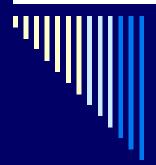


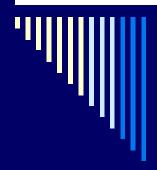
HOUSING MEDIATION SERVICE

- Educational Outreach



HOUSING MEDIATION SERVICE - Mandate

- To assist students, landlords and 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 responsibilities



- Focus in Dec. Feb. with literature to students in residence – educate students in residence before they move into the community
- Handouts & presentations to students in residence

- emails to students in residence



- Include literature like Renting in London booklet, Bylaw info, Roommate Accord, etc.
- Give out over 20,000 garbage schedules per year



- Academic Year September
 - mailout to 13,000 homes with bylaw and garbage info
 - Welcome package to homes near
 Western and Fanshawe
 - electronic newsletter to all students
 - Twitter and facebook messaging
 - Info Booths



Academic Year – Oct. to Mar.

- Electronic newsletter to all students each month
- Facebook & Twitter messaging regularly
- Info Booths monthly



Video created to provide further method of education

- Position created this year to do monthly video pertinent to the time of year



- Students (OCAs) at Western hired to go door-to-door monthly ... hired to be on-call
- Fanshawe Community Officer and FSU go door-to-door at strategic times
- Provide info re variety of issues depending on time of year



- Newsletters to landlords

- Presentations to landlord groups



HOUSING MEDIATION SERVICE – Pro-active

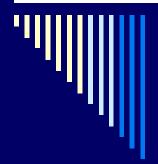
-encouraged support for ...

- Furniture Bylaw
- Near Campus Neighbourhood Report
- Zoning Issues
- 5 Bedroom Bylaw ... 3 Bdrm multi
- Noise Bylaw Update
- Rental Licensing Bylaw



HOUSING MEDIATION SERVICE - Abatement

- Hire staff and students fall & spring re litter
- Flyer and garbage bag handed out to houses early April
- Furniture Exchange/Garage Sale
- Year-end dumpsters



HOUSING MEDIATION SERVICE - Collaboration

- Work with different groups to work on solutions & education
 - USC & FSU
 - Neighbourhood Assoc.
 - Fraternities, Faculty Councils
 - City Departments
 - City Councillors