



Ottawa Community Housing

Carlington Safety Night October 27, 2016

Brian Gilligan
Vice President
Community Development

Nathan Hoedeman
Director
Community Safety

OTTAWA COMMUNITY HOUSING (OCH)



The big picture...

- 15,000 homes for 32,000 tenants including seniors, parents, children, couples, singles and persons with special needs
- 9,700 tenants under 18 and 6,000 are 60+
- 93% of households have an annual income of less than \$35,000
- Over 50% of households pay their rent with employment income or pensions
 - 13% of households are supported by ODSP

OCH IN CARLINGTON



- OCH owns 10 communities/buildings with 1,160 households and 2,868 tenants, including 1,053 children and youth and 229 seniors
- Works with:
 - Carlington Community Health Centre
 - Caldwell Family House
 - Carlington Chaplaincy
 - Ottawa Police Services
 - Parks, Recreation and Culture
 - SWAG – educational success program



OCH COMMUNITY SAFETY SERVICES



OCH COMMUNITY SAFETY SERVICES

Vision

“To achieve safe and secure communities by creating a team of safety ambassadors who foster trusting relationships and work collaboratively with tenants, staff and community partners”



CREATING TEAM OF SAFETY AMBASSADORS



BUILDING TRUSTING RELATIONSHIPS



WORKING WITH PARTNERS



OCH COMMUNITY SAFETY SERVICES



- We are committed to:
 - Being **present and approachable** in the community
 - **Professional response** to tenant and community safety concerns
 - **Working in collaboration** with tenants and community partners
 - Adopting a **community-based problem solving** approach



SUCCESS MEASURES



- Tenant trust and satisfaction
- Early reporting
- Tenant engagement and mobilization
- Joint problem solving and sustainable solutions
- Successful tenancies

WHAT TENANTS ARE TELLING US...

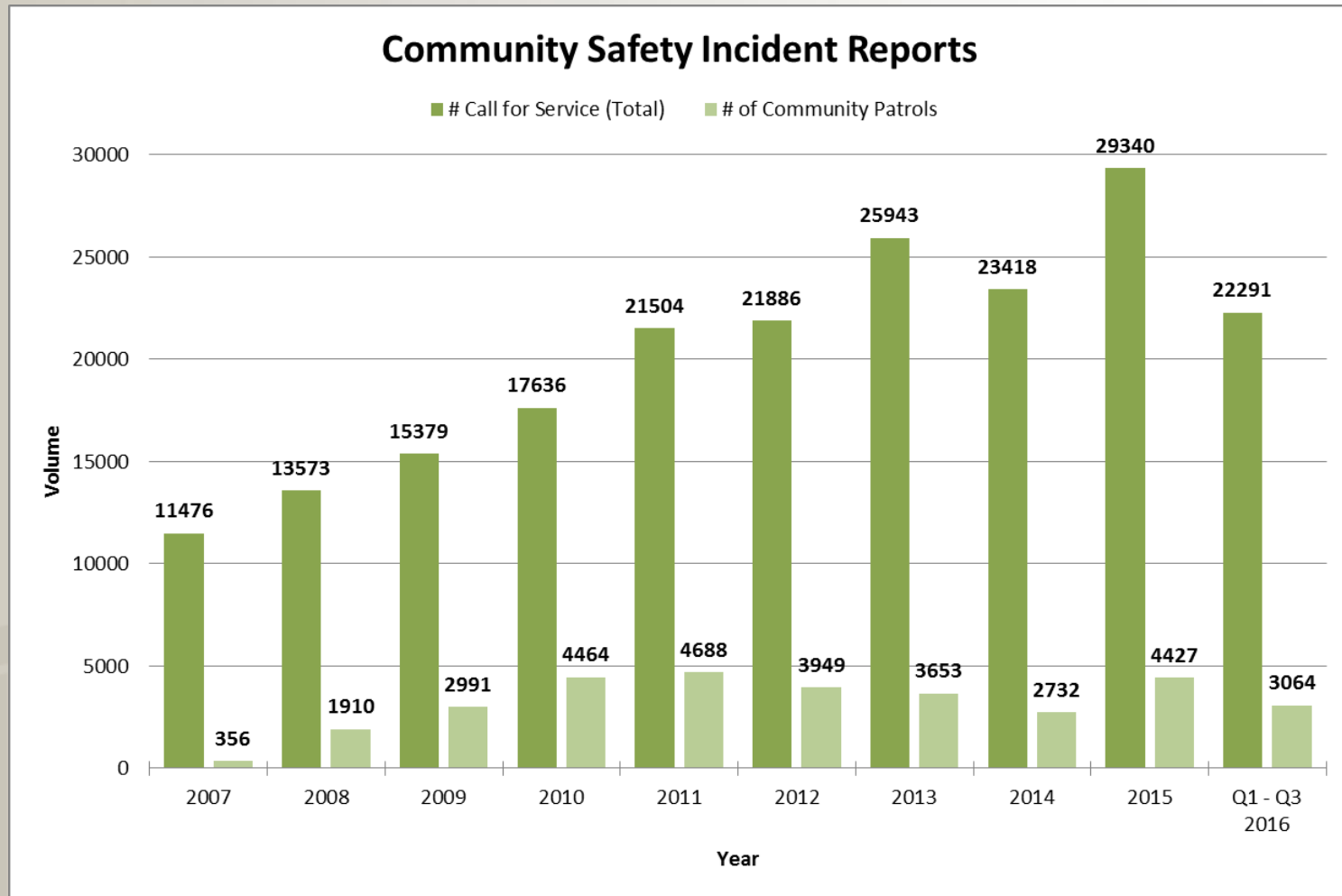


2015 Tenant Satisfaction Survey spoke to 1,005 households...

- 91% felt safe in their homes, 84% in internal common areas and 81% in external common areas
- Seniors felt the most safe. Single parent households felt the least safe
- 86% felt comfortable contacting OCH's Community Safety Services
- 31% had contacted OCH's Community Safety Service in the last year
- Overall satisfaction with timeliness, willingness of staff to listen and understand concerns, helpfulness and politeness
- Area for improvement: 19% felt that staff were unable to resolve an immediate resolution to their concern



CSS CALLS FOR SERVICE 2007-2016



CSS CALLS FOR SERVICE 2016



January - September	
Parking Complaint / Occurrence	3,008
Noise	2,262
Suspicious Activity	1004
Assist Tenant	845
Lock Out	754
Maintenance	640
Elevator-Malfunction	606
Assist OPS	558
Cause Disturbance	558
Mischief / Vandalism	498
Top 10 Total (48% of total CSS calls)	10,733
Total CSS Calls	22,291
Community Patrols	3,064

SIGNIFICANT IMPACT CALLS

Significant Impact Calls		
	2015	Q1-Q3 2016
Threats	133	107
Assault	120	79
Break & Enter / Attempt	135	117
Trespass To Property	80	93
Anti-social Behaviour	135	48
Weapons	31	26
Gang Activity	1	1
Percentage of Total Calls	2.16%	2.11%

TENANT AND NEIGHBOUR COMPLAINT PROCESS



- CSS attends all calls for service in OCH communities. Concerns are investigated and documented
- CSS reports are followed up by the Tenants Services and Community Development departments in order to develop solutions, engage outside resources, and, if no other solutions are working, recommend legal action to terminate the tenancy
- Where patterns of illegal, dangerous or disruptive activities are reported, plans are created within OCH and with partners to focus effort on the problem
 - Includes supporting tenants to formally complain
- OCH's goal is to maintain and support successful tenancies

TENANT RIGHTS AND RESPONSIBILITIES



- It is the responsibility of tenants to maintain harmonious relations with their neighbours
- Tenants have the right to reasonable enjoyment of their units and communities
- OCH staff will work together with tenants to resolve tenant complaints
- Established policies / procedures and legislation guide staff
 - Tenants have a right to due process

CALL US!!!!



- OCH Call Centre operates 24/7 365 days a year
- **Security Line is (613) 745-9277**
- Maintenance line is (613) 731-1182
- Works closely with OPS, OFS, and By-law Communications Centres
- West Area office is responsible for Carlington. It is at 1485 Caldwell - (613) 729-3136
- Anyone (tenant and non-tenant) can contact the OCH Call Centre or the West Area office, in confidence, if they have a safety concern



THANK YOU

THANK YOU

