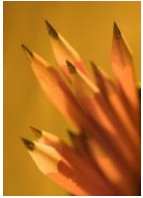




MOLE HILL NEWS



Thank you for your suggestions!

We appreciate your suggestions and thank you for taking the time to give us your feedback and recommendations. We have taken all of them into consideration and have acted on the following:

- ♥ A new table and broom were put in the laundry room.
- ♥ The laundry room is being checked regularly for cleanliness and will be painted this spring.
- ♥ Protocols are being developed for treatment of bed bugs.
- ♥ Having a memorial space for past tenants and neighbours of Mole Hill will be looked at as part of the Strategic Plan.
- ♥ Silent Gardener was selected for landscaping services, as Mole Hill is an environmentally progressive project. Power tools cause noise and air pollution and many are banned in the City of Vancouver. Additional costs for their services are negligible.
- ♥ Past agreements for gardening in common areas will be reviewed.
- ♥ Sensor lighting is being considered for the laundry room, to maintain security but save on costs.



Spring Cleaning and Repairs

Notices will be going out to individual houses regarding carpet cleaning and power washing. Those who want their apartment carpets cleaned can make arrangements with Brian in the office. Porch repairs and exterior painting are planned for the houses that are showing signs of deterioration.

A tour of the houses found that some tenants are using the front porches for storage and/or other personal items. According to Mole Hill policy, all common areas, including front porches are to be kept clear of any items. This policy is required by City of Vancouver fire regulations and is also part of our Heritage Streetscapes policy for aesthetic reasons.

Some residents have put planters directly on the wood surfaces of the porches or wood railings. This is causing deterioration of the wood and can result in substantial cost to the society. Mole Hill policy stipulates residents should only use the provided railing planters. Residents are asked to please use only the provided planters and remove any others.

We will be starting power washing of all the porches starting in May. Items on the back porches will need to be removed, so that we are able to successfully complete this task.

Mole Hill celebrated its 10-year anniversary, which is often when buildings begin to see the need for major repairs. The Society will be updating its Replacement Reserve Plan to ensure we have a healthy contingency fund for upcoming repairs.



Maintenance Emergencies at Mole Hill

In the event of an after hours emergency at Mole Hill you can call: **1-888-264-2702**.

The answering service company will assess the situation and call the contact person, if they determine the situation is an emergency.

An emergency is: roof, ceiling or heating system leaks, damaged or blocked water, sewer pipes or plumbing, no power, no heat, broken locks, refrigerator failure.

Locking yourself out is not considered an emergency. Be sure you have a 2nd set of keys or leave one with a friend.

In the event of other emergencies that require police, fire or ambulance please call 911.



Contents Insurance

Remember, emergencies such as floods, fire, burglaries or other disasters can happen at any time and the society is not responsible for personal losses. If any of you are interested in obtaining a reasonable policy for contents insurance, please call Art Taylor of Co-operators Insurance at 604-633-1302.



Green Campaign

- ♣ All the outdoor lights will now be on a timer so will only come on after daylight hours. We are also investigating other lighting options such as sensor lighting and other energy efficient options.
- ♣ New front load washers will be installed in the laundry room in the next month.
- ♣ Pick up a City of Vancouver recycling brochure in the garbage room that has extensive information about ways to recycle.
- ♣ For those of you who have light switches inside your apartment for outside lights – please turn them off during the day.



Summer Student

Melissa Nilan, summer work experience student from Print Futures: Professional Writing Program at Douglas College will be here for 12 weeks. Melissa will be writing a new Tenant Handbook and doing needed other policy work.

Smoking at Mole Hill

The City of Vancouver bylaw regarding smoking in public places states the following: *“A person may not smoke within six meters measured on the ground from a point directly below any point of any opening into any building including any door or window that opens or any air intake.”*

The city bylaw applies to the front entranceways of Mole Hill, however we ask that you respect your neighbour’s right to quiet enjoyment by being aware of 2nd hand smoke in other areas of Mole Hill as well.