

NewsNotes

CCOC November 2011

Talking about Trash... (and recycling and composting)

In November 2012, the City will make some big changes to garbage collection. CCOC is trying to help tenants prepare, so that our yards, curbs and garbage rooms don't end up looking like landfills!

For tenants who put their garbage out every week at the curb, you will switch to garbage pick up every second week. This shouldn't be a problem if you recycle your cans, glass, plastic and paper, and if you put your organic waste out in your green bin. You can call the City at 311 to get a green bin or to replace a lost or damaged blue or black bin.

For tenants in buildings with large common bins, the City will add green bin collection next November. Your regular garbage collection, including yellow (cans, glass and plastics) and grey (paper and cardboard) bins, won't be affected. We've already got a few buildings participating in the green bin program and have worked out some of the problems. (Did you know you can get rid of maggots by spraying them with vinegar water?)

We're hoping that we will be able to get smaller garbage bins or reduce the number of garbage pick-ups if tenants use their recycling and green bins as much as possible.

If you have ideas about how to improve garbage and recycling in your building, please contact Meg at 613-234-4065, ext. 240 or at meg.mccallum@cchohousing.org

CCOC Calendar Coming Soon...

The CCOC tenant handbook and calendar will arrive at your home in early December. It has lots of tips about living with CCOC and about living sustainably. This year's calendar features photos of CCOC tenants.

Inside...

Tenant laundry and recycling survey results, visitor parking, playgroup information, Christmas programs that help and that need help

613-234-4065

Maintenance ext. 707

Rental ext. 0

Finance ext. 230

Communications ext. 240

"NewsNotes" is written & published by CCOC's Membership & Communications Department. Your comments, submissions & suggestions are welcome. The deadline for submission is the 15th of the month. Call Meg McCallum at ext. 240

(meg.mccallum@cchohousing.org)

or Karen Batsch at ext. 241

(karen.batsch@cchohousing.org)

www.cchohousing.org

Please recycle this newsletter!



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Tenant Feedback on Laundry

Back in July, we sent out surveys to tenants in buildings with laundry rooms. We wanted to find out if tenants have figured out how to use the new machines and Smart cards, and get feedback on how you like the new machines. 12% of tenants responded, and your feedback is much appreciated! Here is what we learned:

The good news!

- Almost everyone has figured out how to use the new machines and Smart card reloaders.
- There are a few buildings where tenants would like extra training.
- Most people like the Smart card system, and find that the new machines are clean, work well, are eco-friendly, provide good value and are convenient.

Things we need to follow up on:

Washers:

- **How come we got top loaders? They aren't any better than the old machines!**

The laundry service company sized the machines based on the number of units in the building. The new top loaders are Energy Star certified, using less electricity and water than the old machines. Although they're the same size as the old machines, they are more efficient for the same cost.

- **We'd like a set of extra large machines to wash bedding.**

We're asking the laundry service contractor to provide an inventory of machines, and will be requesting one extra large washer and dryer per building where possible.

- **The spin cycle on the cold setting doesn't remove enough water.**

We're investigating this issue with the laundry service company.

- **Is the timing and pricing consistent for all machines at all buildings?**

It should be! We're checking to make sure that it is.



Dryers:

- **The dryer exhaust vents aren't working.**

Tenants at a few buildings commented that the laundry rooms were hot and humid. We're investigating the exhaust vents to make sure they're working properly.

- **The lint traps can't be cleaned.**

Tenants can't remove the lint traps, but you can still scoop the lint out of the trap after each load. The laundry service contractors remove the screens and deep-clean the machines regularly to get rid of lint inside the machine.

Service:

An equal number of tenants reported getting good service and bad service from our laundry service contractors. Let CCOC know if you get bad service! We'll follow up to make sure the company responds.

Stationnement de visiteurs de CCOC

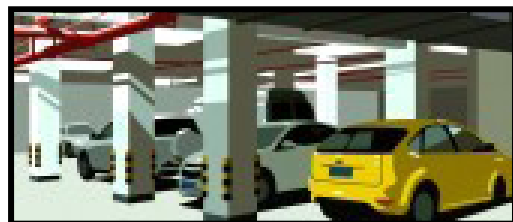
N'oubliez pas les points suivants au sujet du stationnement des visiteurs:

- CCOC a un espace limité de stationnement pour les visiteurs à court terme (4 heures ou moins).
- Pour le stationnement de nuit, vous devez avoir un laissez-passer de stationnement du bureau. Le laissez-passer ne garantit pas l'accès à un espace de visiteurs - c'est sur une base de "premier arrivé, premier servi".
- Si vos invités ont besoin de stationnement pendant plus de 7 jours vous devez contacter votre agente de location pour faire des arrangements.
- Le personnel et les concierges de CCOC surveillent le stationnement des visiteurs et mettent cette politique en vigueur. Les véhicules qui contreviennent la politique pourraient recevoir une contravention et/ou être remorqués.

CCOC's Visitor Parking

Please remember the following points about visitor parking:

- CCOC has limited short-term visitor parking which is intended for guests staying 4 hours or less.
- For overnight parking you must get a parking pass from the office. The pass does not guarantee access to a visitor space - it is still "first come, first served".
- If your guests need parking for more than 7 days you must contact your Rental Officer to make arrangements.
- CCOC's staff and custodians monitor visitor parking and enforce this policy. Vehicles parked in violation may be ticketed and/or towed.



Too Cold to Play in the Park? Check out these FREE Programs for Children



Main Street Playgroup

88 Main St.

Tuesdays - 9:30 - 11:30

Info - Chris 613-565-3265

Centretown Community Health Centre

420 Cooper St.

Tuesday & Thursday

1 to 3 pm

Wednesday & Friday

9:30 to 11:30 am

Info - 613-233-4443

Patro Parent-Baby Playgroup

10 Patro Street

Tuesday 1:30 to 3:30 PM

Patro Parent-Child Playgroup

Monday, Wednesday, every 2nd

Friday

9:30 to 11:30 AM

Kids Corner Playgroup

755 Somerset St. West

Wednesday & Friday

9 to 11:30 am

Info - Kim 613-238-8210 x 2504

Ottawa Library Babytime/ Bébés à la biblio

120 Metcalfe Street

Wednesday 10:30 to 11 am

1:30 to 2 pm

Info - 580-2945 x 32119

Growing Up Downtown

450 Laurier Ave. - Common Room

Thursday - 9:30 to 11:30 am

755 Somerset St. West

Friday - 9 to 11 am

Info - Paula 613- 565-2467 x 226

Christmas Exchange Program & Toy Mountain

CCOC is one of the agencies working with the Christmas Exchange, which provides gift certificates and Christmas hampers to those in need. To qualify for these programs your yearly income must be within the following range:

singles: \$21,000 or less couples: \$27,000 or less 3 people: \$33,000 or less
4 people: \$40,000 or less 5 people: \$45,000 or less 6 people: \$51,000 or less

To apply, contact Karen at 613-234-4065, x 241 Mon. to Thurs. 10 am to 5 pm.

To make a donation call 613-226-6434



The Snowsuit Fund

This program is for people on social assistance and working people who receive child tax benefits or GST rebates. The centre has snowsuits for babies and children up to 15 years old.

Days: Tuesday to Saturday

Time: 9 am to 4 pm

Place: 225 Donald St., Unit 134

Cost: \$10/snowsuit, **cash only**

Contact: 613-746-5143 for eligibility requirements and documentation needed.

To Make a Donation: Canadian Tire and Browns Cleaners accept donations of snowsuits or cash for the fund.



Shepherds of Good Hope Christmas Hampers

Date: Mon. to Fri. November 1 to December 3

Time: 9:30 am to 1 pm

Place: Bronson Centre

Info: 613-233-7007

211 Bronson Avenue

hamper@shepherdsofgoodhope.com



Receive a Christmas hamper directly from a sponsoring person/ family. For families and single parents with children 18 years and under. You must register in person with photo identification for each family member and social assistance card or proof of income and proof of address.

To make a Donation: you can register by phone at the number given above.



STANDING COMMITTEES	NOVEMBER	DECEMBER	TIME (PM)
Membership & Communications	November 2	December 7	7:00
Development Committee	November 8	December 13	7:00
Finance Committee	November 16	December 14	7:00
Property Management Committee	November 17	December 15	7:00
Rental Committee	November 15	December 20	7:00
Board	November 30	December 21	7:30

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

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