



# ILM Damage Claim

ILM co-ops in Ontario and PEI may apply to the Agency to be reimbursed for costs incurred by the co-op to repair damages caused by an assisted household. Only damages that are unwarranted damage to the interior of a unit that are beyond normal wear and tear and that are not due for replacement can be claimed.

In this document, you will find

- » Instructions
- » Steps to file a claim
- » Damage Claim Form

## Instructions

- 1** Complete all parts of the Damage Claim Form.
- 2** Provide your name and contact information.
- 3** Attach the following items to your claim:
  - » Documentation of your procurement process.  
This could include quotes, tenders, prices etc.;
  - » Copies of unit inspections before and after the damage. The Inspections will allow the condition of the unit to be compared over time.
  - » Copies of paid invoices.
- 4** Once you have completed the Damage Claim Form and attached the required documentation, return it to your Relationship Manager at the Agency.

If you have any questions about filing your claim, please contact your Relationship Manager.

## Steps to File a Claim

» **The co-op starts with a thorough unit inspection to document any damage beyond normal wear and tear.**

The unit inspection report documents any repairs required to the unit to get it back to move-in condition.

- The co-op should use an inspection form that is normally used for all its unit inspections.
- It is recommended that co-ops document the condition of the units by taking photographs of the damage.

» **The co-op then**

- identifies the repairs required including repairs that are
  - needed because of unwarranted damage caused by the assisted household, and
  - eligible to be included in the Damage Claim
- follows CMHC's purchasing requirements for repairs
- seeks pre-approval for any repairs that will cost more than \$10,000
- gets the repairs completed
- prepares the claim which includes
  - the Agency's Damage Claim forms (enclosed)
  - copies of the required quotes for repairs
  - copies of paid invoices for repairs
  - copies of the unit inspections before and after the damage
- submits the claim and supporting documentation to the Agency by sending it to the co-op's Relationship Manager
- keeps a copy of the full claim and documentation on file at the co-op for 7 years

» **Once the unit has been repaired, a further unit inspection should be done and kept on file**

### *Eligible Expenses*

- » patching and painting walls and ceilings
- » appliances repair or replacement
- » plumbing and plumbing fixtures
- » wall tiles repair or replacement
- » flooring repair or replacement
- » kitchen and bathroom cupboards and vanity repair or replacement
- » countertops
- » exterior and interior door repair or replacement
- » windows and screens repair or replacement
- » flooring and baseboards

### *Ineligible Expenses*

- » regular maintenance
- » garbage removal and cleaning
- » a total claim of less than \$500
- » capital repairs or replacements that were due to be made within two year based on the co-op's capital plan or the usual life cycle of the item

### *Vacancy Loss to Claim*

If the unit is uninhabitable for more than one month while repairs are being done, the co-op can claim vacancy loss for the market housing charge for up to one month.

### *Purchasing Requirements*

To be eligible for reimbursement, the Co-operative will follow fair, open and objective business practices in all its purchasing and contracting. Its spending practices and awarding of contracts must comply with its own conflict of interest rules and with CMHC's purchasing requirements listed below:

- » Individual repair items costing **less than \$5,000 can be single-sourced**. That is, no competitive prices are necessary. Although competitive bids are not needed, co-ops are encouraged to make sure that they get value for money and act responsibly.
- » Individual repair items costing from **\$5,000 to \$10,000 require competitive prices** from three (3) sources through quotations, tenders or proposals.
- » Individual repair items that are expected to cost **more than \$10,000** must be submitted to the Agency for pre-approval before any work is started. To do this, the co-op will complete the Pre-Approval Form.

Purchasing requirements may be met through bulk purchasing arrangements offered by sector organizations such as Co-op Cost Cutters.

# ILM Damage Claim

Co-op \_\_\_\_\_

Relationship Manager \_\_\_\_\_

## *Occupant Information*

Name \_\_\_\_\_ Unit \_\_\_\_\_

Occupancy Dates from \_\_\_\_\_ to \_\_\_\_\_

Dates of Rent Supplement Assistance from \_\_\_\_\_ to \_\_\_\_\_

*Please give a short description of the damage:*

## Unit Inspections

Please complete the table below and attach a copy of the most recent unit inspection before the damage and the inspection report after the damage.

Date	Reason for inspection	Results of inspection	Follow-up required	Inspection form attached
2016/07/16		Multiple repairs for member	Re-inspect in 45 days	
2016/07/16		8 outstanding items	Hire contractors, make Damage Claim	

**EXAMPLE**

## Expense Items

Dates repairs occurred:

from \_\_\_\_\_

to \_\_\_\_\_

Copies of invoices must be attached with your Claim or a reason provided if the invoice is not available.

Please also attach quotes, tenders and any other procurement documents, as necessary.

Please complete the table below with the details on each repair item. Use the drop-down menu where available.

Invoice date	Date item last replaced	Name of contractor/supplier	Description of work	Cost including taxes	Procurement type
<b>Total</b>					

