AMS Housing Service

Presented to the AMS Council on Oct. 14, 2020 by:

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AMS Housing Service Coordinator
Overview of Presentation

Background
- Historical and Institutional Context
- AMS Executive Goals
- Gap Analysis

Consultations
- Similar Models at Other Institutions
- Historical and Current Data

Description of Service
- Goals
- Structure
- Budget
- Timeline
Historical Context

What the AMS has done in the past with off-campus housing support

- There have been services operated by the AMS to address the student demand for off-campus housing support. The most notable example is AMS Rentsline.
- In 2013, the AMS Services Review concluded that Rentsline, though actively updated and utilized, did not provide enough support to users.
- In September 2014, Council was informed that the university had created an off-campus housing website.
- The AMS decided to instead shift focus from creating a student-run service to lobby the university to create a professional service centered around off-campus housing.
Institutional Context

What the university has done in the past with off-campus housing support

- At UBC, there is no current service operating that focuses on supporting students with off-campus housing-related issues.
- Before 1993, the university operated a housing registry through the UBC Department of Housing and Conferences that was accessible to students.
- The university operates a webpage on UBC’s Student Housing website with off-campus housing information and resources.
AMS Executive Goals

From the President:

Campaign promise:
- The introduction of a new AMS Service dedicated to housing needs

Key Performance Indicator:
- Successful launch of a new AMS Service for housing by the end of the fiscal year
AMS Executive Goals

From the Student Services Manager:

In conjunction with the President and other campus stakeholders, AMS Services will aim to launch a Service by the end of the 2020-21 Academic year.

Key Performance Indicators:
- Present a report to Council by September 2020 detailing the feasibility of potential aspects of the Service.
- Present a report to Council by April 2021 detailing the results of early interactions through the new Service.
The AMS does not provide any service that centers around off-campus housing support for students. The AMS runs Peer Support, however, these volunteers are not specially trained nor have special resources aimed at supporting students facing housing issues.

The University has many supports for students, none of which are focused on off-campus housing needs.

Many excellent resources for the general public to access regarding housing.
No clear provincial supports for post-secondary students.
Amount of information is overwhelming, no singular point of contact for students.
Similar Models at Other Institutions

CONCORDIA STUDENT UNION

The Concordia Student Union (CSU) operates a service called the “CSU Off-Campus Housing & Job Resource Centre,” abbreviated as HOJO.

UNIVERSITY OF BRISTOL STUDENT UNION

The University of Bristol Student Union in the United Kingdom owns a professionally-run housing service geared towards supporting off-campus student housing.

WESTERN UNIVERSITY

Western University offers professional services for student off-campus housing needs.
Historical Data

2020 AMS Nest + Experience Survey

How useful would you personally find a new AMS Service that focused on addressing housing needs at UBC?

- Extremely useful, 33.5%
- Very useful, 25.5%
- Moderately useful, 21.6%
- Not at all useful, 11.4%
- Slightly useful, 8.0%
### Historical Data

#### 2020 AMS Nest + Experience Survey

If the AMS were to create a new Service focused on addressing the housing needs of students, please rank the importance of the following features to you:

<table>
<thead>
<tr>
<th>Service</th>
<th>1 (most important)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7 (least important)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising Sublets to Students</td>
<td>165</td>
<td>370</td>
<td>291</td>
<td>291</td>
<td>263</td>
<td>515</td>
<td>205</td>
</tr>
<tr>
<td>Assistance with Landlord Disputes</td>
<td>117</td>
<td>181</td>
<td>284</td>
<td>350</td>
<td>372</td>
<td>912</td>
<td>122</td>
</tr>
<tr>
<td>Assistance with Finding Roommates</td>
<td>10</td>
<td>270</td>
<td>293</td>
<td>338</td>
<td>379</td>
<td>441</td>
<td>313</td>
</tr>
<tr>
<td>Assistance with Determining Fair Rent Prices</td>
<td>325</td>
<td>385</td>
<td>357</td>
<td>470</td>
<td>303</td>
<td>254</td>
<td>127</td>
</tr>
<tr>
<td>Information About Tenant (Renter) Rights</td>
<td>202</td>
<td>333</td>
<td>464</td>
<td>393</td>
<td>407</td>
<td>318</td>
<td>159</td>
</tr>
<tr>
<td>Lease Reviewing Services</td>
<td>110</td>
<td>432</td>
<td>415</td>
<td>389</td>
<td>397</td>
<td>296</td>
<td>222</td>
</tr>
<tr>
<td>Database of Rental Postings</td>
<td>1329</td>
<td>349</td>
<td>210</td>
<td>140</td>
<td>870</td>
<td>879</td>
<td>122</td>
</tr>
</tbody>
</table>
Current Student Consultation

Five questions asked to the student pool were as follows:

1. What are some struggles that students face regarding housing?
2. If the AMS created a housing service, what are some features you would like to see in it?
3. If you lived on campus in UBC Student Housing and transitioned to off-campus housing, what was that experience like?
   a. Did you feel like you were adequately supported and had the resources to successfully transition off campus?
4. Where are you most likely to go for housing information?
5. Do you have any additional comments?

Received over 64 responses
Goals of the Service

The AMS Housing Service's overarching goal will be to support students in their off-campus housing needs. Major domains of “off-campus housing needs” may include but are not limited to:

- Finding off-campus housing;
- Assistance with landlord negotiations;
- Transitioning from on-campus housing to off-campus housing;
- Roommate and landlord conflict mediation;
- Budgeting assistance;
- Off-campus housing information, including tenant rights, fair housing prices, neighborhood information, etc.;
- Furniture and appliance rentals; and
- Support for experience of acute homelessness.
Potential Structure of the Service

AMS Housing Service

- AMS Housing Database
- Housing Support
  - Disputes, Negotiations, and Conflict Mediation
  - Housing Search Assistance
- Homelessness Prevention and Alleviation
- Campaigns and Outreach
- Rentals
- Property Management
Initial Structure of the Service

- Housing Service Coordinator
  - Housing Support Team Lead
  - Housing Support Volunteers
  - Campaigns and Outreach Lead
  - Campaigns and Outreach Volunteers
# Initial Budget

<table>
<thead>
<tr>
<th>Account Descriptions</th>
<th>Budget</th>
<th>Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary (Coordinator)</td>
<td>$17,810.00</td>
<td>1 Coordinator, $15.50/week at 20h/week</td>
</tr>
<tr>
<td>Telephone/Fax</td>
<td>$507.00</td>
<td>1 line at $42.25</td>
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<tr>
<td>Office Supplies</td>
<td>$50.00</td>
<td></td>
</tr>
<tr>
<td>Miscellaneous Supplies</td>
<td>$50.00</td>
<td></td>
</tr>
<tr>
<td>Photocopying and Administrative</td>
<td>$50.00</td>
<td></td>
</tr>
<tr>
<td>Advertising and Promotion</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Volunteer Training and Appreciation</td>
<td>$750.00</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$19,417.00</strong></td>
<td></td>
</tr>
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# High-Level Timeline

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Milestone</th>
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<tbody>
<tr>
<td>1 year</td>
<td>First presentation of the AMS Housing Service Feasibility study to AMS Council</td>
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<tr>
<td></td>
<td>Soft launch of off-campus housing support program</td>
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<tr>
<td></td>
<td>Soft launch of a housing database or partnership with an external service</td>
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<tr>
<td></td>
<td>Soft launch of housing rights and campaigns strategy</td>
</tr>
<tr>
<td>2 years</td>
<td>Soft launch of homeless prevention and alleviation strategy</td>
</tr>
<tr>
<td>5 years</td>
<td>Soft launch of a rental service</td>
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<tr>
<td>10 years</td>
<td>Soft launch of an AMS co-op housing service and/or an AMS-owned professional service</td>
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</tbody>
</table>
Conclusion

The AMS is in a position to create an initial volunteer-run service that provides off-campus housing support through: housing search assistance using an existing service; landlord and roommate disputes, negotiations, and conflict mediation services; and campaign and outreach services.

Reminder: this is a small snippet of the full, 21-page feasibility report submitted to council on September 30th
Questions?