

Service Costs update

This new year, CCOC wanted to inform you of some adjustments to our service costs. Beginning, January 2024, there will be a slight increase in both maintenance chargebacks (blocked drains, lock changes, lock outs) and the cost of cutting keys. We understand that any change in pricing can be a concern, but these adjustments are necessary to maintain the quality of services provided and keeping our CCOC community in tip-top shape!

Please note that tenants must pick up any key requests at our office during business hours (Mon-Fri 9:00AM-5:00PM). CCOC will not deliver keys.

Costs:

Primus Key or Fob for the Building:
\$20.00 per key (\$10.00 Refund)

Unit and Mailbox Keys: \$5.00 per key

Lock Outs:

Business Hours \$60.00 – After Hours \$85.00

Lock Change:

Business Hours \$85.00 – After Hours \$125.00

Lock Change to Unit and Mailbox:

Business Hours \$95.00 – After Hours \$135.00

Blocked Drains:

Business Hours \$85.00 - After Hours- \$125.00

CCOC snow removal

Parking Lots

CCOC clears parking lots with 4 or more spots. We remove snow from parking lots when there is 5 cm or more. Buildings with wheelchair-designed apartments get priority.

When you see or hear the snow removal crew, please move your car. The crew will not clean around your car. Please be patient. We clear the snow as quickly as possible.

When a parking lot has 3 spots or less, you are responsible for clearing your own spot.

If you need sand or salt contact CCOC at info@cchohousing.org or 613-234-4065, ext. 0.

Walkways

When 4 or more homes share an entrance, CCOC clears snow from walkways and steps. There are grit boxes on site, if you notice ice, help yourself!

Where 3 or fewer units share an entrance, you and your neighbours are responsible for clearing walkways and steps.

If you have a deck, balcony, or porch, you are responsible for keeping them clear of snow. Make sure there is no one below you before sweeping or shoveling the snow off.

Sorry for the Noise!

We have to remove snow late at night and early in the morning so tenants can get out. Snow removal is exempt from the Noise By-law, but we do our best to avoid disturbing you.

CCOC NewsNotes January 2024

*housing the community since 1974
nous logeons la communauté depuis 1974*



Staff Spotlight: Service Desk

Each month this year we'll introduce a group of our staff and the important work they do at CCOC.

We'll start with the first point of contact when you reach out to CCOC- The Service Desk! The folks at the Service Desk can answer questions, receive your maintenance requests, make work orders and collect rent. When you call CCOC or enter the office, these are the first folks you'll meet.

"I love seeing the CCOC mission play out first hand as I engage with tenants daily" says Customer Service Coordinator, Ashley.

You can reach the Service Desk Mondays to Friday 9:00-5:00 by walk in or appointment, by phone at 613 234 4065 ext. 0 or by emailing info@cchohousing.org.



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**Contact CCOC at
613-234-4065 ext. 0
or email**

info@cchohousing.org

"NewsNotes" is written and published by CCOC's communications team. Your comments, submissions and suggestions are welcome. Contact engagement@cchohousing.org for info.

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CCOC Committee Meeting Schedule



STANDING COMMITTEES	JANUARY	FEBRUARY	TIME
Tenant & Community Engagement	No meeting	February 5	7:00 pm
Development Committee	January 9	No meeting	7:00 pm
Facilities Management Committee	January 17	No meeting	7:00 pm
Rental Committee	January 16	No meeting	7:00 pm
Finance Committee	January 18	February 15	7:00 pm
Board	January 31	February 28	7:00 pm

CCOC committee meetings are open to everyone! For more information, please call 613-234-4065 ext. 0 or email engagement@cchohousing.org.

Membership renewal process and reminder

Become a member or renew your membership!

CCOC members guide the work of CCOC. Members can join committees and run for the Board of Directors. They can also vote at the Annual General Meeting.

Anyone who supports CCOC's Mission Statement and Values can become a CCOC member. CCOC membership is valid for one calendar year.

Become a CCOC member:

1. Read and agree to uphold CCOC's Mission Statement and Values.
2. Complete the Membership form online at cchohousing.org/get-involved/ccoc-membership.

Questions?

Contact us at engagement@cchohousing.org or 613-234-4065 ext. 0.

Request free plants for your yard, balcony, or windowsill!

Every year CCOC distributes thousands of free flowers, vegetables and herbs to tenants on our Annual Plant Days. To request your plants for May 2024, fill out the order form on the 'Plant Requests' page of the website or return the form below to the CCOC office. We will share further details regarding distribution in the April NewsNotes.

Questions? Contact Hannah at 613-234-4065, ext. 240 or engagement@cchohousing.org.

Deadline: Friday, January 26th

Submit your request form:

Online at cchohousing.org/tenant-services/plant-orders

Mail to CCOC, Suite 200-415 Gilmour St. Ottawa, ON K2P 2M8

In person at 415 Gilmour St Monday-Friday, 9am-5pm or delivered to the dropbox

Name: _____

Address: _____ Apt # _____

Telephone # _____ Ring # _____

E-mail: _____

FLOWERS NUMBER SUN/SHADE

Begonia _____ S/Sh

Impatiens _____ S/Sh

Marigolds _____ S

Pansy _____ S/Sh

VEGETABLES (need at least half a day of sun)

Basil _____

Cherry Tomatoes _____

Parsley _____

Snack Peppers _____

TOTAL REQUEST

How many can I order?

- If you have no balcony or yard: up to 4 vegetables.
- If you have a balcony: up to 8 flowers or vegetables.
- If you have a yard or patio: up to 16 flowers or vegetables.

When will the plants be delivered?

- May 4 and 5, 2024

I would like to volunteer

Post-Holiday Recycling

Recycle wrapping paper and gift boxes along with your other paper. Remove bows and ribbons from paper and flatten cardboard gift boxes before recycling.

Put your live Christmas tree at the curb the night before your regular pick-up day any week during the month of January. When you are taking it through the building, wrap your tree in an old sheet, large plastic bag, or tarp so that you don't leave a trail of needles.

Once you get it out of the building take the bag or sheet off. Trees that are wrapped in plastic or that contain decorations will not be picked up. The City won't collect trees frozen into snowbanks.

Camp Bursary

Don't forget to apply for summer camp bursaries for your child!

The Irving Greenberg Memorial Camp Fund can cover costs for a week of camp for either March break camp or summer camp, including day or overnight programs.

Apply here: <https://cchohousing.org/tenant-services/ccoc-summer-camp-bursary-application/>

Applications will be accepted until 5 p.m. on **Friday, February 2, 2024**. For more information, you can email engagement@cchohousing.org or call Laura at 613-234-4065, ext. 243.



Rent Receipts Season

If you need a rent receipt for filing your personal income tax, you can request it in 3 ways:

- by emailing rentcollections@cchohousing.org
- by filling out the web form on our website: <https://cchohousing.org/tenant-services/rent-receipts/>
- by stopping into the office at 415 Gilmour to fill out a request form

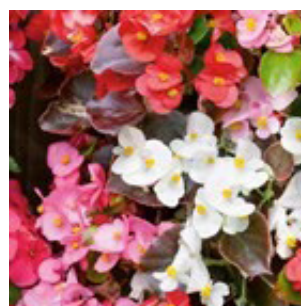
There are 3 ways to get your rent receipt:

- We can email a PDF receipt.
- We can mail a paper receipt. This option can take up to 5 extra days to get to you.
- You can pick up your printed receipt at 415 Gilmour when it is ready.

Important facts about rent receipt requests:

- Our service standard is 14 days for rent receipts. You can request them as soon as you've paid your December rent.
- Your rent receipt will tell you whether or not CCOC pays property taxes for your building. If CCOC does not pay property taxes for your building, you may not be eligible to claim the Ontario Energy and Property Tax Credit portion of the Trillium Benefit. Show your receipt to your tax preparer.

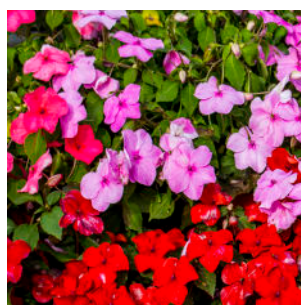
Plant and Flower Guide



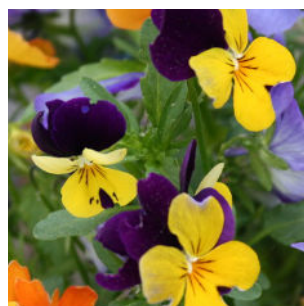
Begonia: White, pink, red flowers with waxy green or reddish leaves; summer & late blooming; 6-12" tall; full sun or partial shade, rich soil; can pot in fall for indoor over-wintering.



Marigold: White, cream, yellow, orange, red flowers; summer and fall blooming; 7-36" tall; full sun; average or poor soil; remove faded blooms for repeat flowering, great for keeping pests & pets out of your garden.



Impatiens: White, red, pink, violet, coral, purple, yellow flowers; summer and fall blooming. Grows well in shady areas. Brightly coloured and profuse blooms.



Pansy: White, shades of blue, purple, yellow, red flowers; summer to fall blooming; 6-10" tall; full sun to partial shade; use mulch to keep soil cool and moist, remove spent blossoms for bushier, continuous flowering, cut back drastically after first big bloom.



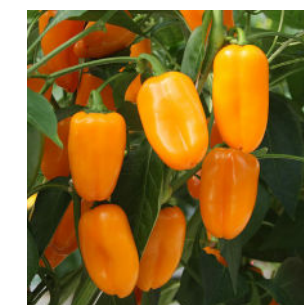
Basil: Large green leaves. Requires regular watering and good drainage. Pinch flower buds as they appear. Used in pastas, pesto, salads.



Parsley: Italian (flat leaf) Parsley. Grows well in containers alongside tomatoes. Keep soil moist. Great for pasta dishes and seasoning meat.



Cherry Tomatoes: Easy to grow in containers. Require minimal care. Yields more and often tastier fruit than regular tomato plants. Tomatoes ripen in 60 days and continue producing until autumn frost.



Snack Peppers: Select the sunniest spot you have—the sunnier, the better. Harvest the peppers while there's still some green showing and let them ripen at room temperature.