

Off-Campus Housing and Job Bank

ANNUAL REPORT 2012/13



HOJO Timeline

- 1984** The CUSA Job Bank service was open only for the summer. Students could look at postings, or if a job needed to be filled the Job Bank contacted students. Opened as the Federal Student Employment Centre on Campus, the service was often criticized as bureaucratic and unresponsive to the needs of the majority of students.
- 1988** CUSA Housing Service opened in collaboration with the already running Off-Campus Housing Service of the Dean of Student's Office. The service's focus was on finding affordable housing for students, offering apartment listings on a bulletin board and free phones to contact landlords.
- 1988** The CUSA Job Bank was computerized.
- 1989** The CUSA Housing Service expanded to include promoting tenant rights information and assistance to students.
- 1991** CUSA Housing Service offered its first Housing Handbook. The CUSA Housing Service and CUSA Job Bank were offered in the same room, H-637.

Even as far back as 1997, the CCSL provided some funding to our services.



Mission and Values

The Concordia Student Union Off-Campus Housing and Job Bank (HOJO) works to empower, educate and support the Concordia community by providing reliable housing and employment information, resources and referrals. We encourage a proactive approach towards finding adequate housing, part-time and summer employment.

The CSU Off-Campus Housing & Job Bank is guided by the following core values:

- We respect the dignity and rights of all beneficiaries of HOJO services.
- We recognize that students have unique needs with respect to their time and budgetary constraints.
- The main means we use to achieve our objectives is our staff; the personalized interaction offered is a major strength in dealing with sometimes difficult situations.
- The transparent exchange of information, ideas, knowledge and values is essential to the achievement of our mission.
- The management of HOJO is done with openness and integrity; we are accountable to the undergraduate students of Concordia University.
- We believe that continuous improvement enabled by client feedback is essential to maintaining the high quality of our services.
- We ensure the right to confidentiality and privacy with respect to information provided to us by students.
- We recognize that some governmental organizations may have limitations of scope with regards to meeting the unique needs of students in both official languages. Therefore we cater our services with this in mind.

HOJO is a service that is centered on students' needs. We strive to support students in learning about and exercising their rights as tenants and employees.

HOJO TEAM

The HOJO team for 2012-2013 was:

Alain ASAFOR
Grace LEE

Leanne ASHWORTH
Juwairia AWAN

Erika DUNN
Michaela HOLT

Nadia PREVOST-LOWRY



Letter to CCSL

Dear CCSL members

We would like to thank the Concordia Council on Student Life for its many years of supporting our service. This past year was a busy one as we offered new workshops, designed new resources and educational campaigns as well as worked to promote student's issues in the media.

We continue to react to several trends at Concordia related to housing and employment for students including:

- A greater reliance on online sources for information.
- A large and diverse student population made up of international, out-of-province, anglophone, allophone, parents and visible minorities amongst others, that have their unique challenges regarding employment and housing.
- Newly arrived language students with varying proficiencies in English and little knowledge of their rights or possible resources

We believe that quality service is essential, so training for employees is an ongoing project. Trainings by government and community organizations and their accompanying documents are essential to our service.

This year campaigns around the difficult issue of housing discrimination new students to Concordia face and student's right-to-privacy when applying for housing were front and center. We hope to continue to proactively address such problems in the future through widespread education and awareness raising, in our office, in our workshops and on our website.

Thanks again for your support. If you have questions or suggestions, please do not hesitate to contact us.

We look forward to working with you for another year.



Gene Morrow, CSU VP Academic & Advocacy



Leanne Ashworth, HOJO Coordinator



CHINESE STUDENTS, HOMESTAYS & RIGHTS INFORMATION

In September the issue of housing rights for new international students garnered a lot of attention due to articles in both student newspapers of difficult situations faced by Concordia students. It came to light that a recruiter Concordia employed in China was also arranging homestays for foreign students. Some of these students visited the HOJO office for assistance in finding better living arrangements and seeking tips on how to leave their current living situations. Although many of HOJO's visitors were from out-of-province and international locations, most already had a strong command of either English or French upon arrival in Montreal. Many of the students in Homestay arrangements who began to seek information at the HOJO faced the additional challenge of being language students, who were not yet fully proficient in English. This was a new communication barrier for the office, one that highlighted the extreme vulnerability that International students can face. Without personal networks or a strong command of the language, students and their families were left to their own devices to familiarize themselves with local regulations and bureaucracy in order to have their rights respected. This issue became a focus of our work and led to HOJO working more closely with various university services including Concordia security, The ISO as well as both undergrad and grad student associations and clubs.

We hypothesize that the publicity surrounding difficulties faced by some Chinese students led to increased traffic in the office of students facing similar difficulties. In some cases Concordia security and the police were involved in assisting students in understanding what to do if they felt threatened or intimidated. We found that many of these students had arranged and paid for their housing before arriving in Canada, only to find their room and roommate(s) were not as they appeared on the internet. Of particular concern were a few instances of young women renting rooms from older unscrupulous male tenants.

KNOW YOUR RIGHTS INTERNATIONAL STUDENTS INFO-SESSIONS

On November 14 and 16 HOJO organized its first Know Your Housing Rights workshops in both English and Mandarin. These workshops also included participation from the CSU Advocacy center and the CSU Legal Information Clinic. The workshops were made possible thanks to the help of the Concordia Chinese Student Association, who offered to help translate the content of the info-sessions and the Graduate Students Association. Both groups also assisted with promoting the workshops. Another first for HOJO was our focus on outreach to language students in the continuing education school. These students were studying at Concordia full time but were not yet receiving credits towards undergraduate or graduate degrees. Their classes were concentrated in a few buildings on the downtown campus and so we tailored our flyering to those buildings during their break times. We scheduled the workshops to



Highlights

work for the students in the intensive English program by serving snacks after their class time. HOJO focused its message on housing rights and recourses for students. Both workshops were well attended and notably there was a lot of student participation and questions at the end of each session. Questions ranged from how to get repairs done, how to obtain exterminations, informal housing agreements and how to deal with requests for private information and responding to requests for extra money from landlords.

GRADUATE STUDENTS FEE LEVY

Up to now HOJO has offered full service to undergraduate students and partial services to Graduate and all other members of the Concordia community. Thanks to the support of the GSA council and executives our fee levy question was accepted and in the winter semester of 2013 we ran a campaign asking Graduate students:

Do you agree to apply a fee levy of \$1.25 per semester in order to provide graduate students with full access to the services offered by the CSU Off-Campus Housing and Job Bank (HOJO)? This would include empowering students in understanding and exercising their rights, assistance with housing and job searches, legal information, handouts and referrals, and one-on-one support for students in navigating municipal and provincial housing and employment laws? This fee would be effective beginning in the Fall Semester of the 2013-2014 year and will be refundable in accordance with the Concordia University tuition and refund policy.

The campaign took place between March 27th and April 9th. During the campaigning period HOJO used posters, flyers and online campaigning to motivate students to vote to support HOJO. We were pleased when we learned that the fee levy question had passed with 65% support on April 12th. As of that week, HOJO immediately offered full service to all Graduate students.

WORKING WITH CONCORDIA SECURITY ON DIFFICULT SITUATIONS

We collaborated with preventionist Lyne Denis on a number of occasions when students needed to better understand how to work with police to ensure their safety and security. Many students come to Canada unclear about the role police can play in helping to resolve serious situations. It can be greatly reassuring for students to speak with someone knowledgeable and experienced with police protocol.



SURVEYS ON STUDENTS' KNOWLEDGE AND EXPERIENCES REGARDING HOUSING RIGHTS

We created and distributed two different surveys to students to learn more about their knowledge and experiences regarding housing. Our first survey was on undergraduate student's knowledge of tenants' rights and their experiences renting in Montreal. HOJO wanted to know whether the issues students commonly brought to the office were reflective of the issues faced by all students. We asked questions regarding: damage deposits, discrimination, disclosing private information, excessive lease transfer/subletting fees, eviction and lease renewal/cancelation protocol in Quebec. The results of this survey led to a renewed interest in widening our informational campaigns and outreach as many students have little to no knowledge of their rights when renting in Montreal. We will continue to ask students to complete this survey annually as a way to gauge the knowledge and experiences of students. In the future the possibility of using ipads from the library for surveys is being considered.

Our second survey was created specifically in response to issues faced by language students recruited under the Concordia China Student Recruitment Program. These students came to Concordia while working towards functional English proficiency and were either in the non-credit School of Extended Learning or enrolled in ESL courses at the university for credit at the beginning of their program. We wanted to create a simplified tool to ask what the conditions were like in the homestays where students were staying. We also wanted to learn about the cost and the services offered. We are thankful for the assistance of and feedback from a group of concerned international students in creating an easy to understand questionnaire for those learning English. It is necessary that Mandarin speakers have great input in creating this survey for language students. Results from this survey show that students were best served by clearly written documents. There was widespread confusion about rights to privacy, adequate heating, extermination, general respect and adequate access to common spaces including living rooms, washrooms and kitchen facilities as well as services such as meals, internet and phone. Even cultural differences over what an appropriate breakfast food or what a standard lunch might be such as a warm afternoon or evening meal rather than more western ready-made convenience foods can greatly effect student's satisfaction with their housing arrangement. Students in this population pay from \$700-\$1000 per month for these arrangements and while often the students expectation is that all necessary living requirements will be met by the homestay provider, this is often not the case. This survey will be something the HOJO continues to develop in the coming years.



Highlights

TRANSLATION OF KEY HOUSING RESOURCES INTO MANDARIN

Throughout the year HOJO met with a number of student services in order to discuss and problem-solve International students housing issues. It was decided that working together to address the concerns of mandarin-speaking students would be a productive way to address issues facing a growing part of the Concordia population. The University offered to professionally translate six of HOJO's resources for incoming students into Mandarin. The following information sheets are now available online, in our office, distributed by the International Students Office during Mandarin language orientation sessions, and distributed by the Chinese Student Association at their orientation: Basic Facts about about renting in Quebec, Help with Bedbugs, Protecting your Private Information, Heating problems and our Montreal Rental Averages by Neighbourhood.

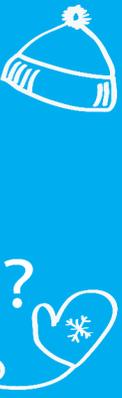
我有床虱！ 现在



哎呀！别慌，
我们来帮你。

 HOJO
租房和求职信息库

你在你的公寓里 是不是快冻僵了？



你在室内不应该需要
带帽子和手套！

 HOJO
租房和求职信息库

多少才算过分？



在寻找出租房时
如何处理隐私问题？

 HOJO
租房和求职信息库

CSU 校外 住房和求职 信息库



你可靠的求职和住房
信息资源及帮手

 HOJO
租房和求职信息库
hojo.csu.qc.ca

你如何解决供暖问题 视谁控制供暖而定

如果是房东控制供暖：

- ★ 你需要使用温度计记录几天之间室内和室外的温度，并通过一封正式的要求信，通知房东有供暖问题。这封信必须有签收证明（这可以是一封挂号信，通过邮局寄出，或是亲自送交给房东，一式两份，由房东签收并标上日期）。
- ★ 如果正在严冬时节，你的暖气坏了，你可能需要自行紧急解决问题——你必须遵守一些程序规定。你的房东亦可随时提供暖气作为临时解决方案。你的房东有可能被要求临时紧急为你寻找另外一个住处。

如果是租客控制供暖：

- ★ 测试所有暖气，看到哪个功能正常，如果有些暖气坏了，你需要给房东寄一封正式的信，要求房东修理暖气（见上文）。
- ★ 如果所有暖气都没坏，但公寓仍很冷，你有几个选择。寻找一下有可能令冷空气进入室内的地方。这可能需要由你或你的房东修理。你需要通过一封正式的要求信（见上文）通知房东建筑内的任何需要修理的问题。如果问题来自窗户，你可能需要购买塑料的窗户密封材料或是约见一位节能专家。这是政府为低收入家庭提供的提高能源效益的服务。

访问HOJO办公室，讨论你的公寓的供暖问题。我们在此帮你解决公寓的供暖问题。

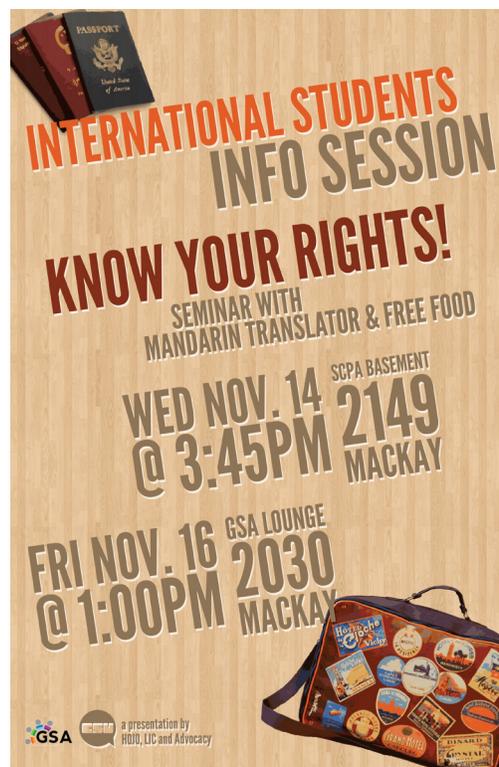
 HOJO
租房和求职信息库

1455 de Maisonneuve West, H-260
周一-周四: 10:00-6:00 | 周五:
5:14-8:48-7474 转 7935
csu.qc.ca | hojo.csu.qc.ca

NEW FORMS OF OUTREACH: CLASSROOM VISITS AND OFF-CAMPUS WORKSHOPS

In November 2012 a Concordia student volunteer at Open Door, a community safety reintegration program, invited HOJO to give a workshop on Apartment Hunting and Tenants Rights at its evening walk-in. We were happy to edit our presentation, normally given to new students seeking apartments, in order to take our workshop out of Concordia to assist others seeking housing in Montreal. The workshop was attended by approximately 50 people, snacks were served by the volunteers running the event and there was lively conversation throughout the workshop and an engaged question and answer period. Questions raised included how to use the internet to find apartments, protecting your private information on application forms, rental averages by neighbourhood and affordability, bedbug problems in apartments, how to request repairs in apartments and heating issues. This was a very rewarding initiative for the participating HOJO staff and we intend to give this workshop again next year.

In February 2013 HOJO was invited by Urban Studies professor Dr. Rutland to present to a 400- level Urban Studies class on Housing regulations in Quebec and the Regie du Logement. This was an interesting venue as many of the students were more knowledgeable of municipal regulations. They were interested in discussing how policies were enforced and how decisions were made at the Regie du logement.



Campaigns

CAMPAIGN ON HOUSING DISCRIMINATION

Our housing discrimination awareness campaign continued throughout 2012-13. We regularly receive students who are dealing with issues that stem from discrimination for various reasons, but our message to them is consistent. We let them know that being treated differently due to status, race, language or religion is not permitted. Landlords have to follow the provincial housing regulations for all students and we show where this kind of information can be found from official sources. We want students to be aware of the problem, particularly in the Ville-Marie area. We let them know how we are able to assist them and that they are not alone.

CASE STUDY

Peter is an international student who found an apartment online before moving to the city. When he arrived in Montreal to sign the lease the landlord informed him that because he was an international student he would have to pay three additional months of rent up front and needed to provide copies of his passport and study permit. This was a common, legal practice in his home country so he paid the deposit and provided the requisite information. Unfortunately he finished his lease and moved before coming into HOJO to learn what landlords' can and cannot ask for: the deposit and the collection of personal information were illegal and made worse further by the sole reasoning that it was because he was an international student. This highlights some of the common discriminatory practices students facing renting in Montreal.

RIGHT TO PRIVACY CAMPAIGN

Each year HOJO discusses the importance of keeping confidential information safe when applying for apartments. We also provide ways to try and retrieve and destroy already collected private information. This campaign continues to grow as this information is disproportionately demanded of certain students in certain neighborhoods. International students in particular are often asked to provide copies of their passport, study permits, and other travel documents. The right to privacy ties into discrimination as well, since the more private information a landlord or employer may have, the more reason they may have to refuse the student.

CASE STUDY

Amy was looking to rent an apartment with her partner and came into the HOJO Office with a rental application form in hand. She was concerned about some of the information being asked on the sheet including Social Insurance Numbers, employment records, bank account information, and driver license numbers. We explained what landlords were allowed to ask for and how to better protect oneself in the search for apartments such as by doing your own credit check.



BED BUGS CAMPAIGN

The bedbug problem continues especially for tenants and travelers in Montreal. HOJO focuses on raising awareness and knowledge about bedbugs and how to deal with them in an effective way. We provide resources and support to students on how to report the problem and how to ensure the correct protocol is followed. Many landlords will try to solve bedbug infestations using household products despite the fact that the most effective chemicals to use against bedbugs require a professional license to purchase.

CASE STUDY

Sara came to study at Concordia for a semester on exchange and moved into an apartment operated by a notoriously neglectful landlord. Her apartment had bedbugs and she came into HOJO looking for information regarding her rights and responsibilities. HOJO helped her write a registered letter demanding immediate extermination by a professionally licensed pest control agent. When her landlord refused to do this basic task, their responsibility according to provincial housing regulations, the HOJO staff provided information to empower the student to then negotiate a lease resiliation and find a new apartment. Using the information we provided she was able to make the move and leave the bedbugs and the landlord behind.

HEATING CAMPAIGN

We continue to distribute information for students on how to deal with their heating issues. This problem is especially urgent and too many students spend Montreal winters without adequate heating in their apartments. We provide the necessary information of how to record temperatures and help students in demanding necessary repairs.



Housing Campaigns

RENTAL INCREASE AND LEASE RENEWAL AWARENESS CAMPAIGN

This ongoing campaign works to raise awareness amongst students that annual rent increase requests can be refused and that you can't be evicted for refusing a request. It is a common myth amongst students that you can't do anything if you receive a letter telling you that your rent is increasing and this is not the case. HOJO explains the refusal of rent increase process to students and hands out related documents. We disseminate the yearly averages that the RDL comes out with so that students can have an estimation of how much of an increase is reasonable. Furthermore many students are unaware of how to legally provide notice of non-renewal of the lease, and end up having to be responsible for the lease for an additional term. We try and circulate this information as well as provide documents of non-renewal.

CASE STUDY

Vera, an out of province student, came into the HOJO office after being informed by her landlord that her lease had automatically renewed. No longer wishing to live in the apartment, she had already found a new room with friends and wanted to leave. The HOJO Staff provided information on rental increases and lease renewals which Vera then used in her negotiations with her landlord. The rent for her old apartment had been increased and she received notice in writing. She was able to refuse the increase and move out of her apartment without facing repercussions for the lease cancellation. HOJO provided template notices so that she could document the process for her and the landlord's protection.

CASE STUDY

Torin, an international student came to HOJO looking for information about his upcoming case at the Regie de Logement. He lived in a large apartment downtown that someone broke into while he was at home. No longer feeling safe in the apartment, and after repeated requests to have his door fixed went unfulfilled, he signed an agreement with the company to cancel his lease. Despite having this agreement in writing, the housing company later sued him nearly a year later for unpaid rents from the months he had not been living at the apartment. HOJO staff accompanied the student to the Regie du Logement to help navigate language and institutional barriers. The case was tossed out of court when the company's lawyer 'found' the agreement written between the student and their representative. Two months later the student came back to HOJO because the company sent a collection agency after him despite having no legal basis to do so. HOJO helped the student document this and the harassment eventually ceased.



BASIC FACTS ABOUT RENTING IN QUEBEC

This is our most used resource that provides an overview to students of some of their rights and responsibilities as tenants. This document explains what the landlord can and cannot do, what information can be requested of an apartment hunter, the apartment sizes in Quebec, what tenants are required to do, time periods for giving lease non-renewal notice and other pertinent tips for student tenants.

ACCOMPANIMENT

This past year HOJO continued accompanying students to other on and off-campus resources. The motivation for this is based on the severity of the situation, and different barriers the student may face including language, cultural, intimidation, and general vulnerability. Some accompaniments that we have made over the last year are to the Regie du logement, the police department, Concordia Security and to legal clinics. While we do not have any official role on these visits, providing support for these students is imperative.

LANDLORD AND EMPLOYER COMPLAINT DATABASE

Our database continues to expand as more students file complaints with problematic employers and landlords. A large number of our housing complaints focus on a few buildings and companies within certain areas including Ville-Marie, the Plateau Mont-Royal, NDG and the South West including St. Henri and Verdun. We use this database to inform students of others' experiences in order to prepare them for challenges that they too may face in renting an apartment from a specific landlord or working with a specific employer. As well, if we have received a complaint about a landlord or employer and they attempt to post an ad on our site, we inform them we have received a complaint about their practices and request they send us documentation that outlines how they manage their buildings including the lease form they use. We also now specifically request information on their bedbug protocol.

This database allows us to offer a higher quality service by filtering through students' bad experiences and allowing us to provide students with better quality housing and employment opportunities.

CASE STUDY

A landlord who we had received complaints about regarding illicit and discriminatory practices sold their building to a new development company. When the new company attempted to post rooms in the renovated building we requested they send proof of their policy changes. They sent new by-laws as well as the bill of sale from the previous landlord to the new company to show they were following good practices and completing their due diligence as property owners.



Housing Resources

MONTREAL APARTMENTS AVERAGE RENTAL PRICES

In 2011 HOJO started providing students with rental averages for central neighbourhoods in Montreal. This resource provides students with the monthly rental average of apartments by size and neighbourhood and is based on the annually updated data released by the Canadian Mortgage Housing Corporation.

This is useful for students – especially those new to Montreal – in budgeting for their living expenses. This knowledge also helps minimize the chance of students being taken advantage of by unscrupulous landlords who illegally increase their rents. This resource also helps us collect data, which can point to certain disturbing trends, such as illegal increases.

CMHC RESOURCES

HOJO distributes a selection of the Canadian Mortgage Housing Corporation's apartment comparison and inspection resources. These documents can help students who need to compare a number of apartments in a short period of time. We suggest students inspect apartments when visiting them to be sure they are well-maintained and don't have any hidden problems. As well upon moving in, we suggest students inspect the empty apartment and make the landlord aware of any problems with their dwelling as soon as possible so that repairs are done in a timely fashion.

HOJO AND SOCIAL MEDIA

HOJO created a Facebook page in January 2011 to cement our online presence. We hope to continue to expand across multiple social media platforms to reach the maximum amount of students possible. We use these sites to stay connected to other community resources which could benefit our students, to find and share relevant news and job opportunities that are disseminated online, and to keep our followers updated on our events. Some examples of past social media "shares" are HOJO workshops, news articles relating to fraud, rental housing in Montreal, and Counseling and Development events. If you want to see more of what we do with our social media, like our Facebook page and follow us on Twitter!



EDUCALOI SITE

HOJO employees continue to train in part on the Educaloï website. Educaloï is a nonprofit organization that distributes accessible legal information about housing, jobs and other topics to Quebecers in both French and English. This resource is used by employees to explain the legal foundation surrounding numerous housing issues and is often shown to students who come in to our office seeking legal information. Not only does the website have a plethora of text resources, but they also have video via a Youtube channel. A video that has been useful to students visiting HOJO is the “Demand Letter” video which outlines one of the first steps in addressing most housing issues.

WORKSHOPS

We gave our Apartment Hunting Workshops preceding the start of both fall and winter semesters. Sessions in August/September were our most well attended workshops. Our workshop outlines some of the most common issues students face in searching for housing as well what their rights regarding rentals are. We hold these workshops in a room attached to the International Students office and we continue to develop crucial links with the fantastic staff at the ISO. Our Moving out of Residence workshops took place in February/March at SGW’s Grey Nun’s residence. This year we continued to hold our workshop at dinnertime. Scheduling is coordinated with the residence RA’s so as not to coincide with midterms or reading week. We continued to hold our mini-workshops, which last approximately 20-minute long and are focused on a specific topic. Examples include our Heating Problems? workshop as well as a How to refuse your rental increase workshop.

INCREASED WEB PRESENCE

In an effort to provide services to people outside of our office hours we are continuing to look at ways to reach people online with reliable, well-researched resources. HOJO uses both Facebook and Twitter to inform people about on current housing and employment issues. There is more information on our Social Media use in the Outreach section. We have also noted that students are increasingly relying on online interactions to obtain housing and jobs. HOJO warns students to be wary of fraud – an online occurrence that happens all too frequently.



Employment Campaigns

MINIMUM WAGE CAMPAIGN

In May 2013 the minimum wage for most workers increased from \$9.90 per hour to \$10.15. The wage of workers receiving tips for table service, whose minimum hourly wage was \$8.55 the year before, increased to \$8.75. If a student visits us and they are not getting paid the minimum wage, we encourage them to visit the Normes du travail with their pay stubs and a record of logged hours. This process will enable them to receive the retroactive amount that is missing from their pay, as well as an increase to their wage to the legal minimum.

RIGHT TO PRIVACY AND EMPLOYMENT

HOJO continues to work with allies on campus and off such as the CSU Advocacy Center, the Legal Information Clinic and the Center for Research-Action on Race Relations (CRARR) to combat different sorts of civil rights abuses students face. Students may face discrimination relating to ethnicity, country of origin, marital status and social status by including too much private information on their resumes, or by completing housing or job applications which demand private information. This new facet of our privacy campaign focuses on protecting students from discrimination by first informing students of their rights, and then encouraging them to protect their private information when applying for jobs.

CASE STUDY

Karl grew up in Montreal and was looking for work that would provide him autonomy and managerial experience. He found a painting service that offered franchise deals to those that signed up, but he had concerns about the complicated and restrictive contract that the company wanted him to sign. He came into the Housing and Job Bank to learn about what his rights as an employee were and we were able to show him some of the negative experiences that other students had with the prospective company. We then showed him resources he could use to find similarly independent work but without the trappings of the company's contract. He used the job banks from the HOJO handout to find work in city that was relevant to his professional interests with a business that he found more reputable.



JOB SEARCH AND EMPLOYEES RIGHTS HANDOUT

One of our most circulated documents is HOJO's employment handout focuses on employment rights and resources as well as finding work. While many students are unaware about what minimum wage is, who pays for a uniform and whether or not they get a break over a five hour shift, this handout is an easy-access reference for them. The handout also includes a list of employment resources that may be of use such as the Normes du travail, CSST and Employment Insurance. This handout also has a job search guide that outlines different possibilities for students. The top section provides resources for on-campus work. For many international and out-of-province students this option is the most favorable. The section includes the the link to the myconcordia portal where students can apply for the work-study permit, the financial aid and awards website as well as links to occasional or temporary work within specific departments of Concordia. We also encourage students who have the time and may be lacking work-experience to volunteer or do an internship, which they can find through our links our website or the LIVE Center.

Furthermore, for those students who need to improve their French the document refers students to Counselling and Development's Oui Can Helpservices. We also include a list of other off-campus job banks, including employment initiatives such as Emplois Centreville and Youth Employment Services Montreal. If a student wants a full-time job or help with their CV or interview skills CAPS and JMSB's CMS' contact information is on the handout, as well as Counseling and Development for their resource library, and the Concordia Mentor Program for career guidance.

COMMISSION DES NORMES DU TRAVAIL

HOJO most often references for its visitors enquiring about work related issues materials produced by the Commission des normes du travail (CNT) where their mandate is to enforce employment rights. While we do not directly link students to the CNT, we frequently refer to their documentation and website. A particularly handy document is their booklet Labor Standards in Quebec which includes the employment standards and who is covered by them for the variety of industries students work in. The document also contains stipulations regarding the standards and provides examples, which are always useful where the law is concerned. Labor Standards also includes what recourse an employee or ex-employee has if their employment rights have not been respected. If a student comes in and they have a complaint against their employer, after consulting this document, we generally either refer them to the CNT or another service for non-unionized workers called Au bas de l'échelle.

Other documentation that HOJO have been using from CNT are the booklets for registering hours worked and the tip-sharing arrangement document. These two documents help students keep track of their hours and tips so they can ensure that they receive fair pay for fair work.



Employment Resources

STUDENTS AND EMPLOYMENT

HOJO developed a fact sheet, available online about the contemporary circumstances of student workers. The fact sheet was developed by using Statistics Canada's data, as well as Sources et modes de financement des étudiants de premier cycle by the Fédération étudiant universitaire du Québec. Our intention is provide partial insight into the circumstances and experiences of workers in Quebec so that students new to the province can have an idea of what to expect when they enter the job force. Students and Employment outlines what kind of jobs students have access to during their studies, the average hours they work and how much they generally make. The document concludes with different resources to help students better tailor their job searches to their personal skills and interests.

PROMOTIONS

In 2012 we continued our promotional partnership with the other CSU services by having our promotional material designed together. The ads continue to feature the principal services that HOJO, the LIC and Advocacy can provide to students. It has proved essential to our advertisements in student media, including CJLO, The Concordian and The Link. Ads were also featured in CSU documentation such as the annual student agenda and the clubs booklet. This year we purchased advertising in CULT Montreal for the first time.

TABLING

In order to reach as many students as possible HOJO is committed to going to students to help them learn about our service and our website. Besides distributing our information via e-mail to our on-campus partners, we also distribute large quantities of our postcards to student service offices in order to be included in their mail outs.

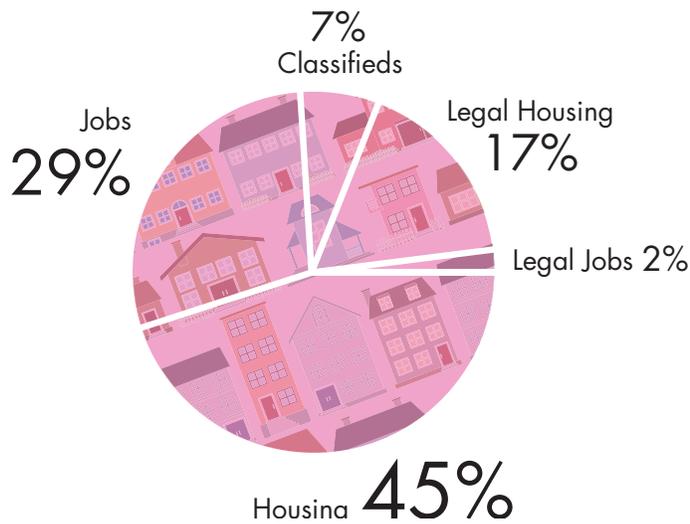
SALON CARRIERES & NATIONAL CAREER FAIRS - *PALAIS DES CONGRÈS*

We attend the annual career fair to promote our site as a means for employers to find student workers as well as expanding the number of jobs that students have access too. This serves also to help employers understand the realities of student poverty and the difficulties of balancing a full course load and working enough to pay for school, rent, food, and many other unavoidable expenses. By doing so we hope to encourage better pay and practices from employers while also helping students find work relevant to their field of interest.

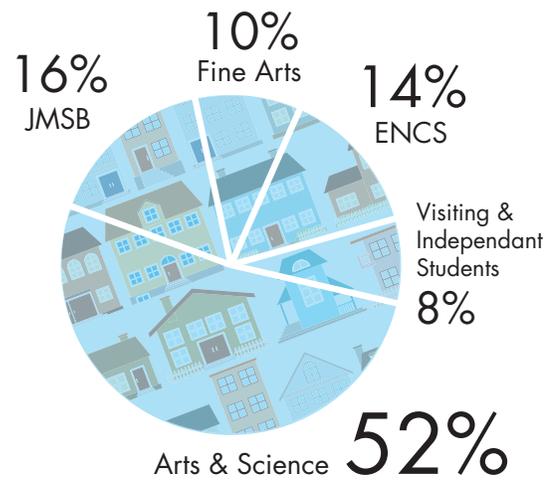


Types of Information Requests

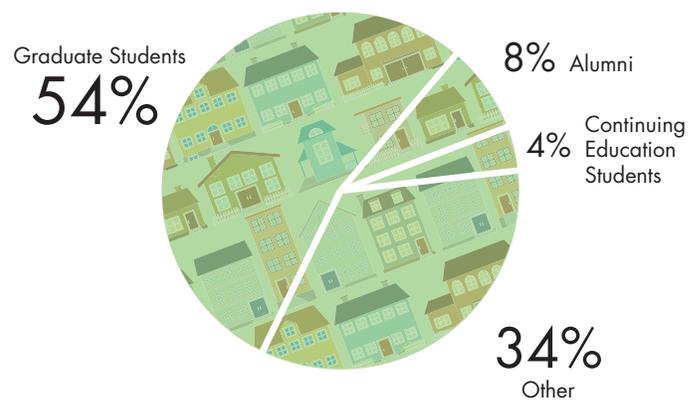
This chart shows the breakdown of the 5 types of information we discuss with students. 45% of visits to our service involve searching for general housing information. Next, 29% of inquiries that are focused on job search information. The third significant part of our service is that 17% information requests we receive are regarding legal information related to housing concerns.



Undergrad Visits by Faculty

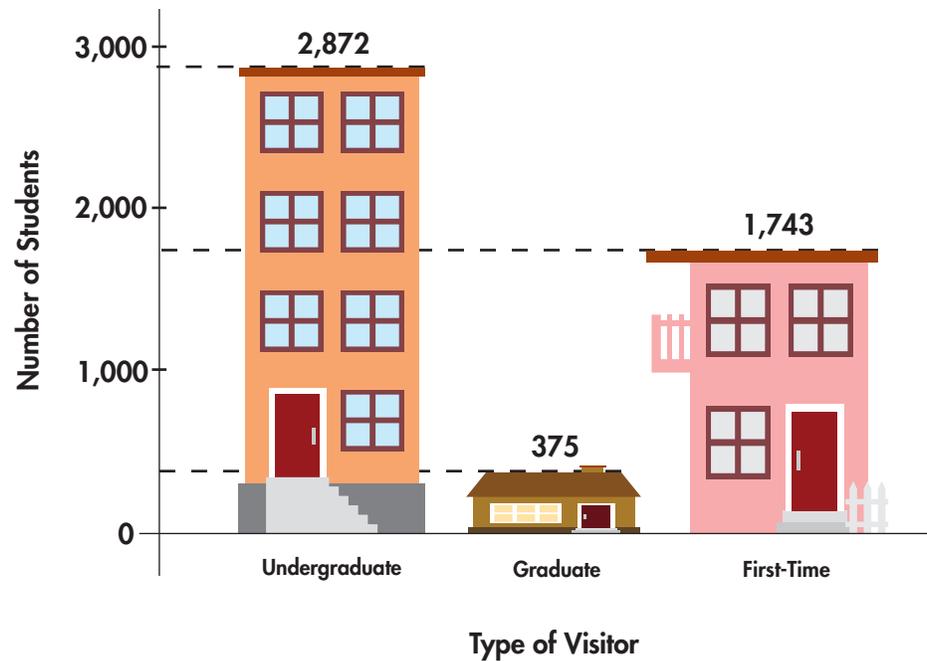


Other Office Visits



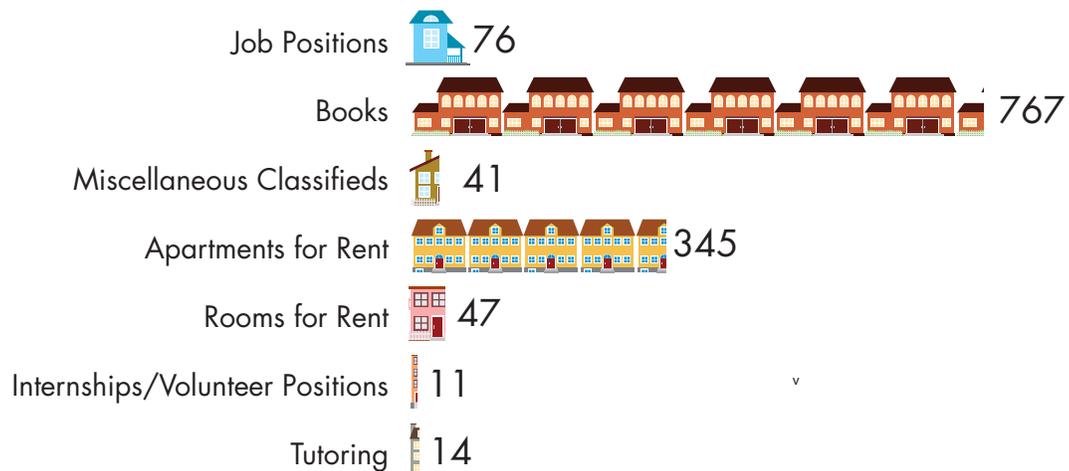
HOJO Office Stats 2012/13

VISITS TO THE HOJO OFFICE

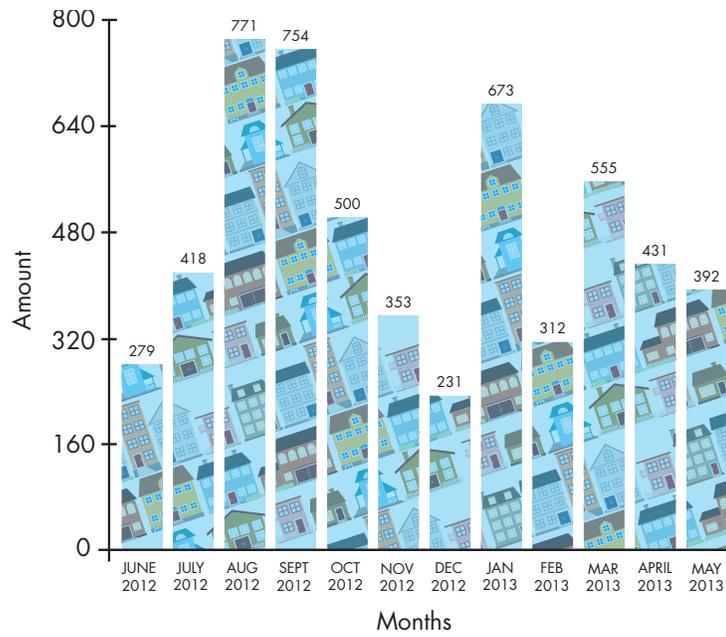


AVERAGE NUMBER OF CLASSIFIED ADS ON OUR WEBSITE

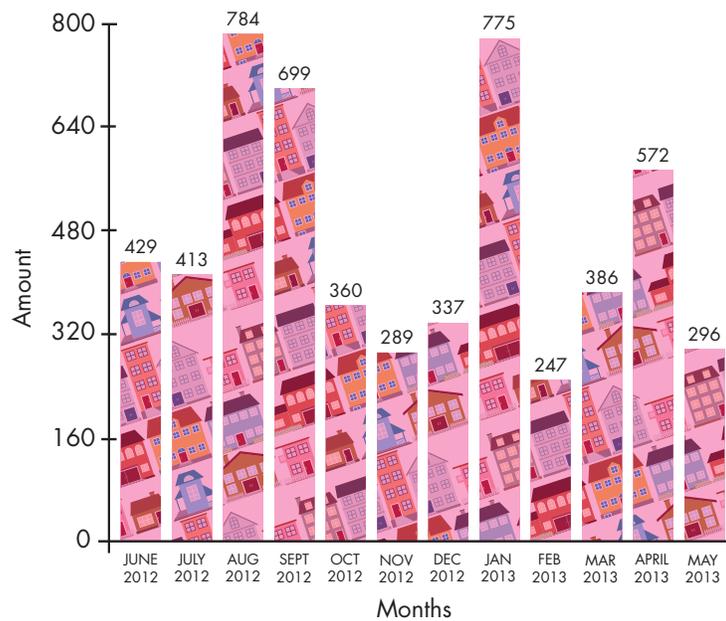
We continue to monitor the ads we post on our classifieds site in order to better track the work we do. As e-mails and online assistance becomes more and more popular we are working to use the internet to assist students. You can see the popularity of our classifieds site in the charts below.



VISITS, CALLS AND EMAILS

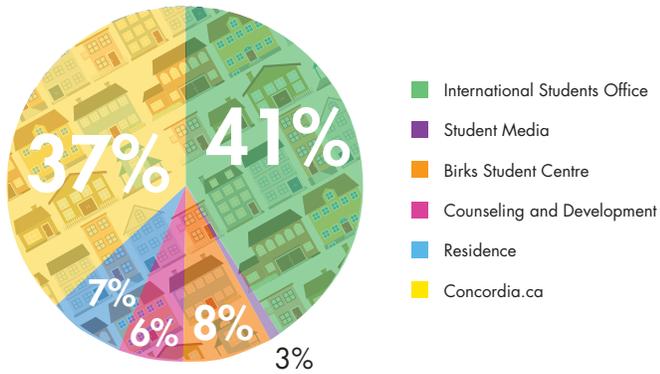


ADS REVIEWED FOR CLASSIFIEDS SITE

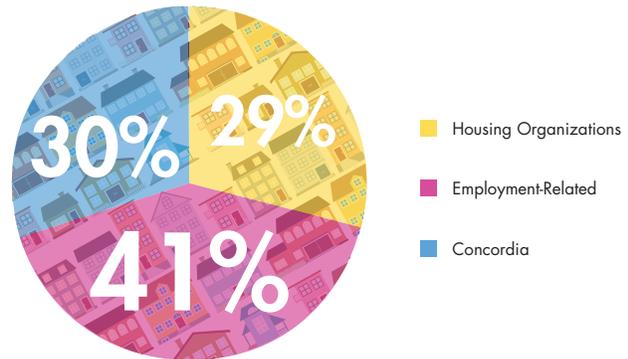


HOJO Office Stats 2012/13

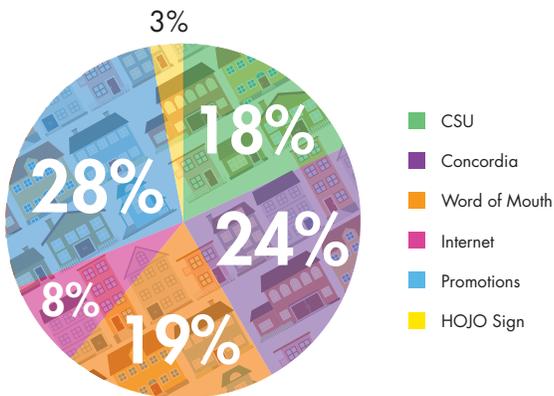
WHERE WITHIN CONCORDIA DID FIRST-TIME VISITORS HEAR ABOUT HOJO?



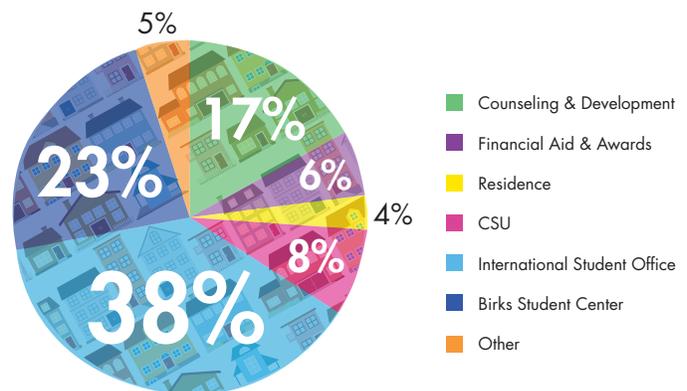
WHERE DID HOJO REFER STUDENTS?



FIRST-TIME VISITORS, HOW DID YOU HEAR ABOUT OUR OFFICE?



WHERE, WITHIN CONCORDIA DID HOJO REFER STUDENTS TO?





Off-Campus Housing & Job Bank

Service de logement et d'emploi hors campus

hojo.csu.qc.ca



CSU HOJO

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✓ Following
Message
⚙

Add A Category

The CSU Off-Campus Housing and Job Bank offers tons of information regarding employee and tenant rights. We also offer a welcoming and confidential environment for students

Unlocking the Secrets to Apartment Hunting in Montreal FALL 2013



577

Likes



Map



Events

About – Suggest an Edit
Photos
Likes
Map
Events

1 SOUTH-WEST MONTREAL & VERDUN

- + 1 1/2 - \$504
- + 3 1/2 - \$597
- + 4 1/2 - \$651
- + 5 1/2 - \$747

Metro Stations:
Charlevoix, de L'Église, LaSalle, Verdun

2 CÔTE-DES-NEIGES, MONT-ROYAL & OUTREMONT

- + 1 1/2 - \$546
- + 3 1/2 - \$705
- + 4 1/2 - \$875
- + 5 1/2 - \$1142

Metro Stations:
Côte-des-Neiges, Plamondon
Côte-Sainte-Catherine, Snowdon
Université-de-Montréal, Namur

3 NOTRE-DAME-DE-GRÂCE, CÔTE-SAINT-LUC, HAMPSTEAD, WESTMOUNT & MONTRÉAL-WEST

- + 1 1/2 - \$548
- + 3 1/2 - \$738
- + 4 1/2 - \$916
- + 5 1/2 - \$1274

Metro Stations:
Côte-des-Neiges, Édouard-Monpetit
Outremont, Place Saint-Henri
Snowdon, Université-de-Montréal
Villa-Maria, Vendôme

**Montreal Apartments:
Average Rental Prices**

(from least to most expensive)

4 PLATEAU MONT-ROYAL

- + 1 1/2 - \$601
- + 3 1/2 - \$732
- + 4 1/2 - \$818
- + 5 1/2 - \$1063

Metro Stations:
Sherbrooke, Mont-Royal
Laurier, Berri-Uqam

5 DOWNTOWN & NUN'S ISLAND

- + 1 1/2 - \$717
- + 3 1/2 - \$997
- + 4 1/2 - \$1414
- + 5 1/2 - \$1630

Metro Stations:
Atwater, Guy-Concordia
Lionel-Groulx, McGill, Peel,
Place-des-Arts, Saint-Laurent



All information is from www.cmhc-schl.gc.ca - rental average report 2011-12



HOJO
Housing & Job Bank

CSU HOJO

@CSUHOJO FOLLOWS YOU

Your reliable source for employment and housing information and assistance.

1455 de Maisonneuve W. H-260 - hojo.csu.qc.ca

209 TWEETS
294 FOLLOWING
261 FOLLOWERS

Follow

Followed by Renee Tousignant, ASFA, Charlie Brenchley and 20 others.

Tweets

CSU HOJO @CSUHOJO 12 Aug

Unlocking the Secrets to Apartment Hunting in Montreal, the 1st edition of our fall '13 workshops is Aug 21 @ 1pm in rm H653

Expand Reply Retweet Favorite More

CSU HOJO @CSUHOJO 20 Jun

What can be done? Nearly 1 in 10 youth 'economically at risk. cbc.sh/Oxslsl

Expand Reply Retweet Favorite More

Emplois Marketing @emploimarketing 28 May

Poste: Assistant-chef produits provenant de #Jobboom #Marketing #Emploi - Postulez maintenant via ce lien bit.ly/153taQC

Retweeted by CSU HOJO

Expand Reply Retweet Favorite More

Emplois Marketing @emploimarketing 28 May

Poste: Assistant-bibliothécaire provenant de #Jobboom #Marketing #Emploi - Postulez maintenant via ce lien bit.ly/11v6ieQ

Retweeted by CSU HOJO

Expand Reply Retweet Favorite More



Promotional Materials

Unlocking the Secrets to Apartment Hunting in Montreal FALL 2013

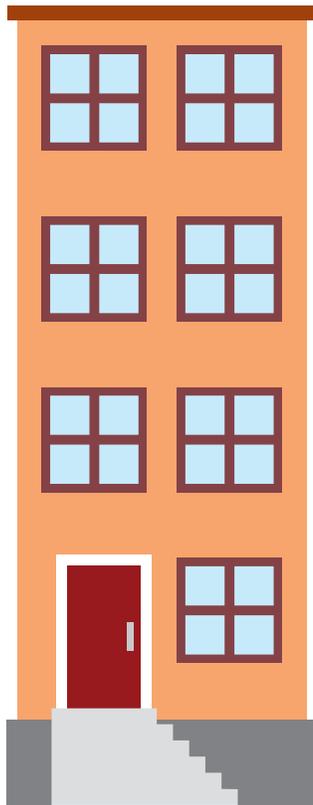
HOJO workshops on all you need to know to rent an apartment followed by a Q&A period!

Workshops are in H-653

Dates:

- Wed. August 21: 1pm
- Thurs. August 22: 11am
- Mon. August 26: 1pm
- Tues. August 27: 11pm
- Fri. August 30: 1pm
- Wed. September 4: 10am
- Thurs. September 5: 1pm

All students welcome!



1455 de Maisonneuve West, H-260
Monday to Thursday 10-6 | Friday 11-4
514-848-7474 ext. 7935
hojo@csu.qc.ca | hojo.csu.qc.ca

Contact Information for CITY INSPECTORS (by borough!)

- 1 **CDN-NDG**
Fax: 514-872-2765
- 2 **Lachine**
Fax: 514-634-8164
- 3 **Lasalle**
Fax: 514-367-6601
- 4 **Plateau Mont Royal**
Fax: 514-868-4076
- 5 **Sud-Ouest**
Fax: 514-872-1945
- 6 **Ville Marie**
Fax: 514-872-6401



Hi grad students!

Vote **YES** for full access to the CSU
Off-Campus Housing & Job Bank (HOJO)



Vote YES to the fee levy of 1.25\$ per semester
April 9th-11th



Hi grad students!

Vote **YES** for full access to the CSU
Off-Campus Housing & Job Bank (HOJO)

Empowering students in understanding and exercising their rights

One-on-one support for students in navigating municipal and provincial housing and employment laws

Legal information, handouts and referrals

Assistance with housing and job searches

Vote YES to the fee levy of 1.25\$ per semester
April 9th-11th

Your reliable source for employment, housing information and assistance FOR students BY students!



CSU Off-Campus Housing and Job Bank



Your reliable source for employment and housing information & assistance.



HOJO
Housing & Job Bank
hojo.csu.qc.ca

Are You Getting Paid Minimum Wage?



\$10.15/h
\$8.75/h (if you make tips)



HOJO
Housing & Job Bank

Just Say NO... To Your Rental Increase



Refuse your rent increase - it's your right



HOJO
Housing & Job Bank

I Have Bedbugs! Now What?



Yikes! Don't panic, We can help.



HOJO
Housing & Job Bank

Are You Freezing In Your Apartment?



You shouldn't have to wear a tuque and mittens inside!



HOJO
Housing & Job Bank

How Much Is Too Much?



How To Deal With Privacy When Looking For Housing



HOJO
Housing & Job Bank



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LINK RADIO
Dec. 5, 2013...

Taken for a Ride
NEWS | By Rites Sparks — Published September 25, 2012 | # 42 Comments
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In a nondescript building on
Monkland Ave. sometime in
July, David decided he'd
had enough.

The 18-year-old student's strange journey began
in his home in China when he decided to come to
Montreal to study finance at Concordia. A few
weeks, a long flight and thousands of dollars later,
he ended up in a crowded \$900 a month homestay
that he shared with 12 other people, where
breakfast, lunch and dinner were two slices of bread—sometimes with margarine or a hot dog.

David's English wasn't good enough to enroll directly at Concordia. Instead, he went to New Oriental,
one of many agencies in China that helps students apply to foreign universities. He paid the company
about \$15,000.

That agency—which is facing a class-action shareholders' lawsuit and an investigation from the U.S.

CTV NEWS
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Concordia students protest questionable international recruiting practice

Students protest Concordia recruiting prac
A month after the story first
the questionable recruiting
students by Concordia Link
Cindy Sherwin reports from
protest.

TVA Nouvelles
ACTUALITÉ RÉGIONS INTERNATIONAL SPORTS CULTURE ARGENT VIDÉOS HÉLIOPTERE

RÉGION - MONTRÉAL
Montréal
-18°C
Changer la ville

**Mauvaises pratiques de recrutement
Des étudiants étrangers accusent Concordia**

Première publication 7 novembre 2012 à 20h18

Dans cette section
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Fram au
développement
domestique

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Grâces
Des ratons laveurs
causent des
pannes de courant

Notre-Dame-de-la-
Grâce
Les 400 sans
famille et hérité par
son passé

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We tell your stories.

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International students airing grievances
Mistreatment and intimidation of foreign students not limited to homestays

By **Matthew Guité** / November 20, 2012 / News
0 Comments

The focus of the Chinese international student scandal widened this week as a workshop set up by the CSU-run Housing & Job Bank, also known as HOJO, and the Advocacy Centre examined how some students' rights were being violated on and off campus.

The workshops, offered on Wednesday and Friday, focused on informing students of their rights and the services available to them. It also sought to gather students' opinions on situations that could be improved upon or addressed.

The three speakers at the workshop were Walter Tom, co-ordinator for the CSU's legal information clinic, Lisa

Monday, December 16, 2013
10:09 PM EST

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Concordia University students want probe of foreign-student recruiters

Complaints erupt at Concordia about high-cost, crowded housing with poor food, pressure tactics, and the university's lack of attention toward foreign students.

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NEW Two children sized by Children's Aid from orthodox Jewish sect
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Burlington teen's health care card reinstated, mystery remains
Updated The Beer Store is going to look a little different
Four black teens sue police, allege bias in arrest
Central Black has earned his fresh dose of ridicule: DManno
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The Changing Face of Concordia in China
Looking at Concordia's Recruitment Practices One Year After the Homestay Scandal

NEWS | By Colin Harris — Published October 22, 2013 | Updated October 23, 2013 | # 2 Comments
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Are foreign students being taken advantage of at homestays in Canada?
Friday, November 9, 2012 | Categories: Episodes | 0

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**INTERNATIONAL STUDENTS
University not responsible for homestay arrangements, Concordia says**

JAMES BRADSHAW
The Globe and Mail
Published Friday, Nov. 09 2012, 6:25 PM EST
Last updated Wednesday, Nov. 21 2012, 8:07 PM EST

0 comments
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Complaints from Concordia University international students who say they were steered to sub-par homestay accommodations may have stemmed from "miscommunication," the university said in a statement Friday.

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HOJO IN THE MEDIA

Des étudiants accusent Concordia, November 7th 2012

<http://tvanouvelles.ca/lcn/infos/regional/montreal/archives/2012/11/20121107-201821.html>

Concordia restructures Chinese recruitment, January 15h, 2013

<http://theconcordian.com/2013/01/concordia-restructures-chinese-recruitment/>

How low can you go, Concordia? November 13, 2012

<http://theconcordian.com/2012/11/how-low-can-you-go-concordia/>

Left out in the cold November 13, 2012 -- <http://theconcordian.com/2012/11/left-out-in-the-cold/>

Concordia University students want probe of foreign-student recruiters, November 8th, 2012

http://www.thestar.com/news/canada/2012/11/08/concordia_university_students_want_probe_of_foreignstudent_recruiters.html

University not responsible for homestay arrangements, Concordia Says, November 21, 2012

<http://www.theglobeandmail.com/news/national/education/university-not-responsible-for-homestay-arrangements-concordia-says/article5175204/>

Taken for a Ride, September 25th 2012 -- <http://thelinknewspaper.ca/article/3227>

CBC Current November 9th, 2012

<http://www.cbc.ca/thecurrent/episode/2012/11/09/are-foreign-students-being-taken-advantage-of-at-homestays-in-canada/>

Concordia students protest questionable international recruiting practice, November 7th, 2012

<http://montreal.ctvnews.ca/concordia-students-protest-questionable-international-recruiting-practice-1.1029427>

The Changing Face of Concordia in China, October 22, 2013 -- <http://thelinknewspaper.ca/article/4845>

After a Month of Silence, A response, October 30th, 2013 -- <http://thelinknewspaper.ca/article/3494>

Plucky Montreal student paper helps bring down suspect Chinese homestay program, Jan 15th, 2013

<http://news.nationalpost.com/2013/01/15/plucky-montreal-student-paper-brings-down-suspect-chinese-homestay-program/>

International students airing grievances November 20th, 2012

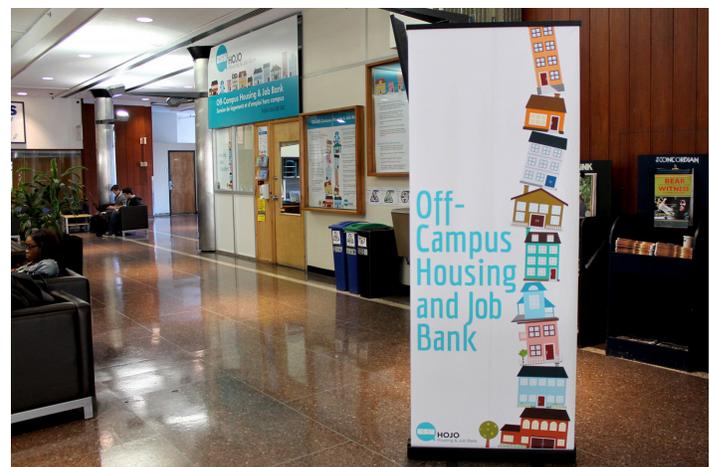
<http://theconcordian.com/2012/11/international-students-airing-grievances/>



Challenges & Priorities

CHALLENGES

- Reaching a diverse student population requires many different communication methods
- Student-priced apartments and more generally buildings downtown are often run by landlords with an overwhelming disregard for housing regulations
- Bedbugs are a serious issue for renters in Montreal. Many landlords continue to be unaware of or unwilling to follow proper procedure to solve the problem
- Wait times at the Regie du logement average 17 months which students with apartment issues find discouraging
- Lack of maintenance and oversight of rental buildings in Montreal leads to unsafe and unsanitary living conditions
- Unique difficulties for disabled students and student-parents amongst others in finding appropriate employment and housing
- Students learning English at Concordia face additional linguistic and cultural barriers in both understanding their Rights and the recourses available to them when they face an obstacle
- Requests for private information on job and housing applications are common
- High youth unemployment rate persists; Anglophones and International Students often have difficulties finding work while studying and in the summer
- Consistent high demand for on-campus work opportunities for those who are not eligible to work off-campus



PRIORITIES

- Developing a new user-friendly website
- Increasing our social media presence
- Outreaching to students before they arrive and when they are seeking rental housing and employment with a preventative focus on Housing and Employment Rights
- Building on our successes, continuing to work with the university to reach potential and current students, especially international and out-of-province students.
- Developing and adapting our service for Graduate Students as we now receive direct funding from these students as of Fall 2013
- Coordinating with the CSU regular office hours for HOJO at Loyola campus complete with increased campus-specific promotion of our services
- Developing on-site legal advice capabilities
- Increasing the use of metrics
- Implementing a CRM (Client Relationship Management) system of student queries and concerns

LONG-TERM PRIORITIES

- Increasing online resources for all students, while largely focussing on international and out-of-province students before they arrive
- Building and maintaining stronger ties with on and off-campus groups with similar interests and values regarding housing and employment issues
- Outreaching to a variety of students with accessible and attractive outreach materials
- Developing plans to offer our services to students beyond our physical location



Special Thanks

Arnold Bennett Housing Clinic
Au Bas de l'Échelle
Advocacy and Support Services – Angela Ghadban and Brigitte St-Laurent
Birks Student Center
Career and Placement Services
Center for Research Action on Race Relations
Centre Generation Emploi
Commission de la santé et de la sécurité du travail
Concordia International – Paulina Rouleau
Concordia's Librarians
Counseling and Development
Counseling and Development's Oui Can Help
Counseling and Development's New Student Program – Lynda Guy
CSU Student Advocacy Center
CSU Legal Information Clinic –
Maitre Walter Tom & Volunteers at the CSU LIC
CSU Designers – Katie Brioux, Catherine Lafontaine & Laurence Pilon
CSU IT Consultant – Eric
CSU Executive Assistant – Yu-Hui
Enrolment & Student Services – Pina Greco
Enrollment Services' amazing Facebook and Twitter team
Financial Aid and Awards Office
International Students Office – Kelly Collins, Benoit Fontaine, Delfine Lambert
Welcome Centre - Joanne Spinelli
Campus Tours – all of the smart tour guides
Career Management Services
CJLO
Legal Aid
Mile End Legal Clinic
Multifaith Chaplaincy
Commission des normes du travail
Student Academic Services, Arts and Science – Cindy Parkinson
Residence Life – Residence Assistants
Ted Wright Housing Clinic
The Dean of Students Office
Ville de Montréal -- Public Health Division
Youth Employment Services Montreal



