



Disclosure of Tenant Information

In accordance with applicable privacy legislation (PIPEDA), the general policy of CCOC regarding requests for information on tenants will be that employees and officers of the corporation will not furnish information concerning tenants without the prior consent of the tenant in question.

CCOC may release relevant information on a tenant to emergency contacts, support agencies, or emergency responders with or without the tenant's permission when CCOC is made aware that the tenant is or has been a danger to themselves or to others.

Landlord References:

CCOC will provide landlord references if a tenant has given notice, and there have been no concerns related to the tenancy. If there have been any concerns related to the tenancy, CCOC will request a signed consent from the tenant before providing a landlord reference.

Information that will be disclosed with or without consent includes length of tenancy, and rent payment history, including arrears or any outstanding repairs and maintenance charges and anything else included on a signed consent form (ie complaints or condition of the apartment).

Emergency Contacts:

If a tenant has provided an emergency contact to CCOC, staff may reach out to the emergency contact at the tenant's request. CCOC may also reach out to the emergency contact if there are serious concerns about the tenancy or if CCOC has been unable to reach the tenant.

Community Partners and Support Agencies:

CCOC requires written consent from tenants in order to share information with community partners or support agencies.

CCOC may release relevant information to support agencies without the tenant's permission when CCOC is made aware that the tenant is or has been a danger to themselves or to others.

Third-party Contractors:

CCOC staff will seek verbal consent from the tenant before providing name and contact information to any third-party contractors.

Tenants Requiring Assistance List:

CCOC will seek verbal consent from the tenant before adding them to the Tenants Requiring Assistance List for emergency evacuation.