

For landlords

Connect Brock and the Niagara community

Put it in writing

- Outline the roles and responsibilities of you and your student tenants.
- Make sure that your student tenants understand their responsibilities.
- Consider spending a portion of your annual rent income on property improvements.

Follow the rules

- Become familiar with the Ontario Fire Code regulations. To get your own copy, visit publications.serviceontario.ca
- It is your responsibility to be knowledgeable and adhere to provincial and municipal bylaws, including zoning regulations and building codes.

Be available

- Student tenants are paying for your services.
- Check in frequently.
- Be sure that you can be reached during emergencies.

This is a business

- Your obligations, for the most part, are outlined in the Residential Tenancies Act, so familiarize yourself with the regulations.
- For more information, refer to the Landlord and Tenant Board.

What we do for you

Off-Campus Living and Neighbourhood Relations offers a semi-annual course called Be a Successful Landlord for Brock Students. The three-hour session addresses issues faced by landlord throughout the renting process, including advertising, the law, and fire safety.

Student Life and Community Experience

By students, for students; with Niagara, for Niagara

Student Life and Community Experience provides members of the Brock community with ways to get involved and be active in the University and surrounding communities. SLCE fosters service-learning, civic engagement,



volunteerism, and leadership development through programs and events. Off-Campus Living and Neighbourhood Relations, alongside Student and Community Outreach (formerly Community Connections) and Student Leadership & Engagement, works to empower community members to be active, civic-minded leaders working to enhance the Brock experience and give back.

Community Spirit and Civic Responsibility Campaign

The Community Spirit and Civic Responsibility Campaign encourages students to become engaged and positive citizens. Alumni, community, and student leaders will deliver the key concepts through advertising and public-relations initiatives that showcase the difference they have made on campus and in the larger Niagara community. Off-Campus Living and Neighbourhood Relations has also launched the Don't be a Donkey campaign, aimed to create a greater sense of responsibility among students.

Good Neighbour Award

My name is Cooper Millard, VP Student Services for the Brock University Students' Union. As members of the greater St. Catharines/ Niagara community, we understand that a number of our students will live in the same neighbourhoods as you. We encourage all of our students to be active on and off campus. If you notice that a student in your community is going above

and beyond, let us know. We'll be giving away one Good Neighbour Award each month, and just by nominating a student, you earn a chance to win the prize for the month. To nominate a student near you, contact VPSS@BUSU.net or BOC@BUSU.net. Include your name and mailing address and the student's name and mailing address.

Welcome, Brock students



Jack N. Lightstone,
President and Vice-Chancellor,
Brock University

"Brock plays a significant role in the Niagara community, and we all share a responsibility to be constructive partners who

build neighbourhood well-being. These are leadership lessons that last a lifetime, and help us develop both sides of the brain."

Ted Luciani, Mayor,
City of Thorold

"A warm welcome from Thorold! Every year we look forward to the contributions Brock students make to our community. Your vitality,

enthusiasm and ideas are appreciated. We encourage you to get involved and make lifelong connections and friends while living here. You are a vital part of our city."



Brian McMullan, Mayor, City of St. Catharines, Brock graduate

"Brock students bring vitality to our community. You're not just part of Brock, but part of the larger Niagara community and you make a difference."

Useful contacts and resources

Getting settled in your community

Niagara Region – Waste Management
niagararegion.ca
905 356 4141

Emterra Environmental – Large Item Collection
905 227 7771

St. Catharines Transit
yourbus.com
905 687 5555

Ontario Energy Board
oeb.gov.on.ca
1 877 632 2727

St. Catharines City Hall
stcatharines.ca
905 688 5600

Thorold City Hall
thorold.com
905 227 6613

Bell Canada
bell.ca
905 688 5600

Enbridge Gas Distribution
enbridge.ca
1 877 362 7434

Cogeco Cable
cogeco.ca
1 86 427 7451

Be healthy and stay safe (For emergencies, call 9-1-1)

Niagara Regional Police Services
nprs.com
905 688 4111

St. Catharines Fire Services
905 684 4311

Thorold Fire and Emergency Services
905 227 6412

Crime Stoppers of Niagara
crimestoppersofniagara.com
1 800 222 8477

Rental resources:

Off Campus Living & Neighbourhood Relations
brocku.ca/ocl
905 688 5550 x3721

Landlord and Tenant Board
ltb.gov.on.ca
1 888 332 3234

Ontario Human Rights Committee
ohrc.on.ca
1 800 387 9080

Ontario Ministry of Municipal Affairs and Housing
mah.gov.on.ca
416 585 7041

Ontario Fire Marshal's Office
ofm.gov.on.ca
416 325 3100

Good Neighbour Guide





We're here for you

For students, landlords, and residents of Niagara, Brock University's Off-Campus Living and Neighbourhood Relations is here to serve you. We're committed to working hand in hand with residents and community partners to ensure that issues connected with off-campus student living are dealt with appropriately.

Off-Campus Living and Neighbourhood Relations is a year-round housing service and centre for landlord and student resources. We advise you about conflict mediation and resolution, provide educational material, and we offer a presence at community forums to strengthen the relationship between campus and community. Find helpful tips and resources at brocku.ca/ocl. Don't hesitate to contact us with any questions or concerns.



Curtis Gadula, Off-Campus Living and Neighbourhood Relations, Manager
Main Lobby, Alan Earp Residence, Brock University
905 688 5550 x3721, ocl@brocku.ca

For students

Be a positive reflection of Brock

Just say hi!

- Get to know your neighbours by name.
- What doesn't belong?
- Know who is responsible for property management.
- Remember — your house reflects on the neighbourhood.

Be a safe driver

- Drive with caution, especially in residential areas.
- Know the parking bylaws.
- Be proactive with parking for guests.
- Don't let people leave if they've been drinking.

Show and earn respect

- Be considerate — you're more likely to have a better relationship with your neighbours if you show respect.

Control the volume

- If your neighbours can hear noise from the edge of their property, you're too loud.
- Did you know that you're required to be quiet between 11 p.m. and 7 a.m. (\$365 potential fine)?

Garbage pickup

- Garbage is put out only on collection day — find out your collection day at niagararegion.ca/living/waste/collection-schedule.aspx
- There is a limit of one bag/container per household. For additional bags, purchase a garbage tag for \$2 at Zehrs or an Avondale convenience store.
- Remove the bins from the curb by 8 p.m.
- For large item collection, call **Emterra Environmental** two days before collection day (905 227 7771). Pickup is free.

Keep calm

- Educate yourself about your rights and responsibilities.
- Have a friendly discussion with your neighbour if issues arise.
- Contact us if you need assistance.

Just say hi!

Contribute

- Show your neighbours the positive impact students can make.

Host responsibly

- Inform your neighbours if you plan to have a party.
- Make your guest list manageable.
- Keep guests off of your neighbour's property.
- Reduce noise level by 11 p.m. and avoid the fine.
- You're responsible to clean up afterwards.
- If your neighbours or the police approach you with concerns, be co-operative and take action.
- It is illegal to sell cups or charge cover to a party with an open keg.
- Ignoring the rules and your responsibilities isn't worth the trouble.

Get involved

The relationships and memories that you make during your University career will stay with you for the rest of your life. Why not make them now? Join a club, get involved with Isaac's Army, volunteer, play intramurals, and come out to events. There are many ways to get involved, so get off your couch and make your university experience the best it can be.

Cooper Millard

Vice-President Student Services (BUSU), 905 688 5550 x3750, vpss@busu.net

Brock Off-Campus Society (BOC)

BOC Membership

Brock Off-Campus (BOC) is an organization run through Brock University Students' Union for students that live off campus. BOC organizes and runs events for the members throughout the entire year. This organization facilitates student involvement in all levels of the university experience. Membership provides the perfect transition into university for first-year students and adds variety to university life for those who are returning students.



Rachel Wolochatiuk

BOC co-ordinator, 905 688 5550 x6139, boc@busu.net



For Niagara residents

Build a relationship with your student neighbours

Pop in and say hello!

- The same suggestions apply to you as a resident

Express your concerns

- Be calm. Student neighbours may be unaware that they're being disruptive or offensive.
- Deal with issues when they arise.
- Aggression or retaliation won't generate positive change.
- Talk first to find a resolution before you call the police.

Be reasonable

- University is stressful. Students need to have fun, too.
- This may be the first time your student neighbours have lived on their own. Help them to become respectful members of your community.

Talk to the landlord

- If necessary, direct concerns to the landlord.
- It's common for landlord to be responsible for property management. Contact the landlord if the property does not meet standards.

Still concerned?

- Consult Off-Campus Living and Neighbourhood Relations.
- Approach the appropriate authorities.
- The St. Catharines Student Housing Committee and the Thorold Town and Gown Committee meet regularly — contact your local municipal councillor or city hall to raise your concerns.

Homestay Program

By offering a room in your home, you can give students in the Intensive English Language Program a chance to learn a new language and experience a new culture with the comfort of having a friendly support system. If you are interested in being a Homestay family, contact:

Karen Lewis, ESL Services Housing co-ordinator, 905 688 5550 x5042, kewis@brocku.ca

