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Experience Immigrants Have With Housing in Waterloo

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Experience Immigrants Have With Housing in Waterloo

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A Growing Immigration Population

Advantages for community diversity range from social and economic benefits

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Problem Statement

- Housing is major challenge to successful settlement

- Housing affects social, psychological and quality of life

- Limited or no study has been done

Purpose of Study

- Examine immigrants’ experience with housing in Waterloo
Significance of the Study

- Important to social workers
  - Help identify specific areas needing intervention
  - Maintain and sustain better housing provision
  - How to better prepare our children

Breaking the housing barriers
Method

- Qualitative Research Approach
- Institutional Review Board (IRB)
- Approval Granted to do Research
All IRB protocols were professionally observed

- Permission to speak to participants
- Invitation to participate
- Consent form for each interviewee of the study
- List of 10 questions
- Individual interviews
Procedure

Participants
- 5 people aware of home environment
- Voluntary involvement and received a ten dollar gift certificate
- Each oral interview took approximately one hour
- 4 persons were interviewed
Analysis

• Interviews transcribed
• REV an online transcription service
• Used Dedoose to code the transcriptions
• Developed Themes
FINDINGS

The Top Three Themes for the Findings Were

• Language Barrier
• Living Conditions
• Institutional System
Language Barrier

*Burma, Malaysia and Thailand and various countries from Africa especially, Congo and Angola*

- Leases written in English not in language tenant could understand

- **Tenant did not understand how to contact landlord**
  - Email
  - Text
  - Phone
  - Written note

- **Tenant did not know what was expected of them**
  - When rent was due
  - How to pay the rent
  - How to report repairs or other issues
  - How to notify if moving

- **Tenant did not know what to expect of the landlord**
  - Safe environment
  - Rodent and bug infestation free
Safety Issues

“...a lot of garbage in hallways, up the stairs...”

“...a lot of things not getting fixed or repaired in a timely manner”

“...dodge phone calls too, ...when it’s over 100 degrees...air isn’t working...”

”...a lot of garbage and debris...broken glass and stuff.”
Infestation of bugs

“... they had a huge cockroach nest...”

“...bedbugs is a real problem...”

“...cockroaches in all of the apartments...”

“...cockroaches and bedbugs...”

“...major housing problem, bugs...”

“...cockroach infestation could be prevented...“
Email

“You have to send them an email…”

“They would not have a computer”

‘They wouldn’t have computer knowledge”

“Maintenance request...through email…”

“Not all of them (have computers)”
Texting
“‘They don’t have phone...’”

“...Lost deposit because texted landlord...”

Handwritten notes
“...not able to read English so they do not understand notes landlord sends...”

“...need to communicate in hand written notes to landlord...”
Limitations of Research

Small test sample
WHAT NOW ??

Advocate

How?
Hope in a Storm

Nonprofit Organization

Darlene Fitkin & Marie Adebiyi

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501c3

Grants and Funding

- Collaborate with other agencies and UNI
- Making of film(s) to teach housing issues
- Landlord – Tenant Round Table
- Implement, housing specific, learning lab
- Continue Housing Research, As Needed

Landlords  Other Agencies  Immigrants
Thank You

Many have helped and encourage me during these last few years to acquire my MSW

- My God, Jesus, who has given me the health and mental ability
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- Dr. William Downs for his encouragement and help
- Rod Library staff, especially the research staff, technical people and cleaning staff
- Social Work Department and staff that have taught me and encouraged me
- Marie Adebiyi, my friend, business partner
References
