

# NewsNotes

# CCOC

# January 2010

## New Year, New Faces

We begin the New Year by warmly welcoming Filsan Elmi, CCOC's new Maintenance Administrative Assistant. She is the new face of our maintenance office and the first voice you will hear when you call for service. Filsan worked with Ottawa Community Housing for a summer and before that, she worked at a call centre for two years. She is trilingual, speaking English, French and Somali.

This year is going to be a really exciting one for CCOC staff. CCOC will be growing in many ways. Not only will we be increasing the number of units we have but we will be hiring a number of people and expanding the office to accommodate these people.

With the completion of Phase 1 of the Beaver Barracks the fall of this year, CCOC will be adding another 160 units of housing. We have also been approved for funding to purchase a 29 unit building in Dalhousie for a total addition of 189 units. The completion of Phase 2 of the Beaver Barracks in 2011 will add another 88 units.

Accompanying the growth in the number of housing units is a growth in staff. This year, CCOC will be hiring a Finance Clerk, a Rental Officer, a Senior Maintenance Worker and 2 Cleaners. We will also be offering a term position in the Membership and Communications Department for a support person to help us deliver on our commitment to "go green". Beaver Barracks will have a lot of new "green" systems and tenants will have to learn how to use them.

Most of these positions will be filled in the spring or early summer. Keep your eyes posted on the Newsnotes for employment opportunities with CCOC.

With the growth in staff come some changes to the CCOC office so that we can accommodate all of the new people and improve service to our tenants. The office space will be expanding and departments will be rearranged to try to make it easier for tenants to find the people they need when they come in for service.



*Filsan Elmi: New assistant in our Maintenance office*

## Inside...

unwanted guests in the building,  
Food For All,  
snow removal,  
tossing the yuletide,  
calling all resolutions,  
and being neighbourly.



**613-234-4065**

Maintenance ext. 707

Rental ext. 224/245

Finance ext. 230

Communications ext. 240

*"NewsNotes" is written & published by CCOC's Membership & Communications Department.*

*Your comments, submissions & suggestions are welcome.*

*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!



# Recycling "Unwanted Stuff"

CCOC likes to promote recycling in its buildings. It is something we strongly believe in and support. We prefer tenants recycle items they no longer want or need rather than throwing them out.

An interesting occurrence in CCOC buildings with lobbies is that well-intentioned tenants sometimes turn the lobby into a recycling depot. They put items they no longer want but don't want to throw out in the lobby of their building, probably thinking that someone else can and will use these items. Unfortunately, most often, these items are not picked up by anyone else. Worse yet, others decide to join in by bringing down their unwanted stuff too. And so begins the cluttering of the lobby which becomes even more unsightly when people rummage through boxes or bags of stuff to see if they can find anything they want. CCOC's cleaners aren't expected to haul items to recycling depots, so items found in the lobby are thrown out as garbage.



If you have made arrangements for pick up with a charity, box or bag your items and clearly mark them with the charity's name. Keep your donations in your unit until the charity arrives for pick up or take the items to one of the charity's bins for drop off. If you must leave the item(s) in the lobby or on your front porch, do so only on the day of the pre-arranged pick up and only for a few hours. Here are some groups that would love to recycle your stuff.

## Charitable Groups that pick up Reusable Clothing & Household Items

Canadian Diabetes Association: 613-746-4633

Salvation Army:

613-247-1348

Ottawa Neighbourhood Services: 613-728-3737

St. Vincent De Paul Stores:

613-722-7166

## Groups that Recycle Computers for Low Income People

That Computer Guy: 613-422 8054

e-mail - [that\\_computerguy@yahoo.ca](mailto:that_computerguy@yahoo.ca)

Tapp - The Anti-poverty Project: 613-248-9427



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## If trespassers get into the building...



**First call the Ottawa Police -**

**911** if the trespasser is threatening

**613-230-6211** if the trespasser is non-threatening

**Then** call CCOC at 613-234-4065, ext 240 to let staff know that there has been a trespasser in your building and that you have contacted the police. If you are calling after hours, leave a detailed message. We need to know the frequency of trespassing in our buildings so that we can work together with the police to keep our buildings safe.

**DON'T** confront the person and ask them to leave, especially if they appear to be aggressive.

**DON'T** give them entrance to the building if they are in the airlock.

**DON'T** call CCOC's emergency pager. The Ottawa Police should be contacted right away.

**Helpful Tip 1:** *If the trespasser is in the airlock, do your best to ensure they do not follow you into the building. If you are not comfortable asking them to leave and think they may try to follow you, use another entrance to the building if possible. If they do get into the building, call the police when you get to your apartment.*

**Helpful Tip 2:** *If someone calls you on the Enterphone and says that they are delivering food or a parcel ("Hi, it's UPS"), don't let them in unless:*

1) you have ordered food; or

2) they tell you your name and apartment number (which would be on the address label of the parcel they are delivering)

# CCOC Snow Removal

## Parking Lots

CCOC removes snow from our parking lots when there is 5 cm accumulation or more. The following points make snow removal less hectic for all:

- When you see or hear the snow removal crew, please move your car. The crew will not clean around your car.
- All cars must be kept in working order.
- Park your car carefully making sure that you use only one space.
- Be patient. We try to clear the snow as quickly as possible. We can't be everywhere at once!



Sometimes we need to remove the snow late at night or in the very early hours of the morning so that tenants can get out that morning. Snow removal is exempt from the Noise Bylaw but we still do what we can to avoid disturbing you while still getting the job done.

## Walkways

At properties with 4 or more units CCOC clears walkways and steps of snow. There are grit boxes on site, and tenants are encouraged to spread grit if they notice

walkways becoming icy.

At properties with 3 units or less, tenants are responsible for clearing walkways and steps. Contact the maintenance office at 613-234-4065, ext. 707 if you need sand or salt.



## Food For All



Food for All is a community and university partnership led by Just Food and the University of Ottawa. They are creating an action plan on food issues in this city. Between February and June, they will be holding "Food Action Planning Conversations" which are open to everyone. The aim is to find solutions to improve Ottawa's food system and to make recommendations and work with decision makers, like the City, the school boards, and the NCC. For more information call 613-236-9300, ext. 301; e-mail: [info@justfood.ca](mailto:info@justfood.ca) or visit [www.justfood.ca/foodforall](http://www.justfood.ca/foodforall).

**Food, Access and Health in Our Communities** - look at issues like being able to find, afford and get to the food you need, the relationship between food and health, and community food programs.

Dates: February 9, March 9 April 13 and May 11

Time: 7:00pm to 9:00pm

**Food & Newcomers to Canada** - discuss food issues that newcomers to Canada face including availability of culturally appropriate foods and learning about Canadian foods.

Dates: April 6 and May 4

Time: 7:00pm to 9:00pm

**Food Retail Environments** - explore issues food retailers & restaurants face in making food available to customers.

Dates: May 25 and June 22

Time: 2:00pm to 4:00pm

**Food in Our Schools** - discuss issues related to formalized programs that provide children with food, the general availability of foods in schools and in the curriculum.

Dates: February 16, March 30 and May 18

Time: 7:00pm to 9:00pm

**Household Food Production** - explore issues faced by households growing their own food including household gardens, community gardens, livestock by-laws, and skills to grow and use food

Dates: February 23, March 23 and April 27

Time: 7:00pm to 9:00pm

**Market Food Production** - discuss the issues faced by people who are growing food for sale to others.

Dates: February 2 and March 16

Time: 10:00am to 12:00pm

### Note:

- When you sign up for a topic, ensure you can participate in all of the dates for that topic.
- Each topic area will have an English & a French speaking facilitator.
- Child-care will be available with prior notice.
- Locations are wheel-chair accessible.
- OC-Transpo tickets will be available.

# Christmas Tree Recycling

## January 11 to 15



To avoid problems with snow removal put your Christmas tree at the curb the night before your scheduled collection day. The City won't collect trees frozen into snowbanks. Wrap your tree in an old sheet, large plastic bag or tarp when taking it from your apartment to avoid leaving 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 collected.

Also, please don't throw your wrapping paper and gift boxes into the garbage or down the chute. Recycle them along with your other paper. Remove bows and ribbons from paper and crush gift boxes before recycling.

# Resolutions for CCOC's AGM

## Deadline: March 19, 2010

Be part of the democratic process and have a say in how CCOC works by submitting a resolution. Your resolution should be about something that would apply to all CCOC buildings or tenants. Past resolutions have included promoting organic gardening and making recycling easier in CCOC buildings.

Resolutions will be reviewed by a CCOC committee and forwarded to the membership to vote at the May 20, 2010 Annual General Meeting.

Send your resolutions to:

Meg McCallum c/o CCOC  
P.O. Box 2787, Station D,  
Ottawa, ON  
K1P 5W8  
meg.mccallum@cchohousing.org



# Neighbours helping Neighbours

At this time of year there may be neighbours who need help with small tasks. The cold temperatures and snow make it especially difficult for seniors and disabled people to get around. For them, running an errand or shoveling a walkway may be impossible. Some people even find themselves housebound. If you notice a neighbour who may be in this position, why not give them a little of your time and offer them help.



**Helping a neighbour is a great way of getting to know them better and it makes you feel good!**

If you have a neighbour who helps you, why not nominate them for the Doug DesBrisay Good Neighbour award. This award recognizes the quiet work neighbours often do to help each other and to improve their surroundings. Doug DesBrisay was a long time CCOC tenant who contributed greatly to each CCOC property he lived in. Through quiet acts, big and small, Doug transformed his home and his neighbourhood into a more humorous, friendly and environmentally sustainable place. Doug passed away in 2004 and this award was created in his honour.

# CCOC Committee Meeting Schedule

STANDING COMMITTEES	JANUARY	FEBRUARY	TIME (PM)
Membership & Communications	January 6	February 3	7:00
Development Committee	January 12	February 9	7:00
Finance Committee	January 13	February 10	7:00
Property Management Committee	January 14	February 11	7:00
Rental Committee	January 19	February 16	7:00
Board	January 27	February 24	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.