



TAKE BACK OUR COMMUNITY COALITION

Ex-Board Directors Engaging the Co-op on By-laws for Knowing Rights/Obligations

The Board is Accountable to ALL Members



Taking Back the

Community is a

Co-operative Effort!

Lom Nava's Ex-Board Directors are empowering change by contributing diverse leadership skills to improve the communication process for clarifying roles and responsibilities. As such, leaders must equip themselves with success strategies to motivate growth for Members to participate co-operatively.

Get the FACTS 1st - Commitment to change is required for more accountability, transparency, and healthier boundaries for a sustainable future.



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FACT SHEET

Purpose of the Coalition

On behalf of Members, the Board was elected to conduct business activities for Lom Nava. Take Back Our Community Coalition does not agree with the direction or management of the Co-op to keep Members informed of the upcoming Board election during the AGM Meeting.

The 2012 Take Back Our Community Coalition was established to protect Lom Nava with by-laws and contracts needed to survive and generate sustainable growth for the Co-op. The Coalition will maintain news media contacts to publicize its strategic plan for developing by-law policies and current challenges regularly dispersed to Coalition. Recommendation was also made for the Board to design a professional website for easy access to services/solutions, be adaptable to current and changing technology, provide content management capability, and serve as a powerful communication tool.

The goal over the next few weeks is to send out facts for evaluating Precision Property Management's overall performance. Precision received several warnings and denied staff change request for improving the working relationship with the co-op. No evaluation was conducted; making the Board unpopular for not being transparent as an employer of staff or a contract partner. Without hesitation, the Coalition is recommending a governing board to actively protect everyone. Members are encouraged to elect themselves and others -- by stepping out of their comfort zone and making a worthwhile contribution/investment (with proper guidance).

The Coalition Members: The 2012 Coalition consists of four Ex-Board Directors committed to strengthening a divided community with liaison to receive and distribute info about Coalition activities. Promote good governance and principled leadership for operating to offer excellent service to Members. The Coalition Members are listed below:

Christine Officer ~Coordinator~	Kathy Hubbard	Melanie Stenson	Althea Francis
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Trusted leaders are vital to support ALL at Lom Nava Co-op!

The Board must govern Members and with bylaws for following the principles set out in the co-op act.



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FACT Sheet I - Members are In-Charge of Lom Nava Co-op!

At Lom Nava, Members must speak collectively since decisions are made democratically with majority support. Members confidently elect Directors to monitor business matters while staff reports to the Board. Therefore, the Board is responsible for Member complaints, non-payment of housing charges, and overseeing the annual budget, etc.

Without delay, the Coalition is seeking absolute clarity (accountability/transparency) to get Members more involved in co-operative living.

Budget Facts:

- ☐ Manager and Directors responsibilities are to track spending within the budget for operational purposes.
 - ❖ Precision's budget is unreasonable. It costs less than \$5,000 and apparently Precision has a \$32,000 for their maintenance expenses. This creates a huge cushion to show the Board that they don't over spend.

By-laws Facts:

- ☐ Members are entitled to a by-law handbook to know and comply with regulations for good governance between Members, Board, and Management.
 - ❖ Precision agreed to propose a tracking system to verify delivery of important correspondence to Members.
 - ❖ How many Members of Lom Nava Co-op have their by-laws hand book?

Contract Facts:

- ☐ Precision's plan was to reduce the accumulated deficit but it has increased from approximately \$200K to more than \$600K. The Region of Peel is helping the Co-op out of financial hardship through a forgivable loan and Precision is compromising Lom Nava's success.
 - ❖ Precision needs more guidance to tackle the accumulated deficit for it has risen considerably.



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FACT Sheet I

Arrears Report Contract Facts:

- ❑ Overall, the monthly arrears are excessive. Management is inconsistent with keeping the amount at a reasonable level.
 - ❖ The budget requires less than \$5,000 for proper control; however, arrears are currently more than \$12,000 for 2012.
 - ❖ Property manager and Board are required to attend to monthly arrears meeting or notice to appear in front of the Board if needed, to decrease the amounts owing.
 - ❖ Housing charge (rent) is due on the first of each month or agreed re-payment schedule to reduce the arrears by recovering overdue payments.

Arrears Report Facts:

- ❑ Directors need to take more initiative and inquire about outstanding receivables that are a challenge to collect.

Arrears policy - Does management or Board have a policy in place? If so, what is it?

Bad debts - Indicators used to determine a governed Board.

- ❖ The Board has not shown good governance as the arrears are approximately \$12,000. The past Board agreed to new mandate and kept the arrears under \$5,000.00 per month.
- ❖ Management and Board are to stay focused on processing arrears for recovery.



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Precision is NOT Engaging/Involving Members to Live Successfully in a Co-op

Management is lacking the right focus for delivering good service to Members since Directors are exceeding their authority without knowing of and staying within the law to protect Lom Nava Co-op.

Human Rights Code is a provincial law that ensures everyone has equal rights and opportunities without discrimination in specific areas such as jobs, housing, and services.

1. Office hours are not being properly used for co-op business. It has been confirmed and witnessed by many (particularly Members waiting outside the office) that office staff are using their time to hold gossip sessions and biased conversations.
2. The arrears by-law protects Members right to privacy. In an arrears report Directors had access to Member's sensitive and confidential detailed information (name, unit, repayment schedule and amount owing, etc.)
3. Precision was aware that a Board member could not run for the Board given that they declared personal Bankruptcy. However in order to support their vote for Precision in 2011, they disregarded this By-law requirement.
4. Precision mishandled Lom Nava's waiting list/orientation process by delaying 16yrs and older (adult children/partners) from becoming Members to vote independently.
5. At the July 2012 Board Meeting, it was made known by Peel Region that no action was taken by Precision to address the over housing problem. Approximately 3 years ago, Ex-Directors and the Region of Peel were told that the situation was being addressed but it was a lie.
6. On September 28, 2012, Ms. Carty decided to distribute a survey about services offered in the community and Member satisfaction. This survey which has never been administered by Precision over the past seven years coincidentally came at the same time we sent out our survey. This is just another sign of their insecurity, last-minute inability and reactive response to our growing concerns. Furthermore, Ms. Carty chose to survey only select Members and to exclude others – how can this be a reliable survey when it has not been administered to all Members.

Cooperatively Boosting the Community with the Right Focus!

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Positive change can be achieved by sustaining the future of Lom Nava!



What is a Coalition - A group devoted to advancing and protecting the interests of Members by creating successful change for maintaining the ability to respond quickly and knowledgeably to matters affecting Lom Nava Co-op.

FACT Sheet II – Time to Get Management Right!

In performing manager's duties, Precision and staff must comply with legal rules. Management promised trustworthy services for co-op diversity. Precision is unlawfully neglecting commitments made. Five essential services are listed below for emphasizing management's role in supporting Members; with community-minded and affordable housing...

1. Managing the finances
2. Keeping the Co-op in good repair
3. Keeping the Co-op full
4. Meeting legal requirements
5. Supporting good governance

"Member Satisfaction Survey" distributed will measure Precision's performance for a realistic overview to make an informed decision. ***The Coalition is collecting surveys and will open and share the results (with all Members) at the 2012 AGM.***

Precision Property Management Facts:

- ☐ Precision promised to participate in effective evaluations for encouraging a healthy work environment; without bias. Additional effort is needed to welcome and educate Members on living and working cooperatively.
 - ❖ Precision overlooked staff change agreed for maintaining sound management by not being service focused when listening to Members.
 - ❖ Management denied suggestions for improvement over the six years that caused a decreased in service provided.

Precision is compromising the worthwhile contribution made by Peel Region to reduce the accumulated deficit for the Co-op to become more proactive in generating revenue for longevity.



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FACT Sheet II

Evaluation Facts:

- ❑ Precision settled for a performance review and staff changes within a six month period. No evaluation was conducted; making the Board unpopular for not being transparent as an employer of staff or a contract partner.
 - ❖ To date, Precision's Property Manager is without an evaluation as the Board is reluctant to consider recommendations for improvement.
 - ❖ Co-op Members need a respectful and trustworthy management company willing to share community resources for benefiting Members; and offer some info on local services.

Hours of Operations Contract Facts:

- ❑ Contract was signed on August 25, 2011 to August 24, 2014 for precise office hours and qualified staffing with proper supervision and consequence.
 - ❖ Manager is available for 19 hrs and 27hrs in the contract. Hours displayed on bulletin board are listed below:

Lom Nava Co-op's Office Hours

- Monday 12 – 6:00 pm
- **Tuesday CLOSED**
- Wednesday 12 – 7:00 pm
- Thursday 9 am – 1:00 pm
- Friday 9 am – 11:00 am

** The above info does not justify paying more than \$8000 a month**

- ✓ Replace the current voicemail answering system offered through Precision. The Co-op needs a 24-hour emergency response process for Members to understand what to do when management is off duty and there is a crisis.



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FACT Sheet II

8 Hours Remaining for Property Managers Office Hours Facts:

- ❑ The office hours shows approximately 19 hours and closed to Members on Tuesday's for an extra 8 hours (without disturbance) to equal 27 hours.
 - ❖ An accountability system is needed for manager's remaining 8hrs missing from contract and office hours of operation schedule.
 - ❖ Manager and Board have an extremely long list of unfinished business and unreasonable for the new Board.

Example: Precision's evaluation is for offering good service to Members.

- ✓ Oversized Housing Issues – Centralized waiting list is 8 to 17 years
- ✓ Co-op Contracts – Maintain working relations in the Co-op
- ✓ Member Orientation – Process membership for 16yrs and older

Administrator Contract Facts:

- ❑ Precision bypassed several requests for a new manager and added an assistant instead but are not ideal for conducting Lom Nava's business.
 - ❖ The assistant is on site on Fridays only and without confirming hours?

Maintenance Report Contract facts:

- ❑ Property maintenance performance is inconsistent. Members are reluctant to work with maintenance staff in order to avoid conflicts.
 - ❖ Precision neglected annual home/safety inspections for assessing and budgeting repairs/upgrades to help reduce the cost of repetitive work.
 - ❖ Unit was occupied without proper inspection (offered as is). The dryer almost caught fire and is a total disregard to Member's safety.

Upcoming AGM Meeting in October! Please come out and vote for a new Board aimed at improving the business of the Co-op and enhancing our overall community. Our Coalition group is devoted to advancing and protecting the interests of Members by creating positive and supportive change.



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FACT Sheet III

Taking Back the Community is a Co-operative Effort!

Time to Give Thanks! The Coalition is thanking loyal and dedicated Members who each in their unique ways (and behind the scenes) worked tirelessly by devoting much time and energy lobbying for improved change over the years. We are also contributing by advocating for good governance and principled leadership with sound management for good services. Let's ALL do our part and boost the community by working co-operatively to get better results.

You're Invited to a Members ONLY Meet & Greet on Saturday, October 13th (2-4pm)
"Member Satisfaction Survey" for AGM can be picked up and returned sealed (Unit 22 or 61).

Resource Centre & Community Development Facts:

- ❑ 2011 Board reviewed and approved proposal for the resource centre to improve Member involvement and leadership skills (committees/junior board and social activities). On September 26, 2012 the previous approval was terminated without extensive proof. The 2012 Coalition is in support to learn and grow in an empowering environment.

Community Development Person Facts:

- ❑ Philip Eram, Precision's President was in support of the resource centre and agreed to be the community development person. On October 26, 2011 (AGM), Mr. Eram committed to attend Board meetings for Members to speak freely. To date, Precision's President has not fulfilled his commitments to Lom Nava.
 - ❖ Mr. Eram did not attend Board meetings and offered no help with the resource centre.
 - ❖ Membership survey was conducted with a community action plan to measure interest level and results were in favour of a resource centre for Members.
 - ❖ Directors neglected meetings and delayed plans to open the resource centre to engage and involve Co-op Members to strive for a better outcome.

Vote on our RESOLUTION to Reverse the Board's Decision for the Resource Centre!



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Resolution for Re-approving Board's Decision **Lom Nava's *Resource & Development Centre***

SUMMARY: On September 26, 2012; prior agreement to open "The Resource & Development Centre" was terminated. 2012 Board/Precision is not supporting good governance and therefore unsuitable to be a true voice for Lom Nava and have no authority to cancel commitments made in 2011. Making impulsive decisions at the end of Board term is unprofessional. For example, no supportive evidence or constructive feedback provided and no appreciation for contribution made thus far.

2012 Take Back Our Community Coalition **October 9, 2012**

MEMBERS

- Christine Officer (*Coordinator*)
22-5955 Glen Erin Dr, Mississauga, ON L5M 5N9
- Kathy Hubbard
61-5955 Glen Erin Dr, Mississauga, ON L5M 5N9
- Melanie Stenson
8 - 5955 Glen Erin Dr, Mississauga, ON L5M 5N9
- Althea Francis
4 - 5955 Glen Erin Dr, Mississauga, ON L5M 5N9

Lom Nava Co-op Members are voting (yes or no) for
"The Resource & Development Centre"

When Ex-Board Directors started the Coalition, our intention was to help Members achieve positive change and co-operatively. No doubt, this has been an up-hill battle with a dysfunctional Board and untrustworthy management company. **Reversing the 2011 decision is harsh judgement and irrational with no attempts made to ensure success.** As a result, it is important to remember that when a decision is in place, it must be applied equally, unless there is a good and identifiable reason for deviation.



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Collectively, Members Have the Power to Reverse the Board's Decision for Lom Nava's Resource & Development Centre!

Members are required to vote on this matter. Regrettably on Sept.26.12, the Board/Precision cancelled prior approval for the Resource & Development Centre. **Take Back Our Community Coalition** is respecting previous 'approval' agreements by the 2011 Board; with the understanding that the old laundry facility is to be renovated for fundamental services for Members. Explanation is below:

1. The 2012 Board's unfounded negativity made explaining the benefits of the resource centre challenging; as such, a community assessment survey was conducted in March 2012. Three Directors completed the survey and others did not; which created barriers for success as they remain unsupportive.
2. The Board/office is acting illegally for being uncooperative to follow proper meeting guidelines and defiantly insensitive to Members' safety. For instances, Five Directors witnessed Mr. Warsame pointing in Ms. Officer's face, banging his fist and leaning over the table uttering insulting comments (*you can't follow instructions because you don't know what you're talking about*) (*you can't follow instructions because you don't know what you're talking about*). The VP is new to the Co-op and first year on the Board so he is obviously misinformed. One Director jumped between to shield Ms. Officer from Mr. Warsame; by saying: "STOP, STOP, STOP you do not act like this Warsame, STOP"! Feeling threatened, Ms. Officer ended the meeting due to unprovoked interruptions. This destructive path cannot continue without protective measures. The 2012 Board must stop exposing Members to ongoing abuse and publicize the Co-op's emergency crisis management plan.
3. Meetings with 2012 Directors and Ms. Officer were placed on hold for the new Board and because since April 30, 2012, several verbal/written requests were rudely ignored.
4. However, on Sunday, September 23, 2012 at 4:40 pm; President, Phillip Gray inappropriately visited Ms. Officer to hand deliver and discuss letter dated Sept.21.12. Ms. Officer was advised of Board meeting on Sept.26.12 @ 8pm after she waited more than 6 months and was offered no protection from a volatile Board. Mr. Gray's method was distasteful (after hours/weekend) and while Ms. Officer was in celebration of her mother's 73rd Birthday. Given the time frame (end of Board term), his behaviour is self-serving for malicious intent because his letter had unreasonable requests.



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5. Furthermore, Ms. Officer gave specific instructions for the new Board to oversee outstanding matters on the resource centre and also declined the unproductive meeting (for Sept.26.12) in writing. On October 3, 2012, Ms. Carty's wrote in support of the Board's decision on September 26, 2012. Deliberately terminating prior approval and impolitely gave an eviction notice date (Oct.11.12) for vacating the resource room. This is equal to a slap in the face by leaders committed to improving Member relations and with a better communication system.
6. On October 5, 2012; Ms. Officer instructed the Board/office to respect items in the occupied room until the Member satisfaction vote for the right path to take.

The 2012 **Take Back Our Community Coalition** is in support for Members to learn and grow but it is being silenced too but Members have the final say.

Co-operatively yours,

Take Back Our Community Coalition

Christine Officer	Kathy Hubbard	Melanie Stenson	Althea Francis
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Resolution for Re-approving Board's Decision

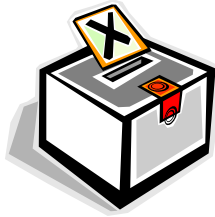
Lom Nava's *Resource & Development Centre*

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BALLOT for VOTING with PURPOSE

RESOLUTION to Re-Instate Lom Nava's Resource & Development Centre!



BOARD OF DIRECTORS (*Check one box*)

☐ **YES** ☐ **NO** ☐ Undecided

MEMBERS (*Check one box*)

☐ **YES** ☐ **NO** ☐ Undecided

Please comply with the co-op act, provincial and municipal laws, and by-laws.

Take this ballot with you to Annual General Members Meeting for voting.

Thank you in advance!

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