



Western

2016–2017

# Neighbourhood Relations



# Western & Neighbourhood Relations

## WE WANT YOU TO KNOW

**Western takes a proactive approach to being a good neighbour.**

Western and its affiliated university colleges (King's, Huron and Brescia) believe shared accountability, open communication and cooperation are the most effective approaches to building and preserving strong neighbourhood relationships.

We value our relationship with the greater community. It is important to us that we address and respond effectively to the concerns of neighbours whose lives are impacted by Western students.

We must acknowledge our students are adults—who are accountable for their actions. However, we strive to foster good relations with neighbours by educating and encouraging students to be responsible, good neighbours.

## COMMUNICATION INITIATIVES

**Western's Housing Mediation Service works to prevent problems before they occur.**

Western's Housing Mediation Service provides educational programming to students, landlords and community members about their rights and responsibilities. Areas of focus include:

- **Local mailings**  
In early fall, more than 13,000 homes near Western and Fanshawe receive packages with information on Housing Mediation Service, how to be a good neighbour, orientation details and garbage collection schedules.
- **Off-Campus Advisors**  
20 Advisors present information sessions in residences to prepare students before they move into the community. This program has won two provincial awards, and has attracted the interest of other universities interested in emulating Western's programs.
- **Electronic newsletter**  
Western Off-Campus Connections goes to 38,000 Western students, six times a year. It is also distributed to 2,500 homes in the surrounding campus neighbourhood and addresses timely housing issues.
- **Free Mediation Services**  
Mediation services are available to neighbourhood residents and students to address rights and responsibilities (e.g. resolving disputes with neighbours, landlords or roommates).

[More information about Western's Housing Mediation Service on back page.](#)



# Striving to be good neighbours

## STUDENTS ARE ORDINARY CITIZENS

**Western has no special right to define off-campus behaviour of our students.**

- Western's Code of Student Conduct establishes standards and behavioural expectations for students. Western uses the Code to maintain campus security and ensure the safety of the people who study, work and visit here. Invoking sanctions under the Code is a serious matter.
- While our students are respected members of our academic community, and we have a special relationship with them, Western has no right to define the moral and social behaviour of our students when they are off campus.
- If a student's off-campus behaviour crosses the line, Western's Housing Mediation Service is available to offer assistance.

## ORIENTATION WEEK

**Safe, alcohol-free events keep students on campus—away from neighbourhoods.**

The campus is home to more than 5,000 first-year students. At the beginning of September, orientation activities can be noisier than day-to-day activities during the rest of the academic year.

Safe, alcohol-free events are planned that keep students on campus. Western also sponsors enhanced police presence during orientation.

The orientation program is organized by both students and members of Western's senior administration.

Western works closely with its Students' Council—especially during Orientation Week and Homecoming—to keep neighbourhood disruptions to a minimum during campus events.





## ON-CAMPUS LIVING

### Western encourages students to live and learn on campus.

- Since 1997, Western has invested more than \$191 million in 2,777 new residence spaces.
- Western now has 5,321 residence spaces for students—room for all first-year students and approximately 1,000 upper-year students who want to live in residence.
- In addition, Western has 922 apartment and town house units for upper-year and graduate students, which accommodate about 2,000 students.
- Western's affiliated university colleges, King's, Huron and Brescia, provide residence space for approximately 1,200 students.



Ontario Hall, which opened in 2013 as Western's newest residence, sits along Sarnia Road, and houses up to 1,000 students on its 22 floors.

## ON-CAMPUS TO OFF-CAMPUS LIVING

### Western prepares students for the transition to off-campus living.

- The Housing Mediation Officer offers monthly information sessions for students to help them make the transition.
- Students moving off-campus are shown a video emphasizing the importance of good neighbourhood relations.
- On-campus residents receive a package of information outlining city by-laws, tenant issues and roommate concerns.
- Information is distributed to 5,200 on-campus students in January and February as they prepare to search for accommodation for the following year.

**PARKING** We encourage students to use transit or park on campus, rather than park in neighbourhoods.

All Western students purchase a compulsory transit pass through their student fees. This is to encourage transit use, minimize the need for parking and discourage neighbourhood parking.



## HELPING THE COMMUNITY

### Western and its students make a positive impact on the city.

- In early 2015, Western released the results of a study assessing the University's total annual economic impact at \$11.3 billion, of which \$3.6 billion was realized right here in London.
- The study also found that 10,840 jobs in London are connected to Western.
- Each fall, hundreds of landlords, merchants and business owners welcome the return of Western students. These businesses rely on Western students and benefit from their patronage.
- Western students have raised more than \$2.6 million for the cystic fibrosis fundraiser Shinerama since 2000, making it the top Shinerama campaign in the country.
- More than 200 students work in Western's Community Legal Services to provide free legal advice and representation to members of the community. Law students also provide pro bono legal services to community agencies that do not have the resources to afford legal counsel.
- Over the last 20 years, Western faculty, staff, students and retirees have raised close to \$11 million for the United Way of London & Middlesex. Year after year, Western raises more for the local United Way than any other organization.



**TOP:** Sport Western camps provide positive and rewarding experiences for London and area children and youth.

**MIDDLE:** Students work alongside staff at Mission Services of London as part of their contribution to the community through Western Serves.

**BOTTOM:** Students provide a cleanup of the grounds at Mission Services of London as part of their participation in Western Serves.

## Western's good neighbour initiatives and partnerships

- Western and Fanshawe College share a full-time Housing Mediation Service. This service is funded by Western, Fanshawe, the students' councils of both institutions and the City of London.
- In 2006 Western began to provide funding for a second Housing Mediation Service staff member to better serve the needs of the community.
- Western meets regularly with neighbourhood associations, and has positive and ongoing dialogue with association representatives.
- Western is an active member of the City of London's Town and Gown Committee and is represented by a member of senior administration, the Associate Vice-President, Housing & Ancillary Services, as well as the Housing Mediation Officer.
- Western sponsors enhanced police presence during key times/events. For reasons of safety, security and liability, Western relies on its police service, rather than student patrols.
- Western encourages responsible garbage disposal by distributing 16,000 garbage schedules at the beginning of September.
- In the spring, as students move out, dumpsters are provided in key areas and an exchange program for old furniture, and an online garage sale help reduce the amount of furniture for disposal.

## Western's Severe Weather Emergency Siren System

- Western's emergency siren system provides early warnings of imminent weather danger. The siren can be heard on campus and a few kilometres into the surrounding community.
- If the siren sounds, immediately seek shelter in the central core of buildings, on the lowest floor, away from windows and doors. Listen for the all-clear message.
- Sirens have silent test capacity, which takes place monthly. Actual sound tests take place routinely throughout the year. The community will be given advanced notice of testing.

## Campus Police

Western has invested considerable resources to provide a Campus Community Police Service (CCPS) that works in partnership with London Community Police Service. CCPS is committed to professional standards, community partnerships and activities that contribute to the quality of life in and around the university community.

**Campus Community Police Service**  
Lawson Hall, Rm 1257, Western University  
London, Ontario N6A 5B8

**Tel: 519.661.3300**

**Director: John Carson e: jcarso8@uwo.ca**



## Western offers a variety of retail services, athletic events, and cultural activities open to the public. Here are just a few:

### Campus Recreation

Become a member and receive access to the aquatic centre, workout equipment and exercise classes ranging from pilates to spinning. [westernmustangs.ca](http://westernmustangs.ca)

### Community Legal Services

This service provides legal advice and representation to community members. [law.uwo.ca/cls](http://law.uwo.ca/cls)

### Cronyn Observatory

Astronomy Public Nights at the Cronyn Observatory occur weekly May through August, and monthly during the fall/winter (October-April). [physics.uwo.ca/community](http://physics.uwo.ca/community)

### Libraries

Members of the public may be eligible to borrow from Western's libraries for research or other professional needs. [www.lib.uwo.ca](http://www.lib.uwo.ca)

### McIntosh Gallery

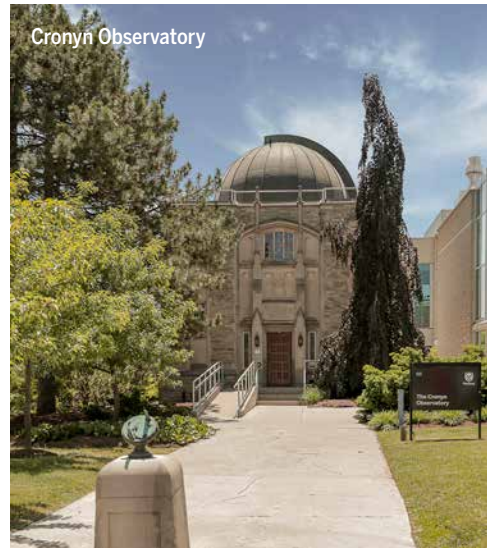
Free admission to view art exhibits and reference materials. [www.mcintoshgallery.ca](http://www.mcintoshgallery.ca)

### Public Lectures

Western offers many lecture series for the public, including Classes without Quizzes and the award-winning Senior Alumni Lecture Series.

### Thompson Arena

This athletic centre offers a skating rink, indoor track and tennis facilities. [westernmustangs.ca/TRAC](http://westernmustangs.ca/TRAC)



Cronyn Observatory

### Western Dental Clinic

The dental clinic is a teaching facility that selects patients based on educational requirements of the program. Clinic fees may be up to 60 per cent less than what a private dentist may charge. [schulich.uwo.ca/dentistry/dental\\_clinics](http://schulich.uwo.ca/dentistry/dental_clinics)

### Western Film

Check out a newly released movie in a comfortable theatre located in the University Community Centre. [westernfilm.ca](http://westernfilm.ca)

### Western Mustang Sports

Western has over 900 student-athletes competing in 46 varsity sports. Community members are invited to help cheer on the Mustangs. [westernmustangs.ca](http://westernmustangs.ca)

## FOSTERING CLEAR COMMUNICATION

### Western's Housing Mediation Service

The Mediation Service is a free, confidential resource which seeks to assist in the speedy resolution of problems which may arise between students and landlords, students and London residents and/or students and students in the areas of housing and lifestyles.

#### **This service can be used effectively in such areas as:**

- Unsatisfactory conditions in apartments or houses
- Property appearance
- Parking complaints
- Noise complaints
- Landlord/tenant issues
- Roommate concerns
- Other lifestyle issues

#### **This service cannot be used:**

- To obtain legal advice
- As an advocate for one party against another
- As an alternative to the police in emergency situations



#### CONTACT INFORMATION

**Housing Mediation Service**  
Ontario Hall, 3C10  
Western University  
tel. **519.661.3787**  
[offcampus.uwo.ca/mediation](http://offcampus.uwo.ca/mediation)

**Housing Mediation Officer**  
Glenn Matthews  
[glenn@housing.uwo.ca](mailto:glenn@housing.uwo.ca)



Western Off-Campus Housing



@WesternuOCH