



HOUSING MEDIATION SERVICE





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
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HOUSING MEDIATION SERVICE - Education

- Focus Dec. – Feb. to educate students in residence before they move into the community
 - presentations to students in residence
 - emails to students in residence
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HOUSING MEDIATION SERVICE - Education

- Include material like Renting in London booklet, Bylaw info, Roommate Accord, etc.
 - Give out over 10,000 garbage schedules per year
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HOUSING MEDIATION SERVICE - Education

- Academic Year - September
 - mailout to 10,000 homes with bylaw and garbage info
 - Welcome package to homes near Western and Fanshawe
 - newsletter to all students
 - Twitter & Facebook & Instagram messaging
 - Info Booths
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HOUSING MEDIATION SERVICE - Education

- Academic Year – Sept. to Mar.
 - Electronic newsletter to students each month
 - Facebook & Twitter messaging regularly
 - Info Booths monthly
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HOUSING MEDIATION SERVICE - Education

- Videos created to provide further method of education
 - Position created this year to do monthly video pertinent to the time of year
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HOUSING MEDIATION SERVICE - Education

- Students at Western hired to go door-to-door ... hired to be on-call after hours during academic year
 - Provide info re variety of issues depending on time of year
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HOUSING MEDIATION SERVICE - Education

- Newsletters to landlords
 - Presentations to landlord groups
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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
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HOUSING MEDIATION SERVICE - Collaboration

- Work with different groups to work on solutions & education
 - USC & FSU
 - Neighbourhood Assoc.
 - Fraternities, Faculty Councils
 - City Departments
 - City Councillors
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2018/19 cont.

INSTITUTION:

UWO 1897	London – UWO	130
FC 328	London – FAN	52
Other 37	London – OTH	45



2018/19 cont.

TYPE OF CONTACT:

Information Only	2286
Referral	32
Investigation	107
Other	64



2018/19 cont.

NATURE OF CONTACT:

Landlord/Tenant 2016

Lifestyle 101

Bylaw 44

Roommate 114

Other 217



2019/20 Continued

- Off-Campus Advisors
 - Newsletter deliveries
 - 1410 contacts
 - Recorded as a separate entity
 - A way for us to be more proactive
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2019/20 continued

INSTITUTION:

UWO	2937	London – UWO	177
FC	228	London – FAN	54
Other	58	London – OTH	61



2019/20 continued

TYPE OF CONTACT:

Information Only	3339
Referral	21
Investigation	139
Other	16



2019/20 continued

NATURE OF CONTACT:

Landlord/Tenant	1801
Lifestyle	128
Bylaw	57
Roommate	61
Other	1468



Summation

- 41% increase in files from 2018/19 to 2019/20 ... but
 - 1410 files from new initiative with our OCAs
 - Pandemic has presented a challenge but continuing to operate at a high level
 - Zoom has been an incredible tool
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