



MOLE HILL NEWS

A Message from the Board of Directors

Greetings from your Board of Directors, we have been hard at work since our election last December. Much of the work has involved putting the finishing touches on some of the changes that were initiated last year. We are in the process of transitioning to a direct employee system as opposed to a contracted out system which will result in very significant cost savings as well as a more direct access to financial information.

As noted later in this newsletter we have adopted a new complaints procedure and encourage our members and tenants to become familiar with the policy. I would like to point out that letters of compliment are also accepted.

We have already held one tenant's meeting and we are planning a Special General Meeting to deal with resolutions not processed at the AGM in December and also with a review of our constitution. It is our hope that our next AGM can be held in early September.

As a Board we are looking forward to the challenges that face our Society. We will be meeting with BC Housing to discuss the issues facing Mole Hill. We would like to commit to an open discussion of the future with our membership and future newsletters will contain more information regarding the issues we face.

Gillan Jackson
Chair, MHCHS



Please Welcome Brian Ferguson!

Brian Ferguson started as the new Assistant Property Manager on March 1, 2010. Brian has worked in the property management and maintenance fields for many years and will be a wonderful asset to Mole Hill. Until the end of March, Brian will be working along side the COHO staff. April will be a very busy month, while we transition to a new system, so on occasion the office may be closed to provide the needed uninterrupted time to manage the change. We will keep you informed of any changes and will always be available for any emergencies. You can contact Brian at bferguson@mole-hill.ca.



Rent Payments

Rent is due in full, on the first day of every month and is considered overdue on the second day of the month. A 10-day notice of eviction will be issued if the rent is not received within 24 hours of a reminder phone-call. To increase efficiency in the office, we would appreciate the cheques being dropped off before the first day of the month. We invite you to consider using either automatic debits or post-dated cheques.



Tenant Requested Repairs

Tenants, who want work done in their unit, must fill out a Maintenance Request Form indicating the type of work required and its urgency. Repairs resulting from emergencies such as fire or water escape are the only unscheduled repairs that will be done without a request form on file. The Property Manager will prioritize member requests by considering things like: the order in which they were received, the urgency of the work requested, the complexity of the job and other pending work. Maintenance Request Forms can be found in the garbage rooms or at the office.

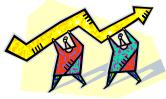


Gardening Season is Here!

Spring is nearly here and with it the new gardening season. Silent Gardener will be starting mid-March and they will be providing the same service as last year but they will also be completing a spring and fall clean up in the greenway.

Just a reminder that tenants can garden in the street boulevards but not in the front yards or laneway/greenway. Specific requests to garden in other areas can be made through a written request to the Executive Director

I would like to take this opportunity to thank the many volunteers who helped with weeding and watering last season. We would greatly appreciate your assistance, if you are able to help again this year.



Plumbing Problems

Recently, some residents had plumbing problems due to plugged toilets. Please refrain from flushing items such as diapers, hand wipes, sanitary supplies and other items. In some cases it can cause serious leaks requiring expensive restorations or problems with the sump pumps. Repairs are expensive, so your attention to this request will be greatly appreciated.



Garbage Room Protocols

The garbage rooms are for household waste and recycling only! The city garbage service will not pick up old furniture, appliances, computer equipment or other items. Disposing of the items means an additional cost for the society. Stay tuned for a spring "junk pick-up day" and for a small fee you can dispose of items you no longer need.



Contents Insurance

Remember, emergencies such as floods, fire, burglaries or other disasters can happen at any time. If any of you are interested in obtaining a reasonable policy for contents insurance, please call the Executive Director at 604-681-2096 for more information. We highly recommend it!



Geo-Thermal Heating

Many of you have probably noticed the PML (Professional Mechanical Limited) truck here on several days in the last few months. I am happy to say the work they have done cleaning and servicing the fan coils and heat pumps has meant the geo-thermal heating is now working really well.

You can control the heat in your apartment with the thermostat in your unit, which should be set at 20°, or with the on/off toggle switch, which is found on each of the fan coils.

Thank you for being patient as we worked to resolve the on-going heat problems. The warm weather will soon be here but we are ready for any cold snaps and the winter season next year.



Complaints at Mole Hill

Attached with your newsletter is a brochure describing how to resolve any complaints you may have at Mole Hill. If you have any questions, please do not hesitate to call for more information. Thank you!