



Maintenance & Renovations

WORDS FROM THE PRESENT

MAINTENANCE:

- Create strict strata rules that ensure residences, and lots, are kept in livable condition.
- Offer prizes to Nation Members that are taking care of their properties.
- There is too much onus on Community Operations when it comes to the maintenance of lots and residences.
- The onus should be on the owner to maintain their lot and residence to standards set by the Squamish Nation.
- If an on-reserve home is in need of repair, and it is clear that the home is not being maintained by the homeowner, the Squamish Nation should charge the cost of the repairs to the homeowner. If the homeowner refuses to repay the Squamish Nation, they should be moved into "bad standing," which allows the Squamish Nation to garnish their distribution until the arrears have been paid off. This should also apply to all on-reserve rentals.
- The Squamish Nation should create a list of Nation Member-owned businesses that can be contacted to assist with renovations and maintenance.
- The first by-law ever passed by the Squamish Nation was the noxious weed by-law. This by-law allowed the Squamish Nation to inspect all lots, and to issue letters to residents with unkept lots to remove all weeds from their property within thirty days. If the Nation Member failed to comply, the Squamish Nation would remove the weeds from their lot for them and charge them a fee.
- The only instance the Nation should step in to maintain lots is when the Nation Member is unable to do it themselves due to age, health, disability, etc.
- The Squamish Nation should implement a renovation and yard maintenance grant.
- A roof should last ten to twenty-five years. Some roofs in Squamish Nation communities only last up to five years.
- The Housing Department provides a one-year warranty (which covers roofs, heating, electrical, and other necessities) to all new residents. Once the year has passed and the warranty has expired, the onus to maintain these necessities falls to Community Operations. This warranty needs to be longer. If a roof fails within the first ten to fifteen years, the

- Squamish Nation should replace it. This forces the Squamish Nation to set better construction standards, and to place better technology and appliances into the homes of Nation Members.
- The Squamish Nation should cover all foundational and structural issues with a residence because Nation Members should not be made liable for shoddy workmanship.
 - Any minor repairs to a lot and residence should not be handled by Community Operations.
 - There is concern that occupants of single family detached homes are not following health and safety codes.
 - The current program that requires the Squamish Nation to take responsibility for the maintenance and upkeep of lots and residences has failed. The Tsleil-Waututh Nation reserve is divided by homes that are owned by Nation Members and homes that are owned by the Nation. The homes that are owned by Nation Members are in good condition, whereas the homes owned by the Nation have fallen into visible disarray.
 - The path to fostering more pride of ownership is through education and support. This could include clearly outlining the responsibilities of the homeowner and the Squamish Nation, providing information booklets on home maintenance to all Nation Members, and outlining what is covered and what is not covered by the Nation Member's home insurance policy.
 - Nation Members need to take on more responsibility for the maintenance of their lots and residences.
 - The Squamish Nation should provide training to all Nation Members regarding the maintenance of lots and residences.
 - There is an over reliance on the Community Operations Department when it comes to maintaining a lot and residence, and this over reliance needs to end.
 - The Squamish Nation should assess a Nation Member's ability to care for a lot and residence prior to allocation. If a Nation Member is found not to be able to care for a home, they should be given a two-year window to meet the requirements or face being struck from the housing list.
 - There are two key areas of responsibility that should fall onto all Nation Members who are allocated a home: animal control and abandoned cars and trailers.
 - The Squamish Nation could charge a nominal fee to cover the costs of maintenance, insurance, upkeep, etc. When this was raised previously, there was concern about the fee harming low-income people. One way to mitigate causing more strife for low-income people would be to have income assistance cover the fee or implement income testing.

RENOVATIONS:

- The Squamish Nation should provide more funding to renovation projects.

ALTERATIONS:

- Nation Members want to build suites into their existing properties to provide housing to members of their family.
- Nation Members are adding additions to their residences even though the current Housing Policy does not permit them to do so.
- There is large number of home improvements and construction taking place on-reserve.
- There are currently no policies regarding home renovations.

VOICES FROM THE PAST

Should income testing for all individuals living in the home determine eligibility to receive a renovation (total combined income)?

- **Yes:** 31.49%
- **No:** 68.51%

Should how a member takes care of their home determine eligibility?

- **Yes:** 78.30%
- **No:** 22.55%

How old should a member's home be in order to be eligible to receive a renovation?

- **5 Years Old:** 5.96%
- **10 Years Old:** 12.77%
- **15+ Years Old:** 17.87%
- **Whenever a Renovation is Needed:** 63.40%

Should off-reserve members be eligible to receive a renovation grant?

- **Yes:** 55.32%
- **No:** 44.68%

Should renovations be limited to Health and Safety issues only? For example, roof replacement, mold, replacing soiled carpet, deck, etc.

- **Yes:** 36.20%
- **No:** 63.80%

Should a member be required to take a maintenance course prior to receiving a renovation?

- **Yes:** 45.25%
- **No:** 54.75%

Should there be a maximum amount spent on a renovation?

- **Yes:** 50.23%
- **No:** 49.775

MAINTENANCE:

- The Squamish Nation should provide mandatory workshops that educate new homeowners on how to care for a home and property.
- The Squamish Nation should check in with new homeowners to address any concerns with the home.
- Nation Members are concerned about the existence of mold inside of their homes.
- Nation Members should be taught the basics of homeownership.
- Maintenance courses should include: yard maintenance, unplugging toilets, changing lightbulbs, furnace filters, cleaning windows, door opening, hoarding, bed bugs, electrical hazards, patching drywall, painting walls, cleaning gutters, washing the outside of your house, treating your deck, fixing leaky faucets, checking smoke detectors, checking carbon monoxide detectors, turning off gas, turning off water, emptying lint tray, etc.
- Maintenance courses should be delivered online.
- If the Squamish Nation chooses to implement mandatory courses in home maintenance for any Nation Member requesting renovations, the courses should be determined by age.
- It should be noted that not all Nation Members need to take a home maintenance course.
- Elders should not have to take a maintenance course. Only young, able-bodied Nation Members should be required to take a maintenance course.
- All Nation Members should be required to take a home maintenance course prior to moving into their allocated residence.

- All Squamish Nation members should be eligible for a renovation grant whether they receive a house from the Squamish Nation, build their own home, or live in an approved mobile/modular home.
- All homeowners should be responsible for general upkeep and maintenance on their homes, including appliances.
- Nation Members should be made to sign a maintenance addendum that declares the Nation Member will maintain the inside and outside of their home or face eviction.
- Nation Members who do not maintain their on-reserve residence should not be eligible for a home replacement.
- Nation Members should pay a \$200/month maintenance fee.
- The Squamish Nation should charge homeowners every month to cover the costs of maintenance and renovation.
- The Squamish Nation should implement an incentive program to motivate Nation Members to take care of their on-reserve residence.
- Home maintenance courses should be offered to all Squamish Nation members, not only Nation Members who have been allocated a house or that are seeking to access renovation funding.
- The Squamish Nation should establish a maintenance and repairs department to respond to on-reserve maintenance and repair requests, so that the Community Operations can focus on other areas of need.
- The Squamish Nation should provide all Nation Members with a home maintenance book.
- The Squamish Nation should provide landscaping services to all Nation Members.
- The Squamish Nation should provide vent cleaning to all Nation Members once a year.
- The Squamish Nation needs to provide all new homeowners with a document listing their rights and responsibilities, and the rights and responsibilities of the Squamish Nation.
- The Squamish Nation should promote do-it-yourself maintenance workshops for all Nation Members.
- The Squamish Nation should develop an inventory of preferred maintenance vendors.
- The Squamish Nation should provide all Nation Members with home safety information.
- The Squamish Nation should implement a new homeowner maintenance class.
- The Squamish Nation should pay for a maid service to assist Elders who are unable to take care of their homes.

- The Squamish Nation should be responsible for adding fencing to Reserve lots.
- The Squamish Nation should draft a maintenance schedule for Nation Members to follow.
- Every Nation member should have a wooden garbage shed they can use to protect their waste from birds, raccoons, and dogs. This would limit the amount of garbage floating around the reserve.
- The Squamish Nation should make a You Tube Channel with How-To videos for Nation Members to access and learn from.
- The Squamish Nation should develop affordable home care partnerships with external vendors, such as: cleaning services, maintenance workers, landscaping companies, etc.

RENOVATIONS:

- Projects that are deemed essential should be prioritized over minor renovations.
- If a renovation is requested, but the Nation Member is at fault for the damage to the home, funding for the renovation should be rejected.
- If a renovation is requested and the Nation Member is not at fault for the damage, funding for the renovation should be approved.
- The Squamish Nation should invest in sustainable, eco-friendly housing materials to prevent the need for future renovations.
- If an on-reserve home requires renovations that are equal to the cost of replacing the home, the home should be torn down and replaced instead of being renovated.
- There are concerns regarding the number of roof replacements that have been required throughout Squamish Nation communities, with many feeling that this is due to poor workmanship on and a lack of oversight.
- The Squamish Nation should establish a Renovation Committee comprised of community members to act as a neutral third party for renovation approvals.
- Homes should be renovated on an as-needed basis instead of waiting for multiple issues to pile up.
- The Squamish Nation should work with a financial institution to develop a renovation loan program.

- The Squamish Nation needs to ensure that "band aids" are not being used in place of quality workmanship.
- The Squamish Nation should implement municipal codes, or their own form of Housing Code.
- Minor renovations should be completed by the homeowner.
- The homeowner should be able to decide what they would like to be renovated. These decisions should not be made by anyone else.
- Nation Members are unsure who to contact to discuss accessing funding for renovations.
- Some Nation Members were not aware that they could access renovation funding.
- Nation Members are unsure about how many times they can access renovation funding.
- The Squamish Nation should implement "minor grants" for minor renovations/upkeep such as cleaning gutters, power washing exteriors, cleaning dryer vents, etc.
- The Squamish Nation should survey on-reserve homeowners to see what kind of renovations they require.
- Nation Members have reported contacting the Squamish Nation to inquire about renovations but failed to receive a response.
- All condemned, unlivable houses should be torn down immediately, and the homeowners should not be eligible to be allocated a new home.
- If a Nation Member has condemned their home due to preventable cause, neglect, or carelessness, they should not be eligible to receive renovations or a new home.
- The Squamish Nation should set a limit as to how many times a home can be renovated.
- There are concerns regarding the quality of workmanship put into the construction of on-reserve homes and how this might effect renovation funding.
- Homes that are above twenty to thirty years old should automatically be placed on a renovation list and the homeowner should be contacted by the Squamish Nation to begin renovations immediately.
- Nation Members who have garbage on their front yard after garbage removal day should have their garbage removed by the Squamish Nation and their DB garnished to cover the costs of cleanup.
- The health and safety of on-reserve homes needs to be prioritized.
- All renovation contracts should be tendered out to Squamish Nation contractors.

- If a Nation Member calls to inquire about accessing renovation funding, but is declined due to lack of funds, they should be placed at the top of the list for the next round of renovation funding.
- Nation Members would like to see more communication regarding the Squamish Nations renovation program.
- Nation Members who have applied for renovation funding would like to receive communication regarding whether their application was accepted or declined.
- Nation Members would like to learn what is covered under their home insurance.
- The Squamish Nation needs to consider implementing a process to renovate homes that have been passed down through a Nation Member's Will prior to the new homeowner moving in.
- The Squamish Nation should finance additions/extensions to homes so that Nation Members can bring their family members' home.
- The Squamish Nation should consider offering grants that help make on-reserve homes more energy efficient.
- Off-reserve members should not be able to receive a renovation grant if they are renting.
- The Squamish Nation needs to implement a dispute resolution/appeals process for renovation application requests that are denied.
- Squamish Nation members who are above a specified income threshold should pay fees to have their on-reserve residence renovated.
- The Squamish Nation should hire Nation Members who have completed training at the SNTTC to carry out renovation projects.
- Some Nation Members have had bad experiences renovating their homes through the Squamish Nation.
- The Squamish Nation should consider the number of people living in an on-reserve residence when determining renovation funding amounts.
- The Squamish Nation should support Nation Members in accessing a bank loan to carry out their own renovations.
- Nation Members who have a non-member spouse should be liable for 50% of the cost of renovations.
- Nation Members should contribute time and energy to all renovations alongside the contractors, unless they are unable to do so due to age, disability, etc.

- The Squamish Nation should provide an annual report to Membership regarding renovations.
- The Squamish Nation should clearly communicate the amount of funding each Nation Member can access under the renovation program.
- All renovations should be documented and stored by the Squamish Nation.
- Nation Members would like to know what services are available to them, how selection works, how to apply, where to apply, and average response times as it relates to the Renovation Program.
- Accessibility issues for Elders and Nation Members with disabilities need to be addressed in the Renovation Program.
- There are concerns regarding rodent infestation on-reserve.
- Nation Members are concerned about the amount of time they will need to wait for a renovation.
- The Squamish Nation should help Nation Members take out their own home insurance policies on top of the Squamish Nations home insurance policy.
- If a Renovations list is established, this list should be public and 100% transparent.
- Nation Members should be able to pick out anything related to the overall design of the home (e.g., carpets, cabinets, paint color, etc.).

RENOVATION FUNDING:

- The amount of money spent on renovation should depend on the following: health issues, seriousness of renovations, number of previous renovations, cost of supplies, cost of labor, availability of labor, etc.
- A Nation Member should only be able to access renovation funds if their home has been maintained. If the Nation Member has not maintained their home, they should not be able to access renovation funding.
- The maximum amount of money per renovation should be: 10-150k.
- The amount of funding available for renovations should be determined on a case-by-case basis, as some homes may have structural issues that are not the fault of the Nation Member.
- The amount of funding available for renovations should be determined on a project-by-project basis, as each project has its own size and scope.
- The Squamish Nation should not set a maximum funding amount for renovations.

- Nation Members should be able to access enough funding to ensure that renovations are completed competently.
- The maximum funding amount should be based on the type of renovation that is being conducted.
- The amount of funding that is available should be based on what is reasonable and fair.
- The Squamish Nation must invest in strong oversight to ensure the renovation funding system is not abused.
- Any Nation Member who has accessed renovation funding and fails to maintain their on-reserve residence, resulting in the need for another renovation, should not be able to access renovation funding.
- The Squamish Nation should establish a funding regimen for old homes and a separate funding regimen for new homes.
- Nation Members should be able to access two funding programs: one for small renovations and one for large renovations.
- There should be separate funding caps for Nation Members who have taken care of their homes and for Nation Members who have not maintained their homes.
- Funding should be based on how old the home is. Newer homes receive less money. Older homes receive more money.
- Unless there is an extraordinary or special request, the cost should come from the homeowner's pocket.
- The amount of funding that is available for renovations should be based on the size of the house.
- Nation Members who have the physical capability to maintain their home, but choose not to, should not be eligible for renovation funding.
- Nation Members who are not physically capable of maintaining their home should not be penalized.
- Funding for renovations should be no more than 50% of the cost to construct a new home.
- All on-reserve homes requiring renovations should be inspected prior to determining funding amounts.
- There should not be a maximum when it comes to health and safety.

- The Squamish Nation should only provide renovation funding for homes that require renovations due to health and safety concerns. The Squamish Nation should not provide renovation funding for Nation Members who only wish to renovate for cosmetic reasons.
- Renovation funding amounts should reflect a percentage of the home's value.
- Renovation funding amount should be up to 75% of the cost of construction for a new home.
- If a Nation Member is making over \$150K, they should not be eligible for renovation funding.
- Nation Members should not be able to receive funding for repeat offenses, such as: broken windows, broken doors, holes in walls, etc.
- Nation Members should be able to top-up the renovation funding through their own pockets.
- Off-Reserve members should be able to access renovation funding.
- If a Nation Member has accessed renovation funding previously, they should be made to wait a set number of years before they are able to access renovation funding again.
- The Squamish Nation should outline criteria that needs to be met prior to a Nation Member obtaining renovation funding.
- Elders should receive priority funding for renovations.
- Nation Members who do not maintain their on-reserve residence should be made to pay for half the renovation costs.
- Nation Members who do not live in their home should not be eligible for renovation grants.
- Non-Status Members living on reserve should not be able to access renovation funding.

ALTERATIONS:

- Alterations should be addressed as the construction of additions does not comply with existing building codes and places both the Squamish Nation's insurance and the original residence and lot at risk.