



Service Guide

Termination Support

If your Co-op's Rules specifically permit, the Board of Directors may terminate a member for non-payment of housing charges, breach of another material condition of the Occupancy Agreement or "conduct detrimental" to the Co-operative. It's important, however, that your co-op carefully follows all the right procedures.

Your management contract with Cana allows us to help your co-op issue and monitor compliance with demand letters sent to members in arrears. However, for assistance with demands arising from other types of breaches, or to ensure that all the proper procedures are followed through the rest of the termination process, your Co-op may request additional consulting help from Cana. To provide such services, Cana will need you to sign an Additional Services Agreement, which sets our duties and fees.

The co-op will still need paid assistance from legal counsel to provide legal advice, review and approve the documents we prepare, and deal with technical legal issues. However, Cana's Termination Support Service can help reduce the Co-op's overall costs for terminations by handling many administrative support tasks at hourly rates lower than those charged by most law firms.

Here's a list of the services that Cana can provide to help your co-op with terminations.

1. Assign Cana Staff to Assist with Terminations

- Cana will assign a qualified staff Consultant to coordinate the entire termination process. The Consultant will ensure that all termination procedures are properly followed and will consult with the co-op's legal counsel and board representative as needed to ensure compliance.
- The Co-op's regular Co-ordinator will assist the Consultant with administrative help and file information and ensure that notices are properly served to the member(s) and Board of Directors.

2. Provide Advice and Support

- Prepare fact summaries and histories to support resolutions
- Liaise with the co-op's designated legal counsel

- Help directors prepare presentations for Board Termination and Appeal Meetings
- Offer advice on meeting procedures and effective processes
- Provide regular progress reports

3. Prepare Notices of Meeting and Member Notification Letters

- The assigned Consultant will prepare written correspondence on behalf of the Board of Directors. This correspondence may include fact summaries, notices of Board and/or Appeal Termination Meetings and cover letters as well as letters to notify the Member of the results of these meetings. Where necessary to ensure legal compliance, the Consultant will review these documents with the co-op's legal counsel.

4. Attend Meetings as Required

- Both the Consultant and the Co-ordinator will attend Termination Board or Termination Appeal General meetings (unless otherwise instructed by the Board of Directors). The Consultant will provide the Board with procedural advice prior to and during these meetings, while the Co-ordinator will assist with administrative issues.
- Cana will also ensure that the co-op is supplied with Member Sign-in lists, ballots, and other meeting materials.

5. Chair General Meetings

- If the Board of Directors requests and the Co-op's Rules permit, Cana will provide the service of an additional Consultant to chair general meetings.

6. Track and Report Hours, Tasks, And Fees

- Cana will provide the Co-op with a detailed written record of all Consultant and Co-ordinator billable hours spent in relation to the termination.

Questions?

If you'd like more information about this topic, or if you have any comments about this **Service Guide**, please don't hesitate to contact us at 604-524-8524.