



HOW TO USE THE CHF BC FLOORING PROGRAM

A checklist for Flooring Coordinators

- 1. Complete a Flooring Program Account Set-up** *for co-ops that don't already have an account*
This form outlines the obligations of both your co-op and CHF BC with respect to the flooring program. It 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 Flooring Program to discuss flooring products or to get a quote**
CHF BC's flooring suppliers are CD Contract and K&A Flooring. Contact CHF BC's Flooring Program Coordinator (phone: 604-323-2027 or email flooring@chf.bc.ca), to get samples or recommendations based on your co-op's needs. CD Contract or K&A can also measure units and provide detailed quotations 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 or K&A's quote and arranged installation date(s), CD Contract or K&A Flooring 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 (by 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/save-more/flooring or by calling CHF BC at 604-879-5111.
- 6. Inspect completed work**
Once the flooring has been installed, inspect the work and materials. If there are any problems, advise the CHF BC Flooring Program 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, 220 – 1651 Commercial Drive, Vancouver, BC V5L 3Y3.
- 8. Contact CHF BC promptly if not completely satisfied**
To ensure your complete satisfaction, CHF BC withholds 10% of payment to the supplier for 30 days following installation. If there are any problems with your flooring and/or installation, please notify Laurie Hourie as soon as possible at 604-323-2027 or email: flooring@chf.bc.ca.