

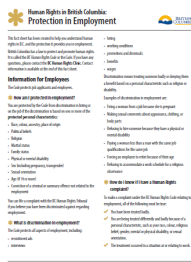



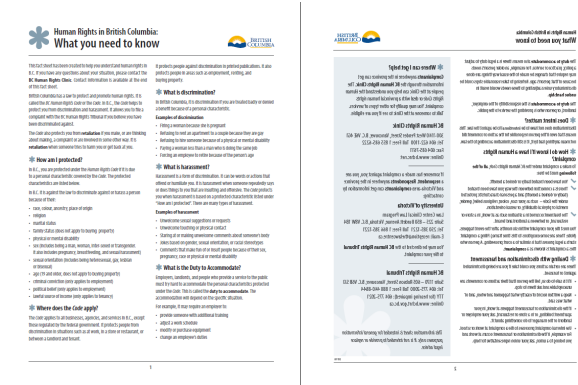
**CANADIAN CERTIFIED RENTAL  
BUILDING PROGRAM**

**STANDARDS OF PRACTICE AND  
ASSOCIATED REQUIREMENTS (BC) 2024**

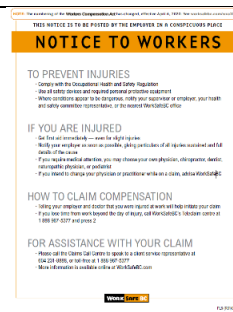

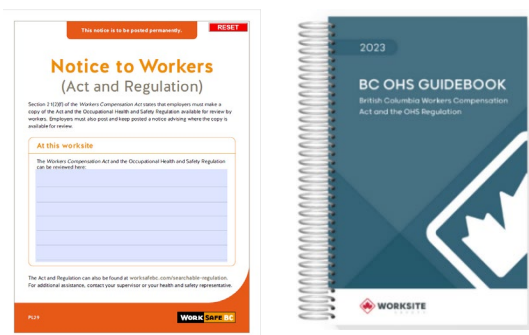



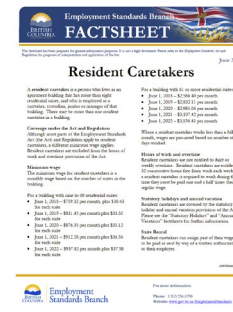

## CANADIAN CERTIFIED RENTAL BUILDING™ PROGRAM STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (BC) 2024

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
<b>HR-01 Human Rights Code</b>	Members shall adhere to the <i>Human Rights Code</i>	HR-1.1	Develop a policy statement that outlines organizational commitment to the BC Human Rights Code. This policy statement should cover discrimination and harassment, accommodation and complaint procedures	<ul style="list-style-type: none"> <li>Each CRBP Member has a documented human rights policy statement that covers discrimination, harassment, accommodation and complaint procedures and that is posted at the building site</li> <li>Residents and employees are made aware of their rights under the <i>Human Rights code</i> (e.g. information posted in common area, information in welcome package for tenants, such as <b>Human Rights Protection Fact Sheets - What you need to know</b></li> <li><a href="https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english">https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english</a></li> <li>Employees are made aware of their rights under the <i>Human Rights Code</i> (e.g. information posted in building office or distributed to employees at time of hire <b>Human Rights in British Columbia - Protection in Employment</b></li> <li><a href="https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english">https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english</a></li> <li>A review of the resident application process and form verifies no evidence of discriminatory practices in resident selection process</li> <li>Sign off by all employees at time of hire, as well as at annual performance review, that the Member's human right policy has been reviewed with the employee</li> </ul>
		HR-1.2	Criteria used as part of the resident selection process are permissible under the terms of the BC Human Rights Code.	
		HR-1.3	Employees are made aware of their rights and obligations under the BC Human Rights Act.    <a href="https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english">https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english</a> Human Rights in British Columbia: Protection in Employment	
		HR-1.4	Residents are made aware of their rights under the terms of the <b>BC Human Rights Code</b>	

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
<b>HR-01</b>  <b>Human Rights Code</b>	Members shall adhere to the <i>Human Rights Code</i>	HR-1.5	<p>A copy of the Human Rights Code poster/fact sheet is on public display and readily viewable by both residents and employees</p> <p><b>Human Rights Protection Fact Sheets in English</b>  <b>What you need to know</b>  <a href="https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english">https://www2.gov.bc.ca/gov/content/justice/human-rights/human-rights-protection/english</a></p> 	
<b>HR-02:</b>  <b>Workers Compensation Act and the Occupational Health and Safety Regulation</b>	Members shall adhere to the Workers Compensation Act (WCA) and the Occupational Health and Safety Regulation	HR-2.1  HR-2.2  HR-2.3	<p>Prepare, and review at least annually a written occupational health and safety policy, and develop and maintain a building specific program to implement that policy and to address and control all hazards in the workplace</p> <p>Conduct and document monthly inspections covering health, safety and maintenance.</p> <p>Set up a joint Health &amp; Safety Committee, where required ensuring the names and work locations of the joint committee members, the reports of the three most recent committee meetings and copies of any</p>	<ul style="list-style-type: none"> <li>• A copy of the organizations health and safety policy is posted at the building site</li> <li>• Review a sampling of monthly health and safety inspection reports</li> <li>• The names and work locations of the organization's joint committee members, the reports of the three most recent committee meetings and copies of any applicable orders for the preceding 12 months are posted at the building site</li> </ul>

			applicable orders for the preceding 12 months are posted at the worksite	<ul style="list-style-type: none"> <li>• Review training records/ documentation to verify requisite basic awareness training has been provided to employees and supervisors</li> <li>• Visual inspection of first aid station to ensure required information, documentation and supplies appear to be available</li> <li>• Review first aid documentation to verify equipment has been inspected once every 3 months.</li> <li>• Identify and verify the name of the individual at the building site with a valid first aid certificate</li> <li>• Review records/reports of incidents and any first aid treatment given records are kept in secure location and maintained for 3 years</li> <li>• Review training records/ documentation to verify requisite basic awareness training has been provided to employees and supervisors</li> <li>• Visual inspection at building site of areas where it may be anticipated that eye wash stations should be located to verify presence of station and to identify any readily apparent issues</li> <li>• Eyewash stations marked with clear signage must be positioned within 10 seconds (55') from a hazard, must be located on the same level as the hazard and the path of travel must be free from obstructions and doors</li> </ul>
	HR-2.4		Provide building staff with information on health and safety policies and rules, conduct a site orientation, review of hazards at the worksite and deliver training to help ensure individuals can perform work in a health and safe manner	
	HR-2.5		Conduct and document an annual first aid assessment to determine the ability to meet basic first aid and then based on this assessment develop and keep updated written first aid procedures for the building.	
	HR-2.6		Ensure required first aid equipment (first aid box, supplies), and trained attendants are on site where required, to handle workplace injuries if they happen	
	HR-2.7		Ensure at least one first aid trained worker with a valid first aid certificate is available on site	
	HR-2.8		Maintain detailed record of all reported/treated injuries in the workplace for at least 3 years	
	HR-2.9		<p>Ensure Emergency eyewash stations/ drenching fixtures are readily accessible for use, wherever workers may be accidentally splashed or sprayed with injurious solvents, acids, harmful particulates and, in some cases, biological hazards</p> <p>Emergency eyewash stations may be required in areas such as boiler room, cleaning/ maintenance rooms, compactor room, pool chemical storage area</p>	

		<p>HR-2.10</p> <p>A copy of the poster/ Notice to Workers on what to do in case of an injury is posted in a conspicuous place at each building site</p> <p><a href="https://www.worksafebc.com/en/resources/health-safety/books-guides/notice-to-workers?lang=en&amp;origin=s&amp;returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23sort%3DRelevancy%26q%3Dnotice%2520to%2520workers%26f%3Alanguage-facet%3D%5BEnglish%5D&amp;highlight=notice%20to%20workers">https://www.worksafebc.com/en/resources/health-safety/books-guides/notice-to-workers?lang=en&amp;origin=s&amp;returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23sort%3DRelevancy%26q%3Dnotice%2520to%2520workers%26f%3Alanguage-facet%3D%5BEnglish%5D&amp;highlight=notice%20to%20workers</a></p>	<p>A visual inspection at the building verifies Notice to Workers poster is prominently posted and viewable to staff</p> 
		<p>HR-2.11</p> <p>Display information on workers and employer occupational health and safety roles and responsibilities.</p> <p><a href="https://www.worksafebc.com/en/health-safety/create-manage/rights-responsibilities">https://www.worksafebc.com/en/health-safety/create-manage/rights-responsibilities</a></p> <p><a href="https://www.worksafebc.com/en/resources/health-safety/posters/general-health-and-safety?lang=en">https://www.worksafebc.com/en/resources/health-safety/posters/general-health-and-safety?lang=en</a></p>	<p>A visual inspection at the building verifies a current version of the Safety on the Job posters/documents are displayed, readily accessible and viewable to staff</p> 
		<p>HR-2.12</p> <p>A copy of the BC Workers Compensation Act and the Occupational Health and Safety Regulation are readily available for review by workers. Employers must also post and keep posted a notice advising workers where these documents are available for review.</p> <p><a href="https://www.worksafebc.com/en/resources/health-safety/posters/notice-to-workers-act-and-regulation?lang=en">https://www.worksafebc.com/en/resources/health-safety/posters/notice-to-workers-act-and-regulation?lang=en</a></p>	<p>A visual inspection at the building verifies a current version of the BC Workers Compensation Act and the Occupational Health and Safety Regulation are accessible and viewable to staff</p> 

<p><b>HR-03</b> <b>Employment Standards Act</b></p>	<p>Members shall adhere to the Employment Standards Act</p>	<p>HR-3.1</p>	<p>Provide information about the Employment Standards Act to employees by posting information in the workplace. (Employment Standards Poster- Working in BC) and providing information such as Resident Caretaker Fact Sheet directly to employees when they are hired and when appropriate</p>	<ul style="list-style-type: none"> <li>Visual inspection will be used to verify posting of an up-to-date copy of Employment Standards Poster – Working in BC at the building site and verification of distribution of Resident Caretaker Fact Sheet to employees, where appropriate.</li> </ul> <div data-bbox="1373 407 1604 773">  </div> <div data-bbox="1640 415 1976 708"> <p><a href="https://www2.gov.bc.ca/asets/gov/employment-business-and-economic-development/employment-standards-workplace-safety/employment-standards/factsheets-pdfs/working_in_bc_poster.pdf">https://www2.gov.bc.ca/asets/gov/employment-business-and-economic-development/employment-standards-workplace-safety/employment-standards/factsheets-pdfs/working_in_bc_poster.pdf</a></p> </div> <div data-bbox="1373 805 1604 1114">  </div> <div data-bbox="1640 764 1955 1105">  </div> <p><a href="https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/forms-resources/caretakers-resident">https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/forms-resources/caretakers-resident</a></p>
<p><b>HR-04:</b> <b>Workplace Hazardous Materials</b></p>	<p>Members shall actively support protecting the health and safety of new and</p>	<p>HR-4.1</p>	<p>Develop, implement and annually review a WHMIS program that ensures that information about hazardous products is effectively communicated to workers, that workers understand, the WHMIS system, know the hazards of the products they work with,</p>	<ul style="list-style-type: none"> <li>Visual inspection will be used to verify posting of an up-to-date list of Safety Data Sheets for hazardous products at the building site.</li> </ul>

<b>Information System (WHMIS)</b>	existing employees by keeping them informed of the dangers and hazards associated with chemicals substances that they may come into contact with while on the job		know and apply the safe work procedures specific to their jobs and tasks, and know how to respond in an emergency.	<ul style="list-style-type: none"> <li>Visual inspection will verify updated (2015) Safety Data Sheets for hazardous products used at site are readily viewable and accessible by employees and contractors and in general are no more than 3 years old</li> <li>Training records/individual certificates will be viewed to confirm who has received WHMIS education (Generic) and site-specific training, when and what was covered</li> </ul>
		HR-4.2	Provide and document WHMIS related education to new hires and existing employees and building/ employer specific WHMIS training to employees who will be working with hazardous materials. Training requirements are to be reviewed annually, and new training provided, where necessary	
		HR-4.3	Establish, post and date a list of all Safety Data Sheets (SDS) for any hazardous product that are used in the workplace.	
		HR-4.4	Maintain, and make accessible updated Safety Data Sheets for hazardous products that can be viewed in the work place. (Computerized SDS may be used as long as: all employees have access to and are trained on how to use the computer or device, the devices/ computers are kept in working order, and a hard copy of the SDS is available to the employee or health and safety committee/ representative upon request. In general, SDS should not be more than 3 years old.)	
		HR-4.5	Provide education and training to employees on how to access electronic or paper versions of SDS	
<b>HR-05: Workplace Violence, Bullying and Harassment</b>	Members shall actively support and work towards ensuring a safe workplace environment free from workplace harassment and workplace violence	HR-5.1	Create a bullying and harassment policy statement that is reviewed annually, making sure workers are aware of this policy statement	<ul style="list-style-type: none"> <li>Visual inspection will be used to verify an annually reviewed and documented workplace Bullying and Harassment policy is posted and viewable at the building site.</li> <li>An annually reviewed document that outlines procedures on how and when to report incidents of workplace bullying and harassment, as well as procedures for reporting incidents is readily accessible at the building site.</li> <li>A completed and documented Workplace Violence risk assessment is posted and viewable at the building site.</li> </ul>
		HR-5.2	Develop, implement and annually review procedures for workers to report incidents or complaints of workplace bullying and harassment including how, when and to whom a worker should report incidents or complaints, as well as procedures for dealing with incidents/complaints if and when they do occur.	
		HR-5.3	Conduct and document a workplace violence risk assessment and communicate the results of that	

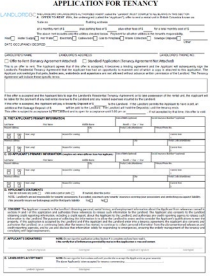
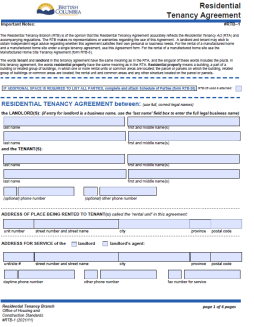
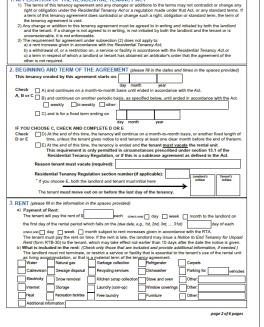
			assessment to the Joint Health and Safety Committee, Health and Safety representative(s) or to the workers where no committee or representative exists	<ul style="list-style-type: none"> <li>Annually reviewed Workplace violence policy is posted at the building site for all employees to view</li> <li>Training records are available that document when and who has received training on workplace violence, as well as workplace bullying and harassment policies, prevention procedures and programs.</li> </ul>
		HR-5.4	Develop and implement procedures and maintain a program to implement the workplace violence policies and procedures designed to eliminate/minimize the risk to workers	
		HR-5.5	Post workplace violence and workplace bullying and harassment policies where they will be seen by all workers.	
		HR-5.6	Provide information and instruction to workers on the contents of the workplace violence policy and program and document training provided	
		HR-5.7	Provide information and instruction to workers on the contents of the workplace bullying and harassment policy and program and document training provided	
<b>HR-06: Accessible Customer Service</b>	Members shall make all reasonable efforts to ensure its customer service is accessible to people with disabilities	HR-6.1	Develop policies, practices and procedures on how your organization will provide service to persons with different types of disabilities that address: <ul style="list-style-type: none"> <li>➤ resident use of assistive devices</li> <li>➤ use of support animals and support people</li> <li>➤ temporary disruptions in services</li> <li>➤ feedback processes</li> </ul>	<ul style="list-style-type: none"> <li>Documented policies, practices and procedures are available that identify expectations, requirements and procedures for delivering service to people with a range of disabilities</li> <li>Records are available verifying when and who has been trained on delivering accessible customer service to residents with disabilities</li> </ul>
		HR-6.2	Train employees on what is, and how to deliver accessible customer service and how to interact and communicate with residents and other individuals with a range of disabilities, (eg. Quality Service for People with Disabilities – e-learning course)	
<b>HR-07: Staff Updates</b>	Members shall ensure staff are updated on changes to	HR-7.1	Maintain a list of most commonly referred to provincial statutes & municipal by-laws affecting multi-res industry that building staff need to be kept apprised of	<ul style="list-style-type: none"> <li>Memo's, minutes of staff meetings, or other documentation/evidence is available at each building site that verifies building staff are receiving relevant updates on changes to legislation and</li> </ul>

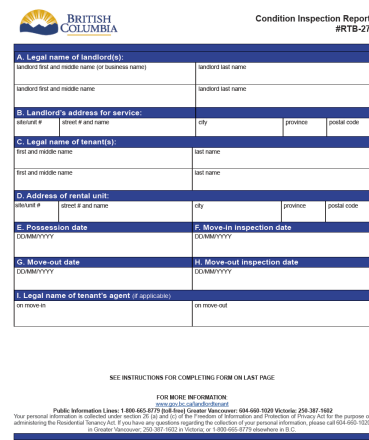


	legislation, regulations and policies that can impact the daily operations of a multi-residential building and the servicing of residents	HR-7.2	Develop a process for checking on changes to legislation/regulations/policies and ensuring communication to employees of required updates	industry related information, as well as changed in property management policies, practices or procedures
<b>HR-08: Continuing Education</b>	Members shall support continuing education for their employees	HR-8.1	Members are required to identify what qualifies as continuing education in their organization, and what supports it will provide that will enable employees to pursue these opportunities	<ul style="list-style-type: none"> <li>Documentation or other evidence is available for viewing that outlines incentives or other offers made available to employees who elect to pursue continuing education opportunities (i.e. tuition reimbursement, paid time to be used for study).</li> <li>A random sampling of employee training records are viewed to identify if continuing education and training opportunities are available and being pursued</li> </ul>
		HR-8.2	Communicate continuing education opportunities and supports to employees	
<b>HR-09: Employee Development and Performance Reviews</b>	Members shall support employee excellence through an annual performance review process	HR-9.1	Develop and implement a consistently applied annual employee development and performance review process	<ul style="list-style-type: none"> <li>Records are available that confirm formal, documented performance reviews are held with each employee at least once each year</li> <li>Verify that the performance review documentation provides opportunity for the employee to comment and provide feedback</li> </ul>
		HR-9.2	Identify a process and tool for employees to respond to results of performance review, at least once each calendar year	
<b>HR-10: Employee Operational Feedback</b>	Members shall encourage constructive employee feedback and facilitate raising concerns, when necessary	HR-10.1	Develop and implement a formal, documented process for soliciting and collecting employee feedback on issues related to their job functions, on management practices and their work environment	<ul style="list-style-type: none"> <li>The tool/feedback collection instrument, such as paper survey, web-based survey, interview notes, etc. employees can and/or do use to provide feedback on their job functions, their work environment and operating practices are available for review</li> </ul>

**CANADIAN CERTIFIED RENTAL BUILDING™ PROGRAM  
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (BC) 2024**

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
<b>RM-01</b> <b>Company</b> <b>Emergency</b> <b>Contact</b>	Members shall provide all residents with a means of contacting a company representative 24/7 in the event of an emergency	RM-1.1	Identify who is empowered to authorize immediate action in the event that an "emergency" repair (i.e. no heat, no water) is required	<ul style="list-style-type: none"> <li>A visual inspection will be undertaken to verify the posting of current 24/7 emergency contact information and telephone number, as well as property management information in a significantly prominent central location within the building</li> </ul>
		RM-1.2	Identify who should be contacted 24/7 in an emergency and post emergency contact information (name and local telephone number) in a prominent, central location in the building near the entrance	
		RM-1.3	The name, address and telephone number of the owner or property manager is posted on a resident noticeboard	
		RM-1.4	Procedures are in place for the updating emergency contact information/signage within 1 week of any change at the building site	
		RM-1.5	Lettering for emergency contact information must be of a sufficient size that information is easily viewable from a distance.	
<b>Standard RM-02:</b>  Personal Information and protection Act (PIPA)	Members shall adhere to the Personal Information Protection Act (PIPA)	RM-2.1	Develop, document, implement and make readily available an organizational privacy policy that includes a privacy complaint process	<ul style="list-style-type: none"> <li>A copy of the building or organizational documented privacy policy is available for viewing</li> <li>A visual review of forms/agreements such as the application &amp; tenancy agreements verify the reasons for the collection of personally identifiable information are communicated and the individuals' consent to use the information for the purposes specified is documented</li> <li>Building site visit verifies access to collected information is restricted</li> </ul>
		RM-2.2	Ensure resident-related forms such as the application and tenancy agreement state the reasons for collecting personal information, identify how personal information will be used, to whom personal information may be disclosed and obtain consent to collect personal information	
		RM-2.3	Restrict access to resident files, completed resident related forms and information and communications	

		RM-2.4	Develop and implement procedures for destroying, erasing, making anonymous and/ or returning the information to the resident when personal information that is no longer needed for the purpose for which it was collected or for a related business or legal reason. Is no longer required	<ul style="list-style-type: none"> <li>Visual inspection and discussion with staff are used to verify documents are stored &amp; destroyed in accordance with PIPA/PIPEDA legislation and in a manner that protects the privacy of resident's personal information</li> </ul>
<b>RM-03: Rental Application Process)</b>	Members shall have a resident application process that is consistently applied to all prospective residents	RM-3.1	<p>A consistently applied resident application form and process that is in accordance with the Residential Tenancies Act and the Human Rights Code is developed and used.</p> <p>I.e. Health information, SIN number, race, ethnicity or other such information is not requested and collected</p>	<ul style="list-style-type: none"> <li>A random inspection of files verifies an approved industry standard rental application is used for all rental applications</li> </ul> <p><a href="https://landlordbc.ca/wp-content/uploads/2021/09/Fillable-Application-1.pdf">https://landlordbc.ca/wp-content/uploads/2021/09/Fillable-Application-1.pdf</a></p> 
<b>RM-04: Tenancy Agreement (Lease)</b>	Members shall have and use a standardized Tenancy Agreement (Lease) in accordance with the Residential Tenancies Act (RTA)	RM-4.1	Develop and implement a process that ensures the use of a standardized lease agreement that includes all required terms outlined in the Residential Tenancies Act and that ensures residents are provided with a copy within 21 days of tenant signing	<ul style="list-style-type: none"> <li>A visual review of a number of random resident files will be used to verify a standardized tenancy agreement (lease) document is consistently being used and an appropriately signed copy is available in the resident's file, with a copy provided to the tenant within 21 days after tenant signing</li> </ul>  

<b>RM-05: New Resident Orientation</b>	Members shall, at the time of move-in, inspect each suite with the new resident and provide orientation information for new residents	RM-5.1	Conduct a suite inspection with residents, completing a condition inspection report and obtaining the sign off on the inspection by the residents within one week before or after the tenant moves in and out. The landlord must give the tenant a signed copy of the inspection report within 7 days of completion of the inspection and 15 days after completion of move-out inspection	<ul style="list-style-type: none"> <li>Resident files contain a completed and signed move-in suite condition inspection report <a href="https://tenants.bc.ca/your-tenancy/condition-inspection-reports/">https://tenants.bc.ca/your-tenancy/condition-inspection-reports/</a></li> </ul> 
		RM-5.2	Provide new residents with an orientation package that at minimum includes: <ul style="list-style-type: none"> <li>➤ fire safety information,</li> <li>➤ request for emergency mobility assistance/vital services disruption information,</li> <li>➤ building smoking requirements</li> <li>➤ air quality information</li> <li>➤ location of the building's waste/recycling facilities and information on what type of waste goes where,</li> <li>➤ conservation tips,</li> <li>➤ maintenance request procedures,</li> <li>➤ complaint/maintenance escalation (One-Up) process,</li> <li>➤ CRB Brochure and CRB Green Brochure</li> <li>➤ Information on COVID-19 and building requirements</li> </ul>	
<b>RM-06: Repairs and Maintenance</b>	Members shall resolve repair and maintenance related issues in a timely fashion	RM-6.1	A standardized maintenance and service request form (electronic and/or paper) is used and is readily accessible to resident's 24/7	<ul style="list-style-type: none"> <li>A visual review verifies paper and/or electronic forms are readily available to document resident maintenance and service requests, including after office hours</li> <li>Residents receive documentation on the availability of an escalation process and how they can escalate concerns related to completed repairs and maintenance</li> <li>A maintenance/service request log or other evidence is available (covering the last 3 months) to verify the time frame between the date the request</li> </ul>
		RM-6.2	Processes and procedures are put in place to ensure every "non-emergency" request for repairs or maintenance is responded to with a resolution plan within two business days of receiving the request and	

			emergency requests are responded to within 24 hours of receiving the request	is received and when the maintenance request is investigated and responded to is within 2 business days and emergency requests are responded to within 24 hours
		RM-6.3	An escalation process and procedures that includes a feedback process are developed and implemented for residents to escalate concerns about completed repairs and maintenance (i.e. 1-800 number, comment card, e-mail etc.)	<ul style="list-style-type: none"> <li>The resident's file contains a copy of each maintenance form/request completed by the resident and documentation identifying time frames and actions undertaken for addressing the maintenance/ service issue</li> </ul>
<b>RM-07: Pest Management</b>	Members shall have effective pest management and associated education and communication program in place to minimize or eliminate various pests from their buildings	RM- 7.1	Members have a pest management policy that focuses on minimizing or eliminating various pests from Member buildings and includes a no shame/no blame policy	<ul style="list-style-type: none"> <li>A copy of the documented pest management policy and the building's no shame/no blame policy are available for review</li> </ul>
		RM-7.2	Education measures are in place at each building to inform employees/residents on how to prevent and/or treat pest infestations	<ul style="list-style-type: none"> <li>A contract with a licensed supplier to treat common areas on a regular (i.e. monthly) basis, when required is available for review</li> </ul>
		RM-7.3	Members have a contract with a licensed pest management provider to ensure regular pest treatments to common areas, if required	<ul style="list-style-type: none"> <li>Information and resources are available at the building to inform employees and residents of effective pest control prevention and treatment measures</li> </ul>
		RM-7.4	Information on preventative and other pest control activities taking place in their building are posted on the resident notification board	
		RM-7.5	All identified pest control concerns are investigated and responded to within two (2) business days	<ul style="list-style-type: none"> <li>Maintenance records are available to verify all identified pest control concerns are investigated and responded to within two (2) business days</li> </ul>
		RM-7.6	A log is used to document all building specific pest investigation and treatment activities (common area and unit)	<ul style="list-style-type: none"> <li>A log is available that documents all building specific pest investigation and treatment activities (common area / unit)</li> </ul>
<b>RM-08:</b>	Members shall work to resolve resident	RM-8.1	Resident complaints or concerns are responded to with a resolution plan within 48 hours (or two business days on weekends) of receiving the concern	<ul style="list-style-type: none"> <li>A maintenance/service request log or other evidence is available to verify the time frame between the date the request is received and when</li> </ul>

<b>Resident Complaint Resolution</b>	complaints and concerns in a timely fashion	RM-8.2	A "one-up" process is established for residents to escalate their complaint or concern if unsatisfied with the resolution being provided at their building	<ul style="list-style-type: none"> <li>the maintenance request is investigated and responded to is within 2 business days</li> <li>A documented process is available that outlines the "one-up" process that can be used by residents to escalate their complaint or concern</li> <li>A document is readily available/has been distributed to residents that explains the Escalation (One-Up) Process that can be used when necessary</li> <li>Resident complaint forms are visible and readily accessible to residents at the building</li> </ul>
		RM-8.3	Forms/logs (electronic or paper) are developed and used to collect feedback and complaints from residents and to track their resolution	
		RM-8.4	The resident's file contains a copy of each written complaint form completed by the resident & documentation identifying the dates & actions taken to address the concern	
<b>RM-09: Rent</b>	Members shall handle rent and payment related issues in a timely fashion, using appropriate forms and documentation	RM-9.1	<p>Members shall develop and implement practices and procedures in line with the Residential Tenancies Act that address:</p> <ul style="list-style-type: none"> <li>❖ Additional charges such as key, security, damage and pet deposits</li> <li>❖ Rent Collection and</li> <li>❖ Providing notice on rent increases</li> </ul>	<ul style="list-style-type: none"> <li>A random sampling of resident files will be undertaken to verify appropriate forms and practices are used and documentation maintained that outline conformance with requirements relating to:</li> <li>rent increases (1 time per 365 days with 3 months</li> <li>The deposit and return of Security deposits (must be returned within 15 days of receiving the tenants forwarding address at move out or if the landlord is applying to retain a portion or all of the deposit for damages</li> </ul>
<b>RM-10: Resident Notices/. Noticeboard</b>	Members shall give proper notice to residents regarding building operations matters that may affect them	RM-10.1	<p>Each member has processes and procedures in place to identify when posting of notices to residents is required, how information to residents should be distributed/posted and the required content of the communication. At minimum this should include notices related to:</p> <ul style="list-style-type: none"> <li>➤ 24-hour Notice of entry</li> <li>➤ notice of capital or major repair work</li> <li>➤ notice of emergency breakdowns / shut offs for elevator(s) or utilities</li> </ul>	<ul style="list-style-type: none"> <li>A template or copies of previous notices posted are accessible for review</li> <li>Copies of forms provided to residents are available in the resident's file</li> <li>A visual inspection will verify copies of forms provided to residents are being used and maintained (24-hour notice of entry (except in the event of an emergency and a copy placed in the residents' file.</li> </ul>
		RM-10.2	Each member should ensure a noticeboard is available in a common area of the building such as lobby or laundry room to be used by the "landlord" to present common notices and to apprise residents of	<ul style="list-style-type: none"> <li>A visual inspection at the building site will verify a noticeboard is displayed in the lobby or other common area of the building with a notice posted in the lobby identifying the location of the board</li> </ul>

			<p>important activities and information related to their building.</p> <p>This could include emergency contact information, pest treatment activities, cooling locations, waste/recycling information, and city orders at minimum are available for review in the building office</p>	<ul style="list-style-type: none"><li>• Information on building's emergency contact information pest treatments, cooling locations, city orders, waste/recycling information, at minimum are available for review in the building office</li></ul>
--	--	--	---	--

**CANADIAN CERTIFIED RENTAL BUILDING™ PROGRAM  
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (BC) 2024**

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
<b>OP-01 Fire Code</b>	Member rental facilities shall adhere to all Fire Code and associated Regulations	OP-1.1	A building specific fire safety plan is available at the building	<p>Visual inspection at the building site will verify the following items are available:</p> <ul style="list-style-type: none"> <li>• An up-to-date fire safety plan is available at each building</li> <li>• The fire plan box contains all required items and is in an approved location –</li> <li>• A current Annual Fire Inspection Report is available at the building site</li> <li>• An up to date and appropriately signed Annual Fire Inspection Certificate is available at the building site</li> <li>• A regularly completed fire log book/ or other records that document daily, weekly, monthly and quarterly inspections, tests and drills are available at the building</li> <li>• There is evidence that the building's mobility assistance list is updated monthly and readily available in an approved location</li> <li>• A random visual inspection of building emergency exit lights/signs verifies they appear to be fully operational with no burnt-out lights or other visible damage</li> <li>• Visual inspection in boiler room, laundry rooms, etc. where there are gas burning appliances, confirm installation and use of CO2 detectors</li> </ul>
		OP-1.2	The fire safety plan is reviewed at least annually to ensure that it takes into account changes in the use and other characteristics of the building, and contains up to date Human Resource information	
		OP-1.3	<p>The fire safety plan, building entrance and elevator recall keys, service room keys, resident mobility assistance list, extra padlock, etc. are readily accessible in a fire safety plan box/ lock box at the entrance to the building or other fire department approved location</p> <p>For buildings within the scope of Subsection 3.2.6. of Division B of the British Columbia Fire Code (high buildings) the Fire Safety Plan will be kept at the central alarm and control facility in the building.</p>	
		OP-1.4	Daily, weekly, monthly and quarterly inspections, tests and drills including fire drills, that are required to be held every 2 months, are conducted and documented and records maintained for 2 years	
		OP-1.5	An annual fire inspection report by a qualified provider is available at each building that documents the required annual in-depth test of a building's entire fire alarm system	
		OP-1.6	An up to date and appropriately signed Annual Fire Inspection Certificate has been obtained that confirms required inspections have been conducted and that no deficiencies exist	



		OP-1.7	A resident emergency mobility assistance list is updated monthly and a copy maintained in the fire plan box for ready access by emergency personnel	
		OP-1.8	A daily inspection of Exit Lights and Door closures is undertaken and the results documented in the Fire Log Book	
		OP-1.9	Carbon Monoxide detectors are installed in the boiler room and adjacent suites and in locations where there are gas burning appliances.	
<b>OP-02 Building Emergency Plan</b>	Members shall help promote the safety of building occupants through a building specific Building Emergency Response /Vital Service Disruption Plan	OP-2.1	<p>Members must create and maintain a building emergency plan also known as crisis response plan or emergency response plan.</p> <p>At minimum, this plan must include the name and contact information for emergency response personnel, as well as media contact information as well as the steps to be taken in the event of each of the following emergency situations:</p> <ul style="list-style-type: none"> <li>➤ Evacuation, Fire / Fire Alarm, Flood / Major water leak, Loss of electrical power, Loss of natural gas, Natural gas leak, Earthquake/ Tornado, Major structural collapse, Elevator entrapment, Medical</li> </ul>	<ul style="list-style-type: none"> <li>• A visual review at the building site will confirm the ready availability of: <ul style="list-style-type: none"> <li>➤ A documented and updated Building Emergency plan that includes required information on dealing with a range of emergencies,</li> <li>➤ up to date emergency contact information that is documented within the emergency plan document is available. Documentation verifies contact information has been updated within the past year</li> <li>➤ Documentation is available that verifies when and how employees are made aware of/trained on the building's emergency plan, its content and their role.</li> </ul> </li> </ul>
		OP-2.2	A copy of the Building's Emergency Plan must be readily accessible at the building site	
		OP-2.3	Staff/workers should be trained/provided with information on the building's Emergency plan and their role in operationalizing the plan	
		OP-2.4	Contact information on identified Emergency response personnel should be updated annually	
<b>OP-03: Leaseholder Emergency Contact</b>	Members shall have an emergency contact number	OP-3.1	Procedures are identified for obtaining and updating information on an emergency contact for each leaseholder and for ensuring this information is readily	<ul style="list-style-type: none"> <li>• A random sampling of resident files will be used to verify the completed rental application maintained in the resident's file contains a request for an emergency contact number for each adult applicant</li> </ul>

	on file for each leaseholder		available to building staff in the event of an emergency	<ul style="list-style-type: none"> <li>Dated forms or other evidence is available that confirms updated emergency contact information is requested annually</li> <li>On-site employees have ready access to resident's emergency contact information</li> </ul>
<b>OP-04: Residential Tenancies Act</b>	Members shall adhere to the Residential Tenancies Act	OP-4.1	<p>All employees have ready access to a current version of the Residential Tenancies Act</p> <p><a href="https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/02078_01">https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/02078_01</a></p>	<ul style="list-style-type: none"> <li>Confirm a current version of the RTA is available from the building site or there is a known process for accessing knowledgeable resources that can outline information on their obligations, as well as residents' obligations under the terms of the Act</li> </ul> <p><a href="https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/policy-guidelines">https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/policy-guidelines</a></p> <p><a href="https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/information-sheets">https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/information-sheets</a></p>
<b>OP-05: Annual Suite Inspection</b>	Members shall inspect each suite for operable life safety items, failed components, environmental (water / electricity), maintenance concerns, and illegal or non-conforming activity at least once a year and at unit turn-over	OP-5.1	<p>An inspection of all suites is required to be completed annually.</p> <p>At minimum, this inspection will include:</p> <ul style="list-style-type: none"> <li>operable life safety items (door closures, window locks, latches and screens, smoke alarms, CO detectors, AC Units),</li> <li>failed components (light fixtures, stove, fan operation, etc.),</li> <li>environmental (leaky taps / toilets, faucets, drains, efficiency lighting, fan coils, etc.),</li> <li>maintenance concerns (pest infestation, plaster repairs, balcony railings/panels and signs of peeling paint or other deterioration etc.) and</li> <li>illegal or non-conforming activity (grow-ops, etc.)</li> <li>General Suite condition including damages to floors, walls, ceiling and overall cleanliness</li> </ul>	<ul style="list-style-type: none"> <li>Random sample review of several annual/unit turn over inspection reports/forms carried out at the building will be used to confirm that the reports/forms cover at least all minimum inspection requirements and show completion within the past 12 months</li> <li>Documented evidence is available at the building that confirms that the results of inspection are communicated to residents and identified deficiencies/issues addressed</li> <li>Evidence is available in the resident file that verifies 24 hour written notice was provided prior to entry for the suite inspection</li> </ul>

		OP-5.2	Residents are provided with at least 24 hours written notice of a pending annual suite inspection	
		OP-5.3	A standardized format and procedures are developed and used to complete the required annual/unit turn over suite inspection, to obtain resident sign off on the inspection, to document communication to resident about any deficiencies and how and when deficiencies/issues were remedied	
<b>OP-06: Building Inspection</b>	Members shall use regularly conducted inspections to help ensure the safety, maintenance and environmental conservation status of building envelope, mechanical and other operational systems	OP-6.1	Develop a standardized format and procedures for conducting regular building inspections and for addressing deficiencies/issues identified from these inspections	<ul style="list-style-type: none"> <li>• A sample of Standardized forms or other documentation are available covering a 2-year period that show regular building inspections have been completed. These forms identify who conducted the inspection, when and the inspection results</li> <li>• Completed work orders/ contractor logs of other evidence are available (either electronically or in paper log format to confirm life safety issues and other deficiencies noted during building inspections are addressed</li> </ul>
		OP-6.2	Conduct and document regular (monthly) inspections of the building that examine health, safety, environmental & maintenance related factors.  (Building envelope, building mechanicals systems, building safety systems and features, building occupational health and safety requirements etc. are to be included as part of these inspections	
		OP-6.3	Log/document inspections completed, the results and follow-up repairs undertaken, if required	
<b>OP-07: Indoor Cleaning &amp; Maintenance</b>	Members shall ensure indoor common areas, as well as utility, service, and storage rooms of the building are maintained and kept in a safe, clean, litter and graffiti-free condition	OP-7.1	Members must develop a process and procedures for inspecting and documenting when and by whom various indoor areas of the building are being inspected for overall state of repair as required	<ul style="list-style-type: none"> <li>• A cleaning schedule is posted at the building that identifies the various indoor common areas of the building and the frequency in which they are to be inspected and cleaned</li> <li>• A cleaning log is available at the building that documents which areas have been inspected and cleaned and verifies publicly accessible areas are cleaned daily</li> <li>• A checklist and associated cleaning schedule are available for inspection that covers all storage, utility and maintenance areas</li> </ul>
		OP-7.2	Members are required to develop a cleaning schedule that identifies when and by whom daily, weekly, monthly planned and unplanned cleaning of indoor (utility, service, storage) and common areas will be completed	
		OP-7.3	All publicly accessible areas of the building are to be visually inspected for overall repair status and cleaned daily	

		OP-7.4	A cleaning schedule is required to be posted or is available for residents upon request	<ul style="list-style-type: none"> <li>• A visual inspection of the building's indoor common areas will be undertaken to verify cleanliness and overall repair status</li> <li>• A maintenance log is available that documents inspection and repairs undertaken</li> </ul>
		OP-7.5	Logs (Electronic or paper)/other forms are to be maintained to document areas of the building that have been inspected, when and by whom, the repair status of these elements, and actions taken to repair/address issues identified	
<b>OP-08: Outdoor Cleaning &amp; Maintenance</b>	Members shall ensure outdoor common aspects of the building including areas such as outdoor parking, walkways, landscaping are maintained and kept in a safe, clean, litter and graffiti-free condition	OP-8.1	<p>Members are required to develop an outdoor cleaning, maintenance and landscaping plan and schedule that includes:</p> <ul style="list-style-type: none"> <li>➤ Ensuring outdoor areas of the building are inspected for debris, litter, graffiti, general cleanliness and overall state of repair,</li> <li>➤ Identifies the required frequency/ timing for inspection and cleaning</li> <li>➤ repair expectations</li> </ul>	<ul style="list-style-type: none"> <li>• An outdoor cleaning/maintenance plan and schedule is available for the building that includes a checklist of outdoor areas of the building to be inspected</li> <li>• Documentation (electronic/paper log) is available and being used to identify the maintenance and repair status of various outdoor areas of the building and grounds</li> <li>• Documentation (electronic/paper log) is available and being used to identify when and by whom various outdoor areas of the building and grounds have been inspected, and cleaned</li> <li>• A visual inspection of the building's outdoor common areas will be undertaken to verify cleanliness and overall repair status (This would include grounds, walkways, outdoor parking areas, outdoor amenity areas, etc</li> <li>• A visual inspection of the building's exterior elements including roof and roof structures, building façade, exterior waste disposal facilities to verify overall cleanliness and repair status of these areas</li> </ul>
		OP-8.2	Members are required to develop a process and procedures for inspecting when and by whom various outdoor areas of the building and grounds have been inspected, cleaned and/or repaired	
<b>OP-09:</b>	Members shall ensure their underground parking garage is	OP-9.1	Members are required to develop processes and procedures for inspecting underground garages to ensure that at minimum underground garage ceilings, walls, columns and floor/ground are maintained	<ul style="list-style-type: none"> <li>• Building inspection logs or other documentation is available that identifies when and by whom the</li> </ul>

<b>Underground Garages</b>	maintained in a manner that promotes resident and vehicle safety and that is clean, free from holes, cracks and water		without cracks, holes, gouges staining, peeling paint/plaster and without evidence of water damage	<p>parking garage has been inspected, cleaned and/or repaired</p> <ul style="list-style-type: none"> <li>A visual inspection of the building's underground garage will be undertaken and used to help verify overall cleanliness and repair status, if there is significant water or other visible damage, if lighting, signage and paint requirements are met, if the garage area is secure.</li> </ul>
		OP-9.2	Underground parking garages are secure, ventilated, clean, liter and debris free	
		OP-9.3	Parking spaces and garage exits are clearly marked	
<b>OP-10: Operational Risk Management – Specialized Items</b>	Members shall document and keep records of events and activities at the building site that are noteworthy or that can impact the safety of residents	OP-10.1	Members are required to use a daily log to document unusual, noteworthy and significant activities and occurrences including accidents, incidents and emergencies at the building site	<ul style="list-style-type: none"> <li>An accident/incident report form is available and used to document injuries, suspicious activity, etc that takes place at the building</li> <li>A daily operations log is available and is being used to document unusual, noteworthy and significant activities and occurrences at the building site</li> <li>A snow removal/salt log is maintained and available for viewing at the building that identifies the date, time, as well as the type and location of actions taken and when</li> </ul>
		OP-10.2	Members are required to investigate and, using an accident/incident report form that includes actions taken and time frames (electronic or paper) to document an occurrence within 24 hours of the occurrence	
		OP-10.3	Members are required to clear steps, landings, walks, driveways, parking spaces, ramps and similar areas of a property of snow and ice within 24 hours of a snowfall and record these activities	
<b>OP-11: Contractor Management</b>	Members shall ensure that contractors who perform work at the building site, uphold the Member's Code of Conduct and commitment to professionalism and quality	OP-11.1	Members are required to have a documented contractor approval process	<ul style="list-style-type: none"> <li>RFP process for contractors and for work to be conducted at the building site articulates the Member's quality and service expectations, licensing and insurance expectations as well as required code of conduct</li> <li>Evidence that a documented code of conduct has been distributed to contractors</li> <li>Records are available that document and confirm contractors have the required certifications (licenses), as well as WSIB and liability insurance</li> </ul>
		OP-11.2	Members have a documented code of conduct to which contractors must adhere that includes expectations about the use of qualified/ certified tradespeople, where required, contractor behaviour, quality of workmanship and a process and procedure for ensuring contractors receive the code of conduct document	
		OP-11.3	Members are required to maintain records for each contractor that verifies the contractor has the required certifications as well as WSIB insurance and liability insurance	

<b>OP-12: HVAC</b>	Members shall ensure Heating, Ventilation and Air Conditioning (HVAC) systems, equipment and areas are maintained in safe and good working condition and that there is a process for responding to heating and cooling related issues if issues do arise	OP-12.1	Members are required to have an active contract for both preventative and on-going maintenance with a contractor licensed by Technical Safety BC for annual/ semi-annual/monthly servicing and on-going repair of the HVAC equipment, including boilers;	<ul style="list-style-type: none"> <li>• A contract is in place with a contractor licensed by Technical Safety BC for annual or semi-annual servicing of the HVAC equipment, including boilers</li> <li>• A boiler operating permit issued by Technical Safety BC is available for viewing</li> <li>• Documentation of regular (i.e. monthly), equipment inspections / preventative maintenance is maintained at the building</li> <li>• Valid Operating permit from Technical Safety BC for regulated boiler and pressure vessel equipment is available</li> <li>• A Boiler Log Book is located in the boiler room and is completed daily by the building staff</li> <li>• A visual inspection of the building's boiler room will be undertaken to help verify if a CO2 detector is present in the boiler room, if there is water, storage, lighting or other issues readily apparent, and the overall cleanliness and repair status of the area,</li> <li>• A visual inspection from the ground for status of external air conditioners</li> <li>• Documentation furnished to residents on use of external air conditioners and changes in heating and cooling seasons is available for review</li> </ul>
		OP-12.2	Members are required to have a Boiler Operating Permit issued by Technical Safety BC	
		OP-12.3	Logs must be maintained that show regular equipment inspections/ maintenance checks by staff including: <ul style="list-style-type: none"> <li>➤ ensuring no obstructions/ standing water, in proximity to cooling towers, fans, exhausts</li> <li>➤ grills for exhaust fans, air vents are clean</li> <li>➤ hallway air vents are operational</li> </ul>	
		OP-12.4	Daily Boiler Log Book entries must be completed	
		OP-12.5	Written communication must be provided to residents outlining the policy on external air conditioners and requiring, that where installed, external air conditioners open only onto balconies	
		OP-12.6	A notice must be posted or documentation provided to residents outlining dates for HVAC heating and cooling changes within the building	
		OP-12.7	The boiler room must contain required carbon monoxide detectors	
<b>OP-13: Elevators</b>	Members shall demonstrate their commitment to preventative and ongoing elevator maintenance and to ensuring elevators are	OP-13.1	Members are required to have a contract/ agreement with a licenced elevator service contractor that at minimum identifies the frequency of maintenance, required tests, and response times when emergency issues and malfunctions occur	<ul style="list-style-type: none"> <li>• A contract/agreement with a licensed elevator service company is available for viewing</li> <li>• A Maintenance Control Plan is viewable for each elevator at the building site</li> <li>• The frequency of mandatory maintenance for an elevating device is at least quarterly</li> </ul>
		OP-13.2	A Maintenance Control Plan for each elevator must be available at the building site	

	clean and well maintained	OP-13.3	The elevator machine room is clean, maintained, well lit and secure	<ul style="list-style-type: none"> <li>• Technical Safety BC Elevator Operating Permits are current and readily accessible at the building site</li> <li>• Procedures are in place and building management responds to any elevator entrapments in a timely manner</li> <li>• Elevator breakdown or entrapment incidents are documented and reported, as required</li> <li>• A maintenance log is available for viewing on site. At minimum, this log contains detailed records of all tests, inspections, and other maintenance and repairs performed in the previous five years</li> <li>• The building cleaning schedule includes cleaning of elevator cab, doors, etc.</li> <li>• A visual inspection of elevator cabs verifies cleanliness and repair status of the cabs</li> <li>• A visual inspection of the elevator machine room verifies the room is secure, well lit, clean and litter-free, that required ventilation/air conditioning is in place and that floor, walls, ceiling are maintained</li> </ul>
		OP-13.4	Elevator operating permits/ licenses issued by Technical Safety BC are current and available at the building site	
		OP-13.5	Procedures are developed and implemented for handling elevator entrapments	
		OP-13.6	<p>A log book is used to record all tests, inspections, maintenance and repairs for each elevating device and is maintained at the building site for at least 5 years</p> <p>A manual or electronic log book is used to record all tests, inspections, maintenance and repairs for each elevating device and is maintained at the building site for at least 5 years and is available at all times</p>	
		OP-13.7	Elevator cab/door cleaning is incorporated into the building's documented cleaning plan, ensuring the frequency and timing of such cleaning is noted	
		OP-13.8	Lighting in elevators is incorporated into the regular building inspections. As necessary, light bulbs are replaced	
<b>OP-14:</b> <b>Roof, Roof Structures and Roof Anchors</b>	Members shall ensure that the roof /roof structure on a certified rental building is maintained free from defects and unsecured objects, and in a	OP-14.1	Members are required to conduct and document regular (monthly) inspections of the roof /roof structures to ensure it remains free of debris and vegetation, and that there are no visible signs of damage or conditions that could compromise the integrity of the roof system over time	<ul style="list-style-type: none"> <li>• A visual inspection of the roof will be undertaken to identify if there are any readily apparent issues such as standing water, roof membrane, gravel or other degradation, vegetation growth, litter, debris or other unattached items, etc ,</li> <li>• Roof anchor diagram is posted near the entrance to roof</li> </ul>
		OP-14.2	Anchors points are inspected by a competent individual at least once yearly or more frequently if required by the equipment manufacturer;	

	manner that promotes building, staff and worker safety	OP-14.3	A Fall Protection Maintenance Log Book for Window Cleaning is available at the building site and includes annual inspection data (data, inspectors name and comments)	<ul style="list-style-type: none"> <li>A current signed and sealed inspection report from a professional engineer and safety certificate is available for viewing at the building site</li> <li>Fall Protection Maintenance Log Book for Window Cleaning/Roof Anchor Log Book is available at the building site and includes required annual inspection data (data, inspectors name and comments) and records all inspections of anchor points</li> </ul>
		OP-14.3	An independent roof inspection agency inspects the roof every 5 years and ensure required repairs are completed annually	
		OP-14.4	A plan/sketch of the layout of the roof anchors is posted near the entrance to the roof	
<b>OP15 Asbestos Management</b>	Members shall ensure the safe handling of asbestos that minimizes exposure to asbestos containing materials at all certified rental buildings	OP-15.1	A building specific asbestos survey/inventory completed by a person who meets WorkSafeBC qualification standards is obtained and maintained. The Asbestos inventory or survey results is a written report that locates and describes, the amount, condition, accessibility, of all asbestos-containing materials in the building or structure	<ul style="list-style-type: none"> <li>A copy of the up to date building specific Asbestos survey/inventory report is readily available at the building site and is maintained at site until the asbestos containing material is removed.</li> <li>A building specific Asbestos Management Program is readily available at the building site</li> <li>The following records respecting asbestos-containing materials must be maintained at the building site: <ul style="list-style-type: none"> <li>(a) risk assessments;</li> <li>(b) inspections;</li> <li>(c) air monitoring results;</li> <li>(d) instruction and training of workers;</li> <li>(e) incident investigation reports</li> </ul> </li> <li>A training log or other documentation identifying staff who have completed required asbestos awareness training is available at the building site (Who, what where and when)</li> </ul>
		OP-15.2	Members must have and maintain at each building, an Asbestos Management Program prepared by a qualified person that includes procedures for conducting risk assessments prior to materials being disturbed, maintained or removed, an exposure control plan, written safe work procedures and implementation controls, as well as training requirements,	
		OP-15.3	The inventory of asbestos containing materials must be reviewed and updated at minimum annually or when there are changes to asbestos containing materials in the building.	
		OP-15.4	Required awareness training is provided to employees who are at risk of exposure to asbestos that includes: the hazards of asbestos, the means of identifying asbestos containing materials at the building site, a general overview of an asbestos management program, work procedures to be followed, the correct use of the required PPE, instructions for not disturbing asbestos-containing materials and the importance of	



			reporting any damage to trained personnel is provided to staff who work in a building with asbestos-containing materials	
<b>OP16 Swimming Pools and Recreational Facilities</b>	Member recreational facilities and amenities shall be clean, safe and maintained in a non-damaged and non-deteriorated condition	OP-16.1	A valid pool operating permit is posted in a prominent place on the premises	<ul style="list-style-type: none"> <li>• A visual inspection will verify a valid pool operating permit is prominently posted in the pool area</li> <li>• An annually reviewed/updated pool safety plan is available at the building</li> <li>• A visual inspection will confirm that signage stating General Pool Rules, Shower Sign, Emergency Telephone, No Diving, and Unsupervised Signage are posted</li> <li>• A visual inspection will verify safety equipment and information including a first aid kit, life ring/throwing aid, a backboard, are readily available in the pool area</li> <li>• A visual inspection verifies that an operational emergency phone is available within 30 metres of the pool and emergency telephone numbers are posted</li> <li>• An eye wash station, SDS and other PPE are readily available where pool chemicals are stored</li> <li>• A log or other documentation is available at the building site that identifies when and by whom cleaning, safety and maintenance inspections and activities relating to the pool and pool area have been undertaken</li> <li>• A visual inspection verifies signage is posted that outlines gym/ fitness area rules and instructions</li> <li>• A visual inspection verifies safety equipment and instructions are readily available and posted in the fitness room/gym area</li> <li>• Logs or other documentation are available that detail inspections and maintenance/repairs undertaken in the gym/fitness area</li> </ul>
		OP-16.2	A documented and annually reviewed and updated building specific pool safety plan is available at the building that provides information about action to ensure the health and safety of residents	
		OP-16.3	Signage stating the rules of the pool is posted in a prominent location within the pool enclosure	
		OP-16.4	Signage is posted that indicates the location of a telephone for emergency use, emergency numbers, and "No lifeguard on duty" where lifeguards are not required	
		OP-16.5	Cleaning, safety and maintenance inspections and activities are documented and records maintained	
		OP-16.6	Chemicals are stored securely and safely and SDS and PPE are available	
		OP-16.7	Life safety equipment includes a first aid kit, reaching pole, 2 life ring/throwing aids, a backboard, and emergency telephone are readily available	
		OP-16.8	Finishes and equipment in gym fitness areas are clean and maintained	
		OP-16.9	Signage is posted that outlines gym/fitness area rules and instructions	
		OP-16.10	Clear warning notices as well as information and pictures on correct using techniques for equipment are posted	

		OP-16.11	Signs outlining emergency procedures are posted and a first aid kit is available in the fitness area/ gym	<ul style="list-style-type: none"> <li>Antibacterial wipes or other such cleaning wipes are available in the fitness/gym</li> </ul>
		OP-16.12	Building staff carry out on-going inspections of the gym/fitness area documenting maintenance/repair issues that need to be addressed	
		OP-16.13	Antibacterial wipes or other such cleaning wipes are available for use in the fitness/gym	
<b>OP17 Municipal Work Orders</b>	Members shall have processes and procedures in place to reduce the prospect of receiving municipal violations/ work orders, as well as procedures to address and resolve issues in a satisfactory and timely manner, if identified	OP-17.1	Members are responsible for keeping informed about municipal maintenance and other property standards so as to avoid receiving notification of non-compliance by the municipality	<ul style="list-style-type: none"> <li>A documented process is available that identifies how municipal violations, requests for maintenance from the municipality are addressed.</li> </ul>
		OP-17.2	Members should develop processes and procedures for responding to violations in a timely manner, if received. These procedures should include notifying CRB Director of Certification of the violation	
<b>OP18 Doors and Security</b>	Members shall ensure that the doors and entry system for the building and resident's suites provide for a safe and secure environment	OP-18.1	<p>A process and procedure are available for documenting requests for repairing building/ suite doors, locking and/or entry systems. At minimum this should:</p> <ul style="list-style-type: none"> <li>❖ document who to contact if the building entry and/or intercom system is not working properly,</li> <li>❖ ensure the repair request is initiated at minimum within 24 hours and</li> <li>❖ identify when the repair is completed</li> </ul>	<ul style="list-style-type: none"> <li>Documented procedures are available that identify who to contact and service expectations if suite or building door repairs are required</li> <li>Visual inspection of suite and building entry doors, as well as building intercom verifies the building's intercom does not identify a tenant/resident by unit number, that suite and entry doors are kept closed and locking mechanisms appear to be in working order, and that mechanical and service room doors are clearly labelled</li> </ul>
		OP-18.2	The building's intercom should not identify the resident by unit number except where a written	

			request/authorization from the resident has been received and is in the resident file	
		OP-18.3	All exit and suite doors contain working locking mechanisms and are kept closed	
		OP-18.4	Mechanical, electrical and other service room doors are labeled with the purpose of the room and have self-closing devices	
<b>OP19 Electrical Maintenance</b>	Members shall ensure that each building's electrical and associated systems are safe and maintained in accordance with Electrical and Fire Code requirements	OP-19.1	Members have a regularly updated Electrical Maintenance Plan at the building site that is readily available and accessible to building and property management staff, master electricians, Certified Electrical Contractor(s) completing work at the building site, as well as Technical Safety BC and local authorities	<ul style="list-style-type: none"> <li>• An Electrical Maintenance Plan is readily available and accessible for review at each building</li> <li>• A contract is available that includes Certified Electrical Contractor Licence number, information on insurance coverage of Certified Electrical Contractor, and clear expectation that Permit Services Report will be provided for all work completed</li> <li>• The name and contact information and Master Electrician Identification Number for the Master Electrician assigned to each building site</li> <li>• Completed logs or other documentation (paper/electronic) are available at the building site for all electrical work undertaken throughout the building including in resident's suites</li> <li>• Documentation/training records are available that document employees have been trained on their roles and responsibilities in relation to electrical maintenance and repairs.</li> <li>• The resident welcome package contains an information sheet outlining resident responsibilities in relation to electrical and other repairs.</li> </ul>
		OP-19.2	Members shall have a contract(s) with a Certified Electrical Contractor to help ensure maintenance and repairs are completed according to Code, and shall obtain the name of the Master Electrician assigned by the Certified Electrical Contractor who will be responsible for ensuring electrical work is carried out in accordance with the Safety Codes Act	
		OP-19.3	Building and property management staff are provided with information on what electrical maintenance can be conducted by whom	
		OP-19.4	Residents must receive notification that appraises them of their responsibilities in relation to electrical work and steps that should be taken if repairs are required.	
		OP-19.5	Members are required to maintain logs/or other records that document electrical work conducted and activities undertaken to maintain the electrical systems within the building and to verify completion of the	

			tasks required as part of the building's electrical maintenance plan.	
		OP-19.6	Electrical logs must identify why and where the task was undertaken, what specific task was completed, by whom and when. These logs must also document and confirm required review of completed work and as appropriate information on the certificate of acceptance.	

**CANADIAN CERTIFIED RENTAL BUILDING™ PROGRAM  
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (BC) 2024**

<b>Standard Number</b>	<b>UPDATED Standard</b>		<b>UPDATED Standard Requirements</b>	<b>UPDATED Audit Verification</b>
<b>FRM-01: IFRS or ASPE Compliance</b>	Members shall have a financial system that complies with International Financial Reporting Standards (IFRS) or Accounting Standards for Private Enterprises (ASPE)	FRM-1.1	The owner / property management must ensure annual audited financial statements are prepared in accordance with ASPE (Accounting Standards for Private Enterprises) or have statements that are produced under International Financial Reporting Standards	<ul style="list-style-type: none"> <li>Up to date audited financial statements that have been prepared using either ASPE (Accounting Standards for Private Enterprises) or produced under International Financial Reporting Standards or Accounting Standards for Private Enterprises are available</li> </ul>
<b>FRM-02 Operating Budget</b>	Members shall prepare budgets on an annual basis	FRM-2.1	Members are required to prepare an annual budget that includes anticipated revenues and expenses	<ul style="list-style-type: none"> <li>Confirmation of the availability of up-to-date budgets that include both anticipated revenue and expenses  (electronic or paper-based documentation are acceptable)</li> </ul>
<b>FRM-03: Capital Management Plan/Budget</b>	Members shall have a capital management plan or budget	FRM-3.1	Members shall have a documented capital budget or plan that: <ul style="list-style-type: none"> <li>➤ lists major building components, such as windows, doors, siding, roofs, heating systems, and flooring,</li> <li>➤ provides an estimate for the remaining useful life of the components,</li> <li>➤ identifies when repair/replacement will take place, how long this capital work will take and which units will be affected</li> </ul>	<ul style="list-style-type: none"> <li>A capital budget/plan that outlines building specific capital or major repair projects that are underway or upcoming is available and posted</li> <li>A State of Good Repair Capital Plan (Toronto Buildings Only): Available to tenants/prospective tenants, upon request.</li> </ul>

<b>FRM-04: Liability Coverage/ Insurance</b>	Members shall have adequate liability and insurance coverage.	FRM-4.1	Member are required to maintain the following types / levels of coverage:  commercial general liability: \$5 million per occurrence (personal injury / property damage); and  property of every description: all risks of direct loss or damage	<ul style="list-style-type: none"> <li>• Commercial General Liability Insurance and Property Loss Insurance is maintained</li> <li>• Proof of request for current Resident Liability &amp; Contents Insurance is available in Tenancy Agreement and resident's file</li> </ul>
		FRM-4.2	The requirement for residents' liability insurance is specified in the tenancy agreement and documentation of tenant insurance is contained in the resident file	

**CANADIAN CERTIFIED RENTAL BUILDING™ PROGRAM  
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (BC) 2024**

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
<b>ENV-01</b> <b>Environmental Management Policy</b>	Members shall have a documented Environmental Management Policy that articulates the organizations environmental and sustainability commitments	ENV-1.1	A documented organizational Environmental Policy is developed and available that identifies the organization's environmental priorities and commitments, the actions that will be taken to promote environmentally responsible and sustainable business practices, as well as the actions that will be taken to engage employees and residents	<ul style="list-style-type: none"> <li>A documented Environmental Management Policy that outlines commitments to pursuing environmentally responsible and sustainable operating practices and for engaging employees and residents is readily available and viewable by residents, employees, contractors and members of the public</li> </ul> <p>(E.g., on corporate website, in resident portal, in resident welcome package, distributed to contractors, discussed at staff meeting, etc.)</p>
		ENV-1.2	The organization's environmental policy is communicated to and/or available to employees, residents, the public and suppliers	
<b>ENV-02</b> <b>Environmentally Preferable Purchasing Policy</b>	Members shall have a documented "Environmentally Preferable Purchasing" policy that outlines commitments to the purchase and use of products and services that minimize negative	ENV-2.1	Each Member shall develop a documented policy covering the purchase of environmentally preferable products and services. At minimum, Members must show a commitment to the purchase of environmentally preferable cleaning and janitorial products and services, wherever practicable.	<ul style="list-style-type: none"> <li>Review of a policy for the purchase and use of environmentally preferable products and services that includes the types of products, services and attributes to be addressed, as well as expectations on when alternatives to environmentally preferable products and services can be used</li> <li>Evidence verifying how and when communication of environmental preferable purchasing policy to employees, contractors and suppliers</li> <li>Evidence of RFP's, tenders, contracts that identify organizational expectations regarding the provision and use of environmentally preferable products and</li> </ul>
		ENV-2.2	The organization's environmentally preferable purchasing policy is distributed to employees, contractors and suppliers.	
		ENV-2.3	RFP's, tenders, contracts identify expectations regarding provision and use of environmentally preferable products and services and the criteria used for selection of third-party suppliers and contractors	

	environmental and human health impacts	ENV- 2.4	Staff are provided with guidance and expectations on what environmentally preferable products and services to use and what to do and/or what products and services are acceptable if environmentally preferable products or services are not available or practicable to meet the requirements of a specific task	services and the criteria used for selection of third-party suppliers and contractor
<b>ENV-03</b> <b>Environmental Performance Monitoring</b>	Members shall monitor and record environmental performance to ensure substantive irregularities or anomalies in energy/water usage and waste generation and disposal can be identified and actions initiated to remediate and/or mitigate excessive usage, as required.	ENV-3.1	Produce, at minimum, comparative monthly water, energy (electricity and gas) and waste consumption/usage, and cost data in spreadsheet/or other format so that performance data can be monitored and reviewed	<ul style="list-style-type: none"> <li>Evidence such as a copy of the annual submission of energy usage data (for example, electricity, natural gas, diesel, fuel oil and water consumption information) that may be required under an ESG focused benchmarking program or maintained in Energy Star's Portfolio Manager is available</li> <li>If annual submissions to an ESG focused benchmarking program or included in Energy Star's Portfolio Manager are not available, the auditor will use other evidence such as comparative monthly water and energy information in spreadsheet or other format to verify usage is being monitored</li> <li>Evidence is available of a process for identifying and acting upon irregularities/anomalies in consumption including a process for distributing building specific performance monitoring data and issues for follow-up to staff at each certified rental building</li> <li>Evidence of use of environmental performance data, as appropriate, in communications to staff, residents and the public (E.g. sustainability report, website information), etc.</li> </ul>
		ENV-3.2	Develop and document a process for identifying and acting upon irregularities/ anomalies in consumption	
		ENV-3.3	Develop a process for distributing Environmental performance information and notifications regarding potential issues to staff at each certified rental building	
		ENV- 3.4	Keep staff, residents and the public apprised of the organization's environmental performance	
<b>ENV-04</b> <b>Electricity</b>	Members shall endeavour to reduce electrical consumption and shall encourage conservation from a resident, operational and staff perspective.	ENV- 4.1	At minimum, Members are required to install energy efficient electrical fixtures and lamps/light bulbs for use in common areas This means: all incandescent bulbs in common areas must be replaced by energy efficient alternatives. While LED bulbs/lamps are a preferred minimum for energy efficiency, at a base minimum CFL's can replace incandescent bulbs	<ul style="list-style-type: none"> <li>Invoices, purchasing contracts or other documentation verify that all existing common area fixtures are using energy efficient lamps that at minimum, meet the requirements of the standard.</li> <li>Invoices, purchasing contracts or other documentation verify that all existing fluorescent lamp common area fixtures at minimum, meet the requirements of the standard.</li> </ul>
		ENV- 4.2	At minimum, members shall install energy efficient alternatives in common areas where fluorescent fixtures with magnetic ballasts and T12 tubes are being used, While LED fixtures and tubes are a	



			preferred minimum, at the base minimum T8's with electronic ballasts can replace all T12 tubes in common areas	<ul style="list-style-type: none"> <li>• Invoices, purchasing contracts or other documentation verify that all Exit signs have been retrofitted or changed to meet minimum LED sign requirements</li> <li>• Purchasing contracts or invoices verify that when replacements for in-suite appliances and laundry machines are required, that such replacements are being carried out using Energy Star qualified appliances</li> <li>• A random visual inspection of various common area fixtures will verify that energy efficient alternatives are being used, and that energy efficient appliances are being used in common areas such as laundry rooms</li> <li>• Evidence is available that demonstrates communication/ information to residents on energy reduction and electricity conservation strategies they can use (E.g. information included in welcome package, information included in newsletter, on resident portal, on corporate website, etc.)</li> <li>• A visual inspection of various fixtures in common areas throughout the building verify that fixtures are maintained and fully operational (no burnt-out lamps/ bulbs/ tubes, loose wires, missing lens covers, etc.) and contain appropriate covers)</li> <li>• A light meter will be used to randomly verify minimum lighting levels are maintained, <ul style="list-style-type: none"> <li>○ Emergency Lighting - 10 lux</li> <li>○ Exits - 50 lux</li> <li>○ Stairs - 50 lux</li> <li>○ Hallways - 50 lux</li> <li>○ Parking Garage (drive isles and parking spots) - 50 lux</li> <li>○ Storage Rooms - 50 lux</li> </ul> </li> </ul>
		ENV- 4.3	At minimum, Members shall install energy efficient electrical fixtures and lamps/light bulbs for use in building-owned in-suite fixtures. This means:all incandescent bulbs in building-owned in-suite fixtures must be replaced by energy efficient alternatives. While LED bulbs/lamps are preferred minimum, at a base minimum CFL's can replace incandescent bulbs	
		ENV-4.4	At minimum, members shall install energy efficient alternatives in building-owned in-suite fixtures where fluorescent fixtures with magnetic ballasts and T12 tubes are being used, While LED fixtures and tubes are a preferred minimum, at the base minimum T8's with electronic ballasts can replace all T12 tubes in common areas	
		ENV- 4.5	At minimum, LED Exit signs are used in all common areas	
		ENV-4.6	Energy Star rated appliances are used when in-suite appliances are replaced. If the appliance type is not Energy Star qualified, EnerGuide data should be used to identify most energy efficient appliance	
		ENV-4.7	Energy Star rated appliances are contracted for/used in common area laundry. As clothes dryers are not Energy Star rated, EnerGuide data should be used to identify most energy efficient appliance	
		ENV-4.8	Education/information on energy reduction and electricity conservation, as well as information on how to appropriately dispose of CFL's and other fluorescent lighting are incorporated into the Member's resident education and awareness program	

		ENV-4.9	While energy efficient fixtures/lamps are to be used, lighting levels must meet provincial building code/municipal property standards and fixtures must be maintained and fully operational (no burnt out lamps/bulbs/tubes, loose wires, missing lens covers, etc.) with appropriate covers)	<ul style="list-style-type: none"><li>Public Washrooms - 100 lux</li><li>Elevator Rooms - 100 lux</li><li>Laundry Room - 200 lux</li><li>Service Rooms (Boiler Room etc.) - 200 lux "</li></ul> <table><tr><th>ASHRAE Space Type</th><th>Recommended Light Levels <small>(Weighted Average Footcandles)</small></th><th>ASHRAE Space Type</th><th>Recommended Light Levels <small>(Weighted Average Footcandles)</small></th></tr><tr><td>Apartments</td><td>10</td><td>Stairs - Active</td><td>5</td></tr><tr><td>Storage, &gt;50ft2</td><td>5</td><td>Restroom</td><td>5</td></tr><tr><td>Storage, &lt;50ft2</td><td>10</td><td>Laundry</td><td>20</td></tr><tr><td>Lounge/Recreation</td><td>15</td><td>Conference/meeting/multipurpose/Office</td><td>30</td></tr><tr><td>Exercise Area</td><td>15</td><td>Electrical/Mechanical</td><td>10</td></tr><tr><td>Lobby</td><td>10</td><td>Workshop</td><td>40</td></tr><tr><td>Corridor/Transition</td><td>5</td><td>Parking garage</td><td>5</td></tr></table>	ASHRAE Space Type	Recommended Light Levels <small>(Weighted Average Footcandles)</small>	ASHRAE Space Type	Recommended Light Levels <small>(Weighted Average Footcandles)</small>	Apartments	10	Stairs - Active	5	Storage, >50ft2	5	Restroom	5	Storage, <50ft2	10	Laundry	20	Lounge/Recreation	15	Conference/meeting/multipurpose/Office	30	Exercise Area	15	Electrical/Mechanical	10	Lobby	10	Workshop	40	Corridor/Transition	5	Parking garage	5
ASHRAE Space Type	Recommended Light Levels <small>(Weighted Average Footcandles)</small>	ASHRAE Space Type	Recommended Light Levels <small>(Weighted Average Footcandles)</small>																																	
Apartments	10	Stairs - Active	5																																	
Storage, >50ft2	5	Restroom	5																																	
Storage, <50ft2	10	Laundry	20																																	
Lounge/Recreation	15	Conference/meeting/multipurpose/Office	30																																	
Exercise Area	15	Electrical/Mechanical	10																																	
Lobby	10	Workshop	40																																	
Corridor/Transition	5	Parking garage	5																																	
ENV-05 Gas	Members shall reduce natural gas consumption and encourage gas conservation	ENV-5.1	Preventative and ongoing maintenance of all boiler and/or heating systems by qualified HVAC and Service Providers, are conducted to ensure maximum efficiency	<ul style="list-style-type: none"><li>A current service contract with a qualified service provider is available for review that covers the preventative and regular inspection, servicing, repair and maintenance of all boiler and/or heating systems</li><li>Evidence that an up to date inspection log is present in HVAC / Boiler Room Log Book</li></ul>																																
ENV-06 Water	Members shall endeavour to reduce water consumption and shall encourage water conservation from a resident, operational and staff perspective.	ENV-6.1	At minimum, all existing common area and in-suite toilets shall have a maximum flush volume of 6 litres per flush/1.6 gallons per flush	<ul style="list-style-type: none"><li>Invoices, purchasing contracts or other documentation verify that all existing toilets, showerheads, faucets and aerators at minimum meet the water efficiency requirements of this standard</li><li>Invoices, purchasing contracts or other documentation verify that all toilet, faucet, aerator and showerhead replacements at minimum meet the replacement requirements of this standard</li><li>Contracts, invoices or other documentation verifies that Energy Star qualified appliances are being selected when existing appliances are replaced</li><li>Purchasing contracts, invoices or other documentation verify that energy and water efficient laundry machines are being used in all common area laundry facilities</li></ul>																																
		ENV-6.2	As toilets are replaced, members are required to install water efficient plumbing fixtures for use in common areas and in-suite applications. At minimum, toilets with a maximum flush volume of 4.8 litres per flush/1.28 gallons per flush will be used																																	
		ENV-6.3	At minimum, all existing showerheads will have a maximum flow rate of 9.5 litres per minute/2.51 gallons per minute																																	
		ENV-6.4	As showerheads are replaced, at minimum, showerheads with a maximum flow rate of 5.7 litres per minute/1.5 gallons per minute will be used																																	

		ENV-6.5	At minimum, all existing faucets have a maximum flow-rate of 8.35 litres per minute/2.2 gallons per minute	<ul style="list-style-type: none"> <li>Documented evidence is available that shows communication/ information being furnished to residents on the importance of reporting leaks and water conservation</li> <li>Documented evidence of at minimum, annual water-related fixtures inspections</li> </ul>
		ENV-6.6	As faucets are replaced or new aerators added to existing fixtures, at minimum they will be replaced with models with a maximum flow rate of 5.7 litres per minute/1.5 gallons per minute	
		ENV-6.7	At minimum Energy Star /or equivalent rated machines with a minimum Modified Energy Factor of 2.0 and a maximum Water Factor of 6.0 will be selected for use in common area laundry facilities	
		ENV-6.8	An active program is in place to encourage residents to report leaking fixtures and for building staff to ensure repairs of reported leaks are completed within two business days	
		ENV-6.9	At least once a year, inspections for leaking or malfunctioning common area, mechanical room and fixtures are required	
<b>ENV-07 Waste Management</b>	Members shall promote waste reduction, reuse and recycling at all buildings.	ENV-7.1	Building specific policies and operational practices are developed and implemented for the disposal and reduction of waste including general, recyclables and organic waste, hazardous waste and materials. Electronic waste and bulk materials	<ul style="list-style-type: none"> <li>Evidence of documented building specific policies and operational practices for the disposal and reduction of waste including general, recyclables and organic waste, hazardous waste and materials, electronic waste and bulk materials</li> <li>Evidence that residents have been made aware of where they can dispose of hazardous, e-waste, bulk materials, in addition to general garbage, recycling and organics</li> <li>Documentation/logs are available that show quantities and types of waste (garbage, recycling and other waste) per building on a regular basis</li> <li>Evidence that building data is used to help identify building specific waste and recycling targets</li> </ul>
		ENV-7.2	Garbage, recycling and other waste disposed of on a per building basis is tracked and used to identify building specific waste and recycling targets	
		ENV-7.31	Staff training is provided on waste management practices	
		ENV-7.4	A communications plan is implemented that promotes resident awareness and encourages participation in waste reduction and recycling efforts and that provides updates as required	

		ENV-7.5	Both indoor and outdoor waste disposal areas, bins, chute rooms, and recycling and organic disposal areas are required to be kept clean, litter, odour and pest free with disposal bins maintained so as to promote appropriate use of these areas	<p>(Building specific Waste Diversion target is available)</p> <ul style="list-style-type: none"> <li>• Evidence of staff training on waste management practices (Dates, names of participants, types of training, information)</li> <li>• Evidence of communications with residents that encourage awareness and participation in waste reduction and recycling efforts, and that encourage appropriate use of waste streams so as to reduce contamination</li> <li>• <a href="https://vancouver.ca/home-property-development/apartments-condos-and-townhomes.aspx">https://vancouver.ca/home-property-development/apartments-condos-and-townhomes.aspx</a></li> <li>• <a href="https://www.abbotsford.ca/mfciwaste">https://www.abbotsford.ca/mfciwaste</a></li> <li>• <a href="https://www.burnaby.ca/services-and-payments/recycling-and-garbage/apartments-condos-and-townhouses">https://www.burnaby.ca/services-and-payments/recycling-and-garbage/apartments-condos-and-townhouses</a></li> <li>• <a href="https://www.richmond.ca/services/recycling/service.htm">https://www.richmond.ca/services/recycling/service.htm</a></li> <li>• <a href="https://www.surrey.ca/sites/default/files/media/documents/WasteDiversionGuideForBuildings.pdf">https://www.surrey.ca/sites/default/files/media/documents/WasteDiversionGuideForBuildings.pdf</a></li> </ul>
<b>ENV-08</b> <b>Indoor Air Quality</b>	Members shall ensure that the air quality in suites and in common areas meet applicable standards.	ENV-8.1	When purchasing materials, Members must reduce the use of products such as paints, carpeting, flooring, and cleaning products that contain Volatile Organic Compounds (VOCs) and specify or select products with no or low chemical emissions and that are scent free, where available and practicable. .	<ul style="list-style-type: none"> <li>• Invoices, service contracts or other documentation verify the purchase/use of no or low chemical emission products and services for common-areas and for in suite repairs and refurbishment</li> <li>• RFP's and contracts with suppliers/ contractors outline expectations on use of no/low VOC and other chemicals in materials and products, and measures to reduce air contamination while working</li> <li>• No smoking/no vaping signage is displayed at all entrances to the building</li> <li>• Resident welcome package or other documentation highlights no smoking requirements at the building</li> </ul>
		ENV-8.2	Members must specify to contractors that complete in-suite maintenance, renovations, refurbishments and pest treatments that materials and products that produce no or low chemical emissions must be used where available and practicable and that contractors undertake measures to reduce dust, dirt and other contaminants and provide adequate ventilation when working	

		ENV-8.3	Municipal smoking by-laws, Provincial legislation and any building specific policies and regulations relating to smoking at each building site are adhered to.	<ul style="list-style-type: none"> <li>Annual suite inspection form or other documentation verifies minimum annual inspection of in-suite bathroom and kitchen fans</li> <li>Evidence of current contract with HVAC provider to regularly inspect, service and repair all air handling equipment</li> <li>Communications plan or documentation is available that promotes resident awareness about factors affecting indoor air quality and their role in maintain indoor air quality</li> </ul>
		ENV-8.4	Members must inspect kitchen and bathroom exhaust fans at least annually to ensure they are maintained in working order	
		ENV-8.5	HVAC and air handling equipment must be regularly inspected, serviced and, as necessary, repaired by a qualified HVAC service provider so as to ensure outdoor air flow rates are maintained and the ventilation system is performing as designed and in accordance with municipal building standards and the National Building Code	
		ENV-8.6	Residents are made aware of the impact of in-suite activities on building air quality and their role in ensuring air quality in the building	
<b>ENV-09 Employee Engagement</b>	Members shall foster a culture that promotes a commitment of front-line staff to delivering services and operating buildings in an environmentally responsible manner.	ENV-9.1	Identify per CRBP building, a building-specific person who will promote, lead and coordinate building specific environmental initiatives	<ul style="list-style-type: none"> <li>Verify the name of the staff person on a per building basis who has received environmental leadership training and who is designated to promote and lead implementation of Environmental Standards at the building</li> <li>Demonstrate active environmental and resource conservation training and knowledge enhancement program for employees including names, dates and content of training provided</li> <li>Review Environmental Committee meeting minutes</li> <li>Provide evidence of on-boarding procedures fused or ensuring new employees are made aware of company's environmental policies, procedures and expectations, as well as procedures for furnishing updates/changes to all employees</li> </ul>
		ENV-9.2	In organizations with over 20 employees, establish a cross- functional Environmental Operations Committee (Over 20 employees)	
		ENV-9.3	Ensure staff person who is designated to promote and lead implementation of Environmental Standards receives environmental leadership training	
		ENV-9.4	Ensure all staff are aware of the organization's environmental commitments and programs	
<b>ENV-10 Resident Engagement</b>	Members shall actively engage residents in	ENV-10.1	Members shall have a documented and active resident education and awareness program that at minimum includes:	<ul style="list-style-type: none"> <li>Provide evidence of a documented and active resident engagement and awareness program</li> </ul>

	efforts to reduce consumption and to encourage their use of environmentally responsible practices.		<ul style="list-style-type: none"> <li>• Distribution of environmental policies and updates to current and new residents</li> <li>• Distribution of annual updates on building specific activities and targets distributed to all residents</li> <li>• Information to residents on expectations and procedures relating to waste management, recycling and other environmental measures</li> </ul> <p>Distribution of material to residents that encourages and promotes conservation</p>	<ul style="list-style-type: none"> <li>• Provide evidence of how and when the following types of information have been communicated to new and existing residents, contractors and the public: <ul style="list-style-type: none"> <li>○ organization's environmental policy as well as updates and changes</li> <li>○ annual update on building specific activities and targets to all residents</li> <li>○ expectations and procedures relating to waste management, recycling and other environmental measures</li> <li>○ material that encourages and promotes conservation</li> </ul> </li> </ul>
--	--	--	---	---

**CANADIAN CERTIFIED RENTAL BUILDING™ PROGRAM  
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (BC) 2024**

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
<b>SOC-01 Building Assessment</b>	Members shall ensure the physical structure of the building and surrounding property is safe, well- maintained and provides acceptable living conditions for residents	SOC-1.1	<p>All areas of the building and mechanicals are</p> <ul style="list-style-type: none"> <li>➤ Clean</li> <li>➤ Maintained</li> <li>➤ Non – deteriorated condition</li> <li>➤ No holes, gouges, ruts, cracks, scuffing</li> <li>➤ Surfaces are not peeling/ stained/ deteriorated</li> <li>➤ No visible signs of damage</li> <li>➤ No readily apparent hazards</li> <li>➤ Litter/debris free</li> <li>➤ Access is secure</li> <li>➤ Pest-free</li> <li>➤ Well lit</li> <li>➤ No readily apparent water leaks</li> <li>➤ Mechanical systems are operational</li> </ul>	<ul style="list-style-type: none"> <li>• A thorough roof to basement walk through of internal and external common areas as well as mechanical and operational areas of the building is conducted to verify maintenance and repair status, and to provide an assurance of the overall "quality" of the building and surrounding grounds.</li> </ul>