

# Smoke Free Buildings: Challenges and Solutions

ONPHA Conference  
Session 802

Centretown Citizens Ottawa Corporation  
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# Where did the idea come from?



From our tenants!



# Early Stages: 2010

- Tenants proposed no-smoking floors in buildings
- Staff very reluctant to institute a policy
- Resolution Committee was struck
  - to survey tenants
  - to consult with other housing providers
  - to contact non smoking advocacy groups for advice
- Tenant Survey revealed low interest/support
- Luckily, a prime opportunity presented itself
- Alternate resolution approved at AGM



# The Beaver Barracks



**160 Argyle: 53 units**



**Victory Gardens:  
18 stacked  
townhomes**




**111 Catherine: 76 units**



**464 Metcalfe: 107 units**



# Pre-move in tools



**Centretown Citizens  
Ottawa Corporation**

415 Gilmour St., Suite 200, Ottawa ON K2P 2M8  
415, rue Gilmour, pièce 200, Ottawa ON K2P 2M8  
www.ccochousing.org 613-234-4065  
info@ccochousing.org

**Beaver Barracks is a non-smoking property.**  
**All buildings, units, common areas and grounds are designated non-smoking.**

Application for accommodation at: \_\_\_\_\_  
(address & unit #)

How did you hear about CCOC? \_\_\_\_\_

Family Name: \_\_\_\_\_ First name: \_\_\_\_\_

Application form



**111 Catherine Street**

**One bedroom** in a 7-storey  
apartment building in  
**Centretown**

Available **January 15, 2015**

**\$1030/month**  
Tenant pays for all utilities

*This is a no smoking property.*  
Unit type: E.

CCOC  
website  
listing



Building signage

# Lease Addendum



415 Gilmour St., Suite 200, Ottawa ON K2P 2M8  
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## No Smoking Clause Addition to Lease for tenants at

(apartment & building address)

Centretown Citizens Ottawa Corporation (CCOC) is transitioning its residential buildings to No Smoking where tenants have indicated strong support for a No Smoking Policy. A No Smoking Policy is in effect at your building. All new tenants are required to sign a lease that includes the No Smoking clause. Tenants living in the building before the No Smoking Policy was in place may choose to amend their lease.

### CCOC Lease Part 2, Conditions

#### Section 2. Rights and Responsibilities of Tenants

q. You, your guests and any member of your household will not smoke or hold lit tobacco products inside the building, including inside private residential units, on balconies and patios or anywhere else on the property.

CCOC and the tenant(s) agree to the following terms and conditions with regard to Section 2.q. in the lease document:

1. Tenant(s) shall inform all household members and guests of the No Smoking policy.
2. Tenant(s) acknowledge that the No Smoking agreement does not make CCOC the guarantor of tenant(s)' health or of a smoke-free home or property.
3. Acting in its role as landlord, CCOC will take reasonable steps to enforce the No Smoking Policy when it receives eye witness accounts from tenants and sufficient details are provided in writing. Suspicions or anonymous complaints will not be acted upon.
4. Tenant(s) acknowledge that CCOC's ability to enforce the No Smoking Policy is dependent on the voluntary compliance of tenants, other household members and guests.

I acknowledge that this No Smoking provision is included in the lease that I have signed as part 2, section 2(q), and that my tenancy may be terminated in accordance with the provisions of the *Residential Tenancies Act* if I breach, or if my guests or any member of my household breaches that part of the lease.

Tenant \_\_\_\_\_ Date \_\_\_\_\_

Tenant \_\_\_\_\_ Date \_\_\_\_\_

For CCOC \_\_\_\_\_ Date \_\_\_\_\_

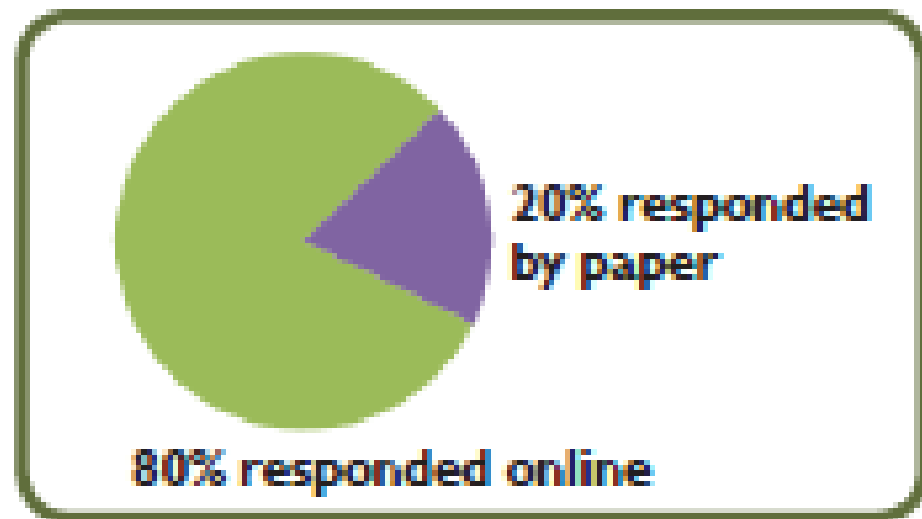
This Agreement takes effect immediately when signed off by the leaseholders and CCOC.

## The addendum includes:

- Lease clause
- Tenant responsibilities
- CCOC responsibilities

# 2013 Tenant Survey Results

**65%** of tenant households responded to the survey.





# 2013 Tenant Survey (cont'd)



**93% said Yes! The policy is working!**



# 2013 Tenant Survey (cont'd)



**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.*

## **What we learned:**

- our complaint process wasn't clear
- tenants wanted coaching & tools
- we had to educate tenants and show we were enforcing the policy in order for them to be engaged in the process

# 455 Lisgar Street



7 story building with 41 units

- Home of the original tenants who proposed the no smoking policy
- Pilot project for existing building
- Roll out date: July 2014

# 455 Lisgar: Workplan



Moving forward on advice from tenants:

- Survey, Meet, Communicate back to tenants
- Produce a Handy Guide on the no smoking policy in Q&A format
- Lobby event to sign addendums
- Be available for ongoing communication and follow-up

Be certain this is what tenants want. Set a high goal (%) of tenant buy-in. You need them to want it to happen, for it to work.

# 455 Lisgar - The Results!

- **76%** response rate
- **84%** support a no smoking policy
- **90%** say that no one smokes in their apartment
- **58%** say they would be willing to sign a new lease and addendum





# Lessons Learned:

## Manage tenant expectations



- Explain no smoking policy  
Not a no smoker policy
- Use of term “smoke-free” is problematic . Creates unrealistic expectations
- Tenants with health issues and sensitivities have very high hopes

# Lessons Learned: Keep tenants informed



Follow up on complaints, take action and check in with tenants

## **Action taken at BB (4 yrs):**

- 38 letters of warning
- 17 N5's served
- Moved 2 tenants to another building where they could smoke
- remaining 15 stopped the behaviour. One tenant's son wrote a letter of apology. We liked that!

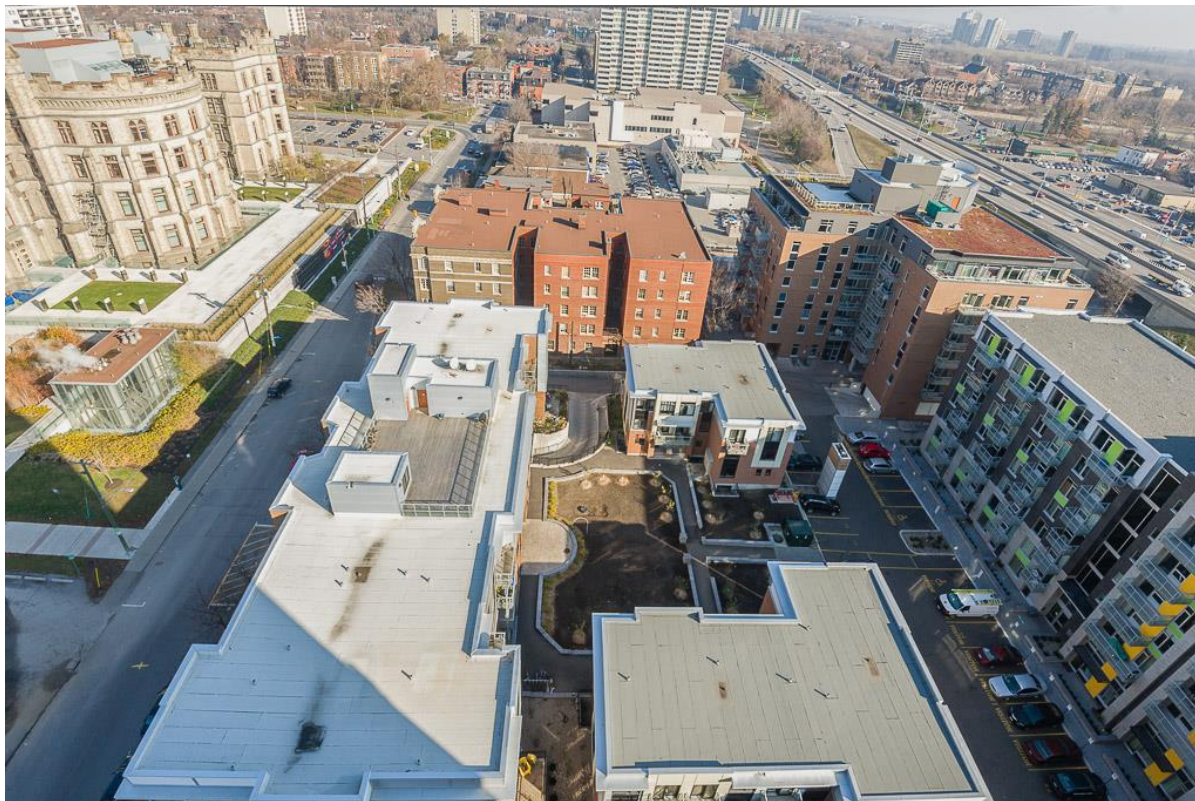
## **455 Lisgar: (6 months)**

- There have been zero complaints





# Lessons learned: consider the impact on the surrounding neighbourhood



- Tenants are going to smoke somewhere so have options / suggestions for them
- Be a good neighbour in the community!



Lessons learned: good news stories are already trickling in

