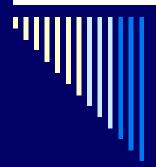


HOUSING MEDIATION SERVICE



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



 Focus Dec. – Feb. to educate students in residence before they move into the community

- presentations to students in residence

- emails to students in residence



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



- 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



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



Videos created to provide further method of education

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



- 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



- Newsletters to landlords

- Presentations to landlord groups



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



HMS Annual Report 2018/19

DATE: Sept 1/2018 - Aug 31/2019

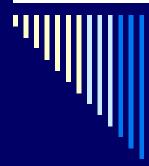
Number of New Files 2489

INITIATED BY:

Student 2225

Resident 102

Landlord 73



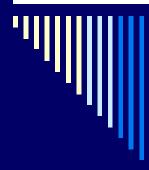
2018/19 cont.

INSTITUTION:

UWO 1897 London – UWO 130

FC 328 London – FAN 52

Other 37 London – OTH 45



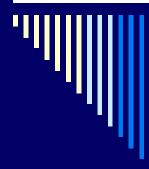
2018/19 cont.

TYPE OF CONTACT:

Information Only 2286

Referral 32

Investigation 107



2018/19 cont.

NATURE OF CONTACT:

Landlord/Tenant 2016

Lifestyle 101

Bylaw 44

Roommate 114



HMS Annual Report 2019/20

DATE: Sept 1/2019 - Aug 31/2020

Number of New Files

3515

INITIATED BY:

OCA 1410

Student 1832

Resident 139

Landlord 76



2019/20 Continued

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



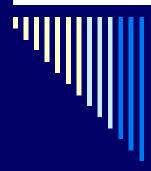
2019/20 continued

INSTITUTION:

UWO 2937 London – UWO 177

FC 228 London – FAN 54

Other 58 London – OTH 61



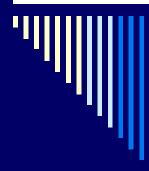
2019/20 continued

TYPE OF CONTACT:

Information Only 3339

Referral 21

Investigation 139



2019/20 continued

NATURE OF CONTACT:

Landlord/Tenant 1801

Lifestyle 128

Bylaw 57

Roommate 61



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