



# POLICY

## Work on Ratepayers Property Policy

---

Adopted date: Oct 26, 2022	Amended date:	Next Review: 2025
----------------------------	---------------	-------------------

### OBJECTIVE

This policy covers situations where work is done by employees of Van Anda Improvement District (VAID) on private property.

### DEFINITIONS

“District” means Van Anda Improvement District

### POLICY

It is not usual practice for the District to perform non-emergency work on ratepayer’s property.

In the event of a request for the District to perform routine work on a ratepayer’s property, an Application for Work to Be Done must be submitted by the ratepayer and approved by the Trustees.

Before work begins:

1. A cost estimate must be completed by a Water Operator and approved by the administrator.
2. The application must be signed by the owner of the property, as well as a Trustee and Water Operator
3. Payment of an amount equal to the cost estimate must be received as a deposit from the resident. Any excess costs will be invoiced when the work is complete. If the final cost is less than the deposit received, the difference will be credited to the resident’s account.

Once the work has been completed, the Water Operator will provide to the Administrator a Work Order with the job description and complete cost of the job performed. The Work Order must include the number and cost of the parts used to complete the job, and the operators’ hours.

A Water Operator may work on a ratepayer’s property independently, that is, not as an employee of VAID. If parts from VAID are used, the Water Operator will provide to the Administrator a Work Order with the job description and cost, including the number and cost of the parts.

An Administration fee will apply to parts and VAID labor. The amount is specified in the Miscellaneous Fees & Charges Bylaw.

### RELATED DOCUMENTS

- Water Operator Call Out Policy
- Miscellaneous Fees & Charges Bylaw

### FORMS

- Application for Work to Be Done
- Work Order