

September 2015-16

Good Neighbour Guide



Information for Brock students, Niagara residents and landlords.

Welcome, Brock students



Jack N. Lightstone, President and Vice-Chancellor, Brock University

"Brock plays a significant role in the Niagara community, and we all share a responsibility to be constructive partners who build neighbourhood well-being. These are leadership lessons that last a lifetime, and help us develop both sides of the brain."



Ted Luciani, Mayor, City of Thorold

"A warm welcome from Thorold! Every year we look forward to the contributions Brock students make to our community. Your vitality, enthusiasm and ideas are appreciated. We encourage you to get involved and make lifelong connections and friends while living here. You are a vital part of our city."



Walter Sendzik, Mayor, City of St. Catharines

"As Mayor for the City of St. Catharines, I welcome all of you to our hometown. Our city is open and ready for you to discover all that we have to offer. Our downtown investments like the new Meridian Centre and the soon to be opened First Ontario Performing Arts Centre have created new opportunities for business growth and attraction. Combined with the re-location of the Brock University Marilyn I. Walker School of Fine and Performing Arts, the momentum for transformational urban renewal is well under way in St. Catharines. The Brock community is part of our social fabric and one of the many groups which makes St. Catharines a great place to live, work and play. The future holds so many opportunities for each of you. Now is the time for you to pursue your dreams and unleash your potential. Our future is your future, and our hope is that your future includes St. Catharines."

A photograph of three women standing in a garden, engaged in conversation. The woman on the left has short red hair and is wearing a light blue t-shirt. The woman in the middle has curly blonde hair, wears glasses, a red long-sleeved top, and a white necklace. The woman on the right has long brown hair and is wearing an orange long-sleeved top. They are surrounded by green foliage and purple flowers.

We're here for you

For students, landlords, and residents of Niagara, Brock University's Off-Campus Living and Neighbourhood Relations is here to serve you. We're committed to working hand in hand with residents and community partners to ensure that issues connected with off-campus student living are dealt with appropriately.

Off-Campus Living and Neighbourhood Relations is a year-round housing service and centre for landlord and student resources. We advise you about conflict mediation and resolution, provide educational material, and we offer a presence at community forums to strengthen the relationship between campus and community. Find helpful tips and resources at brocku.ca/ocl. Don't hesitate to contact us with any questions or concerns.



Curtis Gadula, Off-Campus Living and Neighbourhood Relations, Manager
Student Life and Innovation Commons, Mackenzie Chown A Block Room 204, Brock University
905 688 5550 x3721, ocl@brocku.ca

For students

Be a positive reflection of Brock

Just say hi!

- Get to know your neighbours by name.
- Know who is responsible for property management.
- Remember — your house reflects on the neighbourhood.

Be a safe driver

- Drive with caution, especially in residential areas.
- Know the parking bylaws.
- Be proactive with parking for guests.
- Don't let people leave if they've been drinking.

Show and earn respect

- Be considerate — you're more likely to have a better relationship with your neighbours if you show respect.

Control the volume

- If your neighbours can hear noise from the edge of their property, you're too loud.
- Did you know that you're required to be quiet between 11 p.m. and 7 a.m. (\$365 potential fine)?

Garbage and recycling pickup

- Garbage and recycling are put out only on collection day — find out your collection day and how to properly sort your waste at niagararegion.ca/waste
- There is a limit of one garbage bag/ container per household. For additional bags, purchase a garbage tag* for \$2 at Zehrs or an Avondale convenience store.
- There is no limit to the amount of properly sorted recyclables (Blue and Grey Boxes) and organics (Green Bins) that can be placed at the curb for collection.

- Talk to your landlord if you require recycling containers.
- Remove the bins from the curb by 8 p.m.
- For large item collection*, call Emterra Environmental two days before collection day (905 227 7771). Pickup is free.

*Only available to single family homes or apartments with six units or less.

Keep calm

- Educate yourself about your rights and responsibilities.
- Have a friendly discussion with your neighbour if issues arise.
- Contact us if you need assistance.

Contribute

- Show your neighbours the positive impact students can make.

Host responsibly

- Inform your neighbours if you plan to have a party.
- Make your guest list manageable.
- Keep guests off your neighbour's property.
- Reduce noise levels by 11 p.m. to avoid the fine.
- You're responsible for cleaning up afterwards.
- If your neighbours or the police approach you with concerns, be co-operative and take action.
- It is illegal to sell cups or charge admission to a party with an open keg.
- Ignoring rules and responsibilities isn't worth the trouble.

Get involved

The Brock experience is much more than going to class, writing papers, and taking exams. It's about getting involved with your University and your community. The Brock University Students' Union

(BUSU) is a student-run organization responsible for activities and services outside of the classroom. Providing a health and dental plan so students can be at their best during their studies, and running campus-wide events like O-Week, Frost Week and Wellness Week are just a few of the many things that we do. To help do what we do, we hire more than 200 students and recruit over 300 volunteers. We have over 90 student clubs, and amazing student run businesses. At BUSU there is always an opportunity to try something new. Be sure to get involved to make the most of your Brock experience. Visit busu.net or follow us on Facebook, Twitter, Instagram or Snapchat by searching @BrockBUSU

Visit busu.net and fb.com/brockbusu for more details.



Student Life and Community Experience

By students, for students; with Niagara, for Niagara Student Life and Community Experience provides members of the Brock community with ways to get involved and be active in the University and surrounding communities. SLCE fosters service-learning, civic engagement, volunteerism, and leadership development through programs and events. Off-Campus Living and Neighbourhood Relations, alongside Student and Community Outreach (formerly Community Connections) and Student Leadership and Engagement, works to empower community members to be active, civic-minded leaders working to enhance the Brock experience and give back.

Community Spirit and Civic Responsibility Campaign

The Community Spirit and Civic Responsibility Campaign encourages students to become

engaged and positive citizens. Alumni, community and student leaders will deliver the key concepts through advertising and public-relations initiatives that showcase the difference they have made on campus and in the larger Niagara community. Off-Campus Living and Neighbourhood Relations has also launched the Don't be a Donkey campaign, aimed to create a greater sense of responsibility among students.

Good neighbour recognition

Regardless of whether you're a landlord, a student tenant, or a local resident, if you notice positive behaviours in your neighbourhood, please don't hesitate to contact our office and let us know. When Brock's Off-Campus Living and Neighbourhood Relations office hears about these actions, we want to ensure we're doing our best to encourage more responsible citizenship through various methods of recognition. To send your notes of recognition, contact ocl@brocku.ca Be sure to include your name and mailing address and the neighbour's name and mailing address.



For landlords

Connect Brock and the Niagara community

Put it in writing

- Outline the roles and responsibilities of you and your student tenants.
- Make sure that your student tenants understand their responsibilities.
- Consider spending a portion of your annual rent income on property improvements.

Follow the rules

- Become familiar with Ontario Fire Code regulations. To get your own copy, visit publications.serviceontario.ca
- It is your responsibility to be knowledgeable and adhere to provincial and municipal bylaws, including zoning regulations and building codes.

Be available

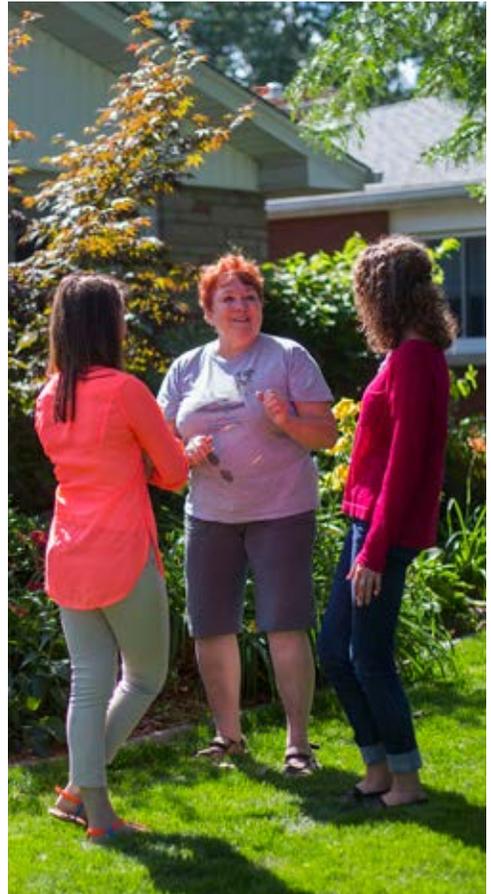
- Student tenants are paying for your services.
- Check in frequently.
- Be sure that you can be reached during emergencies.

This is a business

- Your obligations, for the most part, are outlined in the Residential Tenancies Act, so familiarize yourself with the regulations.
- For more information, refer to the Landlord and Tenant Board.

What we do for you

Off-Campus Living and Neighbourhood Relations offers a semi-annual course called Be a Successful Landlord for Brock Students. The three-hour session addresses issues faced by the landlord throughout the renting process, including advertising, the law and fire safety.



For Niagara residents

Build a relationship with your student neighbours

Pop in and say hello!

- The same suggestions apply to you as a resident.

Express your concerns

- Be calm. Student neighbours may be unaware that they're being disruptive or offensive.
- Deal with issues when they arise.
- Aggression or retaliation won't generate positive change.
- Talk first to find a resolution before you call the police.

Be reasonable

- University is stressful. Students need to have fun, too.
- This may be the first time your student neighbours have lived on their own. Help them to become respectful members of your community.

Talk to the landlord

- If necessary, direct concerns to the landlord.
- It's common for the landlord to be responsible for property management. Contact the landlord if the property does not meet standards.

Still concerned?

- Consult Off-Campus Living and Neighbourhood Relations.
- Approach the appropriate authorities.
- The St. Catharines Student Housing Committee and the Thorold Town and Gown Committee meet regularly — contact your local municipal councillor or city hall to raise your concerns.

Homestay program

By offering a room in your home, you can give students in the Language program a chance to learn a new language and experience a new culture with the comfort of having a friendly support system. If you are interested in being a Homestay family, contact:

Ty Bolibruck, ESL Services Housing Co-ordinator,
905 688 5550 x5042, homestay@brocku.ca



Useful contacts and resources

Getting settled in your community

Niagara Region – Waste Management
niagararegion.ca
905 356 4141

Emterra Environmental – Large Item Collection
905 227 7771

St. Catharines Transit
yourbus.com
905 687 5555

Ontario Energy Board
ontarioenergyboard.ca/OEB
1 877 632 2727

St. Catharines City Hall
stcatharines.ca
905 688 5600

Thorold City Hall
thorold.com
905 227 6613

Bell Canada
bell.ca
905 688 5600

Enbridge Gas Distribution
enbridgegas.com
1 877 362 7434

Cogeco Cable
cogeco.ca
1 866 261 4447

Be healthy and stay safe

(For emergencies, call 9-1-1)

Niagara Regional Police Services
niagarapolice.ca
905 688 4111

St. Catharines Fire Services
905 684 4311

Thorold Fire and Emergency Services
905 227 6412

Crime Stoppers of Niagara
crimestoppersofniagara.com
1 800 222 8477

Rental resources

Off-Campus Living and Neighbourhood Relations
brocku.ca/ocl
905 688 5550 x3721

Landlord and Tenant Board
ltb.gov.on.ca
1 888 332 3234

Ontario Human Rights Commission
ohrc.on.ca
1 800 387 9080

Ontario Ministry of Municipal Affairs and Housing
mah.gov.on.ca
416 585 7041

Ontario Fire Marshal's Office
ofm.gov.on.ca
416 325 3100