



Condolences

Ken Buckingham a founder of CCOC and CCOC's first NewsNotes editor passed away on December 24, 2005. Ken was a gifted artist and gardener dedicated to his family and community.

Correction:

Oops...



The *deposit* for a *Primus door key* is **\$10** and not \$5 as noted in the CCOC calendar.

Community Notes

Winterlude - Weekends February 3 to 19



Activities Fridays, Saturdays and Sundays include Ice carving at Confederation Park, family fun at Jacques-Cartier Park, music, art on the ice, bed races and skating displays on the Rideau Canal. Lots of free fun. For information, visit www.capcan.com/winterlude/.

The Tea Party Storytelling Evenings

Presented by Ottawa StoryTellers. The format is informal, the atmosphere welcoming.

Date: 2nd and 4th Tuesday of the month

Time: 7 p.m.

Place: The Tea Party, 119 York Street in the Market

Upcoming Sessions:

February 14 28 February "African Stories"

Kim Kilpatrick, Mary Wiggin Ruthanne Edward, Leah Stinson

Free Movies & Music at the Library



If you have an Ottawa Public Library card you can get movies, cd's and books-on-cd/tape. Visit www.opl.ottawa.on.ca/ and follow the instructions.

The library will call you when your item is in. You have 7 days to pick it up and another 7 days to view/listen to it. Overdue fines for CD's, DVD.s and videocassettes are \$1/item/day.

Hartman's Grocery Bus: free door-to-door service to Hartman's YIG for seniors and adults with physical disabilities living north of the Queensway, between Preston Street and the Canal. Call The Good Companions Centre at 236-0428 x 235 for information.

NewsNotes



Maintenance Service Targets: Feedback and Fix



CCOC has a new guideline that sets targets for how long it takes us to get back to you after you make a maintenance request and how long it takes us to fix the problem.

We found out from a tenant survey that we already do a good job of meeting tenant's expectations, but now it's time to put our targets on paper. These targets and priorities are based on consultations with tenants and a review of how well we are doing right now.

(Read our new **Service Targets** inside the NewsNotes.)

Does This Picture Bug You? Are You A Raving Recycling Fanatic? We Need You!



If you are bothered by paper recycling mixing with bottles and cans, or recyclables in the garbage, we need you to help us with a recycling strategy. Come to a meeting: 7:00PM Wednesday February 1st, 415 Gilmour at the CCOC Office.

CCOC's Richmond, Midway & Hartleigh Development wins Design Award



The City of Ottawa presented CCOC with an Urban Design Award of Merit (Urban Landfill) for our newest property on Richmond Road.

Inside...

Maintenance Service Targets: What to Expect From CCOC, Free Tax Clinics, Rent Receipts, Frosty Frozen Wet Windows, and an actual admission that we made a mistake in the CCOC calendar (once).



CCOC Committee Meeting Schedule

Who should attend the meetings? YOU - all members and tenants are always welcome!

Why: To have your say in matters affecting all tenants; to be actively involved in the management of CCOC

Where: Board Room at 415 Gilmour Street (ring 808). Call 234-4065, ext. 0 to confirm.

Note: CCOC will help pay taxi fare and family care for committee members attending meetings.

STANDING COMMITTEES	FEBRUARY	MARCH	TIME (PM)
Membership & Communications	February 1	March 1	7:00
Development Committee	February 14	March 14	7:00
Finance Committee	February 8	March 8	7:00
Property Management Committee	February 9	March 16	7:00
Rental Committee	February 21	March 21	7:00
Board of Directors	February 22	March 29	7:30



Ottawa Has Third Highest Rent in Canada:

- Only Toronto and Vancouver have higher average rents than Ottawa. Rents are highest in the downtown area.
- The vacancy rate in Ottawa is now 3.3%, but private sector rents remain near an all-time high.
- Rents are no longer rising faster than inflation, but they are still higher than many people afford.

Private Market Rents in Downtown Ottawa

Apartment Size	Average Rent		Change
	2000	2005	
Bachelor	\$572	\$628	+10%
One-Bedroom	\$722	\$762	+ 6%
Two-Bedroom	\$882	\$920	+ 4%
Three-Bedrooms	\$1,059	\$1,125	+ 6%

Inflation (CPI), 2000-2005: +13%

"NewsNotes" is written & published by CCOC's Membership & Communications Department. Your comments, submissions & suggestions are welcome. Call Ray Sullivan at 234-4065 ext 240 (ray.sullivan@ccochoosing.org) or Karen Batsch (karen.batsch@ccochoosing.org) at 234-4065 ext 241.

Cibles de service d'entretien: réaction et réparation

CCOC a établi des objectifs quant au temps qu'il nous faudra pour communiquer avec vous suite à une demande d'entretien et combien de temps il nous faudra pour régler le problème. Nous avons appris, suite à un sondage des locataires, que nous faisons déjà un bon travail, mais le moment est venu de mettre nos objectifs sur papier. Ces cibles et nos priorités sont établies après consultations avec les locataires et un examen de notre performance actuelle.

Certaines choses sont des urgences et sont réparées immédiatement. D'autres choses devront peut-être attendre jusqu'à la fin des travaux plus importants. Les dates cibles pour la fin de travaux s'appuient sur la priorité de la demande.

Lorsque vous avez un problème d'entretien, appelez le 234-4065, poste 707, remplissez un formulaire de demande de service d'entretien sur notre page Web (www.ccochousing.org) ou envoyez un courriel à maintenance@ccochohousing.org. Les heures d'ouverture du bureau d'entretien sont de 8 h 00 à 16 h 00, du lundi au vendredi.

Voici ce dont nous aurons besoin:

- Votre **nom** et votre **adresse**
- Votre **numéro de téléphone** le jour pour qu'on puisse vous rappeler
- Savoir si nous pouvons **entrer lorsque vous n'êtes pas à la maison**
- Une description du **travail** à faire
- Dans quelle **pièce** se trouve le problème
- Un avertissement si vous avez des **animaux** à la maison
- Un avertissement si vous avez un **système d'alarme** (vous devez aussi nous fournir le code)

Voici ce que vous recevrez de nous :

• Réaction : nous vous rappellerons dans les deux jours ouvrables suivants ou plus tôt si c'est urgent. Cette réaction inclura un **numéro d'autorisation de travail** et une **date cible** pour réparer le problème.

• Un **numéro d'autorisation de travail** : ceci est votre confirmation que nous avons reçu votre demande. Ce numéro vous aidera aussi à faire le suivi de votre demande si nécessaire plus tard.

• Une **date cible** pour terminer le travail : nos normes et cibles de service donnent aux locataires une idée de ce qu'ils peuvent attendre de nous. Ces cibles sont un engagement d'essayer de terminer les travaux à temps : nous ne pouvons pas toujours garantir que nous répondrons à ces cibles, mais nous essaierons toujours.

Cibles pour terminer les demandes d'entretien:

Appels urgents

(comme un blocage dans votre seule toilette, une fenêtre, un verrou ou une porte extérieure qui ne se ferme pas ou une perte de la chaleur en hiver)

Réaction en 4 heures: si vous appelez CCOC pour une demande urgente d'entretien, nous essaierons de répondre en **4 heures**. Notre réponse pourrait être un appel téléphonique pour obtenir plus d'information ou pour dire que vous avons reçu votre appel ou cela peut être une visite de l'un des membres de notre personnel d'entretien.

Réparation de 24 heures: nous essaierons de réparer les problèmes d'entretien urgents en **24 heures**.

Appels prioritaires

(comme un robinet qui coule, une cuisinière brisée)

Réaction d'une journée: les appels prioritaires devraient recevoir un accusé de réception et un numéro d'autorisation de travail en **un jour ouvrable**.

Réparation en 7 jours : nous essaierons de réparer les problèmes d'entretien prioritaire en **7 jours**.

Tous les autres appels

(comme des portes de garde-robe défectives, des fenêtres fissurées ou des carreaux de plancher brisés)

Réaction de deux jours: tous les autres appels devraient recevoir un accusé de réception et un numéro d'autorisation de travail en **deux jours ouvrables**.

Réparation en 28 jours: les demandes d'entretien qui ne sont pas urgentes peuvent devoir attendre un peu plus longtemps, mais nous essaierons de tout réparer dans les **28 jours**.



(Continued from page 1...)

Maintenance Service Targets: Feedback and Fix

Some things are emergencies and get fixed right away. Other things might have to wait until the more important work is finished. These target dates for completing maintenance requests are based on the priority of the request.

When you have a maintenance problem, call 234-4065 extension 707, fill out a maintenance service request form on our web page (www.ccochohousing.org) or send an e-mail to maintenance@ccochohousing.org. Maintenance office hours are 8 AM to 4 PM, Monday to Friday.

Here's What We Will Need From You:

- Your **name** and **address**
- Your daytime **phone number**, so we can call you back
- To know if we can **enter when you are not home**
- A **description of the work** that needs to be done
- What **room** the problem is in
- A warning if you have **pets** at home
- A warning if you have an **alarm** system (You must also give us the code)

Here's What You Will Get From Us:

• **Feedback:** you will get a confirmation from us within two business days, or sooner if it is urgent. That feedback will include a **workorder number** and a **target date** for fixing the problem.

• A **workorder number:** this is your confirmation that we received your request. It will also help you track your request if any follow up is needed later on

• A **target date** for completion: Our service standards and targets give tenants a sense of what to expect from us. These targets are a commitment to try to get work done on time: we can't always guarantee we will meet the targets, but we will always try.

Targets for Completing Maintenance Requests:

Urgent Calls

(like a block in your only toilet, a window, lock or outside door that won't close or loss of heat in winter)

4 Hour Feedback: If you call CCOC with an urgent maintenance request, we will try to respond within **4 hours**. Our response may be a phone call to get more information or to say we received your call, or it may be a visit from one of our maintenance staff.

24 Hour Fix: We will try to fix urgent maintenance issues within **24 hours**.

Priority Calls

(like a leaky tap, a broken stove)

1 Day Feedback: Priority calls should be acknowledged and given a workorder number within **one business day**.

7 Day Fix: We will try to fix priority maintenance issues within **7 days**.

All Other Calls

(like loose closet doors, cracked windows, or broken floor tiles)

2 Day Feedback: all other calls should be acknowledged and given a workorder number within **two business days**.

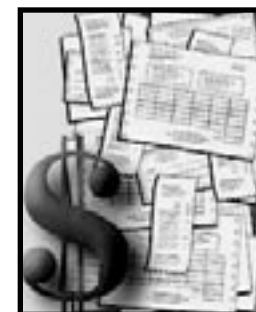
28 Day Fix: maintenance requests that are not urgent may have to wait a bit longer, but we will try to fix them all within **28 days**.



Rent Receipts for Income Taxes

If you need rent receipts for your income tax return, please contact Lisa at 234-4065, extension 230 (lisa.seguin@ccochohousing.org). It will take 7 working days before your receipt is ready.

If Lisa is not available to take your call, please leave a message with your name, address and telephone number. Specify which period of time you want the receipt to cover and if you prefer to pick up the receipt at the office or whether you want it mailed to you. If you are picking it up, you will be contacted when the



receipt is ready.

Frozen and Frosty Winter Windows

Water drops accumulate when warm moist indoor air meets the cold window glass. Water and frost can damage the window sills and the wall beneath the window. To reduce moisture and frost on the windows:

- do not try to reduce the air moving into your unit under the door from the hallway. The hallway air pressure system brings in fresh air, heated to 20°C to ventilate the apartment and reduce moisture. If the air coming into your unit feels much colder, call maintenance.
- shut off humidifiers. Always run the stove fan when cooking, let the kitchen and bathroom fans run for an extra half hour after cooking or after having a bath or shower;
- keep drapes and blinds open during the daytime;
- let air circulate through rooms, a small fan might help;
- briefly open a window for fresh air.

Don't pay high commissions or unfair fees: we'll get your taxes done for free. Free Income Tax Clinics

March and April, Monday to Friday: The Bronson Centre (211 Bronson)
10am to 3pm, Saturday, March 11: Centretown Community Health Centre (420 Cooper)
10am to 3pm, Saturday, March 18: Somerset West Community Health Centre (55 Eccles)
Call Ray at 234-4065 extension 240 for more information.

