

Thank you!

On behalf of HOJO, we would like to thank our community.

This year HOJO was staffed by an amazing team of dedicated staff and student advocates:

Anita Lambton Hannah Brais Kyle McLoughlin Micheala Holt
Grace Lee Jiao Xie Leanne Ashworth Qincheng Zhang
Irmak Bahar Jamie Robinson Kamden Biggart

Aside from our team, we were able to connect with a number of amazing individuals and organizations this year, including:

OUR CSU COMMUNITY

Stephen Brown at the Advocacy Centre, Walter Tom at the Legal Information Clinic, Laurence Pilon and Catherine Lafontaine our graphic design team, the orientation team, IT, the communications team, reception, and the CSU executives.

CONCORDIA COMMUNITY

In the broader Concordia community, we have been pleased to work with the following departments this year: office of Community Engagement, Concordia International, International Students Office, Concordia Residence Life, the Dean of Students office, Hospitality Concordia, the Welcome Center, the office of Student Recruitment, Student Success Center, Security, Oui Can Help, the Concordia Greenhouse, QPIRG, the Link, the Concordian, Department of Geography, Planning and the Environment and the Graduate Students' Association.

MONTREAL COMMUNITY

Across Montreal we are delighted to have connected with- and connected students to the following organizations this year: Project Genesis, Arnold Bennett Legal Clinic, Westmount Legal Clinic, Youth Employment Services, the Mile End Legal Clinic, Verdun Citizens Action committee, among others.

RESOURCES

We have also helped students to connect with and navigate government organizations, in that capacity we have been pleased to work with: the Montreal Police Department, Montreal Public Health, the Régie du logement, the City of Montreal and the Montreal city inspectors, The commission des normes du travail, the Quebec Human Rights Tribunal, and others.

We are especially thankful to the following organizations who, through contribution and collaboration, made our work possible this year:



YEAR IN REVIEW MAKING CONNECTIONS

Information Campaigns

MINIMUM WAGE CAMPAIGN

HOUSING INFORMATION BASICS

HEATING CAMPAIGN

RIGHT TO PRIVACY CAMPAIGN

BED BUG INFORMATION CAMPAIGN

RENTAL INCREASE CAMPAIGN

Web Resources

We endeavor to provide students with accessible information. This year, we have committed considerable time and resources to creating accessible online information for students. This year HOJO launched three websites to provide students with timely and accurate housing and job information.

LIKEHOME.INFO

This year HOJO worked with UTILE (L'Unité de travail pour l'implantation de logement étudiant) to build a comprehensive trilingual website (in English, French, and Mandarin) to inform students about housing in Montreal. The website includes helpful how-to guides on finding an apartment, dealing with housing issues, and learning about Montreal neighborhoods.

HOJO.CSU.QC.CA

Along with the other CSU services, HOJO has migrated to a new, updated website! The new site features pertinent information on housing and jobs, embedded in the larger interface of the CSU family of services.

CLASSIFIEDS.CSU.QC.CA

Migrating the HOJO classifieds website to a new, updated, and more user friendly interface has been a major undertaking. This year we designed a new website, migrated the information, and publicized the new website. This new site allows users to message each other more easily, and has been updated to allow the site to filter ads from landlords against whom complaints have been placed by students. The site retains our housing and job quality policies; only allowing employers and landlords to post if their ads meet our minimum wage and student affordability policy requirements.



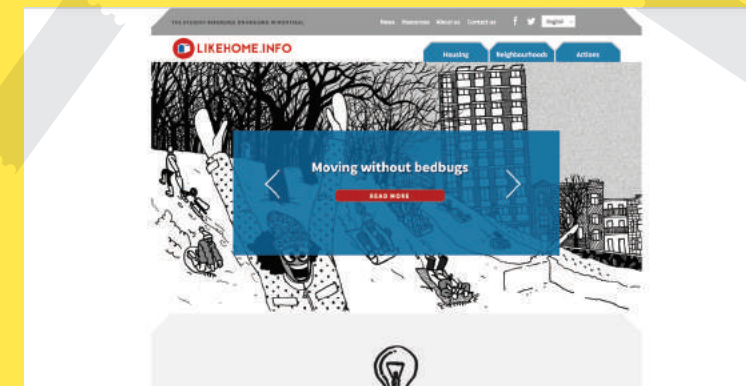
MINIMUM WAGE CAMPAIGN



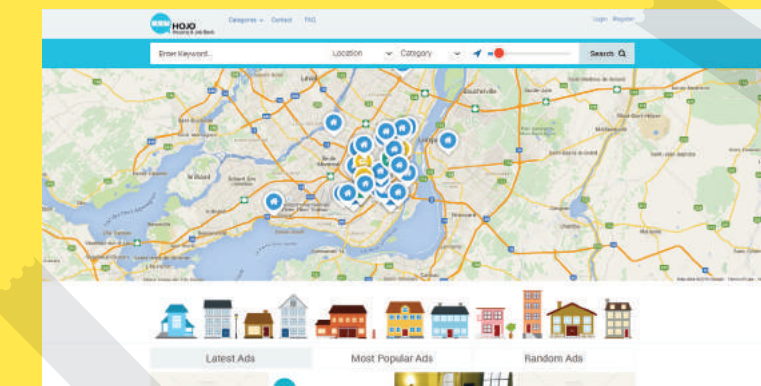
WINTERIZING CAMPAIGN



RIGHT TO PRIVACY CAMPAIGN



LIKEHOME.INFO



CLASSIFIEDS.CSU.QC.CA

Housing Fair

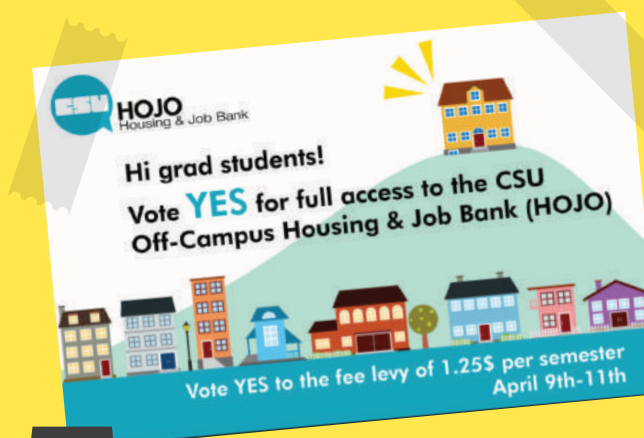
This year, we organized and hosted an extensive housing fair. Over 50 organizations participated in the event, which was attended by hundreds of community members. This event was a first for HOJO, and an amazing success. It allowed us to connect students and community organization (from all around Montreal and the Concordia community). This allowed students to see the variety of services available to them, get informed about their housing and job rights and options, and created a community engagement opportunity for HOJO and other organizations.



HOUSING FAIR

Graduate Student Fee-Levy

HOJO provides service to the entire Concordia community; however, until now a majority of the resources for the service have been provided through the undergraduate contributions to the Concordia Student Union and through the contribution of the Concordia Council for Student Life. This year was the first full year of graduate student funding for HOJO. This budget has allowed us to improve our services.



GRADUATE FEE LEVY



HOJO CONNECTS YEAR IN REVIEW

2014-2015



Welcome!

On behalf of the HOJO team, I would like to extend my sincerest thanks for the support we have received from you, our community, this year. HOJO provides a vital service to the Concordia community, and we are - and want to be - accountable to you for that. We had an amazing year, and this report is our way of sharing that work with you. As you flip through these pages you will learn about our core services (what you can expect from us every day) and the special initiatives we have undertaken this year. You will also find information about how we work, from the details of our services, to our team, to our financial information. We want you to feel connected to us.

Because at HOJO we are all about connecting, and this year more than ever we have made it a priority to reach out. Whether it was by connecting students with information through our drop in services and campaigns, connecting people with housing and jobs through our revamped classifieds website and new web resources, connecting our community through our innovative job and housing fair, or working with organizations at Concordia and around Montreal to provide the most comprehensive service possible, 2014-15 was a banner year for us. We have done all this while providing a high level of core services, comprehensive information and resources to support the well-being of our community in attaining and maintaining adequate housing and employment.

HOJO is a first stop for many students in their journey at Concordia, and a last resort for other community members in their job and housing struggles. Wherever you are in your housing and employment situation we are here to inform, support, and assist you. We hope this report will help you to understand the depth and breadth of our work, and we hope to connect with you in this new year.

Leanne Ashworth
HOJO Coordinator



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.

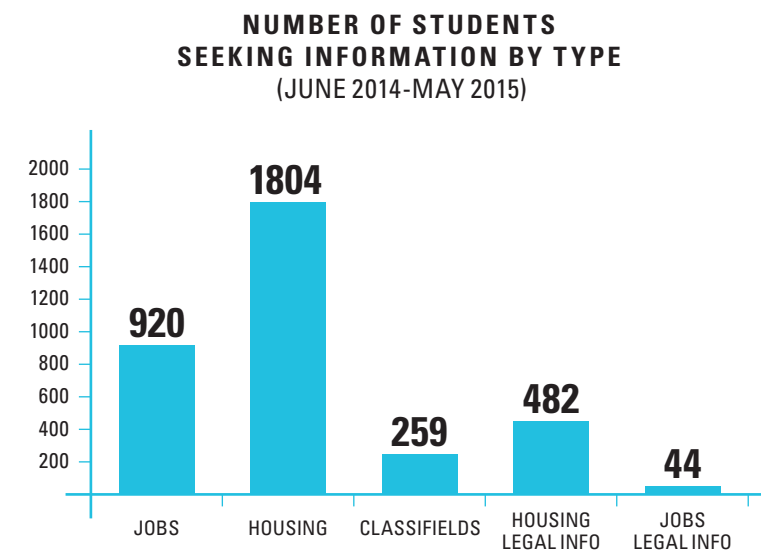
The CSU Off-Campus Housing & Job Bank is guided by the following core values:

- We respect the dignity and rights of all beneficiaries of HOJO services.
- We recognize that students have unique needs at Concordia, including linguistic, budgetary and time constraints.
- We offer personal one-on-one service that recognizes the full impacts of housing and job issues on individuals.
- We ensure the right to confidentiality and privacy with respect to information provided to us.
- HOJO is a service that is centered on students' needs. We strive to support our community in learning about and exercising their rights as tenants and employees.
- 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 students of Concordia University.

Services and Resources

Our services are designed in line with our mission to help students inform and empower themselves to take charge of their housing and job situation. Housing and job issues are often complex: finding the legislation and procedures relevant to a specific situation can be difficult. Students are often taken advantage of in situations of employment and housing. Landlords and employers are often poorly informed themselves or assume students will have little knowledge or experience in exercising their rights. That's where we come in.

HOJO's primary service is our 'drop-in' information service. We are available 5 days a week by drop in, or by appointment. Our dedicated team of assistants is well versed in housing and job legislation and can help students to find the information they need to make decisions regarding their housing and job situation.



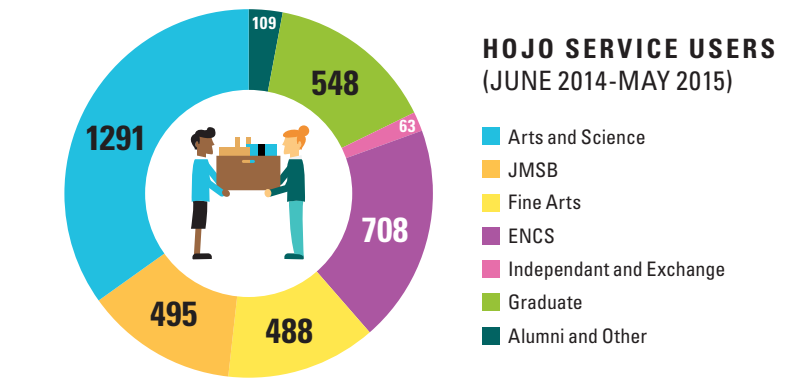
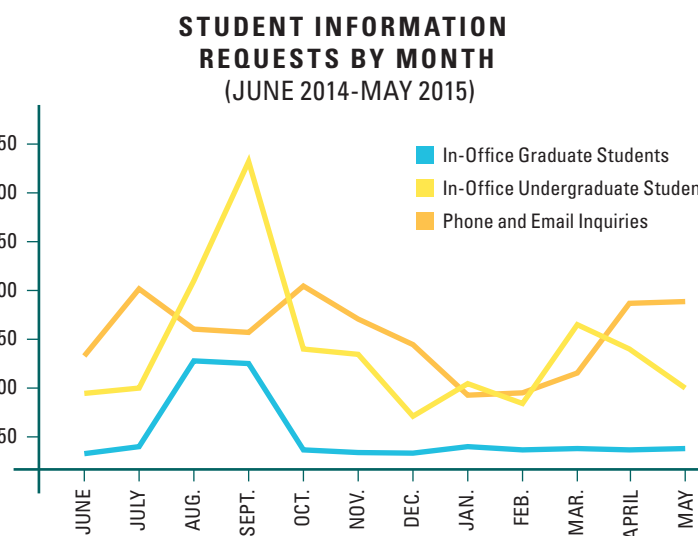
HOJO provides a variety of essential services for students, we:

- Outreach to the Concordia community through participation in community events (orientations and open houses), workshops and campaigns.
- This year we launched several campaigns including a heating information campaign, new video resources to increase our outreach, and workshops for students in residence.
- Provide support for academic experiences and foster the evolution of knowledge about core issues affecting students ability to find and maintain good, economically viable,

safe, and fair employment and housing opportunities.

- This year we hosted 3 research internships through the faculty of Urban Planning and Geography; these projects focused on issues in housing for the community surrounding Concordia's SGW campus, understanding international students' needs and perspectives on housing in Montreal, and providing a municipal level comparative analysis of student housing in Montreal (these reports can be found on the CSU website).

- Inform students in an accessible way. HOJO is committed to providing timely, appropriate services for students. We provide services attuned to the linguistic needs of Concordia's diverse population including French, English, and Mandarin services (including the printing and distribution of housing information materials in Mandarin).
- This year we created, launched and translated a new website, likehome.info (in partnership with UTILE).
- Welcome Concordia students, especially those who are new to Montreal and/or renting and finding employment for the first time. Through information campaigns targeted at arriving students, we help students land in Montreal with both feet on the ground.
- This year we worked directly and closely with the International Student Office providing printed materials and collaborating on workshops.



We keep an extensive archive of relevant information and legislation (from the Régie du logement, the Commission des normes du travail, Canadian Housing and Mortgage Corporation, legal information clinics, and other municipal, governmental and non-governmental bodies) to help students access the information most pertinent to their situation. We also create resources designed for the specific needs of our clients such as:

BASIC FACTS ABOUT RENTING IN QUEBEC
An empowerment tool for students and new renters (and renters new to Montreal) — an overview of tenant and landlord rights and responsibilities, rental norms, and information on how to enforce housing rights.

MONTREAL APARTMENTS AVERAGE RENTAL PRICES
This comprehensive guide to Concordia's most popular residential neighbourhoods provides apartment rental price averages. This information helps students to make informed decisions when seeking housing. Further, this acts as an advocacy tool, helping to keep rental prices in check by keeping renters informed.

BASIC FACTS ABOUT WORKING IN QUEBEC
Vital facts for students, this fact sheet is geared to the needs of new workers and workers new to Montreal. This provides a quick comprehensive overview of job search and career placement services, working on campus, and a basic primer in Quebec labour law. It is designed to assist students in finding suitable employment and exercising their rights as workers in Quebec.

HOJO COMMUNITY

JOBS
Making ends meet as a student can be difficult! Students face particular obstacles in finding paid work and can be vulnerable to illegal practices and job scams. Our job bank is home to a wide variety of part-time jobs so that making ends meet is a little bit easier.

LEASES
There are several different types of leases and rental agreements in Quebec, we make sure that students know what they are signing and understand their rights and responsibilities within their contract.

HOUSING
REPAIRS
It is the responsibility of the landlord to provide a dwelling in good, habitable condition. Many students face frustration when attempting to exercise this right. At HOJO, we help students to draft letters, know their rights in regards to apartment maintenance, and (when necessary) take recourse at the Régie du logement.

RENT INCREASE? EMPLOYER BANKRUPTCY?
What are your rights? Students come to HOJO to learn how to navigate complicated housing and job issues. It can be hard to navigate the rules and bureaucracy.

EMPLOYMENT
Looking for a roommate? Have a book to sell? Or do you need to sublet your apartment? Our website is monitored for quality, we only approve ads when the rent or wage is fair, and we don't post ads from landlords or employers with a student complaint history at HOJO.

CLASSIFIEDS

HOJO

COMPLAINT DATABASE
Wishing someone had warned you about your landlord's bad practices before you moved in? HOJO has a database of complaints students have made against their landlord or employers for illegal behavior. Come see us to consult it!

INFO & PRIVACY RIGHTS
Landlords commonly use discriminatory practices such as collecting unnecessary personal information like SIN, bank account numbers, and copies of passports or visas. These are illegal practices. It is also illegal to ask for deposits! Nothing exceeding the first months' rent can be asked for in advance.

AVERAGE RENTAL PRICES

BASIC RIGHTS AS AN EMPLOYEE IN QUEBEC

BASIC FACTS ABOUT RENTING IN QUEBEC