

HOUSING MEDIATION SERVICE

HOUSING MEDIATION SERVICE - MANDATE

- To assist students, landlords & neighbours with issues related to the housing of students in the London community
- one of the parties involved must be a Western or Fanshawe student
- to proactively counsel & educate students regarding their rights & responsibilities

HOUSING MEDIATION SERVICE - HISTORY

- 1987 London est. Task Force on Student Housing as a result of 2 large disturbances in 1985 & 1986
- 1988 Task Force made 18 recommendations – 3 implemented – 1 existing today
- wanted
 - proactive approach to ongoing educational activities
 - educational literature & seminars
 - intervention

HOUSING MEDIATION SERVICE - FUNCTION

- Mediation Services
- non-traditional
- 3 Aspects
 - Information/Education
 - Counselling
 - Mediation (informal vs formal)

Three Areas of Mediation

- student vs. student – roommate issues (some lifestyle)
- student vs. landlord – landlord/tenant issues
- student vs. homeowner – lifestyle & bylaw issues

Education

- literature like Renting in London booklet, Roommate Accord, etc.
- mailouts to all students in residence
- Seminars & newsletters for students
- mailouts to community (Garbage Sched)
- Electronic newsletters
- Articles/ads in student newspapers

- Work with different groups to develop solutions & educational aspects
Student governments, Neighbourhood Associations, Fraternities, Faculty Councils, City Departments, Police (COR Unit) & Fire Department, City Councillors

OFF-CAMPUS ADVISORS - MANDATE

∂ To assist the Mediation Service

∂ to provide assistance in a timely manner to students with issues living off-campus

∂ to assist students integrate into the London community

∂ to educate students in making positive choices with roommates, landlords & neighbours

OFF-CAMPUS ADVISORS - HISTORY

∂ created as pilot project in Sept. 2000 with 8 members - Broughdale Neighbourhood area

∂ concern that off-campus population would significantly increase with double co-hort

∂ concern that HM Officer could not continue educational aspects due to demand

∂ Western 5 new residences & Fanshawe 2 new residences

∂ 2001 increased number of OCAs ... currently 18

∂ Increased geographical area to neighbourhoods directly east, west & south of the University

∂ Funded with fees charged to landlords listing at Western (UWO only program)

OFF-CAMPUS ADVISORS - FUNCTION

∂ Answer questions from students & their neighbours

∂ act as "First Aid" in dealing with concerns with issues including

- roommates

- landlords

- neighbour issues

∂ are responsible for educational aspects

∂ OC Newsletter - visiting assigned area each month with information - electronic version

∂ educational weeks Safety, Fire, etc.

∂ Residence Info Nights

∂ Good Neighbour Practices - contests such as Halloween, Random Act of Kindness, Spring Cleanup, etc.

∂ On-call M - F from 4:30 p.m. - midnight & Sat/Sun from 8:30 a.m. - midnight

∂ 2 OCA's on East & 2 OCA's on West at any one time

∂ Mediation phone forwarded to UWO residence clerk at night

What We Do! - FALL

- ∂ 18,000 mailings with garbage sched,
- Week Sched, bylaws, etc., to houses near schools
- ∂ OCAs hand deliver packages of info to houses 1800 UWO/600FC near schools
- ∂ cleanup via PPD in neighbourhoods - madvac
- ∂ cleanup weekly by paid staff
- ∂ pay for street sweeper behind Homecoming float
- ∂ pay for extra policing
- ∂ Monthly, OCAs hand deliver newsletter to houses
- ∂ Monthly, electronic newsletter to 30,000 students

What We Do! - WINTER

- ∂ Newsletter mailing to all landlords with appropriate info in Dec.
- ∂ Package to all students living on campus
- ∂ OCAs do 40 - 50 presentations in residences
- ∂ Landlord Info Night
- ∂ Monthly, OCAs hand deliver newsletter to houses
- ∂ Monthly, electronic newsletter to 30,000 students

What We Do! - SPRING

- ∂ Spring Cleaning Contest
- ∂ give out garbage bags in neighbourhoods
- ∂ pay PPD & City to bring in extra trucks and staff
- ∂ pay weekly staff to pick up litter
- ∂ UWO PPD - madvac neighbourhoods
- ∂ Pay for dumpsters
- ∂ pay for extra policing
- ∂ Promote Electronic Garage Sale
- ∂ TAKE OR LEAVE IT furniture exchange