



# HOJO ANNUAL REPORT 2019

YOUR RELIABLE SOURCE FOR EMPLOYMENT AND  
HOUSING INFORMATION & ASSISTANCE

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## Offices

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2018 / 19





## OVERVIEW

Thank you for taking a moment to learn more about the CSU Off-Campus Housing and Job Resource Centre's accomplishments over 2018-19 year. Our student-focused work gives us a unique insight into the challenges and opportunities that students face as tenants and workers. We keep up-to-date on developments in housing and job news in order to react to trends we see including:

- Difficulty finding affordable housing close to campus due to a low vacancy rate;
- The effect the legalization of Cannabis has had on renters and workers;
- The popularity of short term rentals such as Airbnb and the resulting regulations being imposed;
- An increasing trust in and reliance on online sources for information;
- A lack of understanding of how to protect your private information online when applying for housing and employment.

More than ever we find face-to-face communication to be necessary because it allows us to better understand student's questions. In most cases our informational service can offer more in-depth answers than our online housing resource: likehome.info. In our face-to-face interactions, we aim to give students a fuller understanding of housing and employment rights and responsibilities on all sides. HOJO provides support for students to find and maintain adequate housing and employment by providing information, resources and support to everyone that walks through our doors. We are a first stop for many students in their journey at Concordia, and a last stop for others in their job & 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 in understanding the work we do, and we look forward to connecting with you again in the coming year.

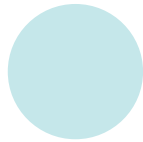
**"We are here to inform, support and assist you  
with all your housing and job needs."**

# OUR TEAM



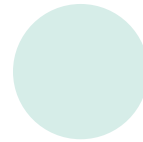
**LEANNE ASHWORTH**  
HOJO Manager

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**ALEX APOSTOLIDIS**  
HOJO Assistant

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**AVERY BURROW**  
HOJO Assistant

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**ALEX CLIFFORD**  
HOJO Assistant

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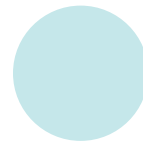
**SAFRINE MOUAJOU**  
HOJO Assistant

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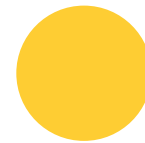
**CECILIA MARANGON**  
HOJO Assistant

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**PANAGIOTIS PAPAZOGLU-KARAHONZITIS**  
HOJO Assistant

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**MEGAN QUIGLEY**  
HOJO Assistant

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**ISABEL TERAMURA**  
HOJO Assistant

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**GEERTHIKHA THANKARAJAH**  
HOJO Assistant

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**SHANARA EISAN**  
HOJO Alumni

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**CLEOPATRA BOUDREAU**  
HOJO Alumni

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**DANXI HUANG**  
HOJO Alumni

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# MISSION AND CORE VALUES



The CSU Off-Campus Housing & Job Resource Centre works to empower, educate and support the Concordia community by providing reliable housing and employment information, resources and referrals. 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.

## OUR CORE VALUES



### INDIVIDUAL NEEDS

We recognize that students have unique needs with respect to their time and budgetary constraints.



### PERSONAL INTERACTION

The way we achieve our objectives is our staff; the personalized interaction offered is a major strength in dealing with sometimes difficult situations.



### TRANSPARENCY

The transparent exchange of information, ideas, knowledge and values is essential to the achievement of our mission.



### ACCOUNTABILITY

We believe that continuous improvement enabled by client feedback is essential to maintaining the high quality of our services.



### CONFIDENTIALITY

We ensure the right to confidentiality and privacy with respect to information provided to us by students.



### IDENTIFYING NEEDS

We recognize that some government organization may have limitations of scope with regards to meeting the unique needs of students in both official languages. We cater our services with this in mind.



### EDUCATION

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.

# WHAT DO WE DO?

The HOJO team provides general and legal information to the Concordia community on Housing and Employment rights with the aim of informing people of their options in an accessible and non-judgmental environment. Our primary service is our drop-in service available to all visitors five days a week. Students and non-students alike can learn about renting in Quebec, how to find a job on- and off-campus, and community resources around school. Furthermore, the HOJO team is thoroughly trained in Quebec housing and job regulations sourced from the Civil Code of Quebec, the Regie du Logement, the Canada Mortgage and Housing Corporation, the Commission des Normes, de l'équité, de la Santé et de la Sécurité du travail (CNESST), and other community legal information clinics.

We have two web resources for support outside our operating hours:

## HOJO CLASSIFIEDS WEBSITE

➤ [www.classifieds.csu.qc.ca](http://www.classifieds.csu.qc.ca)

## LIKE HOME WEBSITE

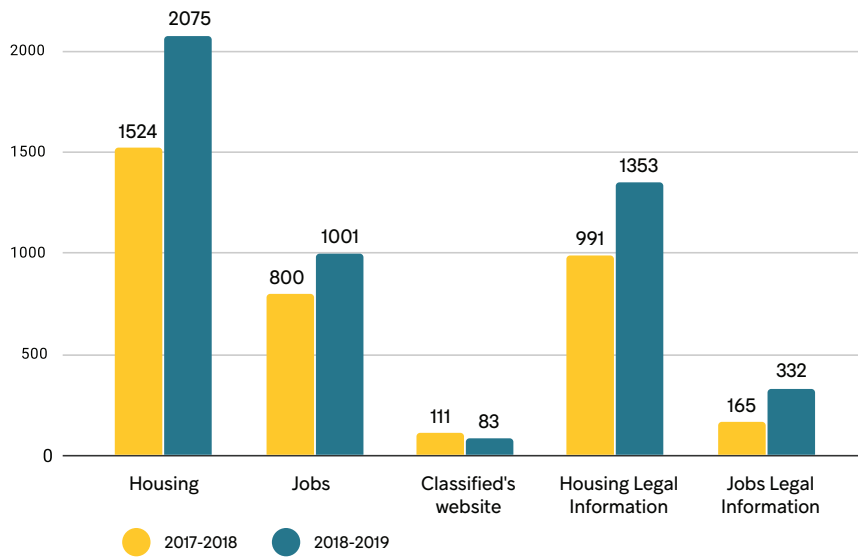
➤ [www.likehome.info](http://www.likehome.info)

LikeHome.info is an online housing information resource created in collaboration with Utile. Its mapping function is particularly useful for users who are new to Montreal and looking to learn more about where and how to rent. The interactive map shows rental price averages for each borough, the availability of resources, and the closest Metro station. Furthermore, the site has a comprehensive list of answers to frequently asked questions about renting in Montreal. We find this to be a powerful and accessible tool to help newcomers and first-time renters quickly gain knowledge about the current landscape.



# OUR YEAR IN NUMBERS

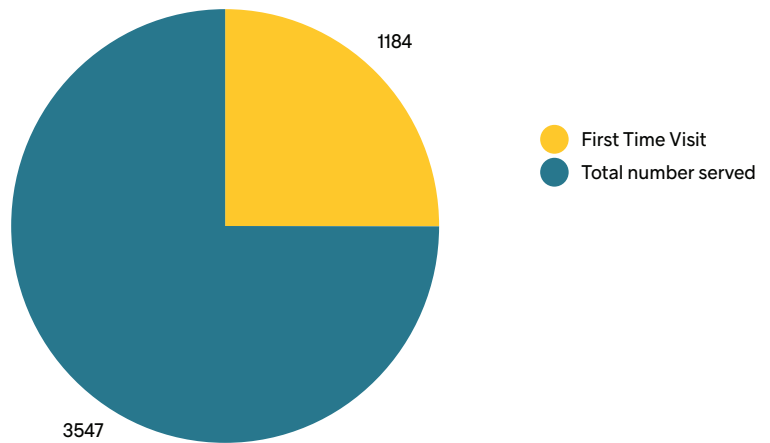
## 1. INFORMATION REQUESTS BY TYPE



Our office has seen an overall increase in all informational inquiries this year, with the greatest growth in housing inquiries. We have found that students are largely seeking general information on housing, followed by Legal Information on Housing. Job Hunting Information and Legal Information on Jobs comes third and fourth, respectively.

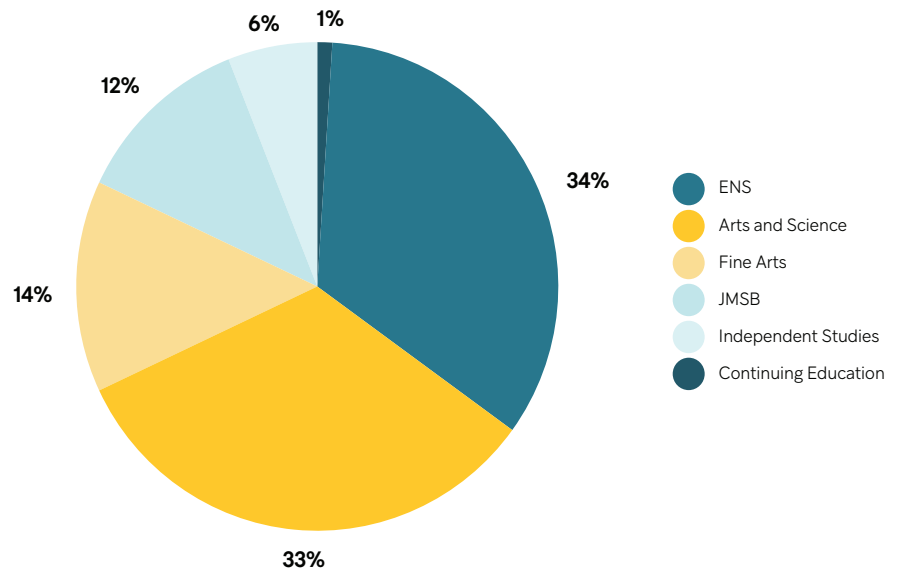
## 2. FIRST TIME VERSUS RETURNING

75% of visitors to our office have accessed our services before, while 25% are visiting for the first time. This indicates that we have a larger consistent base of visitors, complimented by a fair amount of new visitors. This reflects our office's longer-term assistance of students which can span over years and tackle many different problems.

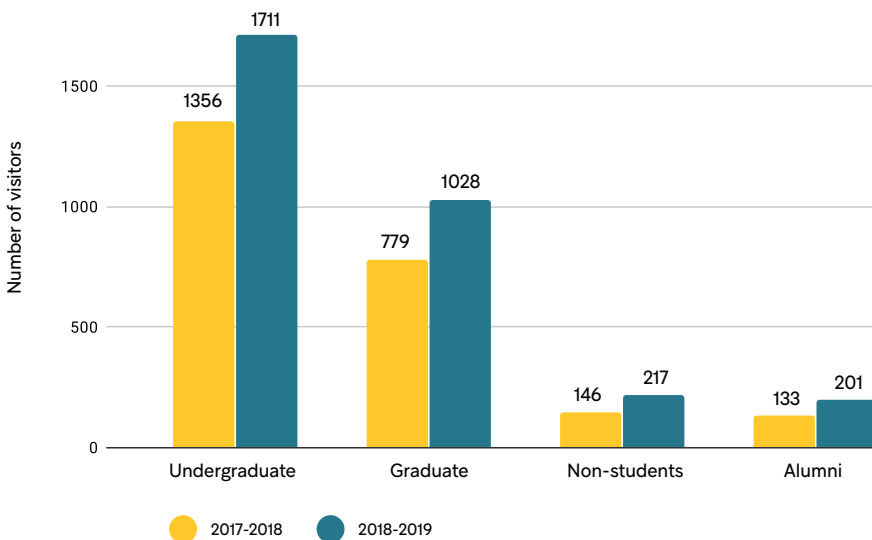


### 3. STUDENT VISITORS BY FACULTY

The majority of our student visitors are from the faculties of ENCS & A&S. All other faculties make roughly 33%.



### 4. IN-OFFICE VISITORS BY EDUCATION LEVEL



We have seen an overall increase in visitors to our office between the 2017-2018 term and the 2018-2019 term. We have seen the most growth among undergraduate students, seconded by graduate students. Our office has seen an overall increase in all informational inquiries this year, with the greatest growth in housing inquiries. We have found that students are largely seeking general information on housing, followed by Legal Information on Housing. Job Hunting Information and Legal Information on Jobs comes third and fourth, respectively.

# YEAR IN REVIEW

## JUNE

### HIRING

Hired 2 summer interns, with funding from SHIFT Concordia to work on the Woodnote project: Yubo Dai, our Market Research Intern and Madelaine Sommers, our Communication Campaign Intern. They worked on a survey for all undergraduates and organized focus groups. By the end of their internships they produced three comprehensive reports: Market Research, Focus Group and Communications Campaign Strategy.

### TABLING

Tabled to inform students about Moving day, Recycling on moving day, and what to do about bed bug infestations.

## JULY

### PRESENTATION OF SERVICES

Presented at the New Student mentor's training put on by the Student Success Center to provide an overview of our services.

## AUGUST

### WORKSHOPS

Presented 3 Apartment Hunting & Tenants Rights Workshops aimed at incoming International Students.

### TABLING

Tabled at Discover Concordia, a high-volume event aimed at welcoming and informing incoming students about all the services at Concordia University.

Tabled at the busy International Students Office Welcome International Students Event

### COLLABORATION

Worked with the university to assist Students with Saudi Arabian Citizenship facing challenges to continuing their studies in Canada and participated in Info Sessions on how to deal their housing obligations.

### PRESENTATION OF SERVICES

Presented our services at the Graduate Students Union's Welcome Event.



**SEPTEMBER****ATTENDED/PARTICIPATED IN**

Participated in the Graduate Students Association Scavenger Hunt.

Attended the Family Information Fair put on by Concordia University Student-Parent Centre.

Attended a sexual assault disclosure training, organized by Concordia's Sexual Assault Resource Centre.

Attended Women and Homelessness symposium at Concordia University.

**HIRING**

Hired and trained 7 new HOJO Assistants.

**TABLING**

Tabled at 2 well attended CSU orientation events: The Clubs fair and The Community Fair.

**WORKSHOPS**

Hosted an additional workshop on Apartment Hunting & Tenants Rights.

Presented 3 Job Hunting & Employees Rights workshops targeted at Incoming International Students.

**OCTOBER****PARTICIPATED IN**

Participated in Concordia's Open House to inform prospective students about our services.

**TABLING**

Tabled at both campuses to encourage students to complete our Homeshare survey.

**NOVEMBER****TABLING**

Continued tabling on-campus for our Homeshare survey.

**WORKSHOP**

Gave a workshop on our Homeshare research project in the community at Coop la Maison Verte

**DECEMBER****HIRING**

Welcomed 3 new woodnote Provisional Committee members.

**TABLING**

Tabled to inform students about the risk of frozen pipes in their apartments.

**JANUARY****ATTENDED**

Attended both CSU Orientation Events: The Clubs Fair & the Community Fair.

Spoke with many new students at the Welcome International Students Event about our services.

**TABLING**

Tabled at the Winter semester Discover Concordia event.

**WORKSHOPS**

Gave 2 Apartment Hunting & Tenants Rights workshops.

Gave 2 Job Hunting & Workers Rights workshops.

Presented workshop on Homeshare Research project at The Depot: Community Food Centre.

**FEBRUARY****ATTENDED**

Attended the Concordia Open House to introduce our service to prospective students.

**TABLING**

Tabled to promote the Woodnote Cooperative Project to students.

**HIRING**

Brought on new CSU Support Members for the Woodnote Housing Project: Sarah Mazhero & Megan Quigley.

**WORKSHOPS**

Presented 4 Moving out of Residence workshops for students at both campuses for those who are beginning their search for apartments off-campus.

**PROMOTION**

Toured and began co-promoting the new CSU daycare service.

**MARCH****TABLING**

Tabled for Refuse Your Rental Increase campaign.

**ATTENDED**

Attended the forum on systemic discrimination at Concordia University.

**ORGANIZED**

Organized a Cooperative mixer event at the HIVE Café, the Woodnote Housing Committee wanted to reach more students and allow them to hear about and discuss the upcoming housing project.

**PRESENTED**

Presented our Homeshare research project at New Hope Senior Citizens Centre.

**WORKSHOPS**

Hosted a Refuse your Rental Increase Workshop as part of the CSU's Anti-consumerism Week.

**APRIL****WORKSHOPS**

Hosted an Apartment Hunting & Tenant's Rights workshop for incoming students.

Gave our Homeshare information workshop to students at the Downtown campus.

**TABLING**

Tabled at both campuses to encourage students to complete our Homeshare survey.

**MAY****HIRING**

Hired a summer intern, Yuan Sun, to work on the Woodnote project with funding from Canada Summer Jobs program.

**UPDATED**

Updated our Workers Rights: Do you know what Minimum Wage is? campaign to inform students about the May 1st increased minimum wage.

**WORKSHOP**

Gave an Apartment Hunting & Tenants Rights workshop for incoming spring semester students.

**PRESENTED**

Presented our newly named & Branded Chez-nous Homeshare Project at Concordia's B/Old conference. We also tabled and made connections with like-minded organizations throughout this 2-day event.

# OUR PROJECTS

## THE WOODNOTE COOPERATIVE HOUSING PROJECT

Throughout 2018-19, the Woodnote's Provisional Committee has been actively working towards the launch of the project and getting ready to welcome students in July 2020. The Woodnote will house 144 students in 90 units, cultivating a dynamic and diverse community of Concordia students.

The Woodnote continues to be shepherded by an engaged and dynamic group of student volunteers. The Woodnote provisional committee members from 2018-19 consisted of Aranija Kathiresu, Audrey Smith, Hannah Arnason McNeil, Joey Mendolia, Kevin Hu, and Lynn Mourtada. Consequently, due to the turnover of Aranija Kathiresu, Hannah Arnason McNeil, and Joey Mendolia, the Woodnote provisional committee welcomed three new members this year, Yuan Sun, Karine Bale, and Naomi Johnson. The committee represents diverse faculties and experiences, ensuring that student voices are represented throughout the project. The committee has been busy guiding the vision of the cooperative, developing the application process, policies, as well as the cooperative's governance and financial models. As the building develops, the committee consults on the design of the space, considering innovative approaches to communal space and community building. The committee has made strides in boosting The Woodnote's profile by implementing a newsletter, launching a website, and building a following on social media.

## A VIBRANT STUDENT COMMUNITY NESTLED IN THE PLATEAU





For the second year, The Woodnote has been assisted by HOJO support members, who offer institutional memory, facilitation, and act as liaisons between the CSU and the project's partners. Thus, from the year 2018-19 a HOJO support member, Cleopatra Boudreau assisted the Woodnote. In the winter, two new support members from HOJO stepped in: Megan Quigley as the facilitation support member, and Sarah Mazhero as the communication support member. The facilitation support member's responsibility is to help with meeting facilitation, offer support and guidance, and to be involved in the long-term planning of the project. The communication support member's responsibility is to help the Woodnote team get the word out on their various events and the development of the project. They collaborate on long-term planning with a strong focus on outreach and are responsible for modifying the Campaign Strategy to meet the needs of the project.

HOJO's support of the Woodnote ensures that student's rights as tenants, as well as affordability and accessibility, are at the center of the project. We have been integral to developing training for the committee, including the organization of workshops, retreats, and strategic planning. In the summer of 2018, HOJO was able to hire two summer interns, funded through the Canada Summer Jobs program. These positions allowed us to generate market research to assist in the recruitment and outreach to Woodnote residents. This research helped us to develop our brand ambassador training.

Members of The Woodnote provisional committee attended the North American Students of Cooperation (NASCO) Student Cooperative Institute in November, as well as StudentDwell Toronto conference on Student Housing in May. In attending these conferences, we were able to build relationships with other coops across North America, connecting to networks and resources that will help the development, longevity, and success of the project. The committee was proud to see the attention that The Woodnote and CSU have received for this innovative student housing project.

The Woodnote has been actively building a community by hosting events, tabling, and participating in CSU's orientations. In March, the committee collaborated with The Hive to host a co-operative mixer for the Concordia community, bringing together cooperatives and students to build awareness of The Woodnote.

The project was successful in tripling The City of Montreal's contribution from half a million dollars to 1.7 million dollars. We are also grateful to Concordia University for their generous financial contribution. On April 17, The Woodnote celebrated the ground-breaking ceremony with presentations on the issue of innovative student housing by Jean-Yves Duclos, Minister of Families, Children and Social Development and Montreal Mayor Valérie Plante, as well as the CSU and UTILE.

With students expected to move in on July 1st, 2020, The Woodnote has a busy year ahead! The committee looks forward to recruiting resident members, building the coop's community, and launching the application process beginning in the Spring of 2020.

# OUR PROJECTS



## CHEZ-NOUS HOMESHARE PROJECT

In 2018 we began working on the Homeshare Project Chez Nous. Homeshare is a concept where two or more people share the same home for their mutual benefits. The program aims to help seniors age in place and defeat isolation while providing students with affordable housing. However, Homeshare is more than just a rental agreement or a care-giving service: this type of housing is ideal for people who are relatively independent and don't need professional assistance. The main idea behind the Homeshare concept is the exchange between the parties, social, cultural, and intergenerational exchange.

Our experience has shown us that both students and seniors are particularly vulnerable populations in the rental market. Students are not always aware of their rights and obligations. Seniors have difficulty finding and maintaining housing which allows them to age in place.

The rental market in Montreal is becoming increasingly difficult to navigate. In 2018, the vacancy rate fell to 1.9%. We are looking at Homeshare as a possible solution.

Our project is in the preliminary stages: we have distributed a survey to students at Concordia University and found 73% of them are interested in living in a homeshare situation. We have also conducted some workshops in the NDG community. We have gathered information about the main concerns seniors have about home sharing: safety, privacy, compatibility. In May, we participated in the B/OLD conference to discuss issues and ideas around aging in the city. The conference was an excellent opportunity for us to learn more about the Homesharing model and conduct further surveys among seniors and students.

## PROJET SALUBRITÉ

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From our experiences speaking with students, we have found that dwellings downtown are often the most expensive units yet often have the lowest quality of life. Students and community members alike often encounter difficulties with landlords asking for personal information, poorly maintained dwellings, illegal fees, and inflated rents. In order to offer our services to residents living in poor conditions downtown, we have been working in collaboration with the Comité logement Ville-Marie on an outreach program called "Projet Salubrité."

This door-to-door research project aims to build a portrait of the living conditions in downtown Montréal, relating to health, safety and maintenance. We are hoping to find out more about the needs and problems of downtown residents and assist these residents in asserting their rights as tenants.

# CURRENT ISSUES



## AIRBNB

Since 2012, Montreal has seen an increase in short-term rentals through the platform Airbnb. These listings are highly concentrated in the boroughs of Ville-Marie, Plateau-Mont-Royal, Old Port, and Griffintown, as well as in the areas surrounding Metro stations. The service is a popular choice for visitors who are looking for cheaper accommodations than hotels. Over the past year, Airbnb has been an increasingly relevant topic in the news and among visitors to the office. The rise of Airbnb is significant to us considering the spread of gentrification and falling vacancy rates.

Airbnb presents itself as a service which allows individuals to make additional income through occasional short-term rentals of their primary residences. The service has become a popular choice for short-term rentals in the last five years. However, trends in the news and in our office suggest Airbnb has had a disruptive effect on the Montreal's rental market. An increasing number of dwellings are being rented out on a short-term basis for prices much higher than market value. Airbnb listings at large have been increasing over the years as the service has become increasingly profitable. The Plateau Mont-Royal housing committee reported that there are many cases of landlords evicting tenants in order to rent out their properties through Airbnb. These conditions pose the threat of both lowering the vacancy rate and increasing rents beyond affordable levels, accelerating the process of gentrification. Furthermore, there are more visible negative effects to the increase of Airbnb listings. Many residents are finding that Airbnb users behave disruptively in residential areas, while there have been other reports of users filing noise complaints about events in commercial areas. One CBC article states that long-term residents downtown feel that there are more Airbnbs than renters.



GENTRIFICATION



FALLING VACANCY RATES



RENT INCREASES





While the occasional short-term rental within an individual's home continues to be popular, high-priced properties used as "full-time" Airbnb rentals are proliferating. According to a 2017 McGill study, "Short term cities: Airbnb's Impact on Canadian Housing Markets," renting through Airbnb can be much more profitable than long-term renting for property owners, with some listings charging up to thousands of dollars a night. The McGill report highlights the significance of what is called "triple threat" listings, which are characterized by three elements: 1. Listings for entire apartments, 2. Listings which are rented out full time, and 3. Listings which are rented out alongside other listings by the same owner. This type of listing made up 7.6% of Airbnb listings in Montreal in 2016-17 and brought in 36 % of the Airbnb's annual revenue in Montreal. In high-demand boroughs, triple threat listings made up 1.5 - 3 % of units, meaning that a significant portion of apartments became inaccessible to tenants. These figures indicate that an increasing number of dwellings are being converted into highly profitable commercial short-term renting. The report states, the growth of new Airbnb listings is in fact outpacing the growth of regular renting stock in older boroughs like Plateau Mont-Royal, Old Port, Griffintown, and Ville-Marie, with the result of residents being pushed out of the central boroughs.

Several regulatory bills have been passed on the municipal and provincial level between 2015 and 2019 in addition to borough-specific legislation. Bill 67 was passed in 2016 in attempt to regulate Airbnb, requiring those who rented out their property for under a month on a "regular basis" to obtain a commercial classification. Several new regulations were established in 2018. Responsibility for enforcing the new regulations was transferred from the Ministry of Tourism to Revenu Quebec, and fines of up to \$ 25 000 for residential owners and \$ 50 000 for commercial owners have been put in place. Accordingly, there have been increasing investigations and fines issued, with the goal of reclaiming around 5 000 dwellings for long term residents. Both the boroughs of Ville Marie and Plateau-Mont-Royal have been restricting the available area for Airbnb listings: in Ville Marie, listings are restricted to the strip of Sainte-Catherine between Guy and Amherst Streets, while in Plateau it is been restricted to Saint-Denis and Saint-Laurent streets. Furthermore, the City has attempted to take a more hands-on measures such as banning outdoor lockboxes frequently used by commercial Airbnbs.




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## CANNABIS LEGALIZATION

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On October 17th 2018, Canada legalized the consumption of cannabis, allowing tenants to use cannabis recreationally in their homes. Many questions arose from this legalization, both on behalf of landlords and tenants regarding the rules and regulations of cannabis use in apartments. To better help students, considering this new law, we researched what rules tenants must follow to use cannabis in their apartments. In response to the legalization of cannabis, some landlords sought to restrict cannabis consumption in their dwellings, requiring them to send a notice of lease modification. With this new law taking effect, landlords could propose a modification of the lease up until January 19th, 2019. Tenants were then allowed to refuse within 30 days of receiving the notice. Landlords could open a case against the tenants at the Régie du Logement 30 days after the refusal, as with any proposed modification of a lease. Tenants may also be taken to the Régie du Logement if their consumption of cannabis disrupts neighboring tenants. The decisions surrounding the consumption of cannabis varies by municipality, and ultimately, a judge at the Régie du Logement must decide if the use of cannabis is a nuisance in an apartment.

The legalization of cannabis has also affected the workplace. The Commission des Normes, de l'Équité, de la Santé et de la Sécurité du Travail (CNESST) re-establishes that consumption of cannabis is prohibited in workplaces, except for some workplaces located in private residences. Employers are obligated to provide a safe workplace for all employees, leading to many employers establishing policies and guidelines surrounding the use of cannabis.

# LOOKING FORWARD

## RENTAL INCREASES

We have found that students sometimes face large rental increases from their landlord on a yearly basis. Frequently we see requests for monthly rental increases ranging from \$10 to as high as \$300. Students who are new to renting or who are not familiar with average rental prices in Montreal are less likely to be aware of their right to refuse or negotiate rental increases, a situation which leads to rising rents in the long term. It can also lead students to move more frequently as they can no longer afford their apartment. We are continuing to raise awareness about the tenant's right to refuse a rental increase.

## VACANCY RATE

According to the Canada Mortgage and Housing Corporation's 2018 Rental report for Montreal, the average vacancy rate in Montreal fell to 1.9%. The lack of housing stock means that it is increasingly difficult for tenants to find housing that meets their needs which often means that many people are settling for lower-quality housing at a higher price. For students and new arrivals to Quebec, it is even more difficult to find housing. We hope to address the difficult housing situation by informing students of apartment-hunting strategies and encouraging them to widen their search to neighbourhoods that may be more suitable to their needs and budget.

## JOB SCAMS/BITCOIN

We have been receiving complaints from students of widespread job scams involving identity, bank and cryptocurrencies such as bitcoin. A new take on an old bank fraud scam seems to target students. Students looking for jobs are receiving offers from companies, who look legitimate, for a remote position in which they'll be asked to purchase software or products for their clients by converting their own money from their personal bank account into bitcoin and then transferring funds into an untraceable account. Job-seekers are told they are hired as "assistants" and need to complete transactions "temporarily" using their own funds. The problem is that those companies and individuals are not real, the money deposited online by the student will never be paid back and can't be traced.

## INTERNATIONAL STUDENTS FACING RENTAL PROBLEMS

For those who are new to renting in Montreal, it can be difficult to see the signs of a bad rental situation before it happens. Unfortunately, every year students come into the HOJO facing rental scams or poor living conditions. We believe that these situations continue because many of these students are searching for apartments without visiting or are unfamiliar with their rights as tenants. We work to prevent these situations from occurring by reaching out to students before they arrive in Montreal. For those we can't reach until after they have committed to a rental contract we inform them of their rights as tenants and norms in renting.

## CHEZ-NOUS HOMESHARE PROJECT

HOJO is continuing to develop the Homeshare project. We will be focusing on building a base of interested stakeholders and cultivating relationships with community organizations who have ongoing relationships with seniors. We will continue to distribute surveys among students and seniors. We will also be working on the application process in order to accurately inform interested parties in their rights and responsibilities of both sides of home sharing.



# FAQ



## **CAN HOJO FIND ME A JOB/APARTMENT?**

While the HOJO staff are well-equipped to help students access housing and job resources and opportunities, the Housing and Job Resource Center is not a housing- or job-matching service. We refer students to our Classifieds website as well as various organizations on- and off-campus in order to continue their search.

## **WHEN IS HOJO OPEN?**

HOJO's Sir George William location is open year-round during weekdays from 10-6 and 11-4 on Fridays. Our Loyola location is open during the Fall and Winter semesters Monday afternoons.

## **DOES HOJO HELP NON STUDENTS?**

HOJO provides resources and information to students and non-students alike! Our staff is ready to assist anyone who is interested in finding out more information about their housing and employment rights. However, priority is given to students for more urgent issues and some of our services like the Classifieds website are only accessible to Concordia students.

## **WHAT ARE MY RIGHTS? WHAT CAN I DO IN THIS SITUATION?**

Our office is glad to assist students in accessing their rights as tenants and employees, however HOJO cannot dispense legal information or advice over email or phone. We are more than happy to assist visitors in our office and conduct research on the problem at hand.

## **WHAT IS MY STATUS ON MY LEASE?**

Many students new to renting may be unfamiliar with the different types of lease agreements or what exactly their status is on the lease, whether it is an occupancy agreement, room to rent, or joint tenancy. HOJO staff are here to help students understand the different options available to them and clarify what their rights are in their situation.

## **WHEN IS MY COURT DATE?**

Dealing with the Rental Board, or the Regie du Logement, can be confusing. Luckily, HOJO is here to help! We are well-equipped to assist students in accessing information online about their hearing and accompanying students to the tribunal.

## **ARE THE HOUSING LAWS DIFFERENT HERE?**

Quebec, just like every province has unique laws regarding housing and employment. Knowledge is power! If you are new to the province, it is worth taking the time to find out about your rights and responsibilities as a tenant and employee.

# OUR YEAR IN PICTURES



HOJO alumni Cleopatra Boudreau at the Welcome International Students Event in August 2018



A day in the life of a HOJO assistant Sarah Mazhero. Her day consists of meeting with students, daily administrative tasks, and research into the state of housing and employment in Montreal.



HOJO assistants presenting an Apartment Hunting & Tenants Rights Workshop for international students in August 2018.



HOJO and CSU staff celebrate with The Woodnote Cooperative's provisional committee at the project's groundbreaking ceremony in April 2019. The ceremony marked the official launch of The Woodnote and was attended by Federal Minister Jean-Yves Duclos, Montreal Mayor Valerie Plante, and members of the community.

L-R: Megan Quigley (Woodnote Facilitation Support Member), John Hutton (CSU Finance Coordinator), Karine Balé (CP member), Leanne Ashworth (HOJO manager), Audrey Smith (CP member), Kevin Hu (CP member), Jean-Yves Duclos Federal Minister, Sarah Mazhero (Woodnote Communications Support Member), Sophie Hough-Martin (CSU General Coordinator), Yuan Sun (CP member), Naomi Johnson (CP member).



The HOJO whiteboard seeks to keep visitors informed of recent news in housing and jobs, as well as job and housing postings in the community.



HOJO Assistant Cecilia Marangon presents the Homeshare project at the B/old conference in May 2019.

# THANK YOU

**We were very fortunate to connect with so many great individuals and organizations this year, including:**

## **OUR CSU COMMUNITY**

Sophie Stone and Stephen Brown at the Advocacy Centre, Walter Tom and the team at the Legal Information Clinic, Mairi Watson and Mihaela Eftene, our Graphic Design team, the CSU orientation team, Camil Gagnon-Duguay, our IT Administrator, Davis Hepnar our Communications Coordinator, Robert Henri our General Manager, Angela Meo at the CSU Daycare, all of the CSU Reception & Executive team and our hard-working Summer Interns Yubo Dai & Madelaine Sommers.

## **CONCORDIA COMMUNITY**

Career & Planning Services, The Welcome Crew Mentors, The Graduate Students Association, The International Students Office, Concordia Residence Life Team, Graduate Student Noura Brek & Professor Satoshi Ikeda: members of our Chez-nous Homeshare project, the Dean of Students office, the SARC, Hospitality Concordia, the Welcome Center, the office of Student Recruitment, The Student Success Center, Organizers of the B/old Conference, The Link, The Concordian, and Chloe Williams of the Hive Café Co-op.

## **MONTREAL COMMUNITY**

Thanks to the organizations we have been able to refer students to and work with this year including: Au bas de l'échelle, the Centre for Research Action on Race Relations, The Canadian Anti-Fraud Centre, The Centre communautaire juridique de Montréal, the Comité logement Ville Marie, the Coopérative de développement régional du Québec, The Depot: Community Food Center, ECOLE- McGill, The Greater Montreal Community Justice Center, Maison la Coop Verte, the Mile End Legal Clinic, Montreal Department of Public health, New Hope Senior Citizens Centre, the North American Students of Cooperation, Project Genesis, UTILE and Youth Employment Services.

