



# HOW TO USE THE CHF BC FLOORING PROGRAM

## *A checklist for Flooring Coordinators*

- 1. Complete a Flooring Program Account Set-up** (If your co-op hasn't already done so)  
This form outlines the obligations of both your co-op and CHF BC with respect to the flooring program and must be completed and sent to CHF BC prior to using the program. Your co-op will need to submit a new form, only if an authorized signatory changes.
- 2. Contact CD Contract to discuss flooring products or to get a quote**  
CHF BC's flooring supplier is CD Contract. Contact a CD Contract representative (phone 604.323.2027 or email [flooring@chf.bc.ca](mailto:flooring@chf.bc.ca)), to get samples or recommendations based on your co-op's needs. CD can also measure units and provide you with a detailed quote of product and installation costs.
- 3. Review your quotes carefully**  
Check products and colours chosen for each unit, installation services to be included and prices.
- 4. Sign Work Order/Invoice**  
Once you have approved CD's quote and arranged installation date/s, CD Contract will complete a CHF BC **Work Order/Invoice** form that **must be signed** by the authorized person within your co-op (as listed on your Flooring Program Account Set-up). Page one of the signed Work Order/Invoice must be received by CHF BC (via mail or fax to 604.879.4611) before any work can begin.
- 5. Notify members and prep for installation**  
Ensure that members are advised of installation dates and times and that they have their units ready. If necessary, arrange for key pick-up or for someone to let the installation crew in.  
  
Give each member the **Prepare Your Unit** and **Quality Control** forms. If furniture is being moved ensure that **Furniture Moving Waiver** forms are signed before the installers arrive. All forms are available on CHF BC's website, [www.chf.bc.ca/pages/services2.asp#flooring](http://www.chf.bc.ca/pages/services2.asp#flooring) or by calling CHF BC at 1.866.879.5111.
- 6. Inspect completed work**  
Once the flooring has been installed, inspect the work and materials. If there are any problems, advise CD Contract and arrange a suitable time for the installers to return to correct them.  
  
If carpeting is being installed, ensure that each unit gets a complimentary carpet cleaning kit.
- 7. Pay invoice**  
Forward full payment to: CHF BC, 200-5550 Fraser Street, Vancouver, BC V5W 2Z4.
- 8. Contact CHF BC promptly if not completely satisfied**  
To ensure your complete satisfaction, CHF BC with holds 10% of payment to the supplier for 30 days following installation. If there are any problems with your flooring and/or installation, please notify Julie Hunter as soon as possible at 1.866.879.5111 (extension 138) or email: [jhunter@chf.bc.ca](mailto:jhunter@chf.bc.ca).

