Meeting held on March 12, 2008, commencing at 12:20 p.m.


REGrets: O. Katolyk and J. Wood.

I YOUR COMMITTEE REPORTS:

1. (3) That the London Housing Advisory Committee (LHAC) heard a verbal delegation and received the attached Yearly Report of the Housing Mediation Service from G. Matthews, Housing Mediation Officer.

2. (4,10,Added Added) That the London Housing Advisory Committee (LHAC) reviewed and received a report dated February 25, 2008 and heard a verbal update from the General Manager of Planning and Development, with respect to the Rental Residential Business Licensing Program. The LHAC provided the following advice in relation thereto:

(a) the City of London should enact a Rental Residential Business Licensing Program;

(b) the scope of the Program should be city-wide in application, and not apply only to particular areas within the city;

(c) the end goal of the Rental Residential Business Licensing Program should be applied to all residential rental units regardless of size, with properties of 6 or less units within a dwelling to be addressed during phase one of the consultation process, and the larger properties being addressed over a period of time; and,

(d) the Civic Administration should consult with the London Housing Advisory Committee (LHAC) on a continuing basis with respect to the other details of the Program;

it being noted that the LHAC received communications dated March 10 and March 11, 2008 from D. Dimitrie, Kipps Lane Community and Tenants Association, with respect to this matter.

3. (a) (1) the 1st Report of the London Housing Advisory Committee (LHAC) from its meeting held on January 9, 2008;

(b) (2) the 2nd, 3rd and 4th Reports of the Council Housing Leadership Committee (CHLC) from its meetings held on January 15, February 12 and February 22, 2008, respectively;

(c) (5) a Release dated October 30, 2007 from the Canada Mortgage and Housing Corporation (CMHC) with respect to housing demand remaining strong in London;

(d) (6) a Release dated December 13, 2007 from the Canada Mortgage and Housing Corporation (CMHC) with respect to the London vacancy rate in 2007;
(e) (7) a Release dated January 9, 2008 from the Canada Mortgage and Housing Corporation (CMHC) with respect to another remarkable year for London’s new home construction;

(f) (8) a Release dated Fall 2007 from the Canada Mortgage and Housing Corporation (CMHC) with respect to the housing market outlook for London;

(g) (9) the 2007 Canada Mortgage and Housing Corporation (CMHC) “Rental Market Report for London”;

(h) (11) a communication dated March 5, 2008 from L. Lake, LHAC Member-at-Large, with respect to her participation on the LHAC Sub-Committee on Landlord Licensing; and,

(i) (12) a report dated February 25, 2008 from the General Manager of Planning and Development, with respect to closing the gap, new partnerships for great neighbourhoods surrounding London’s university and colleges.

4. That the next meeting of the London Housing Advisory Committee (LHAC) will be held on May 14, 2008.

The meeting adjourned at 2:21 p.m.
HOUSING MEDIATION SERVICE

Fanshawe ♦ City of London ♦ Western

YEARLY REPORT

September 1, 2006 - August 31, 2007
Housing Mediation Service

ANNUAL REPORT

September 1, 2006 - August 31, 2007

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When examining the results of this past year, it is somewhat difficult to evaluate the changes from previous years as the differences in file numbers is negligible. The 2006-2007 operating year of the Housing Mediation Service experienced a slight increase in the number of files. The change was an increase of 3.4% from 2005-2006 (2,020 files) to 2006-2007 (2,089 files). However, as noted in previous reports, sometimes the statistical data does not explain what may be occurring in specific areas or the seriousness of such concerns.

In the 2004-2005 operating year, there were more concerns related to a specific neighbourhood in the Fanshawe College area, while this past year there were two areas of concern in neighbourhoods related to the Western area. This has been a major concern for the Housing Mediation Service as students have been “concentrating” in two to four specific areas and this trend appears to be confirmed by the various surveys done by the Off-Campus Housing Office at Western.

The Housing Mediation Officer has continually examined and evaluated what other institutions have done and with the publication of Professor Smith’s “Studentification” Report (Exhibit "I"), there is a benchmark to assess our operation with other institutions. It should be noted that the institutions in London have implemented most of the suggestions in Smith’s report.
Some of the hi-lights of Smith’s report include:

- Have HEIs developed student accommodation strategies?
- Have HEIs and other stakeholders explored the scope for the dispersal of students from areas of high concentration where this may be desirable?
- Have HEIs listed only accredited property, or has it been separately identified, on their housing lists?
- Have HEIs considered the development of a central accommodation bureau to advise students when searching for private accommodation? Have HEIs and other stakeholders considered the production of a student housing guide?
- Have HEIs and other stakeholders provided effective house-hunting talks on a regular basis?
- Have HEIs sought to promote and raise students’ expectations of the quality and affordability and suitability of accommodation?
- Have HEIs informed students of their responsibilities as tenants?
- Have HEIs sought to heighten students’ awareness of the legal responsibilities of landlords?
- Have HEIs encouraged students to introduce themselves to their neighbours and to foster other forms of neighbourliness?
- Have HEIs raised awareness of the need for reasonable noise levels?
- Have HEIs and other stakeholders considered preparing and issuing information directories detailing contact numbers and addresses of key services?
- Have HEIs and other stakeholders considered the appointment of community liaison officers to foster cohesive relations between students and established residential communities?
- Have HEIs considered the development of neighbourhood helplines?
- Have HEIs considered the appointment of off-campus wardens to regulate student behaviour?
Having said and noted that many of these measures are in place, the Housing Mediation Office continues to look for options and avenues from different venues. The Housing Mediation Service has ensured a representative attends any Ontario seminars/workshops regarding student/neighbour issues and in the last two years has had a representative attend meetings in the United States to assess and learn from what the American schools are attempting to do in this area.

In the fall of 2006, Western did an assessment of the case management related to the Housing Mediation Service. It was recognized that in comparison to comparable services, the Housing Mediation Service needed additional staffing and another staff member was added to the service. While this person is not dedicated 100% to the Housing Mediation Service, a significant amount of their time is spent responding to or working with Housing Mediation Service files. This has allowed the Service to allot more time resources to the education aspects of the Service. In January of 2007, the Off-Campus Advisor Program did more than 35 presentations with over 500 participants. This has been and continues to be one of the most popular programs in the residence system. The goal is to increase the number of students attending this program such that at least one individual (if not more) per household attends these sessions before they move into the London community.

Yours truly,

Glenn Matthews
Housing Mediation Officer
It has always been the goal of the Housing Mediation Service to promote an awareness amongst all individuals within the community about the various issues that affect a neighbourhood. Obviously, with the turnover of students on a regular basis, the focus with awareness campaigns are predominantly with the student population. It is a somewhat unique situation where a large number of individuals change on an ongoing basis. The Housing Mediation Service has, as noted in the Education/Outreach Activities section of this report, continued to provide annual programs to ensure students are “made aware”. The residence information program from mailings to presentations will always be singularly important, as the need to inform students at this stage is critical. Trying to raise awareness before students make their off-campus housing and roommate choice is important if the students are to have a successful year.

The Off-Campus Advisor Program continues to expand its efforts to educate students about living in the community. The Off-Campus Advisors did 35 presentations in the residences on campus at Western to follow up the mailouts that were sent to each resident. The Housing Mediation Service did presentations at Fanshawe College in a similar fashion.

As noted in Exhibit “I” of this report, Dr. Darren K. Smith’s report on “Studentification” outlines a template for measures to be taken by various groups including academic institutions. It is safe to say that the Housing Mediation Service is evaluating the suggestions from this report and can report that the large majority of Smith’s recommendations are already in place. Other recommendations that are not, will be examined to see if there are any avenues to incorporate them into the Housing Mediation Service educational plan.
Ongoing Programs Include:

- 18,000 mailings: On the Labour Day weekend, a package was sent to 18,000 homes near Western and Fanshawe. This package contained:
  - A letter from the Housing Mediation Service denoting the service
  - A garbage schedule
  - A Housing Mediation Service pamphlet
  - A Good Neighbour pamphlet
  - A letter from the respective student council/union nothing the Orientation schedule

This package is aimed at informing residents and new student tenants about issues that effect their immediate living situation.

- Welcome Package sent to 1,000 homes near Fanshawe College and 1,800 homes near Western.

- Letters targeted at specific students living in areas that have been deemed “problematic”.

- Articles/ads in student newspapers: Throughout the academic year, ads are placed in student newspapers at Fanshawe and Western “explaining or informing” students about issues. These ads vary from topics including security, Homecoming issues, giving proper notice, garbage, etc.

- Information Sessions: The Housing Mediation Officer continues to do monthly information sessions on campus at Fanshawe and Western. These continue to be a popular method to
distribute information to students in general and specifically students living in residence that will be moving into the community for the following year.

- Residence Information Package: A package of information has been developed to provide students living on campus with the necessary information to make informed decisions about future housing. This information addresses issues such as City Bylaws, roommate concerns and tenant issues and is distributed to 6000 students living in residences at Western and Fanshawe.

- Fall/Spring Clean-up: The Housing Mediation Service continues to arrange for two initiatives. One involves sending a letter with two garbage bags to each house in the neighbourhood surrounding Western. The second involves having the UWO Physical Plant Department do some clean-up in the neighbourhood surrounding Western and this year included putting out dumpsters. Fanshawe College has a similar program with its staff.

- The “Western Off-Campus News” electronic newsletter has been a success and will continue to be sent to 30,000 Western students six times a year. This newsletter will discuss “timely” issues for students living in the London community.

- The Off-Campus Advisor Program at Western. The project involves 18 students who will, in addition to their regular duties of responding to issues in the community, carry out the following:
  - Distribute monthly newsletters in their assigned area.
  - Implement monthly “community building” programs/contests.
  - Randomly survey their area for concerns and issues.
  - “Information Nights” in the rez to prepare students before moving into the community.
### SEPTEMBER 2006

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<th>Agenda Item</th>
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<tr>
<td>4</td>
<td>Welcome Packages to Homes in Fanshawe College Area</td>
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<tr>
<td>9</td>
<td>Welcome Packages to Homes in UWO Area</td>
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<td>11</td>
<td>Fanshawe College 6X News Interview</td>
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<td>12</td>
<td>Presentation to International Students at Western</td>
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<td>A-Channel News Interview</td>
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<td>LPMA Article</td>
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<td>UCC Information Session - Western</td>
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<td>23</td>
<td>Off-Campus Advisor Newsletter</td>
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<td>26</td>
<td>Information Session - Fanshawe College</td>
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<td>17</td>
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<td>17</td>
<td>Social Science Information Session - Western</td>
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<td>UWO Open House</td>
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<td>King's College Residence Information Session</td>
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<td>LAMP Information Session - Western</td>
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<td>Social Science Information Session - Western</td>
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<td>Gazette Interview</td>
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NOTE: 35 Residence Presentations at Western in month of January

### February 2007

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<td>Fanshawe College Invest In Success for International Students</td>
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### MARCH 2007

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<td>Natural Science Information Session - Western</td>
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<td>Off-Campus Advisor Newsletter</td>
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<td>4</td>
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<td>Gazette Interview</td>
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<td>Spring Cleaning Contest - Western</td>
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### MAY 2007

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<td>CCSS Conference</td>
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<td>28-30</td>
<td>OACUHO Conference</td>
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<td>Fanshawe College 6X News Interview</td>
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As expressed in the graphs (Exhibit "A") for this report, the number of overall files increased in 2006/07 (2,089 files) by 3.4% over the corresponding year of 2005/06 (2,020 files). Generally an increase of less than four percent is seen as somewhat of a statistical fluctuation that is minimal for a service like the Housing Mediation Service, as there could be many factors that enter into the situation. However, in examining the individual categories within the file total, it is important to note other fluctuations. The largest increase in a sub-category came in questions about "Rent" which saw a 15% increase in the number of contacts with the Housing Mediation Service. This is a significant increase and while the full reasons are not totally understood, it does indicate that rent issues are more of a concern for students than in the past. Whether this indicates that financial resources for students is a growing concern will need further examination.

NOTE: All Statistical Data is noted in and displayed in Exhibits "A" to "D".
The following are typical scenarios that were brought to the Housing Mediation Service:

#1 - A couple of residents in the community contacted the Housing Mediation Service with concerns about a particular residence that had been "decorated" with chalk drawing. Obviously, the concern was that the drawings were not conclusive to a "neat & tidy" neighborhood. The Housing Mediation officer visited the house in question and while the drawings may not have been in violation of any bylaw, and were certainly not graphically offensive, it could be understood why the drawings might detract from the surrounding neighborhood. After meeting and discussing the situation with the tenants, they agreed to remove the chalk. A week later, the Housing Mediation officer drove by the house and the drawings had been removed.

#2 - A resident contacted the Housing Mediation Service and noted that a tenant in the house next to them was practicing his guitar late at night...almost every night. The Housing Mediation officer visited the house noted by the resident and had a discussion with the student (identified by his roommates) as to when it might be appropriate to play his guitar. I noted that the City had a 24/7 Noise Bylaw and that if the sound could be heard by neighbors, then he was in violation of the Noise Bylaw. The Housing Mediation officer suggested a couple of solutions.

- Practice with all doors/windows shut and maybe move to the basement
- Contact neighbors and see if there would be a window of time that it would not irritate the neighbors
- Practice the guitar with the amp at a very low volume or off

The student agreed and no further complaints were received.
The Housing Mediation Service was contacted by a homeowner who had a concern about two houses in their neighborhood. The first house had a sign in their window (which faced the street) that had a somewhat “suggestive” caption on the sign. When the Housing Mediation officer visited the house and discussed with the tenants why the sign might not be appropriate, the students removed the sign immediately and agreed that it wasn’t appropriate.

The second house was a concern for the homeowner as there were “suggestive” posters in the house that were visible from the street. When the Housing Mediation officer visited the house, the posters were not directly visible to the street; however, they were visible at certain angles. The Housing Mediation officer spoke with the tenants and while they weren’t sure why they should move them, after some discussion, they agreed to move them to adjoining walls so as not to be visible from the street. A week later, the Housing Mediation officer drove by and the posters had been moved.

A student called the Housing Mediation Service because his landlord was about to evict him from his house on 7 days notice. The student shared the house with the owner and wasn’t sure why they were being asked to leave. The Housing Mediation officer contacted the landlord and had a discussion as to why this was happening. The landlord explained that the student had some personal habits that irritated them and while they did not really want to discuss them with the student. The Housing Mediation officer asked the landlord if there would be any room to discuss an extension on the 7 day time period. It was noted that since it was late November, the student would be in better shape if they could extend their stay until after the December exams. The landlord agreed to this as long as the student agrees to alter one particular habit. The Housing Mediation officer contacted the student and explained the offer from the landlord. The student was not particularly happy, but when it was explained to them that the landlord could ask them to leave immediately as they were not covered by the provincial legislation, the student was happy.
with the compromise.

#5 - Four residents contacted the Housing Mediation Service with their concerns about the activities at a “student” house. The concern related to late night activities on the front porch of their house. Basically, the students were on their porch several nights a week until 2am or 3am and the noise from their conversation was keeping the neighbors awake.

The Housing Mediation officer visited the house and talked to some of the students at the house and they agreed to be aware when outside late at night.

A couple of weeks later, a resident called the Housing Mediation Service and noted that while things were better, there still were some occasions when the noise was occurring. The Housing Mediation officer went back to the house and found out that not all tenants were aware of the previous visit and that some of the tenants were not students. The Housing Mediation officer made sure all tenants had been contacted and that the owner of the property had also been contacted. No further concerns were raised with the Housing Mediation Service about this address.

#6 - In late April, the Housing Mediation Service was contacted by a homeowner who had a house beside them where there were mounds of garbage at their street and they weren’t able to find the students. They noted that the students had been great neighbors all year, but the resident was concerned that it would be six days before the garbage would be collected. The Housing Mediation officer visited the house in question and confirmed that it was vacant. The Housing Mediation officer then contacted the owner of the property. The owner had been informed by the Housing Mediation officer as to where he could find “free” dumpsters to put out by the school for the removal of the garbage. The next day, the resident called to say the items had been removed.
Exhibit A

Total Housing Mediation Service Files

VS

Significant Files
HOUSING MEDIATION SERVICE

Total Number of Files
(Five Year Comparison)

Note: Significant Files are Total # of Files minus Student-Information - Landlord/Tenant Files
Exhibit B

Comparison of Files
as it Relates to Who
Initiated the File
HOUSING MEDIATION SERVICE

Type of "Initiated By"

(5 year Comparison)

02/03

03/04

04/05
HOUSING MEDIATION SERVICE

Type of "Initiated by"

*(5 year Comparison Continued)*

05/06

![Bar chart showing percentage breakdown for 05/06 initiations.]

- Student: 70%
- Resident Initiated: 60%
- Landlord: 50%

- Specific Files
- Significant Files

06/07

![Bar chart showing percentage breakdown for 06/07 initiations.]

- Student: 80%
- Resident Initiated: 70%
- Landlord: 60%

- Specific Files
- Significant Files
Exhibit C

Type of Files

as a

Five year Comparison
HOUSING MEDIATION SERVICE

Nature of "Contact" Files

**LANDLORD/TENANT**
(Five Year Comparison)

**LIFESTYLE FILES**
(Five Year Comparison)

**BYLAW FILES**
(Five Year Comparison)

**ROOMMATE FILES**
(Five Year Comparison)
**HOUSING MEDIATION SERVICE**  
**YEARLY STATISTICS**

**DATE:** Sept 1/06 - Aug 31/2007

**FILE COUNT:**
- Number of New Files: 2089

**INITIATED BY:**
- Student: 1618
- Resident: 197
- Landlord: 189
- Other: 95

**INSTITUTION:**
- UWO: 1313
- Fanshawe: 302
- London - UWO: 251
- London - FAN: 117
- London - OTH: 55

**TYPE OF CONTACT:**
- Information Only: 1792
- Referral: 51
- Further Investigation: 240
- Other: 6

**NATURE OF CONTACT:**
- Landlord/Tenant: 1479
  - Rent: 229
  - Lease: 535
  - Maintenance: 237
  - Conflict: 175
  - Other: 303
  - Other: 15
  - Bylaw: 62
  - Roommate: 136
- Lifestyle: 255
  - Noise: 63
  - Garbage: 47
  - Upkeep: 6
- Behaviour: 125
  - Other: 14
  - Subgroup: Noise: 5, Yard: 11, Upkeep: 6, Parking: 15, Other: 25

**TYPE OF MEDIATION:**
- Telephone: 6
- Face To Face: 172
- All Party: 2
- Other: 25
Exhibit E

Package Sent to

18,000 Homes

Near Fanshawe & Western
TO: All Homeowners, Landlords, Fanshawe and Western Students
FROM: Glenn Matthews
Housing Mediation Officer
DATE: September 2006
SUBJECT: The Housing Mediation Service

This letter is to make you aware of the Housing Mediation Service which is available to London residents, landlords and students. I have enclosed a brochure outlining our service. The Service, which is free, was initiated in 1988 to help with concerns related to the housing of Western and Fanshawe students in the City of London.

In the next few days, thousands of College and University students will arrive in London and move into many of the neighbourhoods around Fanshawe and Western. I have enclosed some information which I hope will be useful to you.

If we can be of assistance in helping you to resolve a housing or lifestyle related concern in your neighbourhood or issues related to landlord/tenant and/or roommates, please contact the Housing Mediation Office at 661-3787.
CITY OF LONDON
GARBAGE COLLECTION ZONES

PLEASE NOTE:
Areas are approximate, any inquiries about collection, call the City at 661-4585.
Garbage to be in regulation size cans and polyethylene garbage bags.
Garbage should not be put out until after 6:00 p.m. the night before pickup and should be out before 7:00 a.m. the day of the pickup.

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The City has special dates for the collection of yard materials and leaves. Contact the City at 661-4585 for the dates.
August 2006

Dear London Resident,

As the summer comes to a close, Western students will once again be returning to London for the academic year. This is a very exciting time for all students, and Western is excited and proud to welcome the incoming class and about the return of upper-year students.

My name is Fab Dolan, and I would like to take this opportunity to introduce myself as the University Students' Council (USC) President for 2006-07. The USC is the representative body for the 27,000 undergraduate students at the University of Western Ontario. Our mandate is quite broad and includes everything from lobbying government ministries on educational issues to implementing student programs such as Orientation Week. An important part of our mission is to promote positive relations with London residents.

We want you to know that the USC is always willing to listen to your comments and concerns about the Western community. Throughout the year, I will be your contact for the USC. Please feel free to contact me for any reason at any time with comments, questions, or concerns. The easiest way to contact me is through e-mail: usc.president@uwo.ca. You can also contact our office at 519-661-3574.

I would also like to inform you that Western’s Orientation Week 2006 is set to take place between Sunday, September 3rd and Sunday, September 10th. The USC is proud to host Canada’s biggest (and best) Orientation Week, in which first-year students are introduced to their new surroundings by participating in a variety of events on campus and in the city. Orientation Week also succeeds in raising significant funds for Cystic Fibrosis research, through our annual Shinerama fundraiser. On Saturday, September 9th, Western students will be canvassing across London to support this worthy cause. Over the years, Shinerama has become a Western tradition, and student efforts have raised nearly $2 million. For your reference, you will find an Orientation Week schedule on the reverse side of this letter.

On behalf of the USC, I would like to express my gratitude to you and the rest of the London community for your continued support of Western’s activities and students. I look forward to maintaining this positive relationship. Once again, please do not hesitate to contact me directly or the USC office with any further inquiries. I also invite you to learn more about our organization by visiting our website at www.usc.uwo.ca. The USC looks forward to helping make the upcoming year a great success for both Western students and the London community.

Sincerely,

Fab Dolan
2006-07 USC President
Orientation Week 2006
SEPTEMBER 3 - 10, 2006

Don't forget the Terry Fox Run Sept. 17!
Housing Mediation Service

All people living in London's community are entitled to the continued enjoyment of our neighbourhoods, but we also have responsibilities and obligations. Responsible behaviour on the part of all residents can only have a positive effect on the student-city relationship in London. Students, like all citizens, should be aware of all neighbourhood issues and by-laws that might affect them.

This guide provides tips on respecting your neighbours' homes, lifestyles, and the London community as a whole. By following the Good Neighbour Guide, you will be a positive force in your own and London's community.
Exhibit F

Information Sent to

1,500 Landlords listing at
Fanshawe (Mar. 2007)

And

3,000 Landlords Listing at Western
(Dec. 2006)
CHANGES TO THE TENANT PROTECTION ACT

Effective January 31, 2007 the Tenant Protection Act (TPA) will be renamed the Residential Tenancies Act (RTA), as well as undergo a series of procedural and substantive changes. Also undergoing a name change is the Ontario Rental Housing Tribunal (ORHT), which will be changed to the Landlord and Tenant Board (LTB).

The following are a few of the changes:

- Landlords must provide new tenants with information on the Landlord and Tenant Board, using the Information for New Tenants brochure. Please visit the LTB's website to download copies.

Procedural Changes
- All issues will have a hearing.
- Issues can be reviewed if the hearing goes ahead without the tenant, granted they weren't "reasonably able to participate" [section 209(2)].
- Tenants can pay rent to the LTB instead of their landlord, pending disrepair applications [section 195(1)].
- Landlords and tenants can file a repayment agreement as a consent order in advance of the hearing [section 206(1)].

Substantive Changes
- Vital services It is an offence when a vital service (gas, care services or food) is cut off because the landlord failed to pay the bill [section 21(2)].
- Entry with notice Landlords can enter a unit with 24 hours written notice at any time to conduct reasonable maintenance inspections [section 27(4), 27(2)].
- Orders prohibiting rent increases The LTB can order the prohibition of a landlord from increasing rent where it finds the landlord seriously breached maintenance obligations [section 30(1)(6-8)].
- Damage Tenants are only liable for "willful or negligent undue damage" to a unit (section 34 & 89).
- Deemed Termination If a tenant is served with an eviction notice and they move pursuant to the notice, the tenancy is deemed terminated on the day of the notice. If a tenant moves without giving proper notice, notice is deemed effective the next valid termination date [section 37(2), 88].
- Renewal for Yearly Periodic Tenancy One year periodic lease is now deemed to be renewed as a monthly lease, unless landlord and tenant enter new agreement for additional year [section 38(3)].
- After Enforcement of Eviction Time to reclaim belongings extended from 48 to 72 hours. Access must be provided between 8 a.m. and 8 p.m. [section 41(2)].

For more information on the RTA and a complete copy of the Act, please visit: www.e-laws.gov.on.ca/OBLaws/Statutes/English06r17_e.htm

RENT INCREASE GUIDELINE

The Ontario Government has set the rent increase guideline at 2.6% for 2007.

This is the maximum amount a landlord can increase rent for a current tenant, if at least 12 months have passed since the move in date. A landlord must provide 90 days written notice to tenants before enforcing the rent increase.

This amount does not apply if you are renting to new tenants or those not covered by the Tenant Protection Act.

For more information from the Landlord and Tenant Board, please visit: www.ltb.gov.on.ca
LONDON'S VACANCY RATE

The 2006 vacancy rate for London, according to Canada Mortgage and Housing Corporation, is 3.6%. This rate is down from 4.2% in 2005, however, it is above the 2006 national average of 2.6%.

2006 AVERAGE RENTAL PRICES

Average rental prices, as of May 2006, based on the Off-Campus Housing listings:

- One-bedroom apartment: $630 + utilities
- Two-bedroom apartment: $885 + utilities
- Room: $380 inclusive
- Share apt/house: $375/410 + utilities

A LANDLORD'S RESPONSIBILITY...

It is important for landlords to be aware of the responsibilities you have for your tenants:

Fire Safety

- A rental accommodation must come equipped with a working smoke detector on each floor of the unit. In February 2007, a landlord was convicted on three counts for a fire because there were no working smoke detectors.

- Rental units must meet City Property Standards and Fire Code requirements. Please visit these Web sites to obtain further information:
  - www.london.ca/Cityhall/Corpservices/CityClerks/ByLaw/s/bylaws.htm
  - www.fire.london.ca/Student_Fire_Safety.htm

Garbage Collection

- Ensure your tenants have a garbage collection schedule (as per City Bylaw) and they are aware of the four container limit.
- To request additional collection schedules for your tenants, go to:
  - www.london.ca/Cityhall/EnvServices/zonemap_pdf.htm

SCAM ALERT

Please be aware that a number of institutions across Canada have reported that individuals have been contacting people with listings on their off-campus housing registries and offering to pay the entire year's rent with a cheque or money order.

We would ask that you be cautious with this as in some cases the money order or cheque is fraudulent. Typically what happens is that the individual sends several months worth of rent and almost immediately ask for all but one or two month's rent (deposit) to be returned. They do this in the hope that your bank will not recognize the forgery until the normal clearing process has happened. This would result in you being out the money that you have returned to them.

HOUSING MEDIATION SERVICE

The College operates a Housing Mediation Service which offers landlords and tenants a forum to discuss their concerns before a neutral third party. We encourage you to use this service. Questions regarding Residential Tenancies Act, leases, rent control and City bylaws can be answered for you by the Housing Mediation Officer. The Housing Mediation Officer is available at Fanshawe College on Wednesdays.

CONTACT

Room F2010, 1460 Oxford St. E.
P.O. Box 7005
London, Ontario
N6Y 5R6

Phone (Fanshawe): 519-452-4138
Phone (Western): 519-661-3787
Fax: 519-452-2826
E-mail: csl@fanshawec.ca
Website: www.fanshawec.ca/housing
A LANDLORD'S RESPONSIBILITY...

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  - [www.fire.london.ca/Student_Fire_Safety.htm](http://www.fire.london.ca/Student_Fire_Safety.htm)

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Exhibit G

Welcome Package Sent to 1,800 Houses Near Western (Sept. 2006)

Similar Package Sent to 1,000 Houses Near Fanshawe
Hi Neighbours!!

If you are new to the neighbourhood, that's great and we hope the info included here will be helpful for your stay in the area. If you are returning, you know the positives of living in a residential area and we would hope that this material helps as a reminder.

The Off-Campus Advisors are a group of students employed by the University of Western Ontario. We exist to help students deal with issues related to living off campus as well as remind everyone of the importance of being a positive neighbour. We are trained to provide assistance, information, and support to students dealing with landlord issues, renting issues, bylaws (noise, garbage, etc.), roommate issues, and any other problems or concerns that may arise when students are living off campus. Have a question or a concern that you need some help or information about? Give us a shout... 519-661-3787 or oca.uwo.ca! We'll be sure to get back to you as quickly as possible. We are here to help your off-campus experience go as smoothly as possible. Any questions or problems that you may encounter are valid and should be dealt with properly to ensure the best possible outcome. The OCAs dedicated to your area are....

Mia, Jessica, and Carolyn

The University of Western Ontario
Room 102 Elgin Hall * London, Ontario * Canada * N6A 3B9
Telephone 519-661-3787 * Fax 519-661-3687
Good Neighbour Guide

A Good Neighbour Living in London's community is one who is considerate, supportive and understanding of his or her neighbours. Good Neighbours live in harmony with their surroundings and contribute to the well-being of their local community.

The guide provides tips on being a good neighbour, fostering a positive relationship between landlords and tenants, and building a strong sense of community. By following the Good Neighbour example, everyone can contribute to the success of a new year living in London's community.

Housing Mediation Service

Fanshawe College
and
The University of Western Ontario
THINK SECURITY

INFO FOR OFF-CAMPUS LIVING

When looking for a place to live.

OFF-CAMPUS ADVISORS

(519) 661-3787
Mon-Fri 4:30 p.m. - 12 am &
Sat-Sun 8:30 a.m. - midnight

(519) 661-2111 ext. 87417
Monday - Friday

oca@uwo.ca
KNOW YOUR LIMIT

CURBING GARBAGE
LONDON HAS A 4 CONTAINER LIMIT

WHY?
• To decrease the amount of garbage going to landfill
• To increase recycling and composting
• To increase the revenue from recyclables

NEED TO KNOW:
• Four containers maximum per household
• Containers can be garbage bags or cans
• The limit does not apply to bulky items (e.g., old furniture), recyclables or yard materials
Your Property and City of London By-Laws

Untidy lots, dilapidated furniture, abandoned refrigerators, cars parked on lawns... hopefully this does not describe some of the properties in your neighbourhood. The City has a number of by-laws that regulate these issues to ensure public health and safety and to maintain a standard of neighbourhood quality of life. Property owners and tenants must take note of these situations on private property as well as use of public property.

Private property rules:

- **Untidy lots:** Both owners and tenants have a responsibility to ensure properties are kept clean. Keep garbage storage areas free of litter and waste in a manner that will not attract pests or create a health and safety hazard.

- **Grass/weeds:** Cut grass and weeds regularly. They should not exceed a height of 20 cm (8 inches).

- **Abandoned refrigerators/freezers:** Remove the doors from appliances before they are placed outdoors for pre-arranged private removal and disposal. Left unattended with the doors attached, abandoned appliances pose a great public danger, specifically to children.

- **Couches:** When upholstered chairs and couches designed for indoor use are left outdoors for extended periods they become dilapidated. Timely removal and disposal of this rubbish is required (appreciated) and can be done by simply putting it out with regular garbage.

- **Parking:** Parking on grass on the front lawn is not permitted. Generally, parking is limited to parking areas and private driveways.

- **Building maintenance:** The City has minimum standards for the maintenance of residential buildings. These standards deal with the inside of buildings (tenant issues) and exterior of the buildings. A well-maintained residential building represents neighbourhood pride.

Further by-law information about the above issues can be found on the City's web site at www.london.ca. If you have any questions or require other information related to private property standards, please call 519.661.4660.
THE LONDON FIRE DEPARTMENT WELCOMES YOU TO LONDON

✓ A PARENT’S GUIDE TO FINDING FIRE-SAFE ACCOMMODATIONS

✓ FIRE SAFETY TIPS FOR STUDENTS

FOR MORE INFORMATION, CONTACT:
LONDON FIRE DEPARTMENT
FIRE PREVENTION DIVISION
519-661-4565
WWW.FIRE.LONDON.CA
Student Accommodation

A parent’s guide to finding fire-safe accommodation for students attending college or university

Parents have many issues to consider when seeking suitable accommodation for a daughter or son attending college or university. The following information will help to determine if potential accommodation make the grade when it comes to fire safety.

---

**Smoke Alarms**

- It is the law in Ontario to have working smoke alarms on every floor and outside all sleeping areas. The law applies to single family, semi-detached, townhomes and apartments (including basement apartments), whether owner-occupied or rented. Rooming houses may have specific regulations about smoke alarms or fire alarm systems. In addition to smoke alarms within each unit or suite, apartment buildings and student residences operated by the school may also have a building fire alarm system. Make sure the landlord, administrator or superintendent identifies and explains the fire alarm and detection features in the building and unit.

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**Exits**

- It is important to consider how people will escape from a room or apartment in an emergency. Every room or apartment requires adequate exits that will permit unobstructed escape from the building. Make sure to ask the landlord or superintendent to identify all of the designated exits. All windows and doors should open fully and easily. Stairways and hallways must not be used for storage as this can pose serious fire safety hazards. Furniture and other obstacles can physically block exits and may fill hallways or stairways with smoke if they catch fire. This practice must be strictly avoided.

---

**Fire Escape Plans**

- In a fire emergency everyone must know what to do and where to go. Large apartment buildings and student residence buildings require a fire safety plan, which informs the occupants about emergency procedures. Ask the building administrator or superintendent to explain the procedures in the fire safety plan.

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**Carbon Monoxide Alarms**

- The Ontario Building Code requires carbon monoxide (CO) alarms in new buildings that contain a fuel-fired appliance. However, many existing buildings were constructed prior to this requirement and may not be equipped with CO alarms. If the building has a fuel-fired (natural gas, oil, propane or wood) appliance, a CO alarm should be installed. Check with the fire department or municipal office to determine if there are by-laws requiring CO alarms.

---

**Fire Separations**

- Students often find accommodation in older homes that have been converted to apartments or rooming houses. At the time of the conversion, a building permit should have been obtained to ensure that fire safety features such as egress exits and fire separations between units are provided. Ask the owner if the property complies with the Building Code and Fire Code and to explain the fire safety features.

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**Security**

- Some property owners install bars on windows as a security measure. While this may seem appealing from a security point of view, it can prevent students from escaping in an emergency situation. Security bars on windows should be equipped with a quick-opening device on the inside so the bars can be removed quickly.

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**Electrical Safety**

- Many buildings offering lodging to students are older homes that may not have upgraded wiring. Outlets in bathrooms or within one metre of the kitchen sink should be the Ground Fault Circuit Interrupter (GFCI) type. Consider the number and location of electrical outlets in the room or apartment. There should be enough outlets so that appliances such as lamps, computer equipment and stereo can be operated without the use of extension cords. If extension cords can’t be avoided, use multi-outlet power bars that are UL listed and provide surge protection and a circuit breaker. Make sure that electrical cords of any kind are not concealed under carpets or rugs where they can be easily damaged.

See the reverse for valuable fire safety information that every student should know before moving away from home.

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For more information:
- Contact the administration offices of the college or university. They will frequently maintain a registry of available accommodation for students. Ask the local fire department to determine if the building has been inspected for Fire Code compliance.

- Electrical safety tips and information about common electrical hazards can be found at the Electrical Safety Authority website at: www.esa.on.ca

- Fire safety tips and information can be found at the Office of the Fire Marshal website at: www.ofm.gov.on.ca

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*Office of the Fire Marshal © 2006 www.ofm.gov.on.ca*
Fire Safety Basics for Student Accommodation

When young people attend college or university, they will often be living away from home for the first time. This can be a concern for parents as they try to ensure their children will be safe when they’re not living under the same roof. The following is important fire safety information that every student should know before moving away from home. Parents should discuss these basic fire safety rules with their kids before dropping them off at their new dwelling.

Cooking

Cooking is the number one cause of home fires in Ontario. If the student’s accommodation has cooking facilities, there are some basic fire safety rules they must follow to prevent cooking fires:

- A stovetop fire can start in a flash, so stay in the kitchen when something is cooking on the stove.
- Keep all combustible items a safe distance away from the stove. This includes tea towels, wooden or plastic spoons and paper towels.
- Keep a pot lid near the stove to smother flames if a fire starts in a pot.

Candles

The use of candles is becoming more and more popular, especially among young people. To prevent candle fires:

- Use tea lights or votive candles in non-combustible containers as they are generally a safer choice than tapers.
- Place the candles in a location where they can’t be knocked over or come in contact with combustible items.
- Blow out all candles before leaving the room or going to bed.

Smoking

Fires caused by smoking can be deadly. Even if they don’t smoke themselves, chances are the student will have friends that do. To prevent smoking fires:

- Encourage smokers to go outside.
- Keep large, deep ashtrays on hand that will reduce the risk of ashes and cigarette butts falling onto rugs or upholstery.
- Allow ashes to cool completely before disposing.

Space Heaters

The central heating systems in older accommodation is often supplemented with space heaters. To prevent heating fires:

- Keep the space heater at least one metre away from anything that can burn, such as paper, bedding, furniture and curtains.
- Turn off the space heater before going out or going to bed.

Social Gatherings

Parties are as much a part of student life as attending classes. While most student parties are harmless fun, the consumption of alcohol combined with cooking or smoking can create a serious fire risk. To minimize the risk of fires during or after parties:

- Avoid overcrowding. The more people attending the party, the easier it is to lose control of the situation.
- Encourage guests to smoke outside. Consider putting up no smoking signs that direct guests to an outside smoking area.
- Refrain from burning candles during parties. They can easily be knocked over or ignite nearby combustibles, unnoticed.

Smoke alarms

If a fire does occur, it is critical that the dwelling have working smoke alarms to alert occupants as soon as possible.

- The responsibility for smoke alarm installation and maintenance lies with the homeowner or landlord, however it is a good idea for parents to provide their child with a smoke alarm for his or her bedroom.
- It is against the law for tenants to disable or tamper with a smoke alarm.
- If a smoke alarm activates due to steam from the shower or cooking on the stove, oven or toaster, ask the landlord to move the alarm to a different location or to install a smoke alarm with a pause feature.

Fire Escape Planning

When the smoke alarm sounds, everyone must know what to do and where to go. Encourage students to develop a fire escape plan, keeping the following in mind:

- Leave the building as quickly as possible. Once outside, don’t re-enter the building for any reason.
- Call 9-1-1 from outside the building using a cell phone or neighbours’ phone.
Students:

On behalf of the London Police Service we would like to welcome you to the City of London, University of Western Ontario and Fanshawe College. As part of a London Police Service initiative this letter has been created to both welcome and educate you the student, as you begin a very exciting stage of your lives. With the freedoms of College life comes a new set of responsibilities, as it will be the first time that many of you have lived away from home. It is hoped that the following information will help reduce the growing concerns and tensions between the students and their surrounding community.

As the result of events which have occurred in the past, a heightened level of police presence and response now exists in this community. It is hoped that through this joint initiative the existing problems can be reduced and all members of the community can co-exist. The following is a list of applicable statutes and their associated fines that have been prevalent historically in this community.

**City of London Noise Bylaw**

"...any noise which disturbs another person....."

This applies 24 hours a day, seven days a week. It is **NOT 11pm** as is commonly believed. All occupants of the offending residence can be charged, even if not present at the time of the offence.

- **First offence** $95
- **Second offence** fine up to $5000

**Liquor Licence Act**

- a) Having an open bottle of liquor in a public place (which includes the parking lots and grassy areas of neighbourhood town home complexes) $125
- b) Person under 19 years of age having/consuming liquor $125

It is anticipated that through this shared initiative between the London Police and the College community a favourable atmosphere can be obtained and maintained throughout the upcoming year. Good luck with your schooling and enjoy yourself responsibly.

If you have any questions please do not hesitate to contact the London Police C.O.R. unit at (519) 661-5983.

August 2006
WHAT I NEED TO Know ABOUT A KEGGER?

As probably everyone is aware, it is illegal to sell alcohol in your home. What most people may not know is that it is also illegal to disguise the cost as another cost such as a coat check, buy a cup and get drinks free, pay a charge to hear a DJ and drink free, buy a balloon and drink free. All of these options are illegal if any of the charge pays for the cost of the alcohol.

Why does this matter?

The Police have charged a number of people over the years and the consequences of what might appear to be a simple fun event, can turn ugly very quickly.

Be aware that:

• The Police can and have charged every occupant of a house hosting a kegger...this could even mean YOU if you are out of town when your roommates host the event.

The charges that the Police can lay include:

• Noise Bylaw - approximately $100
• Mischief Charge - court appearance and a fine up to $5,000.
• Sale of Alcohol

• The Police will generally also confiscate any alcohol or proceeds from the event.

• Further to this issue...and probably more serious for the student...involves the liability of hosting an event. Even if you are not charging for alcohol, or if a person brings their own, if somebody consumes alcohol on the premise and then is injured or in an accident, EVERY OCCUPANT is liable for the incident. This would also mean that any guarantor (if there is one) such as a parent, is also liable for any incident after a person leaves.

The reason for this information is not to suggest that you never have a social gathering, but to ensure you are aware of potential problems.

(Over)
Every city has varying rules that you should be aware of when you move in...thus hopefully avoiding losing some of your money to city or provincial accounts!

NOISE
- London has a 24/7 Noise Bylaw.
- The Police can charge each and every tenant for a noise violation. Tickets start at approximately $100 but can escalate and be as much as a fine up to $2,000.

MISCHIEF
- This is a charge whereby Police feel individuals have purposely caused problems for their neighbours.
- This requires a court appearance and each and every tenant could face a fine of up to $5,000 and jail time.
- Students in the past have been fined $800 for a first offence.

Liquor Offences
- The Liquor Licence Act prohibits the consumption of alcohol anywhere other than a residence or licensed area. A residence is defined as a place that is actually occupied and used as a dwelling and does NOT include public places.

Legal Liability
- Any occupant (tenant) could be held liable for the actions of intoxicated individuals leaving their premises...even if the person only consumed their own alcohol.

Vandalism
- Sometimes individuals have done things (tied road signs, stolen neighbour's lawn ornaments, etc.) which seem harmless at the time.
- Property vandalism of public or private property is a criminal offense and while there may be a monetary fine, more importantly, it could affect certain career paths that individuals wish to pursue.

Garbage
- London has a schedule where your collection day changes every week. You cannot put your garbage out until after 6 p.m. the night before collection day.

Property Upkeep
- Grass must be kept short, junk and litter must be cleaned off lawns, and outside furniture must be minimal and not an eyesore.

Parking
- You cannot park on the street between 3 a.m. and 5 a.m.

This note is meant as a point of information to assist you so that your money can be used for more important avenues.

If you have any questions, please contact the Housing Mediation Office at 661-3787.
WHAT I NEED TO KNOW ABOUT RECYCLING AND GARBAGE COLLECTION

SEE COLLECTION SCHEDULE at www.london.ca/Cityhall/EnvServices/zonemap_pdf.htm

RECYCLING DON'Ts

- DON'T mix materials from Stream #1 and #2. Two Stream recycling means you separate paper products from all other recyclables. Use two containers, one for paper products and one for other recyclables. Use a Blue Box, see-through plastic bag, clear bag (or plastic grocery bag for paper only)...it’s your choice.
- DON'T recycle paper packaging such as milk and juice cartons, drink boxes, coffee cups, dark coloured paper and construction paper. Glass items such as broken glass, drinking glasses, dishes, cups, window glass, light bulbs, mirrors, pottery. Plastic items such as toys, Styrofoam TM plastic wrap, bags, plant pots, used oil containers, dish pails. Metal items such as spray cans, paint cans, coat hangers, pots and batteries.
- DON'T make box or bag more than 18 kg/40 lbs.

RECYCLING DOs

- Stream #1
  - DO include cereal, detergent, cracker and tissue boxes (empty and flattened)
  - DO recycle newspapers, catalogues, computer paper, flyers, envelopes, magazines, phone books, white and light coloured writing paper and egg cartons
  - DO recycle cardboard (including clean pizza boxes) which must be flattened and tied in bundles no larger than 30” x 30” x 5”
  - DO put materials at curb in blue box, clear bag or small untied plastic bag

- Stream #2
  - DO include rigid containers of aluminum, glass, steel and plastic (#1, 2, 4 or 5 inside recycling logo)
  - DO rinse containers and remove caps/lids, flatten plastic and aluminum
  - DO place food, drink and liquid containers at curb in blue box, clear or see-through blue bag

GARBAGE DON'Ts

- DON'T use small grocery bags unless placed in proper garbage bags or containers
- DON'T leave scrap metal, construction materials or appliances
- DON'T place garbage at curbside outside specified hours
- DON'T place needles in garbage

GARBAGE DOs

- DO put your garbage out before 7 a.m. on the day of collection...but not before 6 p.m. of the day before collection
- DO use proper garbage bags or metal/plastic containers - max weight is 18 kg/40 lbs, max size 125L
- DO put out large items like mattresses, furniture, carpet (tied in bundles no larger than 1 metre)

NEW: 4 container limit for garbage beginning January 16, 2006

NOTE: See City website for yard material collection
Blue Boxes available for $6 (including tax) at Off-Campus Housing, Room 102, Elgin Hall, UWO or Room F2010, Fanshawe College

Questions: Call the City at 519-661-4585 or visit www.london.ca

(Over)
CITY OF LONDON
GARBAGE COLLECTION ZONES

PLEASE NOTE:

- Areas are approximate, any inquiries about collection, call the City at 661-4585.
- Garbage to be in regulation size cans and polyethylene garbage bags.
- Garbage should not be put out until after 6:00 p.m. the night before pickup and should be out before 7:00 a.m. the day of the pickup.

PREVIEW BY CITY OF LONDON ENVIRONMENTAL SERVICES DEPT.
TECHNICAL SERVICES DIVISION
PRINTED: JUNE 1996

GARBAGE COLLECTION AND BLUE BOX

<table>
<thead>
<tr>
<th>&quot;B&quot; Area</th>
<th>&quot;C&quot; Area</th>
<th>&quot;D&quot; Area</th>
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<tbody>
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<td>Jan. 3, 11, 19, 29</td>
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<td>Apr. 11, 19, 27</td>
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<td>May 7, 15, 24</td>
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<tr>
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<td>June 8, 18, 26</td>
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<td>July 6, 16, 24</td>
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<td>Aug. 8, 16, 24</td>
<td>Aug. 9, 17, 27</td>
<td>Aug. 1, 10, 20, 28</td>
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Contact the City at 519-661-4585 for special dates for the collection of yard materials/leaves. (Over)
WHAT YOU NEED TO KNOW ABOUT PARKING

You should note that in the City, it is illegal to park a vehicle in any of the following locations:

- over the sidewalk
- between the sidewalk and the street line (i.e., street allowance)
- on the street between 3:00 a.m. and 5:00 a.m. every day
- on the front lawn

As single family homes can often only accommodate a maximum of two cars in a driveway or garage, please do not plan to have more cars than there are spaces available.

Note: In the front yard, driveways cannot exceed 50% of the width of the lot to a maximum of 6 metres, whichever is the lesser, on properties with frontages of less than 15 metres. Parking spaces cannot be created between the street setback and the street line. You can only park in tandem to the driveway area and not on the grass; thus you should ensure the driveway has a proper covering. If you have questions, please call 519-661-4537.

Tickets may be issued for parking illegally.
Exhibit H

Call Sheet Developed by City of London Mayor's Office

& Distributed By Housing Mediation Service
# COMMUNITY CONTACT INFORMATION

The City of London is pleased to provide some vital reference information, outlining key community contacts to assist you as a member of the community living in a nearby neighbourhood to either the University of Western Ontario or Fanshawe College. We invite you to please use this handy directory to effectively communicate with City of London Bylaw Enforcement, London Police or other community contacts, should any concerns arise regarding property matters, as outlined below.

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>ORGANIZATION</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rampant garbage disposal on boulevard</td>
<td>Environmental Programs &amp; Customer Relations</td>
<td>519-661-4585 519-661-4965 (Emergencies Only)</td>
</tr>
<tr>
<td>Untidy properties (weeds, long grass, garbage storage)</td>
<td>City Bylaw</td>
<td>519-661-4680</td>
</tr>
<tr>
<td>Discarded furniture</td>
<td>City Bylaw</td>
<td>519-661-4660</td>
</tr>
<tr>
<td>Illegally parked vehicles</td>
<td>City Bylaw</td>
<td>519-661-4537 519-661-4965 (After Hours)</td>
</tr>
<tr>
<td>Chronic Police issues (noise, property damage, petty theft)</td>
<td>London Police COR Unit</td>
<td>519-661-5983 519-933-1502 (On Duty COR Cell)</td>
</tr>
<tr>
<td>Acts of vandalism or theft from private property</td>
<td>London Police</td>
<td>519-661-5670 (Main Desk for Redirection of Call)</td>
</tr>
<tr>
<td>Suspected illegal activity</td>
<td>London Police</td>
<td>519-661-5670 (Main Desk) 519-661-8477 (Crimestoppers)</td>
</tr>
<tr>
<td>Animal issues</td>
<td>Animal Care &amp; Control</td>
<td>519-685-1330 519-685-1840 (After Hours)</td>
</tr>
<tr>
<td>Student Housing issues</td>
<td>Housing Mediation Officer Glenn Matthews</td>
<td>519-661-3787 (Western Area) 519-452-4430 x4310 (Fanshawe)</td>
</tr>
<tr>
<td>Landlord Tenant issues</td>
<td>Ontario Housing Tribunal</td>
<td>1-888-332-3234</td>
</tr>
<tr>
<td>Western Campus Issues</td>
<td>University of Western Ontario Police</td>
<td>519-661-3300</td>
</tr>
<tr>
<td>Fanshawe Campus Issues</td>
<td>Fanshawe College Security</td>
<td>519-452-4400</td>
</tr>
</tbody>
</table>

**CITY OF LONDON**

The City of London is interested in providing neighbourhoods with as much support as possible to address any issues that might arise. As such, we encourage all Londoners to immediately report concerns to the appropriate contacts, so they can be effectively resolved.

By working together, we will ensure all residents continue to enjoy London's high quality of life and sense of community.

**POLICE COR UNIT**

Also, through its Community Oriented Response (COR) Unit, London Police provide ongoing interactive support to neighbourhoods across the city. The COR Unit is accountable for anticipating, recognizing and appraising areas of crime, risk and problems within the community and initiating orderly planned action to reduce these concerns.
Exhibit I

Summary of

Prof. Darren K. Smith

“Studentification” Report
STUDENTIFICATION

... CHECKLIST FOR STAKEHOLDERS

This checklist poses a series of questions, in no particular order of priority, which have been drawn from the examples of innovative practice outlined in this guide. The list provides a resource for those concerned with the challenges of 'studentification'. It is not intended to be prescriptive but rather to stimulate consideration and discussion. Although some of the issues are clearly more relevant to particular organisations and locations, they are of general interest to all the stakeholders. One of the main findings of the research is the need for appropriate multi-agency partnerships and effective coordination. The checklist might therefore usefully form the basis for local consultation and the creation of multi-agency partnerships. It is also intended to help individual stakeholders seeking to develop their own strategies.

ALL STAKEHOLDERS

- Do stakeholders have firm evidence upon which they can base their understanding of the impacts of 'studentification' within their locality?
- Do stakeholders share a common understanding of whether the impact of 'studentification' is/is not being felt in the locality?
- Do stakeholders share a common understanding of the wider benefits and challenges of high concentrations of students in the locality?
- Is there agreement and common ground about the causes and effects of 'studentification' amongst stakeholders?
- Has a partnership framework been established for stakeholders to ensure there can be a coordinated approach to tackling issues of 'studentification'?
- Have a shared vision and general principles been agreed between stakeholders?
- Is there evidence of respect and trust between stakeholders?
- Have stakeholders agreed some objectives and exit strategies, and established mechanisms to review and monitor social, economic, cultural and physical changes within locations?

HIGHER EDUCATION INSTITUTIONS

- Have HEIs considered and agreed their responsibilities to students and established residential communities?
- Have HEIs developed student accommodation strategies? If so, are they effective?
- Are the student accommodation strategies of HEIs and other local stakeholders consistent?
- Have HEIs and other stakeholders explored the scope for the dispersal of students from areas of high concentration where this may be desirable?
- Have HEIs and other stakeholders considered the promotion of alternative residential locations to encourage the dispersal of students?
- Have HEIs and other stakeholders considered the adoption of an accreditation scheme for private student accommodation? If so, are mechanisms in place to monitor and review compliance?
- Have HEIs and other stakeholders encouraged students to move into accredited property?
- Have HEIs listed only accredited property, or has it been separately identified, on their housing lists?
- Have HEIs considered the development of a central accommodation bureau to advise students when searching for private accommodation? Have HEIs and
other stakeholders considered the production of a student housing guide?

- Have HEls and other stakeholders provided effective house-hunting talks on a regular basis? If so, do these events reach the target student groups?
- Have HEls encouraged students to think carefully about their choice of consents, in order to reduce the turnover of student households?
- Have HEls sought to promote and raise students' expectations of the quality and affordability and suitability of accommodation?
- Have HEls informed students of their responsibilities as tenants?
- Have HEls sought to heighten students' awareness of the legal responsibilities of landlords?
- Have HEls sought to inform students of their responsibilities through a written code of behaviour?
- Have HEls encouraged students to introduce themselves to their neighbours and to foster other forms of neighbourliness?
- Have HEls raised awareness of the need for reasonable noise levels?
- Have HEls and other stakeholders considered preparing and issuing information directories detailing contact numbers and addresses of key services?
- Have HEls and other stakeholders considered the appointment of community liaison officers to foster cohesive relations between students and established residential communities? If so, are there mechanisms in place for community liaison officers to respond effectively to issues as they arise?
- Have HEls considered the development of neighbourhood helplines? If so, is effectiveness monitored?
- Have HEls considered the appointment of off-campus wardens to regulate student behaviour?
- Have HEls explored their powers to control and reprimand students who undertake anti-social behaviour?

LOCAL AUTHORITIES

- Has the local authority established appropriate mechanisms and communication channels for stakeholders to discuss issues of 'studentification'? If so, are these mechanisms open to all stakeholders?
- Has the local authority explored opportunities to share innovative and good practice with other local authorities through local authority networks?
- Are the initiatives to regulate processes of 'studentification' included in wider local authority strategies?
- Are the activities of different departments within the local authority mutually supportive and integrated?
- Has the local authority fully considered student accommodation issues in preparing the Local Development Framework?
- Has the local authority considered the appointment of a student strategy manager to manage initiatives to regulate 'studentification'?
- Has the local authority fully reviewed and assessed whether they are making effective use of all their available planning, housing management and environmental health-related powers to regulate 'studentification'?
- Has the local authority considered the implications of the powers introduced by the Housing Act (2004), and in particular the mandatory licensing of HMOs?
- Has the local authority considered strategies to minimise visual pollution associated with to-let signs and fly-posting?
- Has the local authority considered implementing appropriate methods to inform residents of the services (eg, cleaning, refuse, recycling, burglary reduction advice) which are available in neighbourhoods with high residential turnover and population change?

HEls and local authorities

- Have HEls, local authorities and other stakeholders actively promoted crime?
prevention strategies to students?
• Have HEIs and local authorities considered strategies to minimise problems of refuse collection and litter?
• Have HEIs and local authorities encouraged student volunteering and engagement within established residential communities?
• Have HEIs and local authorities implemented schemes/annual surveys to encourage students and landlords to maintain gardens and to keep them free of litter and refuse?
• Have HEIs and local authorities considered strategies to reduce private vehicle usage by students?
• Have HEIs and local authorities as appropriate considered the use of parking permit schemes to encourage more considerate parking of private vehicles?
• Have HEIs and local authorities considered strategies for limiting local traffic congestion?
Exhibit J

Sample of

Electronic Newsletter Sent to

30,000 Western Students

(1 of 6 newsletters sent out yearly)
WESTERN - OC NEWS

September 2006

IN THIS ISSUE
- OCA's First Event of the Year
- GETTING TO KNOW LONDON
- THE RULES WE LIVE BY
- ROOMMATE ACCORD
- IMPORTANT UPCOMING DATES FOR WESTERN STUDENTS
- HOME COMING WEEKEND
- Fire Safety
- GYNECOLOGIC CANCER AWARENESS MONTH
- INTERNET SET-UP GUIDE
- VOLUNTEER OPPORTUNITIES
- RECIPE OF THE MONTH
- SEPTEMBER QUIZ

WELCOME!
By: Daisy
We are the Off-Campus Advisors (OCA) and this is our community newsletter. It will appear on your doorstep six times over the next eight months. The purpose of both the Off-Campus Advisor program and this newsletter is to keep students and London community members informed about bylaws, upcoming community events, and other issues related to off-campus living. Our goal is to provide the resources and information necessary to foster a community environment that is safe, harmonious, and fine free! Please contact us and refer to the newsletters throughout the year with any questions or concerns regarding noise bylaws, garbage pickup, landlord problems, lease questions, roommate issues, or any other concerns you may have. The Off-Campus Advisors will be happy to help you!

OCA's First Event of the Year
Bake Table: Goodies for All
Mouth-watering confections will be available on-campus
Wednesday, September 27th 2006
11:30am - 3:30pm
Outside the Natural Science Center
BROWNIES, COOKIES, CAKES & SQUARES
Information on Off-Campus Housing and the OCAs will be provided at the booth
Donations will be accepted to support
THE ROTHOLME WOMEN’S SHELTER
GETTING TO KNOW LONDON
By: Andrew
Welcome to London, a great place to live, work, and study. If you are new in town, you might be wondering where to go for the many goods and services that this city has to offer. Here are just a few of the many things to do and see in London.

Getting Around
A few bus schedules or book-marking the London Transit website, www.londontransit.ca, can be a great help in getting around the city. Or, instead of busing, why not ride a bike or rollerblade on one of London’s many paths, which can be found on the City of London webpage www.london.ca? If you are a fan of taxis, Abouttown, Checker Limousine, and U-Need-A Cab would love your business. Another great way of finding where you want to go is using the yellow pages section of your phone book and you can never go wrong having a city map in your possession. Leaving town? We have Greyhound, Via Rail, and the London International Airport to assist you. For more tourist information, see London Tourism Info at www.londontourism.ca.

Entertainment
London has many choices for entertainment destinations. Movie theatres (Silvercity, Rainbow Cinemas, Hyland Theatre, or our very own Western Film), bowling alleys (Fleetway, Palasad, Huron Bowl), bars and nightclubs (Richmond Row and Downtown), museums (McIntosh Gallery, museum London), malls (Cherryhill, Galleria, Masonville, White Oaks, Westmount) parks and sports venues (JLC), to mention a few.

Food
From the quick fast food joint to the formal dining establishment, London has a great selection of restaurants to choose from, even on our own campus. Try something new! Students will find that their nearest grocery store is not far, with many to choose from around the student area, including A&P, Loblaws, Valumart, Sobeys, and the Covent Garden Market.

Services
London’s emergency number is 911. There are many hospitals (Victoria, University, St. Josephs, South Campus) and walk-in clinics (Oxford Medical, Family Medical Centre). London Public Libraries can be found at www.londonpubliclibrary.com, as well as Western’s libraries at www.lib.uwo.ca.

THE RULES WE LIVE BY
London City Bylaws
By: Kate
Every city has rules and regulations which we as citizens must all respect and obey. So it is up to us as a society to keep London a safe, clean and beautiful place to live for everyone. Here are some London bylaws to remember and live by, especially during occasions when we celebrate the start of another school year and homecoming events:
- Noise: London has a 24/7 noise bylaw. The police can charge each and every tenant for a noise violation. Tickets start at $125 but can escalate and be as much as a fine up to $2,000. So be kind to your neighbours and try to keep the noise down.
- Liquor Offences: The liquor license acts prohibits the consumption of alcohol anywhere other than a residence or licensed area. A residence is defined as a place that is actually occupied and
used as a dwelling and does NOT include public places, such as the sidewalk.
- Liability: Any tenant could be held liable for the actions of intoxicated individuals leaving their premises, even if the person only consumed their own alcohol.
- Garbage: London has a schedule where your collection days changes every week. You cannot put your garbage out until 6 p.m. the night before collection day and must be out before 7 a.m. the day of collection. You cannot exceed a 4 container limit to garbage. For more information, or access to a garbage collection schedule visit this website www.london.ca/Cityhall/EnvServices/zonemap_pdf.htm

- Play By The Rules

ROOMMATE ACCORD
By: Scott
So you move into your dream house living with a bunch of your supposed “best friends”, but slowly you start to realize that maybe these people are not exactly who you thought they were the year before. Half of your new roommates have boyfriends/girlfriends who are constantly crashing at your place, while the other half feels that the house is going to be the newest hot spot in London! You start to wonder what your options are to handle this insanity that you may or may not participate in.
One way to handle it is to call the Off-Campus Advisors! However, before going to such measures, you may want to just discuss these issues with your roommates, probably the most civil method to solving these problems. Another option is to use the Roommate Accord, a fantastic tool which enables you to lay out the ground rules of the house in writing and have these rules accompanied with the autographs of your bests. The accord covers all things from how rent will be handled to the rules on smoking in the house, and even how the chores will be dished out. To get a copy of this helpful little tool, visit www.uwo.ca/hfs/housing/mediate/accord.pdf

IMPORTANT UPCOMING DATES FOR WESTERN STUDENTS
By: Bo
September 25-29: Poster Sale in the UCC
An assortment of posters, pictures (some including frames), will be sold through the week.
September 27: Intramural fall indoor registration closes
This includes basketball, volleyball, soccer and other sports that you can play if you just get an intramural team together
September 29-October 1: Homecoming
October 3: Health Plan Opt-out deadline  
October 9: Thanksgiving Holiday (No Classes)  
October 15: Last day to drop a first term half course or full course without academic penalty  
See the Registrar's Office for more information  

HOMECOMING WEEKEND  
Friday, September 29th to Sunday, October 1st, 2006  
By: Bo  

Officially, Homecoming is an annual event that commemorates Western Alumni, and it is supposed to represent the former Western students "coming home" to their former university. Thus, for Alumni, this is a very important and formal weekend. Events for Western Alumni this year include an Awards Dinner, campus tours, and the President's Reception. For most students, however, Homecoming is important for very different reasons. Due to all that is going on, many students tend to be in high spirits. When it comes to the activity on-campus, Homecoming may be second only to Orientation Week. There is an annual parade that is scheduled on Saturday, September 30th at 10 a.m. and you will know it when you see it! This event has big and small, some of fanfare and some more conventional floats from residences and the affiliated colleges as well as some clubs on campus and other groups. This display of Western spirit will leave Centennial Hall and travel along Richmond Street onto campus. Also, many of Western's Varsity athletic teams will be in competition on Homecoming weekend including both men's and women's basketball, soccer, fencing, tennis and rugby. However, it is generally the annual Homecoming football game that is the most anticipated. This year Western Mustangs will be playing against the Windsor Lancers on Saturday, September 30th at 2:00 p.m. at TD Waterhouse Stadium. One of the most exciting elements of Homecoming is the Homecoming King and Queen competitions. Students of each residence and affiliate college, as well as off-campus students have a chance to select a King and Queen to represent them at the big Homecoming King and Queen competition. This selection is usually based on talent and/or ability to answer questions. The two big winners are crowned Homecoming King and Queen and get their own special float in the Homecoming Parade. Be sure to participate in or come out to support some of these events during Homecoming; it is definitely
worth taking part!
- Contact the USC if you wish to participate in this year’s Homecoming parade, at usc.homecoming@uwo.ca or 519-661-3574)
- For tickets to any of the Mustang games, contact Ticketmaster at 519-488-1012 or the Mustang Box Office at 519-661-4077)

FIRE SAFETY
October 9 to 13 is Fire Safety Awareness Week. Watch for information about regarding free giveaways in the UCC.
TIP: As of last winter, all residential premises are required to have a working smoke detector on every level and outside all sleeping areas.

GYNECOLOGIC CANCER AWARENESS MONTH
By: Julia
September is Gynecologic Cancer Awareness Month.
- Did you know that every seven minutes a woman is diagnosed with gynecologic cancers?!
- Ovarian cancer is the fifth most deadly form of cancer deaths among women.
- Gynecologic cancers are caused by the uncontrolled growth and spread of abnormal cells which originate in the female reproductive organs (cervix, ovaries, uterus, fallopian tubes, vagina and vulva).
- Some of the warning signs and symptoms of gynecologic cancers include: a sore that does not heal; a persistent change in bowel or bladder habits; unusual vaginal bleeding or discharge; pain or pressure in the pelvic area; frequent indigestion or abdominal bloating; and a thickening or lump that either causes pain or can be seen or felt.
- Some of the risk factors of gynecologic cancer include aging, hypertension, diabetes, smoking, family history, infertility, environmental influences, not bearing children, failure to receive regular pap tests, obesity, and estrogen use.
- Gynecologic cancers can be treated by surgery, radiation therapy, chemotherapy & experimental treatments.

INTERNET SET-UP GUIDE
By: Andrew
Without a doubt, one of the most important items in a student’s life is the computer, and its connection to Western, via the internet. But often, setting up that connection can be quite a task, especially for those
non-technically inclined with many other things to worry about in the flurry of activity surrounding the beginning of a new year at university. Here are a few quick tips to make setting up your connection a lot easier and save you some money on setup fees.

1. What do I do first?
The first thing you will need to know is what kind of service you want. High-speed service, like DSL or Cable? Dial-up? Or something else? These services vary in speed and price, mostly that the faster the service, the more the cost. Most students choose either DSL or Cable, the difference being that DSL signal travels on phone lines, and Cable on the wires normally used for Cable TV. Both are similar in price and speed, usually varying around $20 to $40 a month for a house. The good thing about living in a student apartment is that this cost can be split amongst roommates who can all share one connection via a router. Next, you will have to choose which company you would like to purchase internet service from. Some ISPs (Internet Service Providers) for the London area can be found in the yellow pages of your phone book.

2. Router? What is that? What do I need?
When the internet signal enters your house, either by telephone line, cable, or other means, it is received by a device called a modem. This device takes the signal and outputs it in a way that can be interpreted by your computer, either directly, as in dial-up modems, or by way of an Ethernet cable, like in most Hi-speed connections. If the connection is just for you, then that is all the hardware you need. Many Hi-speed internet companies will include this hardware with the purchase of a service with them. If you are sharing the connection with roommates, however, you will also need a router. A router is a device that takes the internet signal and splits it for multiple computers to use, among other things. To use the internet, you will have to connect to your router, either with an Ethernet cable and a T10/100 network card in your computer, like back in residence, or wirelessly, via a wireless adapter.

3. Wireless or Wired?
Should you connect to your router directly or wirelessly? Tough decision. Ethernet (direct) connection is generally cheaper and more reliable, but wireless can be more convenient, especially for those with laptops. Do you want wires running all over your house? Do you want to go through the trouble of
encrypting your wireless
signal so you are not giving free internet service to the neighbourhood? All tough questions to
take into account
when making your decision.
NOTE: A wired router is generally safer and easier to set up ... & prevents broadcasting of your
info around the
neighbourhood.
4. Alright, so let's connect!
You have your hardware, you have paid for service, and you have set up your router, now what?
Now it is time
to get online. Most ISP's provide instructions for entering a username and password to access
their service.
Pay close attention to their instructions, and you should be able to connect in no time.
Hopefully with this as a guide and the help of some tech-savvy friends, you will know the in and
outs of setting
up a home network in no time.

VOLUNTEER OPPORTUNITIES
By: Andrew
Students who wish to get involved with their community and gain valuable experience for the
future can volunteer
at one of many agencies in London. More and more, volunteer time is sought by those who wish
to apply for graduate
school in a certain field, and is a valuable service to the community. Here is a partial list of
agencies and
organizations that accept volunteers:
- Alzheimer Society of London and Middlesex: 519-680-2404 ext. 231
- Boys' and Girls' Club of London: 519-434-9114
- Brain Injury Association of London and Region: 519-642-4539
- Chelsey Park Retirement Community (www.chelseypark.com): 519-432-1855
- Children's Aid Society of London and Middlesex (www.caslondon.on.ca): 519-455-9000 ext.
539
- CPRI (Child and Parent Resource Institute): 519-858-2774 ext. 2074
- London Abused Women's Centre: 519-432-2204
- London & District Distress Centre (www.londondistresscentre.com): 519-667-6710
- LUSO Community Services (has volunteer positions for after school tutors): 519-452-1466
- PILLAR (www.pillarv.com): Contains a list of volunteer opportunities in the London area
- Salvation Army: 519-433-6106

RECIPE OF THE MONTH: MASHED POTATOES "BUBBLE AND SQUEAK"
By: Julia
Here is a recipe for a time between nights out, thinking about starting to study, and realizing that
you
really do not have much in the fridge already. The "Urban Peasant" James Barber
(theurbanhub.com) has recipes that will make it seem like you planned the meal, not just threw together random items from your fridge.

Ingredients:
- 1/4 cup butter
- 2 cups leftover cooked cabbage or Brussels sprouts
- 2 cups mashed potatoes
- 1 tbsp pepper
- Egg, beaten

Directions:
Melt the butter in a frying pan over medium heat. In a large bowl, combine the remaining ingredients, and mix them together until well-combined. Place the mixture in a frying pan and pat down into a cake. Reduce the heat to low and let cook until the bottom has browned (about 15 minutes). Invert a plate over the top of the frying pan and flip the cake out onto the plate. Eat as is, or slip the cake back into the frying pan and cook the other side for 2-3 minutes and serve. This dish bubbles as it cooks, hence the name “bubble and squeak”. You can use leftover Brussels sprouts too, in place of the cabbage.

SEPTEMBER QUIZ
By: Scott
1) Which county is London located in?
2) Where is the Off-Campus Housing Service for UWO located?
3) What date does the 2006-07 NHL season start?
Send answers to oca@uwo.ca by Monday, October 2, 2006 to enter a draw for BookStore Gift Certificate!

WHO WE ARE
The Off-Campus Advisors are a group of UWO students who are trained to provide advice for off-campus housing questions and concerns. We also strive to create a community atmosphere between UWO students and residents of London.

HOW TO CONTACT US
Housing Mediation Service - Off-Campus Advisors
Phone: (519) 661-3787
The University of Western Ontario
Medway Hall, London, Ontario N6A 5B9
E-mail: oca@uwo.ca
Website: www.uwo.ca/hfs/housing/oca
Exhibit K

Materials Developed at Fanshawe College for Landlords in Fleming Area
Requirements for Landlords Who List with Fanshawe College’s Off-Campus Housing Service

There are community concerns about incidents involving Fanshawe College students residing on Fleming Drive, Thurman Circle, Prosperity Court, Farnsborough Crescent (south of Cheapside) and Second Street (between Oxford & Cheapside).

In an effort to reduce bylaw, noise, and nuisance infractions, landlords in this targeted area must agree to the following requirements to list on Fanshawe’s Off-Campus Housing Service.

As a Landlord, I am solely responsible to ensure that:

- The rental property meets all city bylaws, building codes, and fire regulations.
- Any inspection requested by the City of London Bylaw Enforcement / Building Division and/or City of London Fire Prevention will be permitted.
- A City of London garbage schedule and a bylaw poster will be posted in a prominent place in all rental units (to be supplied by Housing Mediation Office).
- All rental listings will contain correct and accurate information (e.g. legal # of parking places).
- All lease agreements will comply with legal requirements of the Residential Tenancies Act.
- My correct business or personal address, phone number and email will be provided to my tenants and Fanshawe College (i.e. not the rental property address).
- Tenant names will be disclosed to Fanshawe College, if requested.
- I will agree to meet with Fanshawe College and City of London officials to deal with issues, when requested.

Signature: ___________________________ Date: ___________________________

Landlord Name: _________________________________________________________

Landlord’s Address: _______________________________________________________

Home Phone #: __________________ Alternate Phone # _______________________

Email Address: ___________________________________________________________

Rental Address(es) _______________________________________________________
City of London

Garbage and Blue Box Collection “D” Area Schedule

Please Note:
- Garbage to be in regulation size cans and polyethylene garbage bags
- Garbage should not be put out until after 6:00 p.m. the night before pick-up and before 7:00 a.m. the day of pick-up
- Maximum of 4 containers per pick-up with a maximum weight of 20 kg. per container

**GARBAGE DOS**
- Put your garbage out before 7 a.m. the day of collection, but not before 6 p.m. the day before collection.
- Use proper garbage bags or metal/plastic containers; maximum weight is 20 kg.
- Put out large items like mattresses, furniture, carpet (tied in bundles no larger than 1 metre).
- Put out a maximum of 4 containers per collection day.

**GARBAGE DON'TS**
- Don't use small grocery bags unless placed in proper garbage bags or containers.
- Don't leave scrap metal, construction materials or appliances.
- Don't place garbage at curbside outside specified hours.
- Don't place needles in garbage.

**RECYCLING DOS**

**Stream #1 - Paper Products**
- Include cereal, detergent, cracker and tissue boxes (empty & flattened).
- Recycle newspapers, catalogues, computer paper, flyers, envelopes, magazines, phone books, white & light coloured writing paper & egg cartons.
- Recycle cardboard (including clean pizza boxes) which must be flattened & tied in bundles no larger than 30" x 30" x 8".
- Put materials at curb in blue box, clear bag or small, untied plastic bag.

**Stream #2 - Containers**
- Include rigid containers of aluminum, glass, steel and plastic (#1, 2, 4 or 5 inside recycling logo).
- Rinse containers and remove caps/lids, flatten plastic and aluminum.
- Place food, drink and liquid containers at curb in blue box, clear or see-through blue bag.

**RECYCLING DON'TS**
- Don't mix materials from Stream #1 and #2. Two stream recycling means you separate paper products from other recyclables. Use two containers, one for paper products and one for other recyclables. Use a blue box, see-through plastic bag, clear bag (or plastic grocery bag for paper only). It's your choice!
- Don't recycle paper packaging such as milk and juice cartons, drink boxes, coffee cups, dark coloured paper and construction paper. Glass items such as broken glass, drinking glasses, dishes, cups, window glass, light bulbs, mirrors, pottery. Plastic items such as toys, Styrofoam TM plastic wrap, bags, plant pots, used oil containers, dish gails. Metal items such as spray cans, paint cans, coat hangers, pots and batteries.
- Don't overload boxes/bags as they cannot weigh more than 20 kg each.

---

**"D" Area**

2007
- September 6, 14, 24
- October 2, 11, 19, 29
- November 8, 14, 22, 30
- December 10, 18, 28

2008
- January 8, 16, 24
- February 1, 11, 19, 27
- March 6, 14, 26
- April 3, 11, 21, 29
- May 7, 15, 26
- June 3, 11, 19, 27
- July 8, 16, 24
- August 1, 12, 20, 28

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**Additional Information**
- Blue boxes are available by calling 905-807-9451 or from City of London’s website www.london.ca.
- Questions: call the City at 905-807-9451 or visit www.london.ca.
The City of London has a 24/7 Noise Bylaw. Any and all tenant(s) can be charged if noise is considered a disturbance to other people.

- A ticket of approximately $100/person can escalate to a fine of up to $5000/person if matters continue.

It is an offense to consume alcohol outside of your personal property. Individuals caught consuming alcohol off their property can, and generally will, be ticketed. Ticket is approximately $125/person.

- It is illegal to have parties (keggers) where guests are asked to contribute a sum of money to the cost of the alcohol, even if the sum barely covers the cost. Charges are generally a court appearance with a fine of up to $5000, plus the loss of any proceeds and any alcohol, including the loss of the keg.

The City requires you to ensure your property is maintained free of garbage, junk, litter, etc. and the grass is kept below 8". It is extremely important to ensure you and your landlord have a clear understanding of who is responsible for certain maintenance items, including:

- Garbage is on an 8 day cycle and cannot be put out until 6 p.m. the night before collection and at the curb by 7 a.m. the morning of collection.
- There is a 4 container and 20kg/container garbage limit. For garbage collection rules visit: www.london.ca under “Services”.
- Upholstered furniture is not allowed to be used outside.
Exhibit L

Sample of Materials Sent to All
Students Living in Residence

6,000 Students at Western
800 Students at Fanshawe
January 2007

TO ALL WESTERN RESIDENTS:

In the next few weeks you may be making some decisions about where to live next year. **If you are choosing to return to residence ... that's great!** There is a wide array of choices, and there is plenty of information in our Housing Office to assist you with your decision. If you are thinking about returning to residence, keep in mind that the application deadline is January 31, 2007. As a returning student, you know the advantages of living in residence: no hidden costs, convenience, save time, academic support and more.

Some of you will be heading off campus. If you are choosing to move off campus next year, please pay close attention to the material in this package. We would also STRONGLY suggest that you read the "RENTING IN LONDON" booklet which is available online at ...

www.uwo.ca/hfs/housing/mediate

It is designed to give you information about issues in selecting where to live, who to live with and what you are signing in a lease. During the months of January and February, the Off-Campus Advisors will be in your residences to dispense information to you. The OCAs can be contacted at oca@uwo.ca. You can also contact the Mediation Officer at 661-3787 or housing.mediation.service@uwo.ca to discuss issues related to leases, roommates, etc. You may also want to visit Western's Off-Campus Housing web site at ...

www.uwo.ca/hfs/housing/offcamp

To view listings placed by private landlords. The listings fluctuate from about 1,000 in January to over 1,600 in July with a total of over 6,000 places being listed in one year. These places are separated into houses, apartments, rooms in a house, etc. You can also place an ad free of charge (if full-time student), if you are looking for roommates to fill your place or to sublet.

BE A WISE CONSUMER AND CHOOSE YOUR HOUSING & ROOMMATES WITH CARE.

To save some trees, if you do not need this package, please pass it on to someone who can use it or ask the Residence Clerk to mail it back to our office (Room 102, Elgin Hall) via inter-campus mail.

Yours truly,

Glenn Matthews
Housing Mediation Officer
INTRO

The City of London is an excellent place to live, work, study and play. As residents, we can be proud of the character and beauty of the city, including the pleasant and attractive neighbourhoods. We are all entitled to the continued enjoyment of our neighbourhoods, but we also have responsibilities and obligations. Students have traditionally made a significant contribution to the City. Through various activities they have helped with charities, social organizations (i.e., blood donor clinics, Big Brother/Sister, etc.), and have generally added to the vitality of London. Responsible behaviour on the part of all residents can only have a positive effect on the student/city relationship in London. Students, like all citizens, should be aware of all neighbourhood issues and City Bylaws that might affect them. Good actions by students ensure housing opportunities and good standards of housing for Western/Fanshawe students. Take the time to meet your neighbours and get to know them.

GOOD NEIGHBOUR MANUAL

INTRO...

The City of London is an excellent place to live, work, study and play. As residents, we can be proud of the character and beauty of the city, including the pleasant and attractive neighbourhoods. We are all entitled to the continued enjoyment of our neighbourhoods, but we also have responsibilities and obligations. Students have traditionally made a significant contribution to the City. Through various activities they have helped with charities, social organizations (i.e., blood donor clinics, Big Brother/Sister, etc.), and have generally added to the vitality of London. Responsible behaviour on the part of all residents can only have a positive effect on the student/city relationship in London. Students, like all citizens, should be aware of all neighbourhood issues and City Bylaws that might affect them. Good actions by students ensure housing opportunities and good standards of housing for Western/Fanshawe students. Take the time to meet your neighbours and get to know them.

The City of London...
It's Our Home
When looking for a place to live.
OFF-CAMPUS HOUSING
What I need to know?

Rule Number One

DON'T RUSH TO GET A HOUSE WITHOUT SEEING WHAT IS AVAILABLE! A lease is usually the first major legal document for students and it is important to take your time in signing it. Be aware that once you sign a lease, you are locked in and it is very difficult to get out of it. There are a number of considerations to take into account when renting and the following information will outline five of the most prominent.

Step 1 - Cost

➤ How much I can afford is a major consideration
   • Rent, Utilities, Phone, Cable, Internet, Food, etc.
➤ When do I receive my OSAP?
➤ Is the rent inclusive or exclusive?
   • Inclusive rent includes utilities whereas exclusive rent does not include utilities
➤ How much does the landlord want up front?
   • Usually first and last month’s rent
➤ Ways in which to reduce costs
   • Extra roommates, offer to do chores for landlord, ask for a prompt payment discount
➤ Typical rent levels as of May 2005:
   • Bachelor Apt - $485 + Utilities
   • 1 Bdrm Apt - $620 + Utilities
   • 2 Bdrm Apt - $765 + Utilities
   • Room Only - $370 Inclusive
   • Shares (apt/house) - $385 + Utilities
   • New and large apartment complexes are usually higher in cost
➤ Insurance
   • For fire, theft, etc.
   • May be possible to add student to parent/guardian’s insurance
Step 2 - Roommates

- How many roommates?
  - More roommates reduce cost, however, more roommates are harder to manage
- How well do I know my roommates?
  - Joint and severally liable leases mean that you are liable for your roommates’ debt
  - Managing chores
  - Lifestyle issues/problems
  - Bills...spread the responsibility
- Roommate Accord
  - Divide chores and responsibilities for costs and bill payments

Step 3 - Accommodation

- Places to find housing
  - Off-Campus Housing website: www.uwo.ca/hfs/housing/offcamp
  - The Gazette
  - Local paper, friends, other students, etc.
- Considerations
  - Type of accommodation - house, apartment, room in house, basement apartment (check for dampness)
  - Location - close to school or work
  - Facilities - dishwasher, washer/dryer, etc.
  - High vs. low maintenance - apartment building vs. house
- Personal Safety
  - Go during the day to get a better look
  - Test route to campus at night to see how safe you feel - note location of bus stops, neighbours, lighting, etc.
  - Examine the windows and locks
- Fire Safety
  - All municipal Fire Services strongly recommend that a smoke detector be placed outside each sleeping area and on every level of a home, and that they are mounted high on a wall or on a ceiling. It is required by law that every rental unit has at least one working smoke detector.
  - Make sure that there are several possible escape routes and that all exits are unobstructed and would be easy to exit through at night and in the dark. In the case of basements, check local regulations as to methods required to get out.
Step 4 - Lease

- What type of lease?
  - 8 month or 12 month lease
- Does the Tenant Protection Act (provincial law) apply?
  - If I share a bathroom and/or kitchen with the owner or the owner’s immediate family, then I am not protected by the TPA
- Separate vs joint lease
  - Joint lease - everyone signs one lease and everyone is mutually responsible for one another
  - Separate lease - you are only responsible for yourself
- Guarantor
  - Most landlords request a guarantor who is liable for non-payment of rent or other damages
- Be aware of signing applications vs. leases
  - Applications are legally binding sometimes
- Items written into the lease
  - Any promise the landlord makes should be written into the lease to ensure they are carried out
  - Specify a date by which the promise must be carried out and stipulate a percentage to be taken off the rent if the promise is not carried out
- What do you know about the landlord?
  - Ask for references
  - Talk to current tenants without the landlord present
- Landlord/Tenant duties
  - Who will look after grass, snow removal, etc.
  - Get arrangement written into the lease
- Subletting
  - Be sure to get a written agreement
  - Be aware that you are still liable for the rent and actions of the subletter (such as damages and phone bill)

***Have the current tenants given WRITTEN NOTICE TO VACATE? Tenants have up to 60 days before their tenancy ends (or in the case of month-to-month tenants simply 60 days at any time) to give written notice of their intention to terminate their tenancy. If they have not submitted their 60 days notice, they may stay on as month-to-month tenants, in which case any lease you sign is null and void.***
Step 5 - Lifestyle

- Do I need a quiet place?
  - Consider the location of your room
    - Upper floor and corner units are quieter
    - Location of the garbage chute and elevator in proximity to unit, street noise

- Amount of chores
  - Apartment (less) vs. house (more)

- Decorating
  - Make sure you have the landlord’s approval as he/she can force you to return the premises to its original condition at your cost

- Noise
  - How much noise do I want to make?
  - Can be louder in a house than in an apartment or townhouse

- City By-laws
  - Parking, noise, rooming house, furniture, etc.

- Parking
  - Need to know if there is enough legal parking for all tenants...can’t park on the street overnight or on the front lawn

RESOURCES

Housing Mediation Service...free advice, counseling or mediation
Room 102, Elgin Hall
661-3787
housing.mediation.service@uwo.ca
www.uwo.ca/hfs/housing/mediate

Off-Campus Housing...view listings or place a listing
Room 102, Elgin Hall
661-3550
off-campus.housing@uwo.ca
www.uwo.ca/hfs/housing/offcamp

Community Legal Services...free legal advice
Room 120, Law Building
661-3552
www.law.uwo.ca/mainSite

Ontario Rental Housing Tribunal
1-888-332-3234
www.orht.gov.on.ca/scripts/index.asp
Your Property and City of London By-Laws

Untidy lots, dilapidated furniture, abandoned refrigerators, cars parked on lawns... hopefully this does not describe some of the properties in your neighbourhood. The City has a number of by-laws that regulate these issues to ensure public health and safety and to maintain a standard of neighbourhood quality of life. Property owners and tenants must take note of these situations on private property as well as use of public property.

Private property rules:

- **Untidy lots**: Both owners and tenants have a responsibility to ensure properties are kept clean. Keep garbage storage areas free of litter and waste in a manner that will not attract pests or create a health and safety hazard.

- **Grass/weeds**: Cut grass and weeds regularly. They should not exceed a height of 20 cm (8 inches).

- **Abandoned refrigerators/freezers**: Remove the doors from appliances before they are placed outdoors for pre-arranged private removal and disposal. Left unattended with the doors attached, abandoned appliances pose a great public danger, specifically to children.

- **Couches**: When upholstered chairs and couches designed for indoor use are left outdoors for extended periods they become dilapidated. Timely removal and disposal of this rubbish is required (appreciated) and can be done by simply putting it out with regular garbage.

- **Parking**: Parking on grass on the front lawn is not permitted. Generally, parking is limited to parking areas and private driveways.

- **Building maintenance**: The City has minimum standards for the maintenance of residential buildings. These standards deal with the inside of buildings (tenant issues) and exterior of the buildings. A well maintained residential building represents neighbourhood pride.

Further by-law information about the above issues can be found on the City's web site at [www.city.london.on.ca](http://www.city.london.on.ca). If you have any questions or require other information related to private property standards, please call 661-4660.
Off campus housing and property standards

The enforcement of standards for the maintenance and occupancy of properties is important to the health, safety and welfare of Londoners. The City has by-laws that require buildings be maintained to certain standards. These by-laws apply to the exterior and interior of buildings and property conditions.

The following abbreviated checklist will assist you when you are looking for rental accommodations in the future. These requirements for existing buildings are in addition to any requirements that may apply under the Ontario Fire Code.

General Appearance

- Ensure the property is maintained in a neat and tidy condition.
- Make sure exterior lighting is maintained and in working order.
- Ensure that existing fencing enclosing the property is maintained.

Garbage storage

- Ensure that the storage area for garbage is kept in a sanitary condition.
- Make certain the storage area is sufficient for the amount of garbage generated.

Building Maintenance

- Ensure the roof system (including soffits eavestroughs, gutters) is maintained.
- Make certain exterior doors/windows are secured with proper hardware (locks, latches).
- Ensure stairways are stable and provided with a hand rail.
- Make certain that all floors/carpet are free of holes, cracks or tears.
- Ensure the electrical and plumbing system is in good working order.
- Make certain exterior decks have proper guards and hand rails.
- Ensure that openable windows are provided with screens between May 15 to Sept. 15.

Occupancy Standards

Ensure that: the minimum ceiling to floor head room at least 6 ft 5 in; the bedrooms are at least 75 sq ft without a built-in-cabinet and 65 sq ft with a built-in-cabinet; the bedroom window areas are at least 2.5% the size of the bedroom floor area; the headroom over the stairs (including landings) is at least 5 ft 11 in; every floor level containing a bedroom is provided with a least one outside window that can be opened from the inside and that this window provides an unobstructed open portion having a minimum area of 3.8 sq ft with no dimension less than 15 in.; each dwelling is properly fire separated from other units and that each unit has a separate exit; each washroom is supplied with natural/mechanical ventilation.

The above checklist will assist in your search for rental accommodations. To learn more about Property Standards call 661-4660 or visit: www.london.ca. Go to the Business icon and under the title By-laws, click on By-laws – consolidated version.
WHAT I NEED TO KNOW ABOUT RECYCLING AND GARBAGE COLLECTION

SEE COLLECTION SCHEDULE at www.london.ca/Cityhall/EnvServices/zonemap_pdf.htm

RECYCLING DON'Ts

× DON'T mix materials from Stream #1 and #2
Two Stream recycling means you separate paper products from all other recyclables. Use two containers, one for paper products and one for other recyclables. Use a Blue Box, see-through plastic bag, clear bag (or plastic grocery bag for paper only)...it's your choice.

× DON'T recycle paper packaging such as milk and juice cartons, drink boxes, coffee cups, dark coloured paper and construction paper. Glass items such as broken glass, drinking glasses, dishes, cups, window glass, light bulbs, mirrors, pottery. Plastic items such as toys, Styrofoam TM plastic wrap, bags, plant pots, used oil containers, dish pails. Metal items such as spray cans, paint cans, coat hangers, pots and batteries.

× DON'T make box or bag more than 18 kg/40 lbs.

RECYCLING DOs

Stream #1
✓ DO include cereal, detergent, cracker and tissue boxes (empty and flattened)
✓ DO recycle newspapers, catalogues, computer paper, flyers, envelopes, magazines, phone books, white and light coloured writing paper and egg cartons
✓ DO recycle cardboard (including clean pizza boxes) which must be flattened and tied in bundles no larger than 30" x 30" x 8"
✓ DO put materials at curb in blue box, clear bag or small untied plastic bag

Stream #2
✓ DO include rigid containers of aluminum, glass, steel and plastic (#1, 2, 4 or 5 inside recycling logo)
✓ DO rinse containers and remove caps/lids, flatten plastic and aluminum
✓ DO place food, drink and liquid containers at curb in blue box, clear bag or small untied plastic bag

GARBAGE DON'Ts

× DON'T use small grocery bags unless placed in proper garbage bags or containers
× DON'T leave scrap metal, construction materials or appliances
× DON'T place garbage at curbside outside specified hours
× DON'T place needles in garbage

GARBAGE DOs

✓ DO put your garbage out before 7 a.m. on the day of collection...but not before 6 p.m. of the day before collection
✓ DO use proper garbage bags or metal/plastic containers - max weight is 18 kg/40 lbs, max size 125L
✓ DO put out large items like mattresses, furniture, carpet (tied in bundles no larger than 1 metre)
✓ NEW: 4 container limit for garbage beginning January 16, 2006

NOTE: See City website for yard material collection
Blue Boxes available for $6 (including tax) at Off-Campus Housing, Room 102, Elgin Hall

Questions: Call 661-4555 or visit www.london.ca
Smoke Alarms Save Lives!

The essential nature of smoke alarms is reflected by the fire code which requires, by law, the installation of smoke alarms in all dwelling units. Further, the owner is responsible for maintaining smoke alarms in working order. To this end, the smoke alarm manufacturer’s maintenance instructions, or approved alternative, must be provided to the occupant of each rental dwelling unit. The following penalties apply to owners, with the exception of Article 6.3.3.4. which applies to both owners and tenants. In addition there is a 35 dollar victim fine surcharge for each offence.

Smoke Alarm Offences & Fines

<table>
<thead>
<tr>
<th>Fire Code Reference</th>
<th>Offence</th>
<th>Fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Article 2.13.2.3.</td>
<td>Fail to install smoke alarm as required</td>
<td>200.00</td>
</tr>
<tr>
<td>Article 6.3.3.2.</td>
<td>Fail to maintain smoke alarm in operating condition</td>
<td>200.00</td>
</tr>
<tr>
<td>Article 6.3.3.3.</td>
<td>Fail to provide smoke alarm maintenance instructions to occupant</td>
<td>200.00</td>
</tr>
<tr>
<td>Article 6.3.3.4.</td>
<td>Intentionally disable smoke alarm to make it inoperable</td>
<td>200.00</td>
</tr>
<tr>
<td>Article 6.3.3.5.</td>
<td>Replace smoke alarm with reduced level of detection</td>
<td>200.00</td>
</tr>
</tbody>
</table>

Did you know?

- Dwelling units must have proper fire separation from other units and common areas. These include doors, walls and ceilings.
- Dwelling units must have proper fuses or circuit breakers to ensure electrical wiring integrity.
- There must be no blockages in exit ways.
- No combustibles should be placed within one metre (3 feet) of gas powered furnaces and hot water heaters.

Need more information? Call Fire Prevention at 661-4565
Some Fire Safety Tips

Cooking
- Don’t cook if you’re sleepy, if you’ve been drinking alcohol excessively, or if you’ve taken medication that makes you drowsy.
- Stick around. Never leave stovetop cooking unattended.
- Keep pot holders, food packaging, cookbooks, dish towels and anything that burns away from your stove.
- Put a lid on it! If a pot catches fire, slide the lid over the pot and turn off the stove. Never attempt to move the pot outside or to the sink.

Smoking
- Smoke outside when possible.
- Use large, deep, non-tip ashtrays.
- Never smoke in bed.
- It’s risky to smoke when you’ve been drinking or when you’re drowsy.
- After a party, check furniture and cushions for smoldering cigarette butts.

Candles
- Never leave burning candles unattended and make sure all candles are extinguished when you leave the room or go to bed.
- Keep papers, curtains, bedding and anything that burns away from lit candles.
- Use sturdy candle holders and never let candles burn all the way down.
- Don’t place lit candles in windows or near doorways, where drafts could bring combustibles in contact with the flame.
- Locate burning candles in a secure location away from small children and pets.

<table>
<thead>
<tr>
<th>Fire-Safe Behaviour Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>I never cook when I am sleepy or have been drinking.</td>
</tr>
<tr>
<td>I never leave stovetop cooking unattended.</td>
</tr>
<tr>
<td>I keep combustibles away from the stovetop and keep a pot lid handy.</td>
</tr>
<tr>
<td>I always handle smoking materials safely or I do not smoke.</td>
</tr>
<tr>
<td>I never leave candles unattended and keep them away from combustibles.</td>
</tr>
</tbody>
</table>

To learn more about Fire and Life Safety visit: [http://www.fire.london.ca](http://www.fire.london.ca)

Finally, remember that a few minutes spent ensuring that your home is fire safe and preparing for an emergency could save your life.

In an Emergency... Call 911
(For Police, Fire and Ambulance in London and the surrounding area)
You should note that in the City, it is illegal to park a vehicle in any of the following locations:

- between the curb and the sidewalk
- over the sidewalk
- between the sidewalk and the street line (i.e. street allowance)
- on the street between 3:00 a.m. and 5:00 a.m. every day
- on the front lawn

As single family homes can often only accommodate a maximum of two cars in a driveway or garage, please do not plan to have more cars than there are spaces available.

Note: In the front yard, driveways cannot exceed 50% of the width of the lot to a maximum of 6 metres, whichever is the lesser, on properties with frontages of less than 15 metres. Parking spaces cannot be created between the street setback and the street line. You can only park in tandem to the driveway area and not on the grass; thus you should ensure the driveway has a proper covering. If you have questions, please call 661-4537.

Tickets may be issued for parking illegally.
As probably everyone is aware, it is illegal to sell alcohol in your home. What most people may not know, is that it is also illegal to disguise the cost as another cost such as a coat check, buy a cup and get drinks free, pay a charge to hear a DJ and drink free, buy a balloon and drink free. All of these options are illegal if any of the charge pays for the cost of the alcohol.

Why does this matter?

The Police have charged a number of people over the years and the consequences of what might appear to be a simple fun event, can turn ugly very quickly.

Be aware that:

- The Police can and have charged every occupant of a house hosting a kegger...this could even mean YOU if you are out of town when your roommates host the event.

The charges that the Police can lay include:

- Noise Bylaw - approximately $100
- Mischief Charge - court appearance and a fine up to $5,000
- Sale of Alcohol

- The Police will generally also confiscate any alcohol or proceeds from the event.

- Further to this issue...and probably more serious for the student...involves the liability of hosting an event. Even if you are not charging for alcohol, or if a person brings their own, if somebody consumes alcohol on the premise and then is injured or in an accident, EVERY OCCUPANT is liable for the incident. This would also mean that any guarantor (if there is one) such as a parent, is also liable for any incident after a person leaves.

The reason for this information is not to suggest that you never have a social gathering, but to ensure you are aware of potential problems.

(Over)
Every city has varying rules that you should be aware of when you move in...thus hopefully avoiding losing some of your money to city or provincial accounts!!

NOISE
- London has a 24/7 Noise Bylaw.
- The Police can charge each and every tenant for a noise violation. Tickets start at approximately $100 but can escalate and be as much as a fine up to $2,000.

MISCHIEF
- This is a charge whereby Police feel individuals have purposely caused problems for their neighbours.
- This requires a court appearance and each and every tenant could face a fine of up to $5,000 and jail time.
- Students in the past have been fined $800 for a first offence.

LIQUOR OFFENCES
- The Liquor Licence Act prohibits the consumption of alcohol anywhere other than a residence or licensed area. A residence is defined as a place that is actually occupied and used as a dwelling and does NOT include public places.

LEGAL LIABILITY
- Any occupant (tenant) could be held liable for the actions of intoxicated individuals leaving their premises...even if the person only consumed their own alcohol.

VANDALISM
- Sometimes individuals have done things (taken road signs, stolen neighbour's lawn ornaments, etc.) which seem harmless at the time.
- Property vandalism of public or private property is a criminal offense and while there may be a monetary fine, more importantly, it could affect certain career paths that individuals wish to pursue.

GARBAGE
- London has a schedule where your collection day changes every week. You cannot put your garbage out until after 6 p.m. the night before collection day.

PROPERTY UPKEEP
- Grass must be kept short, junk and litter must be cleaned off lawns, and outside furniture must be minimal and not an eyesore.

PARKING
- You cannot park on the street between 3 a.m. and 5 a.m.

This note is meant as a point of information to assist you so that your money can be used for more important avenues.

If you have any questions, please contact the Housing Mediation Office at 661-3787.
ROOMMATE ACCORD

"Suggested Information and Agreement to Help Maintain Roommate Harmony"

INFORMATION

Negotiating a roommate agreement may not be your highest priority when starting out in a new place. However, experience has shown that even the best of friends can become bitter enemies after several months of sharing an apartment. It is highly recommended that an agreement be completed after an honest discussion about issues and personal habits. In some cases, an agreement might be advisable before signing a lease as people may discover that they are not suited to be roommates. Below are some of the concerns that should be discussed.

1) RENT - Money can be the single biggest issue to cause friction between roommates. It is important to ensure what amount is being paid and by whom; i.e. if one person shares a room, do they pay less than the roommate that gets a single room, or if all roommates get a single room, does the person with a smaller room pay less. Also, does each roommate pay their share to the landlord or does one roommate pay another and that roommate pay the landlord.

2) OTHER CHARGES - It is important to know exactly what costs are shared when living together. Telephone, food, TV rental, etc., are important issues to decide. It is also necessary to have a system about when payment is made or required; i.e. if the phone is in the name of one roommate and the other roommate(s) are required to share costs, is the payment by the other roommate(s) due when the bill is received or the deadline on the bill. Remember, if the payment by the roommate(s) is due when the deadline for the bill is, the roommate who actually pays the bill could have a cash flow problem. It is recommended that a policy be established that payment is due a certain number of days after the bill is received or a certain number of days before the deadline on the bill.

3) ROOMS - If the rooms are identical, choosing one may not be a concern. But if one room is larger than others, or has a better view, some negotiation will be necessary. It can be as complicated as negotiating a different rent for each room or as easily as a coin flip to determine who gets a particular room.

4) OBLIGATIONS - Chores can often be mundane or easy depending upon individual needs and talents. Whether it is washing dishes, cooking, general cleanliness or cleaning the bathroom, it is necessary to determine a level of tolerance for certain tasks. Sometimes it’s beneficial to set up some schedule and/or alternate duties on a weekly or monthly basis.

5) SUMMER MONTHS - Often students are not present during the summer months or stop in occasionally. It is beneficial for various reasons to ensure everyone knows what is happening during the summer period. If the place is to be vacant for an extended period, it would be a good idea to have a friend check for security reasons, pick up any mail, or water the plants. If tenants are going to return at varying times throughout the summer, it would be prudent to coordinate those dates.

6) SUBLETTING - There are two primary situations that involve subletting. One is when you sublet in the summer to get extra income. The second is when a roommate leaves for whatever reason and wants to sublet to meet their monetary obligations. In the first case, it is necessary to discuss who will sublet and how the income is divided. Does the sublettor have use of the entire apartment or just one bedroom and the common area (It is advisable to have a written agreement with the sublettor). In the second case, there should be some discussion as to whether the sublettor needs to be approved by all parties or if the sublettor needs to be a non-smoker or the same sex as the remaining roommates.
7) HOUSE RULES - Often this can be the most difficult area to discuss. One issue may irritate a roommate but they do not want to say anything because it may be interpreted as "complaining" or "whining" by other roommates. In these situations, the irritation festers until a person "blows up" over what might appear to be a minor issue. It is strongly advised that some ground rules are set regarding the following issues:

**NOISE** - early mornings or late at night can be caused by stereos, clock radios, simply talking late at night with a visiting friend, etc.

**COMMON COMPLAINT** - My roommate likes to listen to his/her stereo *(even at low volume)* late at night.

**GUESTS** - can consist of mutual friends, visitors vs overnight guests, partners, or even parents

**COMMON COMPLAINT** - My roommate has their partner over every Friday and Saturday night or they stay for a week at a time.

**PERSONAL ITEMS** - could include many things at varying degrees ie. bedroom vs common area or bathroom items vs items in the fridge, etc. Note: It may be worthwhile to do a property list to ensure that everybody knows which items to belong to each roommate as well as for insurance purposes.

**COMMON COMPLAINT** - My roommate went into my bedroom to borrow my hair dryer and told me a couple of days later when I could not find it.

**SMOKING** - not only decide if roommates can smoke but where and also consider guests

**COMMON COMPLAINT** - My roommate and I agreed that we would not smoke but my roommate has a friend who chain smokes. After three hours the apartment stinks!

**LEAVING MESSAGES** - it's always important to have good communication between roommates - designate an area *(ie. fridge door)* to leave messages for each other

**COMMON COMPLAINT** - My roommate never writes down messages and tells me after the message becomes irrelevant!

**STUDYING ARRANGEMENTS** - there may be times when visitors will not be allowed or maybe two roommates prefer using the same area to study

**COMMON COMPLAINT** - My roommate likes to work on the computer late at night. The computer doesn't bother me but the keyboard clicking does!

**PETS** - decide if pets will be allowed, even on a temporary basis

**COMMON COMPLAINT** - My roommate and I agreed to not have a cat or dog but at Christmas she got a gerbil that runs on its wheel all night!

8) OTHER - It's important to know what will happen at the end of an agreement. It should be incorporated into the agreement that all parties have a discussion in early February as to what is going to happen. If one roommate is going to give their notice to vacate the roommate(s)' agreement should require each individual to give a copy of the notice to other roommates so that they can decide if they are going to stay or give their notice as well.
ROOMMATE AGREEMENT

Before filling out this agreement, it is recommended that the parties read and discuss the notes attached to this document.

BETWEEN ____________________________ AND ____________________________

AND ____________________________

We the tenants of ____________________________ in the City of London, Ontario agree that this document represents a binding agreement between us with respect to our tenancy at the above premises from __________ to __________. We further agree that if this agreement conflicts with any of our rights and obligations under the Tenancy Agreement dated __________, with respect to the above premises or with the provisions of any Provincial Acts, the said Tenancy Agreement and the Provincial Act will prevail in all respects.

1) RENT - It is hereby agreed that our rent obligations will be apportioned as follows:

________________________________________________________________________

________________________________________________________________________

2) OTHER CHARGES - It is agreed that our obligations with respect to the costs of:

________________________________________________________________________

________________________________________________________________________

will be apportioned as follows:

________________________________________________________________________

________________________________________________________________________

3) ROOMS - It is agreed that the following persons shall occupy the following bedrooms during our tenancy:

________________________________________________________________________

________________________________________________________________________

4) OBLIGATIONS - It is agreed to divide our household responsibilities such as:

________________________________________________________________________

________________________________________________________________________

in the following manner:

________________________________________________________________________

________________________________________________________________________

5) SUMMER MONTHS - It is agreed that the following provisions will govern our occupancy of/responsibilities toward the premises during the period from __________ to __________.

________________________________________________________________________

________________________________________________________________________

(over)
6) SUBLETTING - It is agreed that subletting of the premises will be arranged in the following way:


7) HOUSE RULES - It is agreed that the following rules will apply for the period of our occupancy at said premises:


8) OTHER - A) It is understood between and among the undersigned that each is responsible for his/her portion of the rent as per section "1)" above until the end of the lease period. It is further understood that if a tenant vacates before the end of the agreement, s/he will be responsible for the accruing rents to the end of the Tenancy Agreement. **AS PER PROVINCIAL LEGISLATION, THE REMAINING TENANT(S) WILL BE RESPONSIBLE TO THE LANDLORD FOR ANY SHORTFALL IN RENT CAUSED BY A VACATING TENANT.** (If all tenants are on a "joint" lease).

   - B) At the end of the lease term for said premises, any tenant on the said Tenancy Agreement has a right to continue living in the premises as long as they adhere to the rental agreement. However, some tenants may wish to leave while others may wish to stay. It is agreed if that the following provisions will apply when determining arrangements for tenancy beyond the term of the original Tenancy Agreement:

   - C) Unresolved issues will be discussed and negotiated in the following manner:

Dated this London, Ontario.

The signing of this agreement indicates our full understanding and acceptance of the above provisions and terms.

__________________________________________________________________________

TENANT/ROOMMATE WITNESS

__________________________________________________________________________

TENANT/ROOMMATE WITNESS

__________________________________________________________________________

TENANT/ROOMMATE WITNESS

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TENANT/ROOMMATE WITNESS