage the construction to confirm any deficiencies and provide follow up on the correction of the deficiency.				
The group reviews all invoices for payment for accuracy and completion of work prior to releasing payment.				
The group completes a contractor evaluation at the end of the contract.				
The group has made provisions in the contract for a 10% holdback in case of any lien under the Construction Lien Act.				
The group completes a formal Change Order notice when changes in cost and/or scope changes arise during the construction of the contract.				
The group will maintain a payment schedule throughout the entire length of the contract.				

## 8.12 Window Restriction Devices

### Standard

The Ontario Building Code (OBC) section 3.7.2.2 –Window Protection in Apartment Buildings identifies window restriction devices as follows:

- 1) In Group C major occupancy apartment buildings protection shall be provided at windows to minimize the hazards to children in accordance with Sentences (2) to (4).
- 2) Fixed windows within dwelling units that extend to less than 1000mm from the floor shall be protected by guards to at least 1000mm above the floor, or shall be designed to withstand the lateral design loads for balcony guards in Part 4 of the OBC.
- 3) Except as provided in Sentence (4), in dwelling units any window located more than 2000mm above grade that opens within 1500mm of the floor shall be protected,
  - a) by a guard conforming to Sentence 3.3.1.17(2), ‘
  - b) by,
    - i) a controlled sash operation to restrict, when engaged, the opening of the operable sash to not more than 100mm and
    - ii) a heavy duty screen conforming to CAN/CSA-A440, “Windows”, or
  - c) by an alternative device that does not reduce the degree of safety provided by Clause (a) or (b).
- 4) Protection of a window need not be provided in a dwelling unit where an exterior balcony is constructed for the full length of a window.



Description	Y	N	N/A	Comments
Devices can be disabled without the use of tools.				
Devices limit the window opening to a maximum of 100 cm or 4 inches.				
A Log is in place to record annual inspection and any replacements.				
Inspections are taking place during the move-in and move-out inspection process.				

### 8.13 General Observations Re: Maintenance and Housekeeping of the Site

#### Grounds (Parking lots, hard surface, soft surface)

<b>Observation</b>

#### Interior Common Areas

<b>Observation</b>

#### Storage Rooms

<b>Observation</b>

#### Public Washrooms

<b>Observation</b>

#### Office(s)

<b>Observation</b>

#### Laundry Room(s)

<b>Observation</b>

## **Section 8 – Maintenance Administration – Summary**

### **Observations**

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### **DIRECTIONS**

The Board is directed to ensure that:

**Section 8.1 Elevator Safety**

**Section 8.2 Fire Safety**

**Section 8.3 Roof Anchors**

**Section 8.4 Occupational Health and Safety and WHMIS**

**Section 8.5 Maintenance Records**

**Section 8.6 Preventative Maintenance**

**Section 8.7 Playground Equipment**

**Section 8.8 Emergency Maintenance Plan**

**Section 8.9 Municipal or Provincial Work Orders**

**Section 8.10 Capital Reserve Study**

**Section 8.11 Contract Administration**

**Section 8.12 Window Restriction Devices**

**Section 8.13 General Observations**

## **RECOMMENDATIONS – Best Practices**

It is recommended that the Board:

**Section 8.1 Elevator Safety**

**Section 8.2 Fire Safety**

**Section 8.3 Roof Anchors**

**Section 8.4 Occupational Health and Safety and WHMIS**

**Section 8.5 Maintenance Records**

**Section 8.6 Preventative Maintenance**

**Section 8.7 Playground Equipment**

**Section 8.8 Emergency Maintenance Plan**

**Section 8.9 Municipal or Provincial Work Orders**

**Section 8.10 Capital Reserve Study**

**Section 8.11 Contract Administration**

**Section 8.12 Window Restriction Devices**

**Section 8.13 General Observations**