CANADIAN CERTIFIED RENTAL BUILDING PROGRAM

STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (NS) 2024

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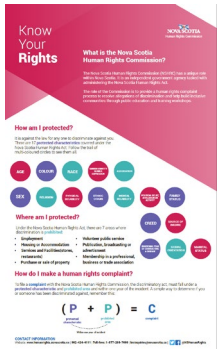
Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
HR-01 **Human Right Code**	Members shall adhere to the Nova Scotia *Human Rights Act*	HR-1.1	Develop a policy statement that outlines organizational commitment to the Human Rights Act. This policy statement should cover discrimination and harassment, accommodation and complaint procedures	• 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 • Residents and employees are made aware of their rights under the *Human Rights Act* (e.g. HR Act poster posted in common area, HR Commission information brochure in welcome package, etc.) https://humanrights.novascotia.ca/sites/default/files/NSHRC_Brochure_Jun%2014%202017_8%2C5x14_NOCROPS.PDF • A review of the resident application process and form verifies no evidence of discriminatory practices in resident selection process • 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
		HR-1.2	Criteria used as part of the resident selection process are permissible under the terms of the Nova Scotia Human Rights Act.	
		HR-1.3	Employees are made aware of their rights and obligations under the Human Rights Act	
		HR-1.4	Residents are made aware of their rights under the terms of the Human Rights Act	
		HR-1.5	A copy of the Human Rights Act (poster) is on public display and readily viewable by both residents and employees  https://www.google.com/url?sa=i&url=https%3A%2F%2Fhumanrights.novascotia.ca%2Fsites%2Fdefault%2Ffiles%2FKnow%2520Your%2520Rights%2520Brochure%2520Web.pdf&psig=AOvVaw2ASPXJYASYHdv6WCxEiUoo&ust=1680700318498000&source=images&cd=vfe&ved=0CBEQjhxqFwoTCLD1rN2mkP4CFQAAAAAdAAAAABAE	

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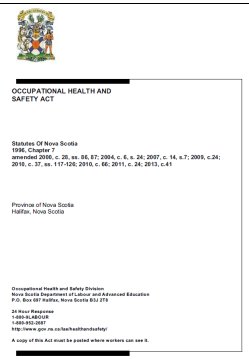
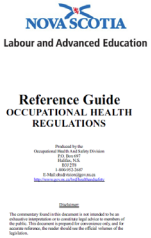
HR-02 **Occupational Health and Safety and Workplace Safety and Insurance Acts**	Members shall adhere to the Occupational Health and Safety and Workplace Health and Safety Acts	HR-2.1	Prepare, and review at least annually, a written occupational health and safety policy, and develop and maintain a building specific program to implement that policy and to address and control all hazards in the workplace	• A copy of the organizations health and safety policy is posted at the building site • Review a sampling of monthly health and safety inspection reports • The names of the current occupational health and safety committee members or the representative and how they may be contacted.is posted • Review training records/ documentation to verify requisite basic awareness training has been provided to employees and supervisors • Visual inspection of building to ensure at least the minimum number and type of required first aid kits are available and that easily viewable notices are posted that identify the location of the first aid kits/supplies. And emergency numbers • Review first aid documentation to verify equipment has been inspected once every 3 months. • Identify and verify the name of the individual at the building site with a valid first aid certificate (no more than 3 years old). And ensure the names, locations, and contact info for first aiders are posted in a prominent location at the workplace • Review records/reports of incidents and any first aid treatment given
		HR-2.2	Conduct and document monthly inspections covering health, safety and maintenance.	
		HR-2.3	Set up a joint Health & Safety Committee, where required and post the names and contact information for current members	
		HR-2.4	Provide basic health and safety awareness training to all workers. This should include organization's expectations for safety and health, the roles of management and staff, information on emergency procedures, first aid facilities, any restricted areas, precautions needed to protect them from hazards, and any other health and safety procedures, plans, policies, and programs that apply to them.	
		HR-2.5	Post the location of first aid supplies and the location or phone number of the first aid attendant throughout the worksite so all persons at the worksite may easily see them, while also ensuring first aid supplies are fully stocked, properly stored, in good condition, and current	
		HR-2.6	At least one first aid trained worker with a valid first aid certificate is available on site	
		HR-2.7	Employers must keep a detailed record of all incidents and any first aid treatment given	

		HR-2.8	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 Emergency eyewash stations may be required in areas such as boiler room, cleaning/ maintenance rooms, compactor room, pool chemical storage area	• Review training records/ documentation to verify requisite basic awareness training has been provided to employees and supervisors • 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 • Eyewash stations 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
		HR-2.9	Prominently display If you are Injured at Work poster https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiT2677r9H-AhV4nWoFHU8wDKkQFnoECBMQAQ&url=https%3A%2F%2Fwww.wcb.ns.ca%2FPortals%2Fwcb%2FIf_Youre_Injured_At_Work.pdf&usg=AOvVaw3GFliLhzQCeuAXJOTdUoIq	A visual inspection at the building verifies "If you are injured at Work" poster is prominently posted and viewable to staff
		HR-2.10	Display the Health and Safety Know your rights and responsibilities at work poster at the building site as well as the telephone number of the Occupational Health and Safety Division for reporting health and safety concerns or accidents	A visual inspection at the building verifies a current version of the poster is posted and is readily accessible and viewable to staff and that a copy of the Occupational Health and Safety Regulations

			 https://novascotia.ca/workplace-and-technical-safety/docs/health-safety-information-card.pdf https://novascotia.ca/workplace-and-technical-safety/docs/make-the-right-call-wallet-sized-card.pdf	The telephone number of the Occupational Health and Safety Division for reporting health and safety concerns or accidents https://novascotia.ca/workplace-and-technical-safety/docs/health-safety-information-card.pdf
		HR-2.11	Post a copy of the *Occupational Health and Safety Act* at the building and make available at the building a copy of the OHS Regulations as well as names and contact for OHS committee, minutes from the last meeting, and an OHS number for reporting OHS concerns http://nslegislature.ca/legc/statutes/occupational%20health%20and%20safety.pdf	A visual inspection at the building verifies a current version of the Occupational Health and Safety Act is posted and viewable by staff and that a copy of the OHS Regulations are available at the building site. https://www.novascotia.ca/lae/healthandsafety/docs/occupationalhealthregs.pdf

			 OCCUPATIONAL HEALTH AND SAFETY ACT Statutes Of Nova Scotia 1996, Chapter 7 amended 2000, c. 28, ss. 86, 87; 2004, c. 6, s. 24; 2007, c. 14, s.7; 2009, c.24; 2010, c. 37, ss. 117-126; 2010, c. 66; 2011, c. 24; 2013, c.41 Province of Nova Scotia Halifax, Nova Scotia Occupational Health and Safety Division Nova Scotia Department of Labour and Advanced Education P.O. Box 697 Halifax, Nova Scotia B3J 2T8 24 Hour Response 1-800-9LABOUR 1-800-952-2687 http://www.gov.ns.ca/lae/healthandsafety/ A copy of this Act must be posted where workers can see it.  NOVA SCOTIA Labour and Advanced Education Reference Guide OCCUPATIONAL HEALTH REGULATIONS Produced by the Occupational Health And Safety Division P.O. Box 697 Halifax, NS B3J 2T8 1-800-952-2687 E-Mail: dohs@gov.ns.ca http://www.gov.ns.ca/lae/healthandsafety/ Disclaimer The commentary found in this document is not intended to be an authoritative interpretation of the law or to be a substitute for reading of the public. This document is prepared for open access use, and for accurate reference, the reader should use the official volumes of the legislation. https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.novascotia.ca%2Flae%2Fhealthandsafety%2Fdocs%2Foccupationalhealthregs.pdf&psig=AOvVaw076v2rrGwNpVIOBD3pk11Q&ust=1682943046546000&source=images&cd=vfe&ved=0CBQQ3YkBahcKEwjAqLjFydH-AhUAAAAAHQAAAAAQHg	
HR-03 **Employment Standards Act**	Members shall adhere to the Employment Standards Act	HR-3.1	Make available a hard copy of the current Nova Scotia Labour Standards Code Guide or provide a link to an electronic copy of the Labour Standards Code Guide to all new employees in the hiring package. labourstandardscodeguide.pdf (novascotia.ca)	• A copy of notice sent to current employees, letter of offer/orientation package that contains where a hard copy of the Nova Scotia Labour Standards Code Guide is available or that provides a working link to a current copy of the Guide the Labour Standards for new employees will be reviewed
HR-04: **Workplace Hazardous Materials Information System (WHMIS)**	Members shall actively support protecting the health and safety of new and 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	HR-4.1	Develop, implement and annually review a WHMIS program that ensures that information about hazardous products is effectively communicated to workers	• 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. • Visual inspection will verify updated Safety Data Sheets for hazardous products used at site are readily viewable and accessible by employees and contractors (no more than 3 years old)
		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	• Training records/individual certificates will be viewed to confirm who has received WHMIS education and site-specific training, when and what was covered
		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 computers/ devices 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.)	
		HR-4.5	Provide education and training to employees on how to access electronic or paper versions of SDS	
HR-05: **Workplace Violence, and Harassment**	Members shall actively support and work towards ensuring a safe workplace environment free from workplace harassment and workplace violence	HR-5.1	Prepare and review, at least annually, a policy on workplace violence.	• A documented assessment of the risk of workplace violence is available for review at the building site • A documented policy/program on workplace harassment is posted and viewable at each building site • A documented policy/program on workplace violence is posted and viewable at each building site • Records are available verifying when and who has been trained on workplace harassment, bullying and violence at the worksite
		HR-5.2	Prepare and review, at least annually, a policy on workplace harassment.	
		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	
		HR-5.4	Develop and maintain a program(s) to implement the workplace violence and harassment policies	

		HR-5.5	Post workplace violence and workplace 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 harassment policy and program and document training provided	
HR-06: **Accessible Customer Service**	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: ➢ resident use of assistive devices ➢ use of support animals and support people ➢ temporary disruptions in services ➢ feedback processes	• Documented policies, practices and procedures are available for review (including on corporate website) that identify expectations, requirements and procedures for delivering service to people with a range of disabilities • Records are available verifying when and who has been trained on delivering accessible customer service to residents with disabilities • Contractor contract includes a provision that all individuals who will undertake activities at a building site have completed • Documentation verifying completion of the CRB's Accessible Customer Service course or NS's 'Working with Abilities' is part of the employee onboarding process
		HR-6.2	Train employees on how to interact and communicate with residents and other individuals with a range of disabilities and how to deliver accessible customer service	
		HR-6.3	Ensure third party contractors have received required training on accessible customer service and your organizations policies	
		HR-6.4	Accessibility related training is incorporated into the onboarding process for any individual who interacts with the public This should include completion of the CRB's Accessible	

			Customer Service course or Nova Scotia's 'Working with "abilities' course Working With Abilities | Nova Scotia Human Rights Commission	
HR-07: **Staff Updates**	Members shall ensure staff are updated on changes to legislation, regulations and policies that can impact the daily operations of a multi-residential building and the servicing of residents	HR-7.1	Maintain a list of most commonly referred to provincial statues & municipal by-laws affecting multi-res industry that building staff need to be kept apprised of	• 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 industry related information, as well as changed in property management policies, practices or procedures
		HR-7.2	Develop a process for checking on changes to legislation/regulations/policies and ensuring communication to employees of required updates	
HR-08: **Continuing Education**	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	• 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). • A random sampling of employee training records are viewed to identify if continuing education and training opportunities are available and being pursued
		HR-8.2	Communicate continuing education opportunities and supports to employees	
HR-09: **Employee Development and Performance Reviews**	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	• Records are available that confirm formal, documented performance reviews are held with each employee at least once each year • Verify that the performance review documentation provides opportunity for the employee to comment and provide feedback
		HR-9.21	Identify a process and tool for employees to respond to results of performance review, at least once each calendar year	
HR-10: **Employee Operational Feedback**	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	• 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

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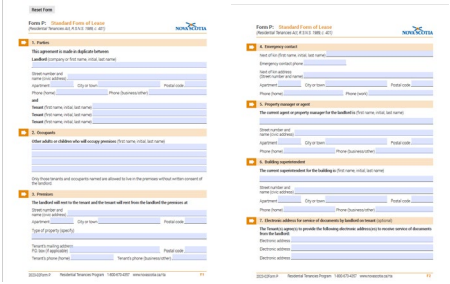
RM-01 **Company Emergency Contact**	Members shall provide all residents with a means of contacting a company representative 24/7 in the event of an emergency	RM-1.1	Identify who is empowered to authorize immediate action in the event that an "emergency" repair (i.e. no heat, no water) is required	• A 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
		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 at least 12.7 mm high.	
RM-02: **Personal Information and Protection Act (PIPEDA)**	Members shall protect the privacy of resident's personal information	RM-2.1	Develop, document, implement and make readily available an organizational privacy policy that incorporates the requirements outlined in the Personal Information Protection and Electronics Documents Act (PIPEDA) and in the The Freedom of Information and Protection of Privacy (FOIPOP) Act	• A copy of the building or community documented privacy policy is available for viewing • A visual review of forms/agreements such as the application & 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 • Building site visit verifies access to collected information is restricted
		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.	• Visual inspection and discussion with staff are used to verify documents are stored & destroyed in accordance with PIPEDA /FOIPOP Act legislation and in a manner that protects the privacy of resident's 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 or making anonymous personal information that is no longer needed for the purpose for which it was collected or for a related business or legal reason.	
RM-03: **Rental Application Process)**	Members shall have a resident application process that is consistently applied to all prospective residents	RM-3.1	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. I.e. Health information, SIN number, race, ethnicity or other such information is not requested and collected	• A random inspection of files verifies an approved industry standard rental application is used for all rental applications
RM-04: **Tenancy Agreement (Lease)**	Members shall have and use a 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 , that a written copy of the lease must be given to the resident within 10 days of the tenancy start date. and that a copy of the RTA must be given within 10 days of signing the lease form-p-standard-form-lease-en.pdf (novascotia.ca)	• 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 a signed copy is available in the resident's file 

RM-05: **New Resident Orientation**	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 new residents, completing a condition inspection report and obtaining the sign off on the inspection by the new residents	• Resident files contain a completed and signed move-in suite condition inspection report • A review of the building-specific orientation package provided to new residents, at minimum, verifies all required items are contained in the package and distributed to residents
		RM-5.2	Provide new residents with an orientation package that at minimum includes: ➢ A copy of the Nova Scotia RTA ➢ fire safety information, ➢ request for emergency assistance/vital services disruption information, ➢ location of the building's waste/recycling facilities and information on what type of waste goes where, ➢ conservation tips, ➢ information on maintenance request procedures, ➢ the building smoking requirements and indoor air quality information ➢ maintenance request procedures, ➢ complaint/maintenance escalation (One-Up) process, ➢ CRB Brochure and CRB Green Brochure	
RM-06: **Repairs and Maintenance**	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	• A visual review verifies paper and/or electronic forms are readily available to document resident maintenance and service requests, including after office hours • Residents receive documentation on the availability of an escalation process and how they can escalate concerns related to completed repairs and maintenance
		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	

		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.)	• 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 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 • 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
RM-07: **Pest Management**	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	• A copy of the documented pest management policy and the building's no shame/no blame policy are available for review • A contract with a licensed supplier to treat common areas on a regular (i.e. monthly) basis, when required is available for review • Information and resources are available at the building to inform employees and residents of effective pest control prevention and treatment measures • Maintenance records are available to verify all identified pest control concerns are investigated and responded to within two (2) business days • A log is available that documents all building specific pest investigation and treatment activities (common area / unit)
		RM-7.2	Education measures are in place at each building to inform employees/residents on how to prevent and/or treat pest infestations	
		RM-7.3	Members have a contract with a licensed pest management provider to ensure regular pest treatments to common areas, if required	
		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	
		RM-7.6	A log is used to document all building specific pest investigation and treatment activities (common area and unit)	
RM-08:	Members shall work to resolve resident complaints	RM-8.1	Resident complaints or concerns are responded to with a resolution plan within 48	

Resident Complaint Resolution	and concerns in a timely fashion		hours (or two business days on weekends) of receiving the concern	• A maintenance/service request log or other evidence is available to verify the time frame between the date the request is received and when the maintenance request is investigated and responded to is within 2 business days • A documented process is available that outlines the "one-up" process that can be used by residents to escalate their complaint or concern • A document is readily available/has been distributed to residents that explains the Escalation (One-Up) Process that can be used when necessary • Resident complaint forms are visible and readily accessible to residents at the building
		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	
		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	
RM-09: **Rent**	Members shall handle rent and payment related issues in a timely fashion, using appropriate forms and documentation	RM-9.1	Members shall develop and implement practices and procedures in line with the Residential Tenancies Act that address: ❖ Additional charges such as security deposits ❖ Rent Collection and ❖ Providing notice on rent increases	• A random sampling of resident files will be undertaken to verify appropriate forms are used, copies are being maintained, and interest is being paid annually to residents on last months rent
RM-10: **Resident Notices/. Noticeboard**	Members shall give proper notice to residents regarding building operations matters that may affect them	RM-10.1	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: ➢ 24-hour Notice of entry ➢ notice of capital or major repair work ➢ notice of emergency breakdowns / shut offs for elevator(s) or utilities	• A template or copies of previous notices posted are accessible for review • Copies of forms provided to residents are available in the resident's file

		RM-10.2	A Noticeboard must be displayed in the lobby area or in another common area such as a common area laundry room, to be used by the landlord to display common notices pertaining to important activities or information related to the building. The noticeboard could include: ➢ Information on pest treatment activities ➢ Cooling location information ➢ Information on garbage, recycling, organics ➢ City Orders The above can be posted in a resident online portal but must be available to any residents that are unable to access the internet or portal for any reason	• 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

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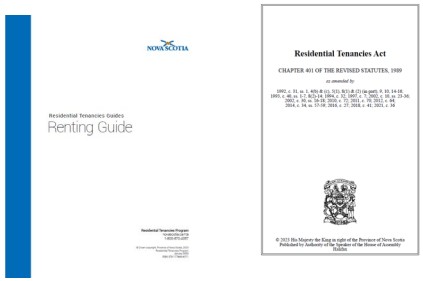
OP-01 **Fire Code**	Member rental facilities shall adhere to all Fire Code and associated Regulations	OP-1.1	A building specific fire safety plan is available at the building and that a copy of emergency and fire procedures is posted in a central public area	Visual inspection at the building site will verify the following items are available: • An up-to-date fire safety plan is available at each building • In Halifax buildings, visual inspection that a copy of emergency and fire procedures is centrally posted for staff and residents • A current Annual Fire Inspection Report is available at the building site • An up to date and appropriately signed Annual Fire Inspection Certificate is available at the building site • 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 • The building's Fire Log Book documents Fire Drills that are held quarterly • There is evidence that the building's mobility assistance list is updated monthly and readily available in an approved location • A random visual inspection of building emergency exit lights/signs verifies they
		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	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 department approved location	
		OP-1.4	Daily, weekly, monthly and quarterly inspections, tests and drills including fire drills that are required to be held every two months are conducted and documented	
		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	appear to be fully operational with no burnt-out lights or other visible damage • Visual inspection in boiler room, laundry rooms, etc. where there are gas burning appliances, confirm installation and use of CO_2 detectors
		OP-1.9	Carbon Monoxide detectors are installed in the boiler room and adjacent suites and in locations where there are gas burning appliances	
OP-02 **Building Emergency Plan**	Members shall help promote the safety of building occupants through a building specific Building Emergency Response /Vital Service Disruption Plan	OP-2.1	Members must create and maintain a building emergency plan also known as crisis response plan or emergency response plan. 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: ➢ 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	• A visual review at the building site will confirm the ready availability of: ➢ A documented and updated Building Emergency plan that includes required information on dealing with a range of emergencies, ➢ up to date emergency contact information that is documented within the emergency plan document. Documentation verifies contact information has been updated within the past year ➢ A Contact list of tenants who voluntarily identify requiring assistance during evacuation or disruptions in services is up to date, and available in at least the firs safety box
		OP-2.2	A copy of the building emergency plan must be readily accessible at the building site	
		OP-2.3	A contact list of tenants who voluntarily self-identify as requiring assistance during evacuations or a temporary discontinuance of a vital service is maintained and available in the fire plan box or other secure area readily accessible during an emergency	
		OP-2.4	A copy of the Building's Emergency Plan/ Vital Disruption Plan must be readily accessible at the building site	
		OP-2.5	Contact information on identified Emergency response personnel should be updated annually	

OP-03: **Leaseholder Emergency Contact**	Members shall have an emergency contact number on file for each leaseholder	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 available to building staff in the event of an emergency	• 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 • Sated forms or other evidence is available that confirms updated emergency contact information is requested annually • On-site employees have ready access to resident's emergency contact information
OP-04: **Residential Tenancies Act**	Members shall adhere to the Residential Tenancies Act	OP-4.1	All employees have ready access to a current version of the Residential Tenancies Act Residential Tenancies Act (nslegislature.ca) https://beta.novascotia.ca/documents/residential-tenancies-renting-guide-tenants-and-landlords	• 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 
OP-05: **Annual Suite Inspection**	Members shall inspect each suite for operable life safety items, failed components, environmental (water / electricity), maintenance concerns, and illegal or non-conforming activity	OP-5.1	An inspection of all suites is required to be completed annually. At minimum, this inspection will include: ➢ operable life safety items (door closures, window locks, latches and screens, smoke alarms, CO detectors, AC Units), ➢ failed components (light fixtures, stove, fan operation, etc.),	• 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

	at least once a year and at unit turn-over		➢ environmental (leaky taps / toilets, faucets, drains, efficiency lighting, fan coils, etc.), ➢ maintenance concerns (pest infestation, plaster repairs, balcony railings/panels and signs of peeling paint or other deterioration etc.) and ➢ illegal or non-conforming activity (grow-ops, etc.) ➢ General Suite condition including damages to floors, walls, ceiling and overall cleanliness	• Documented evidence is available at the building that confirms that the results of inspection are communicated to residents and identified deficiencies/issues addressed • Evidence is available in the resident file that verifies 24 hour written notice was provided prior to entry for the suite inspection
		OP-5.2	Residents are provided with at least 24 hours written notice of a pending annual suite inspection	
		OP-53	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	
OP-06: **Building Inspection**	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	• 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 • 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
		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	
OP-07:	Members shall ensure indoor common areas, as	OP-7.1	Members must develop a process and procedures for inspecting and documenting when and by	• A cleaning schedule is posted at the building that identifies the various indoor

Indoor Cleaning & Maintenance	well as utility, service, and storage rooms of the building are maintained and kept in a safe, clean, litter and graffiti-free condition		whom various indoor areas of the building are being inspected for overall state of repair as required	common areas of the building and the frequency in which they are to be inspected and cleaned • 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 • A checklist and associated cleaning schedule are available for inspection that covers all storage, utility and maintenance areas • A visual inspection of the building's indoor common areas will be undertaken to verify cleanliness and overall repair status • A maintenance log is available that documents inspection and repairs undertaken
		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	
		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	
OP-08: **Outdoor Cleaning & Maintenance**	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	Members are required to develop an outdoor cleaning, maintenance and landscaping plan and schedule that includes: ➢ Ensuring outdoor areas of the building are inspected for debris, litter, graffiti, general cleanliness and overall state of repair, ➢ Identifies the required frequency/ timing for inspection and cleaning ➢ repair expectations	• 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 • 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 • 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
		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	

				• 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 • 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
OP-09: **Underground Garages**	Members shall ensure their underground parking garage is maintained in a manner that promotes resident and vehicle safety and that is clean, free from holes, cracks and water	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 without cracks, holes, gouges staining, peeling paint/plaster and without evidence of water damage	• Building inspection logs or other documentation is available that identifies when and by whom the parking garage has been inspected, cleaned and/or repaired • 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.
		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	
OP-10: **Operational Risk Management – Specialized Items**	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	• An accident/incident report form is available and used to document injuries, suspicious activity, etc that takes place at the building • A daily operations log is available and is being used to document unusual, noteworthy and significant activities and occurrences at the building site • A snow removal/salt log is maintained and available for viewing at the building that identifies the date, time, as well as
		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	the type and location of actions taken and when
OP-11: **Contractor Management**	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	• 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 • Evidence that a documented code of conduct has been distributed to contractors • Records are available that document and confirm contractors have the required certifications (licenses), as well as WCB and liability insurance
		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 WCB (Workers Compensation Board) insurance and liability insurance	
OP-12: **HVAC**	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 certified HVAC contractor for annual/ semi-annual/monthly servicing and on-going repair of the HVAC equipment, including boilers;	• A contract is in place with a contractor licensed for annual or semi-annual servicing of the HVAC equipment, including boilers • Documentation of regular (i.e. monthly), equipment inspections / preventative maintenance is maintained at the building • A Boiler Log Book is located in the boiler room and is completed daily by the building staff • A visual inspection of the building's boiler room will be undertaken to help verify if a CO_2 detector is present in the
		OP-12.2	Logs must be maintained that show regular equipment inspections/ maintenance checks by staff including: ➢ ensuring no obstructions/ standing water, in proximity to cooling towers, fans, exhausts ➢ grills for exhaust fans, air vents are clean ➢ hallway air vents are operational	

		OP-12.3	Daily Boiler Log Book entries must be completed	boiler room, if there is water, storage, lighting or other issues readily apparent, and the overall cleanliness and repair status of the area, • A visual inspection from the ground for status of external air conditioners • Documentation furnished to residents on use of external air conditioners and changes in heating and cooling seasons is available for review • Valid boiler licenses are available/ posted in the boiler room for each boiler/pressure vessel
		OP-12.4	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-12.5	A notice must be posted or documentation provided too residents outlining dates for HVAC heating and cooling changes within the building	
		OP-12.6	The boiler room must contain required carbon monoxide detectors and boiler licenses	
OP-13: **Elevators**	Members shall demonstrate their commitment to preventative and ongoing elevator maintenance and to ensuring elevators are clean and well maintained	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	• A contract/agreement with a licensed elevator service company is available for viewing • The frequency of mandatory maintenance for an elevating device is at least quarterly • Elevator Operating Permits are current and readily accessible at the building site • Procedures are in place and building management responds to any elevator entrapments in a timely manner • Elevator breakdown or entrapment incidents are documented and reported, as required • 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
		OP-13.2	A Maintenance Control Plan for each elevator is available at the building site	
		OP-13.3	The elevator machine room is clean, maintained, well lit and secure	
		OP-13.4	Elevator operating permits/ licenses issued by the province are current and available at the building site	
		OP-13.5	Procedures are developed and implemented for handling elevator entrapments	
		OP-13.6	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	

				• The building cleaning schedule includes cleaning of elevator cab, doors, etc. • A visual inspection of elevator cabs verifies cleanliness and repair status of the cabs • 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
		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	
OP-14: **Roof, Roof Structures and Roof Anchors**	Members shall ensure that the roof /roof structure on a certified rental building is maintained free from defects and unsecured objects, and in a manner that promotes building, staff and worker safety	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	• 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 , • Roof anchor diagram is posted near the entrance to roof • A current signed and sealed inspection report from a professional engineer and safety certificate is available for viewing at the building site • 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
		OP-14.2	Anchors points are inspected by a competent individual at least once yearly or more frequently if required by the equipment manufacturer;	
		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)	
		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	
OP15	Members shall ensure the safe handling of asbestos that minimizes	OP-15.1	An Asbestos Management Program, prepared by a qualified person, is developed, implemented and maintained, at all buildings where it is known or	

Asbestos Management	exposure to asbestos containing materials at all certified rental buildings		suspected that asbestos-containing materials (ACM) will be encountered during a project, repair, alteration or maintenance of a building. The report will include building specific information on asbestos record keeping, the inspection of the material at reasonable intervals to determine its condition, notification procedures of tenants, workers, contractors and worker training and instruction	• A copy of the building specific Asbestos Management Program is readily available at the building site • A copy of the building survey and inventory of known or suspected asbestos-containing material conducted by a competent individual and completed within the past 12 months is available at the building site • A training log or other documentation identifying staff who have completed required asbestos awareness training is available at the building site • A copy of the notice to residents regarding asbestos containing information in their unit is available in the resident file
		OP-15.2	A record of the condition and location of all Asbestos Containing Material and whether the material is friable or non-friable is available and keep on the premises	
		OP-15.3	Asbestos Containing Materials are inspected at regular intervals to determine condition, and the record of condition is updated at least once in each 12-month period and whenever new information relating to matters the record deals with s obtained	
		OP-15.4	Required awareness training that includes a general overview of an asbestos management program, 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	
		OP-15.5	Residents are provided with a notice of information on the location of any asbestos containing material in their unit	
OP16 **Swimming Pools and Recreational Facilities**	Member recreational facilities and amenities shall be clean, safe and maintained in a non-damaged and non-deteriorated condition	OP-16.1	Appropriate notification to authorities is provided that identifies the intent to open/re-open a pool/spa after closure for more than 4 weeks	• Notification documentation sent to authorities outlining pool opening information is available for review at the building site • Written emergency and operational procedures for the pool are available at the pool/building
		OP-16.2	An Aquatic Safety plan which includes an emergency response plan is available and all lifeguards and all other appropriate facility personnel are trained in the specific emergency	

			and operational procedures for the facility at which they *work*. Aquatic-Guidelines-Appendices.pdf (novascotia.ca)	• A visual inspection verifies General Pool Rules, Shower Sign. Emergency Telephone, No Diving, and Unsupervised Signage are posted and the required black disc is visible in the pool • A visual inspection verifies Safety equipment and information including a first aid kit, life ring/ throwing aid, a backboard, are readily available in the pool area • A visual inspection verifies that an operational emergency phone is available within 30 metres of the pool and emergency telephone numbers are posted • An eye wash station, SDS and other PPE are readily available where pool chemicals are stored • 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 • A visual inspection verifies signage is posted that outlines gym/ fitness area rules and instructions • A visual inspection verifies safety equipment and instructions are readily available and posted in the fitness room/gym area • Logs or other documentation are available that detail inspections and maintenance/repairs undertaken in the gym/fitness area
		OP-16.3	The individual designated as responsible for the operation of the pool is trained on the pool/spa operation and maintenance, filtration systems, water chemistry and all relevant safety and emergency procedures.	
		OP-16.4	Chemicals required for the operation of the pool are stored securely and safely and SDS and other PPE are available	
		OP-16.5	A record/log book of required cleaning, safety and maintenance tests and inspections is maintained, signed and retained for a minimum of one year and is available for inspection by a Public Health Inspector	
		OP-16.6	A required black disc 15cm in diameter, on a white background, is affixed to the bottom of the pool at its deepest point Pool depths need to be visible in metric units of measurement	
		OP-16.7	Required signage including General Pool Rules, Shower Sign. Emergency Telephone, No Diving, and Unsupervised Sign are posted	
		OP-16.8	Life safety equipment for pools greater than 10 m squared includes a first aid kit, reaching pole, 2 life ring/throwing aids, an AED and emergency telephone are readily available	
		OP-16.9	Finishes and equipment in gym fitness areas are clean and maintained	
		OP-16.10	Signage is posted that outlines gym/fitness area rules and instructions	

		OP-16.11	Clear warning notices as well as information and pictures on correct using techniques for equipment are posted	• Antibacterial wipes are other such cleaning wipes are available in the fitness/gym
		OP-16.12	Signs outlining emergency procedures are posted and a first aid kit is available in the fitness area/ gym	
		OP-16.13	Building staff carry out on-going inspections of the gym/fitness area documenting maintenance/repair issues that need to be addressed	
		OP-16.14	Antibacterial wipes or other such cleaning wipes are available for use in the fitness/gym	
OP17 **Municipal Work Orders**	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	• A documented process is available that identifies how municipal violations, requests for maintenance from the municipality are addressed.
		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	
OP18 **Doors and Security**	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	A process and procedure are available for documenting requests for repairing building/ suite doors, locking and/or entry systems. At minimum this should: ❖ document who to contact if the building entry and/or intercom system is not working properly, ❖ ensure the repair request is initiated at minimum within 24 hours and ❖ identify when the repair is completed	• Documented procedures are available that identify who to contact and service expectations if suite or building door repairs are required • 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
		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	and service room doors are clearly labelled
		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	
OP19 **Electrical Maintenance**	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, Licensed Electrical Contractor(s) completing work at the building site, as well as Nova Scotia Power and local authorities	• An Electrical Maintenance Plan is readily available and accessible for review at each building site • A contract is available that includes Electrical Contractor Licence number, information on insurance coverage of LEC, and clear expectation that Nova Scotia Power Certificates of Acceptance will be provided for all work completed • The name and contact information for the Designated Master Electrician assigned by the LEC, is provided to each building site • 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 • Documentation/training records are available that document employees have been trained on their roles and responsibilities in relation to electrical maintenance and repairs. • The resident welcome package/lease contains an information sheet outlining
		OP-19.2	Members shall have a contract(s) with a Licensed Electrical Contractor to help ensure maintenance and repairs are completed according to Code, and shall obtain the name of the Designated Master Electrician who will be responsible for ensuring electrical work is carried out in accordance with the Nova Scotia Electrical Installation and Inspection 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	Wherever practicable Owners/Property Managers are required to be members of and utilize the CSS (Continuous Safety Services) program offered by the Electrical Safety Authority as a means for obtaining permits, logging, inspecting and demonstrating organizational commitment to managing electrical safety risks and providing safe workplaces.	
		OP-19.5	Residents must receive notification that apprises them of their responsibilities in relation to electrical	

			work and steps that should be taken if repairs are required.	resident responsibilities in relation to electrical and other repairs.
		OP-19.6	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-19.7	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.	

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
FRM-01: **IFRS or ASPE Compliance**	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	• 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
FRM-02 **Operating Budget**	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	• Confirmation of the availability of up to date budgets that include both anticipated revenue and expenses (electronic or paper-based documentation are acceptable)
FRM-03: **Capital Management Plan/Budget**	Members shall have a capital management plan or budget	FRM-3.1	Members shall have a documented capital budget or plan that: ➢ lists major building components, such as windows, doors, siding, roofs, heating systems, and flooring, ➢ provides an estimate for the remaining useful life of the components, ➢ identifies when repair/replacement will take place, how long this capital work will take and which units will be affected	• A capital budget/plan that outlines building specific capital or major repair projects that are underway or upcoming is available and posted
FRM-04:		FRM-4.1	Member are required to maintain the following types / levels of coverage:	

Liability Coverage/Insurance	Members shall have adequate liability and insurance coverage.		commercial general liability: $5 million per occurrence (personal injury / property damage); and property of every description: all risks of direct loss or damage	• Commercial General Liability Insurance and Property Loss Insurance is maintained • Proof of request for current Resident Liability & Contents Insurance is available in Tenancy Agreement and resident's file
		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	

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
ENV-01 **Environmental Management Policy**	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	• 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 (E.g. on corporate website, in resident portal, in resident welcome package, distributed to contractors, discussed at staff meeting, etc.)
		ENV-1.2	The organization's environmental policy is communicated to and/or available to employees, residents, the public and suppliers	
ENV-02 **Environmentally Preferable Purchasing Policy**	Members shall have a documented "Environmentally Preferable Purchasing" policy that outlines commitments to the purchase and use of products and services that minimize negative environmental and human health impacts	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.	• On-site 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 • Evidence verifying how and when communication of environmental preferable purchasing policy to employees, contractors and suppliers • Evidence of RFP's, tenders, contracts that identify organizational expectations regarding the provision and use of environmentally preferable products and
		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	

		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
ENV-03 **Environmental Performance Monitoring**	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	• Evidence is available such as a copy of the annual submission of energy usage data for all forms of energy that your building uses (for example, electricity, natural gas, diesel, fuel oil) and water consumption information) that is required to be sent to the Ministry of Energy, Northern Development and Mines (ENDM), if the building is 100,000 square feet or larger • If annual submissions to the Ministry of Energy are not available/required, other evidence such as comparative monthly water and energy information in spreadsheet or other format are used to monitor usage. or the availability and use of a similar consumption monitoring approach • 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 • Evidence of use of environmental performance data, as appropriate, in communications to staff, residents and the public (E.g. sustainability report, website information), etc.
		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	

ENV-04 **Electricity**	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	• 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. • Invoices, purchasing contracts or other documentation verify that all existing fluorescent lamp common area fixtures at minimum, meet the requirements of the standard. • Invoices, purchasing contracts or other documentation verify that all Exit signs have been retrofitted or changed to meet minimum LED sign requirements • 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 • 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 • 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.)
		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	
		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	• 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) • A light meter will be used to randomly verify minimum lighting levels are maintained, o Emergency Lighting - 10 lux o Exits - 50 lux o Stairs - 50 lux o Hallways - 50 lux o Parking Garage (drive isles and parking spots) - 50 lux o Storage Rooms - 50 lux o Public Washrooms - 100 lux o Elevator Rooms - 100 lux o Laundry Room - 200 lux o Service Rooms (Boiler Room etc.) - 200 lux "
		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 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)	
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	• 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 • Evidence that an up to date inspection log is present in HVAC / Boiler Room Log Book

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	• 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 • Invoices, purchasing contracts or other documentation verify that all toilet, faucet, aerator and showerhead replacements at minimum meet the replacement requirements of this standard • Contracts, invoices or other documentation verifies that Energy Star qualified appliances are being selected when existing appliances are replaced • Purchasing contracts, invoices or other documentation verify that energy and water efficient laundry machines are being used in all common area laundry facilities • Documented evidence is available that shows communication/ information being furnished to residents on the importance of reporting leaks and water conservation • Documented evidence of at minimum, annual water-related fixtures inspections
		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	
		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	
ENV-07 **Waste Management**	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	• 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 • 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 • Documentation/logs are available that show quantities and types of waste (garbage, recycling and other waste) per building on a regular basis • Evidence that building data is used to help identify building specific waste and recycling targets (Building specific Waste Diversion target is available) • Evidence of staff training on waste management practices (Dates, names of participants, types of training, information) • 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
		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-73	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	
ENV-08 **Indoor Air Quality**	Members shall ensure that the air quality in suites and in	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	• Invoices, service contracts or other documentation verify the purchase/use of no or low chemical emission products

	common areas meet applicable standards.		(VOCs) and specify or select products with no or low chemical emissions and that are scent free, where available and practicable. .	and services for common-areas and for in suite repairs and refurbishment • 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 • No smoking/no vaping signage is displayed at all entrances to the building • Resident welcome package or other documentation highlights no smoking requirements at the building • Annual suite inspection form or other documentation verifies minimum annual Inspection of in-suite bathroom and kitchen fans • Evidence of current contract with HVAC provider to regularly inspect, service and repair all air handling equipment • Communications plan or documentation is available that promotes resident awareness about factors affecting indoor air quality and their role in maintain indoor air quality
		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.	
		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	
ENV-09 **Employee Engagement**	Members shall foster a culture that promotes a commitment of front-line staff to delivering services	ENV-9.1	Identify per CRBP building, a building-specific person who will promote, lead and coordinate building specific environmental initiatives	• 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

	and operating buildings in an environmentally responsible manner. .	ENV-9.2	In organizations with over 20 employees, establish a cross- functional Environmental Operations Committee (Over 20 employees)	implementation of Environmental Standards at the building • Demonstrate active environmental and resource conservation training and knowledge enhancement program for employees including names, dates and content of training provided • Review Environmental Committee meeting minutes • Provide evidence of on-boarding procedures used 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
		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	
ENV-10 Resident Engagement	Members shall actively engage residents in efforts to reduce consumption and to encourage their use of environmentally responsible practices.	ENV-10.1	Members shall have a documented and active resident education and awareness program that at minimum includes: • Distribution of environmental policies and updates to current and new residents • Distribution of annual updates on building specific activities and targets distributed to all residents • Information to residents on expectations and procedures relating to waste management, recycling and other environmental measures Distribution of material to residents that encourages and promotes conservation	• Provide evidence of a documented and active resident engagement and awareness program • Provide evidence of how and when the following types of information have been communicated to new and existing residents, contractors and the public: o organization's environmental policy as well as updates and changes o annual update on building specific activities and targets to all residents o expectations and procedures relating to waste management, recycling and other environmental measures o material to residents that encourages and promotes conservation

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
SOC-01 **Building Assessment**	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	All areas of the building and mechanicals are ➢ Clean ➢ Maintained ➢ Non – deteriorated condition ➢ No holes, gouges, ruts, cracks, scuffing ➢ Surfaces are not peeling/ stained/ deteriorated ➢ No visible signs of damage ➢ No readily apparent hazards ➢ Litter/debris free ➢ Access is secure ➢ Pest-free ➢ Well lit ➢ No readily apparent water leaks ➢ Mechanical systems are operational	• 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.