



<b>Title</b>	Maintenance and Renovations Policy		
<b>Area</b>	Housing		
<b>Council Resolution</b>	23071	<b>Document #</b>	HOU-003-001
<b>Approval Date</b>	April 13, 2023	<b>Effective Date</b>	May 1, 2023

## 1.0 Purpose

- 1.1 The purpose of this document is to define broad requirements and responsibilities for the Sk̓wx̓wú7mesh Úxwumixw (Squamish Nation) Maintenance and Renovations Program.
- 1.2 This policy will be guided by the following Sk̓wx̓wú7mesh Úxwumixw (Squamish Nation) values:
- (a) Úxwumixw - "Nation; Village [Houses and Inhabitants]; Community; People"
  - (b) Stélmexw - "Indigenous Person; Human Being; Human People"
  - (c) Nexwníw - "Advice; Teaching; Upbringing; Instructions; Ways; Fashion; Manners"
  - (d) Wenáxws – "Treat (Someone) With Respect; Believe (Someone); Respect (Someone); Honour (Someone)"
  - (e) Siyámín - "Area Belonging to a Siyám; Responsibilities Related to the Role of a Leader"
  - (f) Snewíyelh - "Advice; Teachings; Cultural Knowledge"

## 2.0 Scope

- 2.1 This policy applies to the management of maintenance and renovations requests submitted to the Maintenance and Renovations Program.
- 2.2 This policy applies to:
- (a) Workers performing work for the Maintenance and Renovations Program; and
  - (b) Applicants requesting services from the Maintenance and Renovations Program.



- 2.3 This policy does not apply to maintenance and renovations of housing managed by Hiyám Housing or the Nch'kay Development Corporation.

### **3.0 Policy Statements**

#### ***Eligibility***

- 3.1 Single Detached Houses and Lots located on Skwxwú7mesh Úxwumixw (Squamish Nation) reserves are eligible for the Maintenance and Renovations Program, including:
- (a) Single Detached Houses on Custom Allocation or Certificate of Possession Lots;
  - (b) Single Detached Houses that were financed by Skwxwú7mesh Úxwumixw (Squamish Nation) or by Members, either independently or through the Hiyám Home Loan Program;
  - (c) Single Detached Houses that were constructed by Skwxwú7mesh Úxwumixw (Squamish Nation) or by Members; and
  - (d) Single Detached Houses that are managed by Skwxwú7mesh Úxwumixw (Squamish Nation) and used to house Members on a temporary basis.
- 3.2 All Skwxwú7mesh Úxwumixw (Squamish Nation) Single Detached Houses and Lots are eligible for maintenance support.
- 3.3 Skwxwú7mesh Úxwumixw (Squamish Nation) Single Detached Houses that are over five years old are eligible for renovations support.
- 3.4 Single Detached Houses and Lots that are being rented out by Members are not eligible for maintenance or renovations support, but exceptions may be made for major repairs needed to preserve the Single Detached House, such as roof replacements.
- 3.5 Items that are eligible for replacement under the Maintenance and Renovations Program include but are not limited to:
- (a) roof;
  - (b) windows;
  - (c) inside and outside doors;
  - (d) kitchen and bathroom fixtures;



- (e) countertops and cabinets;
- (f) flooring;
- (g) foundation;
- (h) electrical;
- (i) plumbing;
- (j) heating;
- (k) insulation; and
- (l) siding.

3.6 The following services are eligible for Lot maintenance requests:

- (a) grass cutting for Elders (60 and over);
- (b) blackberry bush cutting (including removal of any unwanted items that are found) that is needed for health and safety reasons; and
- (c) pest control.

### ***Requests and Classification***

3.7 Information about the Maintenance and Renovations Program and how to access it will be clearly communicated to Applicants.

3.8 Applicants will be encouraged to submit applications for the Maintenance and Renovations Program at the start of the calendar year to increase the possibility of external funding, but applications will be accepted on an ongoing basis.

3.9 Nexwsp'áyaken ta Úx̓w̓umix̓w (Community Operations) will acknowledge applications for the Maintenance and Renovations Program when they are received and will provide regular updates on the status of applications to Applicants.

3.10 Applicants who submit a request to the Maintenance and Renovations Program should wait for approval before beginning any work. Applicants will not be paid or reimbursed for any labour or materials without prior approval from Nexwsp'áyaken ta Úx̓w̓umix̓w (Community Operations).

3.11 Nexwsp'áyaken ta Úx̓w̓umix̓w (Community Operations) will classify applications as either:



- (a) maintenance: immediate work that is needed to maintain the basic functions of the Single Detached House or Lot in good working order; or
- (b) renovation: planned work that restores or renews the functions or fixtures within a Single Detached House to preserve the life of the Single Detached House.

3.12 If there are concerns that addressing a maintenance or renovations request may not be worthwhile due to the deteriorated state of the Single Detached House, the Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) will bring the request to the General Operations Committee for consideration.

### ***Prioritization and Scheduling***

#### *Single Detached House Maintenance Requests*

3.13 Maintenance requests will be prioritized based on how greatly the issue impacts the functioning or safety of the Single Detached House:

- (a) high priority – severe impact;
- (b) normal priority – moderate impact; or
- (c) low priority – mild impact.

3.14 Maintenance requests will be addressed:

- (a) in order of priority; and
- (b) as soon as possible, given availability of qualified labour.

3.15 Nexwsp'áyaken ta Úxwumixw (Community Operations) will direct maintenance requests for Single Detached Houses that are under one year old and are covered by warranty to Ta na wa Shéway I7xw ta Úxwumixw (Planning and Capital Projects).

3.16 Nexwsp'áyaken ta Úxwumixw (Community Operations) will direct maintenance requests that are expected to cost over \$50,000 to the Skwxwú7mesh Úxwumixw (Squamish Nation) insurer for coverage.

#### *Lot Maintenance Requests*

3.17 Lot maintenance requests that meet the eligibility criteria will be addressed as soon as possible based on the availability of Workers.



*Single Detached House Renovation Requests*

3.18 The Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) will prioritize renovation requests based on the following criteria, regardless of the history of renovations for the home:

The renovation is needed to address a health or safety concern:	Severe = 3 Moderate = 2 Mild = 1 None = 0
The applicant is an Elder (60 and over):	Yes = 3 No = 0
The age of the home:	5 – 10 years = 0 11 – 15 years = 1 16 – 20 years = 2 21 + years = 3

3.19 Renovation requests will be scheduled based on:

- (a) the total criteria points;
- (b) the approved budget for the fiscal year;
- (c) the potential for external funding;
- (d) the availability of qualified labour; and
- (e) seasonal considerations.

3.20 Scheduling will be updated continually based on the ranking of incoming renovation requests to ensure that requests with the highest priority are addressed as soon as possible.

***Financing***

*Funding Sources*

3.21 The Maintenance and Renovations Program will be funded primarily through Skwxwú7mesh Úxwumixw (Squamish Nation) own source revenue.

3.22 External sources of funding will be identified and utilized whenever possible, and any requirements related to external funding will be met.



### *Funds Management*

- 3.23 The budget for the Maintenance and Renovations Program will be determined and managed in accordance with the *Budget and Planning* Policy Documents.
- 3.24 The Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) may request additional funds beyond the approved budget if the funds are needed to ensure that maintenance requests are addressed. Any budget changes will be managed in accordance with the *Budget and Planning* Policy Documents.
- 3.25 Funds will be expended in accordance with the *Expenditure* Policy Documents and the *Purchasing* Policy Documents.

### **Labour**

- 3.26 Maintenance and renovations work will only be completed by Workers who have:
- (a) the qualifications and experience to perform the work safely and in accordance with established standards;
  - (b) insurance coverage that is sufficient for the nature of the work being done; and
  - (c) Workers Compensation Board coverage.
- 3.27 Contractors hired to conduct work for the Maintenance and Renovations Program will be Members whenever possible, provided they meet the requirements noted above.

### **Materials**

- 3.28 Materials used by the Maintenance and Renovations Program will be of the highest quality possible to ensure longevity and sustainability, while balancing cost-efficiency.
- 3.29 Applicants' preferences for materials or fixtures will be considered and accommodated as much as possible within the quality, functionality, and cost requirements. Final decisions regarding materials and fixtures will be made by the Director of Nexwsp'áyaken ta Úxwumixw (Community Operations).
- 3.30 Applicants who would like materials or fixtures that exceed the typical standards established by Nexwsp'áyaken ta Úxwumixw (Community Operations) will be required to pay the additional costs.



### ***Standards***

3.31 Work conducted under the Maintenance and Renovations Program will comply with the *National Building Code of Canada, BC Building Code*, and any other relevant codes and standards.

3.32 Inspections will be conducted:

- (a) when required to ensure the work meets requirements defined in the *National Building Code of Canada, BC Building Code*, and any other relevant codes and standards; and
- (b) when required by an external funder.

3.33 Inspections will be conducted by an inspector who has national and provincial certification and is approved by the external funder, when relevant.

3.34 Nexwsp'áyaken ta Úxwumixw (Community Operations) will provide the final inspection report to the Applicant who requested the maintenance or renovations work upon request.

3.35 Nexwsp'áyaken ta Úxwumixw (Community Operations) will:

- (a) confirm that each project has been completed and meets the standards and expectations defined by Nexwsp'áyaken ta Úxwumixw (Community Operations) for the project; and
- (b) confirm that the Applicant who requested the maintenance or renovations work is satisfied with the outcome and address any questions or concerns that the Applicant may have about the work.

### ***Warranties and Insurance***

3.36 Nexwsp'áyaken ta Úxwumixw (Community Operations) will utilize any warranties for work, materials, or appliances arranged by Ta na wa Shéway I7xw ta Úxwumixw (Planning and Capital Projects) during construction to ensure that any eligible repairs or replacements are covered by the relevant warranty.

3.37 Maintenance and renovations work will be conducted in accordance with any requirements necessary to ensure the work is covered by Skwxwú7mesh Úxwumixw (Squamish Nation) insurance. The Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) will ensure that additional insurance is purchased if it is necessary to provide coverage.



### ***Issues and Complaints***

- 3.38 Any issues or complaints related to maintenance and renovations should be directed to the Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) or the Director of Squamish Valley Operations.
- 3.39 The Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) or the Director of Squamish Valley Operations will:
- (a) attempt to resolve the issue or complaint in a fair and timely manner; and
  - (b) document the issues and complaints, the steps taken to resolve them, and the outcomes.
- 3.40 Complaints may be escalated to the Senior Administrator if necessary and any resolution provided by the Senior Administrator will be final.

### ***Outcomes and Reporting***

- 3.41 The Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) and the Director of Squamish Valley Operations will provide a report on home maintenance and renovations to Nexwsxwníwntm ta Úxwumixw (Council) quarterly detailing:
- (a) the number of requests received;
  - (b) the nature of the maintenance and renovations requests;
  - (c) the number of maintenance and renovations jobs completed;
  - (d) the average cost of the jobs completed;
  - (e) the total cost of the jobs for the year; and
  - (f) a summary of any issues or complaints.

## **4.0 Supporting Statements**

### ***Compliance***

- 4.1 Any Employee violations of this policy may result in disciplinary action, up to and including termination, in accordance with the *Code of Conduct* Policy Documents.





### ***Exceptions***

- 4.2 Exceptions to this policy require approval by the Senior Administrator. The Senior Administrator will report any approved exceptions to the Nexwsxwníwntm ta Úxwumixw Chair.

### ***Delegation***

- 4.3 The Director of Nexwsp'áyaken ta Úxwumixw (Community Operations) is responsible for the implementation of this policy and the development of supporting procedures.

## **5.0 Definitions**

Applicant(s): anyone who has or may need to apply to the Maintenance and Renovations Program for support, including Members, other community members, and other Skwxwú7mesh Úxwumixw (Squamish Nation) departments.

Certificate(s) of Possession: a certificate of possession issued by the Minister of Indigenous Services Canada as evidence of the Member's right to possession of the land within Squamish Nation reserve lands issued in accordance with section 20(2) of the *Indian Act* (Canada), RSC 1985, c.I-5. No Member is lawfully in possession of land in Squamish Nation unless, with the approval of the Minister, possession of the land has been allotted to him/her by the Council of Squamish Nation.

Custom Allocation(s): an individual right to use and occupy a portion of the reserve in accordance with the customs of the Nation, granted by Council by way of a Council Motion.

Employee(s): any individual who has an employment agreement with Skwxwú7mesh Úxwumixw (Squamish Nation), including permanent, term, temporary, casual, full-time, or part-time work arrangements.

Lot(s): a parcel of land to which a Member is recognized as being entitled to use and occupation, which may be legally surveyed and/or serviced, and includes any permanent improvements situated on that parcel of land.

Maintenance and Renovations Program: program delivered by Nexwsp'áyaken ta Úxwumixw (Community Operations) on behalf of Skwxwú7mesh Úxwumixw (Squamish Nation) to provide maintenance and renovations support for Skwxwú7mesh Úxwumixw (Squamish Nation) Single Detached Houses and Lots when requested by Members.



Member(s): an individual who is a registered member of the Skwxwú7mesh Úxwumixw (Squamish Nation) under the *Squamish Nation Membership Code*.

Policy Document(s): formally approved Policies and Procedures that provide direction for Skwxwú7mesh Úxwumixw (Squamish Nation) programs and administration and may be amended from time to time.

Senior Administrator(s): individuals delegated responsibility by Nexwsxwníwntm ta Úxwumixw (Council) for leading the planning, organization, implementation, and evaluation of the overall management of all day-to-day operations of Skwxwú7mesh Úxwumixw (Squamish Nation).

Single Detached House(s): a free-standing residential building separate from any other dwelling or building that is typically intended for single family use but may include a secondary suite. This does not include mobile homes, manufactured homes, coach houses, or carriage houses.

Squamish Nation (Skwxwú7mesh Úxwumixw): the “band” known as the Squamish Nation band of Indians, as represented by Council, within the meaning of subsection 2(1) of the *Indian Act*.

Worker(s): any individual engaged by Skwxwú7mesh Úxwumixw (Squamish Nation) to perform work, regardless of status or position, including Employees, contractors, consultants, and their employees.

## **6.0 Related Documents**

### ***Compliance Documents***

National Building Code of Canada

BC Building Code

### ***Associated Documents***

Budget and Planning Policy Documents

Code of Conduct Policy Documents

Expenditure Policy Documents

Purchasing Policy Documents

### ***Policy Set Documents***

None



## 7.0 Policy Changes and Rescinding

7.1 With the approval of this policy, older versions are rescinded and are no longer in effect.

<b>Replaces</b>	<b>Dated</b>	<b>Key Changes</b>
Housing Policy 10.1, 10.2	April 1, 2006	<ul style="list-style-type: none"><li>These provisions have been removed from the <i>Housing Policy</i> and re-developed as a comprehensive <i>Maintenance and Renovations Policy</i>.</li></ul>

## 8.0 Appendices

None