



CCOC Customer Service Policy

1. Customer Service Standard

CCOC is committed to being responsive to the needs of all tenants and customers. We strive to provide quality goods and services that are accessible to all. CCOC will make reasonable efforts to ensure policies, practices and procedures and the delivery of goods and services provided to all our tenants and customers are in keeping with the principles of dignity, equity/equality of outcome, independence and integration.

1.1 CCOC Office Response Standards

CCOC office staff will strive to respond to e-mails, faxes, phone calls and voice mail messages from tenants and customers within 1 business day.

1.2 Notice of temporary service disruptions

CCOC will let the public know when facilities or services that people usually use to access goods and services are temporarily unavailable, whether it is a planned or unplanned interruption. Notices for temporary service disruptions will be available in a timely fashion, and will be given in ways that are accessible to tenants with disabilities.

1.3 Customer Service Feedback and Complaints

CCOC welcomes feedback on our customer service to help us continually improve. Feedback can be provided in several ways – by phone, e-mail or in person – all of which are listed in our tenant handbook, on our website, and at our reception desk.

CCOC will investigate and respond to all customer service complaints within a reasonable time. Tenants may send complaints to the manager of the department, or to the executive director. Complaints involving the executive director can be sent to the President of the Board.

2. Maintenance Service Standards

Board approved in 2005, amended March 2018

When you have a maintenance problem, call 613-234-4065 extension “0”. Maintenance office hours are 9 am to 5 pm, Monday to Friday. After making your service request, ask for the job’s “work order number” and the date you can expect it to be fixed. For after-hours emergency calls, call 613-239-4155 for immediate response.

We try hard to give tenants the best maintenance service we can. The most difficult thing is trying to determine what things need to be done right away and what things can wait a bit longer. We set service standards and targets to give tenants a sense of what to expect from us and to make sure we stay on track. We can’t always guarantee these standards, but we always try to meet them.

In January 2018, we have changed our software and the following reflects a change from the September 2005 Service Standard Targets.

Emergency Calls

4 Hour Response: If you call CCOC with an emergency maintenance request (like a block in your only toilet, a window or exterior door that won’t close, or a loss of heat in winter), we will try to respond within **4 hours**. That 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 Repair: We will try to fix emergency maintenance issues within 24 hours.

Urgent Calls

12 Hour Response: Urgent calls, like a broken fridge, broken stove, or a leak, should get a response within **12 hours**.

24 Hour Repair: We will try to fix urgent maintenance issues within 1 business day.

Priority Calls

24 Hour Response: We will respond and provide a Work Order Number within 1 business day.

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

Low Priority Calls

24 Hour Response: We will respond and provide a Work Order Number within 1 business day.

14 Day Repair: We will try to fix low priority maintenance issues within 14 days.

Other Calls

24 Hour Response: We will respond and provide a Work Order Number within 1 business day.

21 Day Repair: maintenance requests that are not urgent, a priority, or low priority have to wait a bit longer, but we will try to fix them within **21 days**.

Service Standard Targets

January, 2018

	Response (phone or in-person)	Repair
Emergencies		
Broken Window	4 hours	24 hours
Front Door/ Apt Door	4 hours	24 hours
Locks (emerg)	4 hours	24 hours
Blocked Toilet (only one)	4 hours	24 hours
Heat (winter)	4 hours	24 hours
Flooding onto Floor	4 hours	immediate
Broken Fridge (spare)	4 hours	24 hours
Urgent Matters		
Stove (No burners working)	1 business day	1 business day
Electrical (safety)	1 business day	1 business day
Priority – 7 Days		
Stove (Some burners working)	2 business days	7 days/1 week
General Leaks	2 business days	7 days/1 week
Fridge Fix		
Leaks - Tap	2 business days	7 days/1 week
Locks – not emergency	2 business days	7 days/1 week
Low Priority – 14 Days		
Cracked Window	2 business days	14 days
Electrical	2 business days	14 days
Other – 21 Days		

Interior Door	2 business days	21 days
Floors (lifting)	2 business days	21 days
General Work	2 business days	21 days

Response is when:

- a) A tenant calls in and the office lets them know the work order number and the target date to finish the job while on the phone.
- b) The tenant left a voicemail and someone from the office calls the tenant back to say “we got your message”. They should give the work order number and the target date to finish the job.
- c) One of the maintenance field staff goes to look at the problem, fixes it and/or leaves behind a calling card.

Repair is when:

The job is finished (even if the work order is carried over, the original target date still applies)

3. Bilingual Services Guidelines

Board approved in 2002

3.1 Verbal Communication to tenants and prospective tenants

Each CCOC department that deals with tenants should maintain a minimum capacity for effective verbal communication in both French and English.

3.2 Written Communication

3.2.1 All written official communication relevant to the RTA, such as leases, notices of eviction, notices of entry and rent changes, must be available in both English and French.

3.2.2 All other major written communications, such as brochures, web pages, notices, newsletters and the Tenant Handbook/Calendar, should be available in both English and French when potential cost and staff time expended are not prohibitive. Translations of CCOC policies should also be made available in French.

3.2.3 Where reasonable, attempts should be made to make all other written communications available in either French or English when potential cost and staff time expended are not prohibitive.

4. Accessible Customer Service Standards

Board approved in 2011

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) sets provincial standards to make an organization's operations accessible to people with disabilities through the identification and removal of barriers to customer service. The customer service standard addresses business practices and training needed to provide enhanced and accessible customer service to people with disabilities. The following standards are intended to address barriers to customer service for people with disabilities.

4.1 Assistive Devices

People may choose to use their own personal assistive device while accessing CCOC goods and services. If a person is unable to access CCOC goods and services, even with

the use of their own personal assistive device, CCOC will work with the person to identify service options that meet the needs of the individual.

4.2 Service Animals

Service animals are welcomed at all CCOC properties in areas that are open to the public including lobbies, laundry rooms, office and meeting rooms, yards, decks and rooftops. The owner of the service animal is responsible for the care, supervision and control of the service animal while on CCOC property.

4.3 Support Persons

CCOC welcomes support persons, as they help us provide good customer service. The tenant/ applicant/ customer should be asked if they prefer their support person to remain present when confidential information is disclosed. If the support person is present when confidential information is to be disclosed, the tenant/ applicant/ customer must provide consent.

4.4 Accessible Customer Service Training

4.4.1 All new and existing CCOC staff and volunteers are required to watch the ONPHA video “Changes – Training on Accessible Customer Service”, and be given a copy of CCOC’s Customer Service Standard to read.

4.4.2 All contractors are required to comply with AODA requirements as part of their contract with CCOC.

4.5 Definitions:

Under the AODA and the customer service standard:

4.5.1 Disability:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment,

or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (“handicap”).

This definition is the same as the definition of disability used in the Ontario Human Rights Code.

4.5.2 Assistive Devices:

Devices used to assist persons with disabilities in carrying out activities or in accessing services. Assistive devices include wheelchairs, reading machines, recording machines, hearing devices, devices for grasping, a white cane.

4.5.3 Service Animals:

Animals trained to assist someone with a disability. Service animals include guide dogs, hearing dogs, mobility assistance dogs, seizure alert dogs, etc. An animal is a service animal if it is readily apparent that the animal is used by the person for reasons relating to a disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability.

4.5.4 Support Persons:

A support person is someone either hired or chosen to help a person with communication, personal care, medical needs or with access to goods or services. A support person can be a paid professional like a Personal Support Worker. A support person could also be a volunteer, family member, or friend.