

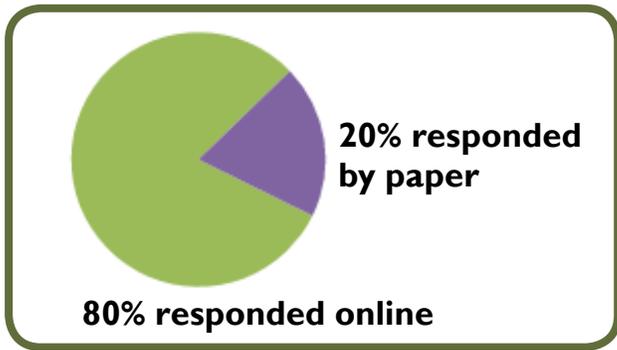
Beaver Barracks No Smoking Survey Results



In the fall of 2013 CCOC sent a survey out to all 254 households at 464 Metcalfe, 160 Argyle, 111 Catherine and 100-200 Victory Gardens asking for feedback on the no smoking policy at the Beaver Barracks.

Thank you to everyone who took the time to complete the survey and provide us with thoughtful and generous feedback. Please continue to share your ideas about how we can improve. CCOC will use this feedback to help us shape our future plans to expand the no smoking policy to other CCOC properties.

65%

 of tenant households responded to the survey.

We received **164** completed surveys. That tells us that living in a no smoking home is something tenants care about enough to take the time to write about.

What do you think about the no-smoking policy?



Is the no smoking policy working?

93% said Yes! The policy is working!

You asked us...

What has CCOC done to enforce the no smoking policy?

Since November 2010 when tenants first moved into Beaver Barracks we have:

- sent out 27 warning letters regarding the no smoking policy and the consequences of future complaints
- served 13 first notices for eviction. A first notice for eviction (an "N5") puts a tenant on probation. Violation of that probation can lead to actual eviction.
- of the 13 tenants served, they either stopped the behavior or moved out of CCOC; one tenant transferred to another CCOC building where smoking is permitted.

To date, no CCOC tenant has actually been evicted for smoking. This is a good sign of success to us.

Where are the property lines? Is smoking in front of the building acceptable?

The Beaver Barracks property includes everything between the public sidewalks on Catherine, Metcalfe and Argyle and the YM-YWCA building on the west side. If people are smoking on the sidewalk, there is nothing CCOC can do, even if they are directly in front of the entrance on Metcalfe or Catherine.

Why doesn't CCOC just stop renting to smokers or fine those who smoke?

CCOC cannot refuse to rent to someone who is a smoker nor can we fine smokers. This is a no smoking policy, not a no smoker policy.

76 tenants witnessed someone smoking on the property.

Of these, **34** spoke to the person they saw smoking

and **31** reported the incident to CCOC staff.

You told us...



81% were satisfied with the way the complaint was handled.



65% said that the problem was resolved...



48% said they weren't sure whether or not the no smoking policy is enforced.

That tells us...

Our complaint process works, but only if tenants make the effort to report to CCOC.

We need to do a better job of communicating what the process is. Refer to the guide on the next page.

No Smoking Policy - A Handy Guide

What should I do if I see someone smoking on the property?

Make a complaint to your Rental Officer: If you see someone smoking on the property, call your Rental Officer Fran Childs at 613-234-4065 ext. 245 and provide as much information as you can, including the date, time, location, name of tenant or guest if you know it and the apartment number.

CCOC does not reveal the identity of the person who reports the smoking complaint. However, we don't follow up on anonymous complaints and we can't take action if it's just a suspicion. We need to be able to verify the information, and you may be asked to put the details in writing.

How do I know if action was taken?

Rental staff will confirm that we've received your complaint and assure you that follow up will occur. Due to privacy rules, we can't tell you exactly what action we took.

What does CCOC do to follow up on complaints and enforce the no smoking policy?

First complaint: CCOC sends a letter to the tenant, reminding them of the no smoking policy and advising them of the consequences of any further violations.

Second complaint: If the tenant or their guest(s) continues smoking and we receive further complaints, CCOC begins the legal eviction process. We serve a first N5 (Notice to Terminate a Tenancy Early under the Residential Tenancies Act). This notice is in effect for 6 months. If there are no more complaints in that 6 month period no action can be taken and the notice expires.

Next complaint within 6 months: If there are further complaints (in writing) within the 6 month period, CCOC serves a second N5 and immediately applies to the Landlord Tenant Board (LTB) for a hearing. This means tenants who witnessed the smoking will be called to testify.

Action can only be taken when concrete evidence of a first-hand witness statement is provided. CCOC cannot act if you suspect someone is smoking or you smell smoke in the common areas or if a tenant or visitor on the premises smells of smoke. CCOC can only proceed with legal action if we have evidence to support a successful outcome.

When we are provided with evidence, we take the responsibility of enforcing the no smoking policy very seriously. We also rely on you to take responsibility to speak to people you see smoking on the premises. Beaver Barracks is your home. Community responsibility is the best way to ensure that it is a true smoke-free property!

CCOC asked...

**If you could
change
one thing**

**about the no
smoking policy,
what would it be?**

61% Don't change anything!

11% Have an outdoor designated smoking area

8% Allow smoking on balconies and patios

20% Other suggestions:

- Better enforcement of the policy including fines, penalties, eviction
- Communicate policy to third parties (paramedics, contractors, support workers, etc)
- Do periodic reminders to tenants
- Connect smokers to cessation programs/support

Based on your experience, do you have any advice for CCOC to help us develop a no smoking policy at our other buildings?

(The number of tenants who made the suggestion is in brackets)

- Provide designated smoking areas (18)
- Survey, meet and consult with tenants (11)
- Implement no smoking policy on turnover with new tenants signing on (9)
- Provide adequate notice; “make a deadline and just do it!” (7)
- Make “it law” and enforce/evict (7)

Great ideas! Any other suggestions?

- Stagger the dates of rolling in no smoking policies across other properties.
- Coach tenants on how to approach someone who is smoking on the premises and how to deal with negative responses.
- Communicate with tenants on the number of infractions and what action is taken by CCOC.
- Have tenants re-sign no smoking addendum at lease renewal time.
- Allow priority transfers to a smoking building for those who smoke.

Next Steps for CCOC

We are using your ideas and suggestions as we move forward with expanding our no smoking policy. We are proceeding slowly with other CCOC properties in 2014, starting with our smaller buildings and using one of our larger buildings as a pilot.

We're working to include a no smoking policy in our contracts with commercial tenants, contractors and community partners.

We're sharing this feedback with you and all of our tenants to make sure that you have as much information as possible.

Being one of the first landlords in Ottawa to implement a no smoking policy, we are sharing our experience with many other landlords and associations throughout Ontario.