

# Agenda

## Community and Protective Services Committee

13th Meeting of the Community and Protective Services Committee

October 21, 2024

1:00 PM

Council Chambers - Please check the City website for additional meeting detail information. Meetings can be viewed via live-streaming on YouTube and the City Website.

The City of London is situated on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Add-a-won-da-run).

We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. The City of London is currently home to many First Nations, Métis and Inuit today.

As representatives of the people of the City of London, we are grateful to have the opportunity to work and live in this territory.

Members

Councillors D. Ferreira (Chair), H. McAlister, J. Pribil, S. Trosow, E. Pelozza

The City of London is committed to making every effort to provide alternate formats and communication supports for meetings upon request. To make a request specific to this meeting, please contact [CPSC@london.ca](mailto:CPSC@london.ca) or 519-661-2489 ext. 2425.

Pages

1. **Disclosures of Pecuniary Interest**
2. **Consent**
  - 2.1 10th Report of the Animal Welfare Community Advisory Committee 3
  - 2.2 Funding and Project Agreement between the City of London and the London District Catholic School Board 5  

(Note: the By-law and Agreement, related to this matter, will be provided on the Added Agenda.)
  - 2.3 RFP 2024-259 Prime Consulting Services for Silverwoods Arena Building Upgrades 8
  - 2.4 Request for Proposal 2024-093 - Thames Park Consulting Services Award 13
3. **Scheduled Items**
  - 3.1 Item not to be heard before 1:00 PM - DELEGATION - Life\*Spin - Property Standards and Tenant Support 19
    - a. M. Davis, VHA Home HealthCare - Letter of Support 31
4. **Items for Direction**
  - 4.1 Councillor E. Pelozza and Deputy Mayor S. Lewis - Concessions at City Facilities 33
5. **Deferred Matters/Additional Business**
6. **Confidential (Enclosed for Members only.)**

6.1 Land Acquisition/Disposition/Solicitor-Client Privilege/Trade Secret, Scientific, Technical, Commercial, Financial Information of the Corporation with Monetary or Potential Monetary Value/Position, Plan, Procedure, Criteria or Instruction for Negotiation

A matter pertaining to the proposed or pending lease of land by the municipality, including communications necessary for that purpose; advice that is subject to solicitor-client privilege; commercial and financial information that belongs to the municipality and has monetary value or potential monetary value, and a position, plan, procedure, criteria, or instruction to be applied to any negotiations carried on, or to be carried on by or on behalf of the municipality.

**7. Adjournment**

# Animal Welfare Community Advisory Committee

## Report

10th Meeting of the Animal Welfare Community Advisory Committee  
October 3, 2024

Attendance                   PRESENT: W. Brown (Chair), A. Hames, A. Hayes, N. Karsch,  
M. Love, M. Rist, M. Toplack and K. Mason (Committee Clerk)

ABSENT: L. Armstrong, M. Blosh

ALSO PRESENT: Councillor J. Pribil; W. Jeffery, M. McBride

The meeting was called to order at 3:02 PM; it being noted that W. Brown, A. Hames, A. Hayes, N. Karsch, M. Love, M. Rist and M. Toplack were in remote attendance.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 2. Scheduled Items

None.

### 3. Consent

#### 3.1 9th Report of the Animal Welfare Community Advisory Committee

That it BE NOTED that the 9th Report of the Animal Welfare Community Advisory Committee, from the meeting held on September 5, 2024, was received.

### 4. Sub-Committees and Working Groups

#### 4.1 Dog Parks Working Group update

That it BE NOTED that a verbal update from M. Rist, with respect to the Dog Parks Working Group, was received.

#### 4.2 Trap, Spay, Neuter Working Group Update

That the Trap, Spay, Neuter Working Group Update BE DEFERRED to the next Animal Welfare Community Advisory Committee meeting.

### 5. Items for Discussion

#### 5.1 Canada Geese Co-Existence Strategies

That it BE NOTED that the Animal Welfare Community Advisory Committee held a general discussion, with respect to Canada Geese Co-Existence Strategies.

#### 5.2 Fire Safety for Pets Update

That it BE NOTED a verbal update from W. Brown, with respect to Fire Safety for Pets, was received.

5.3 Banner, Supplies, Resource Materials for AWCAC Public Events

That the Civic Administration BE REQUESTED to provide resource materials that can be displayed by the Animal Welfare Community Advisory Committee (AWCAC) at public awareness events related to the AWCAC mandate.

it being noted that the AWCAC held a general discussion, with respect to this matter.

5.4 2024 Budget

That the expenditure of up to \$400.00, from the 2024 Animal Welfare Community Advisory Committee (AWCAC) budget, BE APPROVED to purchase a table cloth for AWCAC to take to public awareness events.

it being noted that the AWCAC held a general discussion, with respect to this matter.

5.5 (ADDED) Resignation of K. Coulter

That it BE NOTED that this item will be postponed to the next Animal Welfare Community Advisory Committee meeting.

**6. Adjournment**

The meeting adjourned at 3:58 PM.

## Report to Community and Protective Services Committee

**To:** Chair and Members  
Community and Protective Services Committee

**From:** Kevin Dickins, Deputy City Manager, Social and Health Development

**Subject:** Funding and Project Agreement between City of London and the London District Catholic School Board

**Date:** October 21, 2024

## Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, the following actions **BE TAKEN** that:

- a) The attached proposed by-law attached as (Appendix “A”) **BE INTRODUCED** at the Municipal Council meeting on November 5, 2024, to:
  - i. Authorize and Approve the Funding and Project Agreement (the “Agreement”) between The Corporation of the City of London and London Catholic District School Board (LDCSB) for the renovation of child care at John Paul II secondary school as attached as Schedule 1 to the proposed by-law;
  - ii. Authorize the Mayor and the City Clerk to execute the Agreement; and
  - iii. Delegate to the Director Child Care and Early Years to act as the City’s representative in administration of the Agreement.
- b) This report **BE RECEIVED** for information.

## Executive Summary

The City of London, as the Service System Manager (SSM) of Child Care and Early Years for London and Middlesex, has a responsibility to plan for child care and early years services in the community and expand access to quality, accessible, inclusive child care for families. To support this requirement, the City of London is interested in entering into an agreement with the London District Catholic School Board to renovate and reconfigure an existing, underutilized child care space in John Paul II Catholic Secondary School and capitalize on an affordable opportunity to increase licensed child care spaces for families. This venture supports the City’s directed growth strategy and the Council’s approved *London-Middlesex Child Care and Early Years Service System Plan 2024-2028*.

## Linkage to the Corporate Strategic Plan

**Strategic Area of Focus:** Wellbeing and Safety

**Outcome:** London is an affordable and supportive community for individuals and families.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- London-Middlesex Child Care and Early Years Service System Plan 2024-2028 (CPSC: May 21, 2024)
- Targeted Expansion of Licensed Child Care through the Canada-Wide Early Learning and Child Care Agreement (CPSC: March 21, 2023)
- Supporting More Licensed Childcare Spaces (CPSC: May 31, 2022)

## **2.0 Discussion and Considerations**

### **2.1 Service System Management of Licensed Child Care and Early Years**

The City of London is the designated Consolidated Municipal Service Manager (CMSM) for Child Care and Early Years in London and Middlesex, operating on behalf of the Ministry of Education. The responsibilities and authorities granted to a CMSM are set out in the *Child Care and Early Years Act, 2014* (“CCEYA, 2014”) and include the designation of Service System Manager (SSM) to plan for child care and early years services, provision of fee subsidy, administration of operating funding, system capacity-building, and special needs resourcing for licensed child care. Under the CCEYA, 2014, SSMs are required to implement a council-approved child care and early years plan.

### **2.2 Expanding Licensed Child Care Spaces**

The *London-Middlesex Child Care and Early Years Service System Plan 2024-2028* includes a directed growth strategy to establish 2,889 new licensed child care spaces by 2026 in London and Middlesex, under the *Canada-Wide Early Learning and Child Care Agreement*.

In Spring 2024, the London District Catholic School Board (LDCSB) approached the City with an opportunity to reclaim an unlicensed child care space located within John Paul II Catholic Secondary School and expand the number of licensed spaces the square footage of the facility can accommodate under the CCEYA, 2014.

### **2.3 Reason for Renovations: Reconfiguration and Viability**

The child care was built as part of the school in 1991/1992, when child care inclusion was a requirement of all school builds and was configured for 30 children.

At the invitation of the LDCSB, the City reviewed the unlicensed child care space to assess the practicality of reopening it to expand access to licensed child care. Upon review, it was determined that the existing configuration of rooms did not allow for the maximum number of children in each classroom and would require an inefficient staffing model under the requirements of the CCEYA, 2014, which prescribes child to staff ratios. These inefficiencies make it challenging to secure a child care operator as it reduces financial viability.

The proposed Funding and Project Agreement supports maximizing the number of licensed child care spaces in the centre at 45 spaces, in compliance with the CCEYA, 2014.

The work is anticipated to begin in 2024 and be completed in 2025.

### **2.4 Alignment with London-Middlesex Service System Plan 2024-2028**

Under the *London-Middlesex Child Care and Early Years Service System Plan 2024-2028*, the City outlines a plan for Directed Growth that supports priority populations in the expansion of licensed child care under the *Canada-Wide Child Care and Early Years Agreement*. The location of this centre aligns with the priorities identified in the plan, increasing access to child care in a high-needs area and providing significant relief to families paying for licensed child care.

Under the Funding and Project Agreement, the City will provide advice to the Board on the priority populations criteria, to inform its selection of an operator who will be able to fulfill the requirements for a CWELCC funding agreement with the City.

To support the growth of licensed child care spaces, the child care workforce also needs to expand. As part of the Service System Plan’s workforce strategy, targeted outreach to high school guidance counsellors has been completed to engage high school students in

exploring a career in early childhood education. The operation of a child care centre within a high school setting provides additional opportunities for learning and partnerships with the LDCSB to support awareness and consideration of the child care and early learning profession.

### **3.0 Financial Impact/Considerations**

#### **3.1 Budget and Risk**

The total cost of this project is estimated at \$630,000 inclusive, which will be covered through the 2024 Child Care and Early Years operating budget. There is no anticipated budgetary impact for this expansion. Additionally, the cost per space is lower than the provincial benchmark for renovations and therefore represents an efficient use of funds.

Through the Agreement, the City and LDCSB will review any tenders exceeding \$630,000. If the tendered project exceeds this amount, the City has the right to refuse to proceed with the Project.

The LDCSB has a history of completing projects on time and within budgets through previous project and funding agreements between LDCSB and the City. Should there be any unused funds in relation to this project, the LDCSB shall return all unexpended funds to the City.

#### **3.2 Role of the London District Catholic School Board (LDCSB)**

The existing space was originally funded by the Province of Ontario as part of the original construction of John Paul II Catholic Secondary School in 1991/1992. LDCSB will provide the facility and the land for the child care centre in the school, and will contract through its existing procurement and tendering processes qualified candidates for all aspects of design, construction and operation of the child care. LDCSB has significant experience in renovation and construction projects, including construction of child care and Family Centres through agreements with the City. The LDCSB has existing systems in place to ensure efficient use of resources to achieve high quality construction within budget.

## **Conclusion**

The London District Catholic School Board (LDCSB) is a valuable collaborator in creating opportunities to include licensed child care within its facilities. The Funding and Project Agreement supports the much-needed expansion of licensed child care in London and aligns with the Council-approved *London-Middlesex Child Care and Early Years Service System Plan 2024-2028* for directed growth.

**Prepared by:** Adrienne Small, Manager, Child Care and Early Years

**Submitted by:** Shirley Glover, Director, Child Care and Early Years

**Recommended by:** Kevin Dickins, Deputy City Manager, Social and Health Development

## Report to Community and Protective Services Committee

**To:** Chair and Members,  
Community and Protective Services Committee

**From:** Anna Lisa Barbon, Deputy City Manager, Finance Supports

**Subject:** RFP-2024-259 Prime Consulting Services for Silverwoods  
Arena Building Upgrades

**Date:** Oct 21, 2024

## Recommendation

That, on the recommendation of the Deputy City Manager, Finance Supports and Deputy City Manager, Neighbourhood and Community-Wide Services, the following actions be taken with respect to the Request for Proposal Prime Consulting Services for Silverwoods Arena Building Upgrades (RFP-2024-259):

- a) The proposal submitted by Barry Bryan Associates, 250 Water Street, Suite 201 in Whitby, ON, for the Prime Consultant Services for the Silverwoods Arena Building Upgrades project for a fee of \$161,100.00 excluding HST **BE ACCEPTED**; it being noted that the evaluation team determined the proposal submitted by Barry Bryan Associates provided the best technical and financial value to the Corporation, met the City's requirements in all areas and acceptance is in accordance with section 15.2 of the Procurement of Goods and Services Policy;
- b) The financing for this project **BE APPROVED** as set out in the Sources of Financing Report attached as Appendix "A";
- c) The Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in connection with the project;
- d) The approvals given herein **BE CONDITIONAL** upon the Corporation entering into a formal contract with the consultant for the work; and,
- e) The Mayor and the City Clerk **BE AUTHORIZED** to execute a contract or any other documents, if required, to give effect to these recommendations.

## Executive Summary

This report is submitted to seek Council approval to enter a formal agreement with Barry Bryan Associates for Prime Consulting Services for the design and contract administration of the Silverwoods Arena Building Upgrades project.

## Linkage to the Corporate Strategic Plan

The Silverwoods Arena Building Upgrades project is aligned with the following strategic areas of focus and outcome from the City of London Strategic Plan 2024-2027:

### Wellbeing and Safety

1. London has safe, vibrant, and healthy neighbourhoods and communities.
  - 1.3 Londoners have safe access to public spaces, services, and supports that increase wellbeing and quality of life.
    - a. Deliver programs and activities that foster improved physical, mental, and social wellbeing.
    - b. Invest in publicly owned facilities, parks, open spaces, and natural amenities that provide cultural, social, and recreational opportunities, programming and engagement.
    - c. Remove barriers to accessing public spaces, services, and supports for equity-denied groups.



- d. Reduce barriers for community partners to host special events in publicly owned spaces across the city.

### **Climate Action and Sustainable Growth**

3. London's infrastructure and systems are built, maintained, and operated to meet the long-term needs of the community.
  - 3.2 Infrastructure is built, maintained, and secured to support future growth and protect the environment.
    - b. Build, maintain and operate assets with consideration for energy efficiency, environmental sustainability and climate resilience.

## **Analysis**

### **1.0 Background Information**

#### **1.1 Previous Reports Related to this Matter**

- [Parks and Recreation Master Plan Update](#), CPSC, June 17, 2019.

#### **1.2 Background**

A report to Community and Protective Services in December 2015 outlined the intention to stop utilizing the arena as an ice facility once replacement pads were built and to begin a redevelopment project shortly thereafter. The ice at Silverwood Arena was removed in March 2018 and the dry pad has been allocated for use since September 2018 and has been used for several sports including lacrosse, ball hockey, roller hockey, roller derby, and shuffleboard. The dry pad has also been used for several large community events, where a large indoor space with free parking is required. On June 25, 2019, City Council endorsed the Parks and Recreation Master Plan. An endorsed recommendation from this plan references the future plan for Silverwoods Arena:

Recommendation #59. Repurpose Silverwood Arena to alternate community uses.

Silverwood District Park and Arena are key assets in the local community of Hamilton Road and nearby neighborhoods of Argyle and East London. Community inputs in 2018 and 2019, during the Hamilton Road Community Improvement Plan development process, identified the need for additional activity space within the neighborhood. With demand established for a dry pad facility, Civic Administration proposes repurposing Silverwood Arena in the City's community centre inventory and support Parks and Recreation Master Plan objectives.

Redevelopment of Silverwood Arena with multipurpose space and a dry pad, improvement of accessibility of washrooms and changerooms, will allow expanded use of the facility by the community year-round.

#### **Summary of the Silverwoods Building Upgrades Project**

The objectives of the Redevelopment of Silverwoods Arena Building Upgrades project are to serve the local neighbourhood's recreation and leisure needs with a multi purpose indoor dry pad that can be used year-round for various purposes by:

- Redeveloping an energy efficient HVAC system in the facility.
- Improving accessibility throughout the facility.
- Creating programmable meeting room space.

The project scope includes, but is not limited to the following:

1. New accessibility Improvements to the facility including:
  - Accessibility improvements to all rest room facilities.
  - Accessibility improvements to the facility entrances and exits.

- Accessibility improvements to the facility viewing areas
- 2. Create a new meeting / multipurpose space for programming.
- 3. Energy efficient new HVAC system servicing the complete facility.
- 4. New Building Automation System (BAS) to monitor and control HVAC system.
- 5. New roof system on complete facility to improve the thermal insulation rating.
- 6. Improve cladding around building.

Detailed design will take place throughout 2024 into 2025 with construction taking place in 2025 and 2026. Construction will be coordinated and phased to limit disruption to programs and planned activities.

The Climate Emergency Screening Tool has been applied during the planning for this project. Once the design for the upgrades is sufficiently completed, projected energy and greenhouse gas reductions will be calculated.

## 2.0 Discussion and Considerations

A Request for Pre-Qualification RFPQ-2023-259 was issued April 16, 2024. The responses from seven (7) architectural firms were received August 20, 2024, and were reviewed and evaluated by staff from Fleet & Facilities. Four (4) firms' qualifications were found to be acceptable.

The staff from Procurement and Fleet & Facilities evaluated proposal against the following criteria:

- Corporate Profile
- Project Team and Qualifications
- Demonstrated Relevant Experience & References
- Project Methodology and Commitment to Schedule
- Quality and Completeness of submission
- Cost Proposal

The proposal submitted by Barry Bryan Associates was deemed to provide the best technical and financial value to the Corporation and it is recommended that they be awarded a contract for the work in accordance with section 15.2 (e) of the Procurement of Goods and Services Policy.

## 3.0 Financial Impact/Considerations

The proposal for design services submitted by Barry Bryan Associates for Silverwood Building Upgrades project totals \$161,100.00. This will be funded from existing approved capital budgets for life-cycle renewal (LCR) and Recreation & Sport operating budget as outlined in Appendix A, Source of Financing Report.

There are no additional operating costs associated with the award of this contract.

## Conclusion

It is recommended that Council enter a contract with Barry Bryan Associates for design and construction administration services for the Kinsmen Arena Deep Energy Retrofit.

**Prepared by:** Sri Mattu, Manager Facilities Design and Construction, Fleet & Facilities

**Submitted by:** Lynda Stewart, Director, Fleet & Facilities

**Recommended by:** Anna Lisa Barbon, Deputy City Manager, Finance Supports

c: Steve Mollon, Senior Manager, Purchasing and Supply, Finance Supports.  
Doug Drummond, Financial Business Administrator, Finance Supports.  
Val Morgado, Senior Manager, Facilities.  
Chris Green, Manager, Community Centres and Senior Centres.  
Jon Pual McGonigle, Director, Recreation and Sport.  
Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services.

Attached: Appendix A – Source of Finance

**Appendix "A"**

#24190

October 21, 2024

(Award Consulting Services)

Chair and Members

Community and Protective Services Committee

RE: RFP-2024-259 Prime Consulting Services for Silverwoods Arena Building Upgrades

(Work Order 2574916)

Capital Project RC2612 - Silverwoods Arena Decommission and Renovate to Community Space

Prime Consultant Services - Barry Bryan Associates - \$161,100.00 (excluding HST)

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**Finance Supports Report on the Sources of Financing:**

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Deputy City Manager, Finance Supports and the Deputy City Manager, Neighbourhood and Community-Wide Services, the detailed source of financing is:

<b>Estimated Expenditures</b>	<b>Approved Budget</b>	<b>Committed To This Date</b>	<b>This Submission</b>	<b>Balance for Future Work</b>
Engineering	171,834	8,000	161,000	2,834
Construction	2,054,366	56,377	0	1,997,989
<b>Total Expenditures</b>	<b>\$2,226,200</b>	<b>\$64,377</b>	<b>\$161,000</b>	<b>\$2,000,823</b>
<b>Sources of Financing</b>				
Capital Levy	2,226,200	64,377	161,000	2,000,823
<b>Total Financing</b>	<b>\$2,226,200</b>	<b>\$64,377</b>	<b>\$161,000</b>	<b>\$2,000,823</b>

**Financial Note:**

Contract Price	\$161,000
Add: HST @13%	20,930
Total Contract Price Including Taxes	181,930
Less: HST	-20,930
Net Contract Price	\$161,000

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Jason Davies

Manager of Financial Planning & Policy

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## Report to Community & Protective Services Committee

**To:** Chair and Members  
Community & Protective Services Committee  
**From:** Kelly J. Scherr  
Deputy City Manager, Environment & Infrastructure  
**Subject:** Request for Proposal 2024-093 – Thames Park Consulting  
Services – Award  
**Date:** October 21, 2024

## Recommendation

That, on the recommendation of the Deputy City Manager, Environment & Infrastructure, the following actions **BE TAKEN** with respect to the Request for Proposal 2024-093 Thames Park Consulting Services:

- a) The bid submitted by Landscape Planning Ltd. 95 Mural Street, Richmond Hill, On L4B 3G2 for Consulting Services for Thames Park in accordance with RFP2024-093, at its bid price of \$353,046.25 excluding HST **BE ACCEPTED**; it being noted that the bid submitted by Landscape Planning Ltd. meets the City's specifications and requirements in all areas;
- b) The financing for this project **BE APPROVED** as set out in the Sources of Financing Report attached as Appendix "A";
- c) The Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this project; and,
- d) The Mayor and City Clerk **BE AUTHORIZED** to execute any contract or other documents, if required, to give effect to these recommendations.

## Executive Summary

The City completed a competitive Request for Proposal (RFP) process in accordance with Section 12 of the Procurement of Goods and Services Policy, seeking proposals for Consulting Services for Thames Park. Proposals were received from three proponents and evaluated based on the four primary criteria included in the RFP. Proposals were evaluated separately by staff in Park Operations and Parks Design and Construction. The proposal submitted by Landscape Planning Ltd. represents best value and meets all City requirements.

The project consultants will be preparing project concepts and the eventual park design, informed by public feedback, parks infrastructure needs identified in the Parks and Recreation Master Plan, and park design standards.

## Linkage to the Corporate Strategic Plan

This project builds on Council's strategic priorities:

- Climate Action and Sustainable Growth – Waterways, wetlands, watersheds, and natural areas are protected and enhanced.
- Strengthening Our Community – London's neighbourhoods have a strong character and sense of place.
- Growing Our Economy - investment in the parks and recreation system attracts growth and investment and revitalizes existing park infrastructure.
- Wellbeing and Safety – Londoners have safe access to public spaces, services, and supports that increase wellbeing and quality of life.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- 2023-07-18 Thames Pool Conditions Update and Repair Options

#### 1.2 Previous Council resolutions

At the July 25<sup>th</sup>, 2023, Council meeting, City council directed staff to take the following actions with respect to the Thames Park Outdoor Pool:

- a) Proceed with the process to decommission Thames Pool;
- b) Undertake a community consultation with respect to implementing potential new amenities in Thames Park, including but not limited to, pickleball courts, basketball courts, or other amenities;
- c) Undertake a review of the feasibility of a new spray pad installation in Thames Park or in Wortley on the Village Green, in consultation with the community on preferred location;
- d) Undertake a feasibility study for the location of a potential new indoor pool opportunity including; Murray Park, Rowntree Park, and other appropriate city owned properties within the same general geographic service catchment area as Thames Pool;
- e) Continue to work with the community to provide transportation opportunities to other aquatic facilities; and,
- f) Parts b), c), d) and e), above, not exceed a combined budget of \$1.92 Million, consistent with the lowest cost temporary repair option for the current Thames Pool location outlined in the staff report, dated July 18, 2023;

It being noted that any costs associated with part a), related to any required demolition of decommissioning the existing pool, are not included in the \$1.92 million noted above;

The consulting engagement is intended to fulfill items b) and c) of the Council resolution.

#### 1.3 Project Process

On November 29<sup>th</sup>, 2023, the Ward Councillor (Councillor Franke) hosted a town hall meeting with City staff at Mounts field Public School from 6pm – 8pm. The purpose of the meeting was as follows:

- to introduce the project;
- invite a conversation about potential improvements in Thames Park;
- present initial options for spray pad locations & designs; and,
- listen to and document ideas from community members.

Community feedback was collected at the meeting and posted on the City's [Get Involved London website](#) for information.

#### Phase One – Public Engagement, Challenges and Opportunities – Complete

Based on the feedback received from the November 2023 Ward Councillor Meeting, City staff prepared a list of draft opportunities and challenges in Thames Park and requested input from the community through an on-line survey posted on the City's [Get Involved London website](#). Letters were mailed, April 2024, to residents in a 250-meter boundary surrounding the park, inviting them to complete this survey and provide further input into the project. The results are currently posted on-line: [Thames Park Improvements | Get Involved London](#).

Input to date suggests that residents are likely to support installation of a spray pad (if technically viable), along with other potential amenities such as pickleball courts. There

is interest in upgrading the parks playground equipment (which is nearing its expected lifespan) and improving pedestrian connections. There is also strong support to ensure this park project protects mature trees, enhances existing ecological function, and maintains unprogrammed open green space.

City staff initiated the following technical reports in Phase One to help inform future park design efforts:

- Subject Lands Status report per the City's Environmental Management Guidelines.
- Stage 1 & 2 Archaeological Assessment.

#### Phase Two – Alternative Solutions – (Summer 2024 – Spring 2025) **WE ARE HERE!**

The scope of the work in Phase Two is as follows:

- Request for Proposals for consulting services;
- geotechnical investigation;
- hydrogeological investigation;
- feasibility study for a spray pad at Thames Park; and
- preparation of alternative design solutions;

The consultant hired for this assignment will generate design alternatives for Thames Park, based on public input to date and technical report findings. These alternatives will be presented at a public meeting Spring of 2025 where City staff and the consultant will seek feedback from members of the community. The alternatives will also be posted on the City's [Get Involved London website](#) for those who could not attend the public meeting.

Based on feedback from the public, a preferred design alternative will be selected and shared on the City's [Get Involved London website](#).

#### Phase Three – Study Report & Detailed Design (2025)

City staff and the consultant will generate a study report for the project documenting the process, reports completed, community feedback received to date, design alternatives considered, the preferred design solution and post the report on the City's [Get Involved London website](#).

Once a preferred design alternative has been selected and the study report finalized, the project can progress to detailed design, where technical refinements and construction drawings will be completed in preparation for a public tender.

The detailed design phase will also include a permit application to the Upper Thames River Conservation Authority.

#### Phase Four – Implementation (2026)

Following regulatory approvals and tender award, construction of this park project is anticipated to proceed in 2026.

### **1.5 Request for Proposals RFP2024-093**

In accordance with Section 12 of the Procurement of Goods and Policy, a request for proposal was prepared and advertised via bids and tenders. This RFP was seeking professional consulting services for Thames Park Improvements. Each proposal was evaluated separately. The RFP was published on Tuesday July 16<sup>th</sup>, 2024, and subsequently closed on August 23<sup>rd</sup>, 2024. Three proposals were received.

## 2.0 Discussion and Considerations

### 2.1 RFP Evaluation Process

Each proposal was reviewed and scored independently by staff from Parks and Forestry and Purchasing and Supply. Each submission was evaluated based only on the information provided by the proponent.

Per the City's procurement by-law, a two-stage process was used. Stage one determined the proponent's technical score which was based on the average score of each evaluator, prior to opening of the price submissions for evaluation in Stage two.

The successful proposal does however meet the City's specification and requirements in all areas. The bid price of the successful proponent was within the allocated budget for the project.

### 2.2 Evaluation Categories

All proposals were evaluated based on the following four criteria. Each criteria had a specific weighting and was rated on a scale from 0 to 10. To determine a proponent's technical score, all evaluators' scores were averaged for each criterion.

Category 1: Understanding and Approach

Category 2: Proponent Experience on Similar Projects

Category 3: Proponent Project Team Members

Category 4: Work Schedule

### 2.3 Project Schedule

The following presents the anticipate schedule for this project:

<b>Project Phase &amp; Status</b>	<b>Timeline</b>
Town Hall Public Meeting - complete	November 29 <sup>th</sup> 2023
Subject Lands Status Report	January 2024 – December 2024
Stage 1 & 2 Archaeological Assessment – complete	February 7 <sup>th</sup> , 2024 – July 1 <sup>st</sup> 2024
Topographic Survey – complete	February 2024
Private Locates – complete	February 2024
Phase One – Challenges & Opportunities – complete	January 2024 – July 30 <sup>th</sup> 2024
Phase Two – Alternative solutions (includes RFP process) – <b>WE ARE HERE!</b>	June 2024 – June 2025
Phase Three – Study Report	Summer 2025
Phase Four – Detailed design	June 2025 – December 2025
Phase Five – Implementation (Construction)	2026 Construction Season (Spring 2026 – December 2026)

The above dates are subject to change based on, but not limited to the following:

- Outcome of the geotechnical / hydrogeological investigations;
- Outcome of the feasibility study for a spray pad;
- Time associated with developing design alternatives;
- Outcome of the public engagement.

## 3.0 Financial Impact/Considerations

Sources of financing for this project are identified in Appendix A and can be accommodated within the Capital Program established by Council for Thames Park.



## **Conclusion**

The City has completed a fair and competitive Request for Proposal in accordance with Section 12.0 of the Procurement of Goods and Services Policy to purchase Professional Consulting services for Thames Park improvements. With Council's approval, awarding the RFP to the successful proponent will lead to a preferred design alternative for Thames Park that is sustainable over time, consistent with Council's Strategic Plan, the 2019 Parks and Recreation Master Plan and input provided by the community.

**Prepared by:** John Griffin, OALA, CSLA  
Landscape Architect, Parks Design & Construction

**Submitted by:** Paul Yeoman, RPP, PLE  
Director, Parks and Forestry

**Recommended by:** Kelly J. Scherr, P. Eng, MBA, FEC  
Deputy City Manager, Environment & Infrastructure

### **Attachments:**

Source of Financing – Appendix A

## Appendix "A"

#24198

October 21, 2024  
(Award Contract)

Chair and Members  
Community and Protective Services Committee

RE: RFP 2024-093 Thames Park Consulting Services  
(Subledger P0042401)  
Capital Project PK1205 - Thames Park Redevelopment  
Landscape Planning Ltd. - \$353,046.25 (excluding HST)

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### Finance Supports Report on the Sources of Financing:

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Deputy City Manager, Environment and Infrastructure, the detailed source of financing is:

<b>Estimated Expenditures</b>	<b>Approved Budget</b>	<b>Committed To This Date</b>	<b>Committed To This Submission</b>	<b>Balance for Future Work</b>
Engineering	1,920,000	80,593	359,260	1,480,147
<b>Total Expenditures</b>	<b>\$1,920,000</b>	<b>\$80,593</b>	<b>\$359,260</b>	<b>\$1,480,147</b>
<b>Sources of Financing</b>				
Drawdown from Operating Efficiency, Effectiveness & Economy Reserve	1,920,000	80,593	359,260	1,480,147
<b>Total Financing</b>	<b>\$1,920,000</b>	<b>\$80,593</b>	<b>\$359,260</b>	<b>\$1,480,147</b>

### Financial Note:

Contract Price	\$353,046
Add: HST @13%	45,896
Total Contract Price Including Taxes	398,942
Less: HST Rebate	-39,682
Net Contract Price	\$359,260

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Jason Davies  
Manager of Financial Planning & Policy

mp



P.O. Box 5035  
300 Dufferin Avenue  
London, ON  
N6A 4L9

**London**  
CANADA

September 25, 2024

A. Smith  
Life\*Spin

I hereby certify that the Municipal Council, at its meeting held on September 24, 2024, resolved:

That the request for delegation status from Life\*Spin, as appended to the agenda, with respect to Property Standards and Tenant Support, BE APPROVED to be heard at a future meeting of the Community and Protective Services Committee. (2024-A20) (4.1/11/CPSC)

A handwritten signature in black ink, appearing to read 'M. Schulthess', with a horizontal line extending to the right.

M. Schulthess  
City Clerk  
/jb



# PROPERTY STANDARDS AND TENANT SUPPORT

Report to London City Council and the Community  
and Protective Services Committee

August, 2024  
LIFE\*SPIN

Email: [life@execulink.com](mailto:life@execulink.com)

866-A Dundas Street East, London, Ont. N5W 2Z7

Dear Members of Council and the Protective Services Committee,

The Tenant Support Fair took place on March 22nd, 2024, at City Hall. More than 100 attendees were recorded at the first-ever event of its kind, highlighting tenants' urgent needs. Tenants are living in unsafe conditions, among pests, disrepair and more. Among the tenants that these issues affect are the elderly, the frail, people with disabilities, single parents, children, and many others. With more and more people being pushed into poverty due to rising costs of living and rent prices, it is important that tenants, especially those who are surviving on low-incomes, are given the support they need to advocate for their safety and quality of life in our city. Tenants who are low-income earners are especially susceptible to falling victim to unequal power relationships, between themselves and their landlords. This power dynamic unfortunately leads to tenants being too afraid to speak up about their unsafe living conditions, and feeling like they have no agency or voice in these matters.

Agencies that helped organize the event or shared information at City Hall, include LIFE\*SPIN, London Property Management Association, Mission Services of London, Neighbourhood Legal Services, London Fire Prevention, Housing Stability Bank, Life Stabilization, Coordinated Access Centre, Canadian Centre for Housing Rights, London Hydro, Ontario Disability Support Program, London MPPs, London Property Standards, LUSO Community Services, and London ACORN. The cooperation between London's community organizations showcased a shared understanding and recognition of the severity of current issues that London's tenants are dealing with.

Moving forward, to try and address the layers and complexities of the issues for London's tenants, LIFE\*SPIN is proposing four policy recommendations for Council consideration and implementation. First, we recommend that the City of London coordinate and

fund an annual Tenant Support Fair, with the same vision as the inaugural one. Second, we recommend funding be returned to VHA Home HealthCare and its Extreme Clean program to maintain a vital social service. Next, we recommend that the Property Standards By-law be strengthened and improved to increase its enforceability and clarity. Finally, we recommend that the City of London develop a public extermination department. This would systemically address pest and vermin problems by ensuring oversight and resolution of persistent infestations, particularly within London and Middlesex Community Housing (LMCH).

**Background:**

At the Tenant Support Fair, a frequently reported problem is the presence of vermin and pests, such as cockroaches and bedbugs, within rental units or buildings. There is no clear path of support from the City of London or the London Middlesex Health Unit to assist tenants, particularly the elderly and those with physical barriers. Tenants reported that despite multiple attempts to try and get rid of vermin and pest problems in buildings where they live, the issue persists, as treatment is not done with appropriate support to the tenants. In addition to problems reported regarding pests, these inspection requests included multiple reports of mold, a lack of accessible fire exits, heating/cooling issues, and broken essential elements to a home, such as a sink, toilet, tub, or washer/dryer. Many tenants also expressed how difficult it is to navigate the path to report their concerns, to the City of London Property Standards By-law enforcement. The online service portal for this, is not accessible through the general City of London search tool. Rather, it takes eight separate clicks from the main City of London webpage on different drop-down options to reach the link. We are aware that the Landlord Tenant Task Force has requested clearer access for more than a year. Tenants without any direction or previous experience

navigating this, find it overwhelming and confusing. This information must be made accessible to those who need the service most.

**Recommendations:**

*Recommendation 1:*

Firstly, we recommend that the City of London adopt, coordinate, and host the annual Tenant Support Fair. Business Case #P-25 – Proactive Municipal Compliance recognizes the need for an approach that opens the door for more tenants to speak up about their unit conditions.<sup>1</sup> Under this business case, one of the calendar year’s scheduled blitzes could be set aside for By-law Enforcement and Property Standards to host a Tenant Support Fair at London’s City Hall. Having this once a year, along with the targeted approach of undertaking building blitzes, will offer a well-rounded initiative to inform London’s tenants of their options. The City of London supports safe rental housing through licensing, inspections and enforcement of applicable bylaws, but this could be enhanced through community outreach and tenant support. The City of London will then be able to ensure more transparency within the Property Standards inspection process, increased cooperation and relationship building between landlords, tenants, and the City of London. Organizational items for the event will gladly be made available from LIFE\*SPIN.

*Recommendation 2:*

The Council’s decision to halt funding to VHA Home Health Care and the Extreme Clean program in the adoption of the 2024-2027 multi-year budget is leaving people unable to properly prepare their units for vermin and pest treatment. Investing money into treatment, without

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1. “2024 to 2027 Multi-Year Budget, Adopted March 1, 2024,” City of London, 2024, <https://london.ca/sites/default/files/2024-05/2024-2027%20Multi-Year%20Budget.pdf>.

supporting the preparation of units for frail and disabled tenants, ensures no return on this expenditure. Vermin are covered in the Property Standards by-law and at-risk tenants absolutely require preparation support, as vermin, by definition, are extremely hard to eradicate. Additionally, tenants with Senile Squalor Syndrome and Diogenes Syndrome are acutely at risk of eviction without the critical support, offered with compassion, that has been provided through the Extreme Clean Program.

This is a program that offers support like no other community service in London and the surrounding area. While the Business Case for VHA referred specifically to “hoarding”, the issue of vermin affects other special-risk individuals, including persons suffering from debilitating illnesses, the aged, infirm and physically incapacitated, who cannot physically prepare their homes for exterminating vermin. Not only should the Extreme Clean Program have been continued as a vital service, it should have been expanded to assist all tenants in these special risk categories. This expansion could help address the common infestations in at least three senior’s buildings that are managed by LMCH and owned by the City of London. A majority of residents in these senior’s buildings require extermination preparation assistance. Seniors living within community housing in Huron Heights were interviewed by CBC News. Their insights highlight the challenges of preparing a unit for pest treatment without help, “a program like this would be a lot of help because I can’t lift my TV up and move it or the couch, I’m lucky if I can get myself out of bed”.<sup>2</sup>

The conditions that support the spread of vermin also create health risks to those who are living in these homes, and to all others in the area or building. In cases where Diogenes and

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2. Jim Rider, quoted by Isha Bhargava in, “Seniors left helpless after pest control prep program ends,” CBC News, 2024, <https://www.cbc.ca/news/canada/london/seniors-left-helpless-after-pest-control-prep-program-ends-1.7155017>



Senile Squalor Syndromes lead to hoarding, there is an increased risk of house fires, negative health implications, and, if not dealt with, can lead to homelessness.<sup>3</sup> The Senile Squalor research from 2000, started to investigate compassionate ways to address these protocols for the vulnerable. However, the research and recommendations to Council have all but disappeared from decision making. At minimum, the research and funding support for the Senile Squalor Program should be reinstated and the VHA Program should be funded to continue the intervention program, until comprehensive policies and programs are developed by the City of London.

Considering the lasting social and financial impacts of removing a service such as the Extreme Clean Program, it is critical that funding must be returned to VHA and Extreme Clean to protect Londoners. We are aware that Hoarding/Extreme Clean program will conclude on Friday, August 30, 2024. After this date, Coordinated Access will no longer be taking referrals, abandoning those who are in need of this program. It is ineffective and not cost-friendly to have to pay for extermination that does not work over and over again, because special-risk tenants cannot prepare their units for proper treatment. This issue continues to dramatically compound, as more people are not able to receive the help they need to prepare their units for proper extermination practices, allowing for the vermin to spread. We recommend that Business Case #P-15- Hoarding/Extreme Clean Program be reconsidered when the City readopts the budget, as the need for the program is evident.

*Recommendation 3:*

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3. Daryl Newcombe, “Program to Combat Extreme Hoarding Could Be on Budget Chopping Block,” CTV News, 2024, <https://london.ctvnews.ca/program-to-combat-extreme-hoarding-could-be-on-budget-chopping-block-1.6731080>.

Adequate funding to London Middlesex Health Unit for Senior Squalor and vermin research, as mentioned in Recommendation 2, may set a new course in the future of ensuring that London can uphold all components of the Property Standards By-law – CP 24. London’s Property Standards By-law CP-24 needs to be strengthened. One improvement is the addition of the requirement to seal the entry points between units, such as in Toronto, Barrie, and Waterloo’s Property Standards By-laws. Under Waterloo’s Property Standards By-law, 9.10 Pest Prevention, 9.10.2 states that “openings and holes in a building containing rental units, including chimneys, windows, doors, vents, holes for pipes and electrical fixtures, cracks and floor drains that might permit the entry of rodents, vermin, insects, birds or other pests shall be screened or sealed as appropriate.”<sup>4</sup> Further, defining what an infestation is should also be included in London’s Property Standards By-law under section 4.10.1. This is done in the City of Hamilton’s Property Standards By-law, where it is stated that “an ‘infestation’ includes the presence of one rat or mouse, and in the case of bed bugs, fleas wasps, hornets, ants or cockroaches means the presence of more than one such insect, and in the case of wasps or hornets includes the presence of any occupied nest inside or attached to the exterior of a building, structure or other erection.”<sup>5</sup> To maximize transparency of the By-law enforcement process for tenants, landlords, and property owners, there needs to be an addition of an Enforcement section. This should outline the protocols and systems of: Powers of entry, Orders, Appeals, Failure to comply with an order, Enforcement, and Offences and penalties to the Property Standards By-law.

*Recommendation 4:*

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4. City of Waterloo, By-law No. 2011-122, as of November 07, 2011. Property Standards By-law. 2023 at 9.10.2.

5. City of Hamilton, Consolidated By-law No. 10-221, Property Standards By-law (amended August 2021), at 26(3).

Not only can the Property Standards By-law be strengthened, but the City of London may take a more proactive approach in our community housing buildings. Rather than fund private corporations to piece together treatment and support services, there is an opportunity for envisioning better housing; we ask you to consider that the City of London implement a city-run vermin control service. Since pest and vermin problems are such a persistent issue within London, it is time we view it as a public health threat, and address it as such. The results of the reports filed at the Tenant Support Fair yielded a high level of vermin infestations, such as bedbugs and cockroaches, particularly within low-income or social housing units, including London-Middlesex Community Housing. Vermin infestations of a person's home have been proven to significantly and negatively impact one's mental health, confidence, and quality of life.<sup>6</sup>

As such, as a responsible municipality, the City of London needs to consider implementing a publicly run and operated extermination service for our community housing properties. Currently, units throughout London are being treated with thousands of dollars from property management companies, including the City of London. All without producing proper results or resolutions. It is impossible for frail, disabled, and senior tenants to properly prepare and receive the treatment they need within a short time period. The non-systemic approach led by privately run and operated pest-control companies, does not consider the abilities and circumstances of the tenant. This approach ensures treatment failure. It is time that the City of London begins to view vermin infestations as a public health and property standards matter.

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6. Daniel Schneider, "They're Back: Municipal Responses to the Resurgence of Bed Bug Infestations," *Journal of the American Planning Association* 85, no.2 (2019): 97. <https://doi.org/10.1080/01944363.2019.1591294>.

Implementing a publically run vermin control service that considers the systemic causes of vermin spread, can include further proactive steps be taken. An example of this, is making dryers free to those living in a multi-unit LMCH residential building, who are undergoing extermination treatment. This is important, as it will allow for more low-income tenants to properly follow the bed bug extermination preparation tips given to them, without worrying about the added cost to tenants struggling in poverty. By creating a more systemic approach to vermin control, there will be more success in treatments, considering the situations of every individual. The publically run pest control service will also allow for more transparency in the action steps taken to resolve these persistent issues and help to quell the spread of vermin across the City of London.

Other municipalities have taken steps towards enforcing their by-laws in a manner like this, such as the City of Hamilton. Within City Housing Hamilton (CHH), they have an internal pest control team that is qualified to identify and treat pest infestations within their housing units. This internal team makes the treatment process much quicker for residents.<sup>7</sup> Implementing a public extermination service like this in London would create a clear path to enable the City of London Extermination team to carry out their duties. This would include receiving calls and tracking reports of pests, providing educational material, and setting up units/building inspections. As a pilot project, the Extermination Team could offer services to low-income Londoners, the frail, disabled, and social housing residents. Keeping track of the extermination visits within rental properties in London, will help to ensure the proper steps are being taken to resolve the issue of spreading vermin. Systemic treatment considerations, such as sealing between units, is critical for successful extermination and stopping the spread of vermin.

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7. “Pest Control – City Housing Hamilton Request,” City of Hamilton, 2024, <https://www.hamilton.ca/people-programs/cityhousing-hamilton/tenants/pest-control-cityhousing-hamilton-request>.

**Conclusion:**

At LIFE\*SPIN, we recognize that poverty and its effects are systemic, and must be treated as such. The reality for low-income tenants, is that they face many barriers that prevent them from being able to reach their goals and desired quality of life. The continued abandonment of funding to people in vulnerable positions is a disservice to all Londoners. These policy recommendations aim to address some of the systemic issues affecting low-income tenants. An annual Tenant Support Fair provides a space and place for education and self-advocacy, VHA Extreme Clean is a crucial resource for low-income people to prevent further precarity and potential homelessness, strengthening the Property Standards By-law – CP 24, and implementing a public extermination service will ensure that measures are taken to improve the living conditions of London’s low-income and social housing units (LMCH). As more and more Londoners fall into poverty, we respectfully request that the City of London website path to Report a Concern with your Rental Unit or Building be made clear. In addition, these policy recommendations should be taken into thoughtful consideration to protect those who need it most.

LIFE\*SPIN, 2024

## References

- Bhargava, Isha. "Seniors Left Helpless after Pest Control Prep Program Ends." CBC News, 2024. <https://www.cbc.ca/news/canada/london/seniors-left-helpless-after-pest-control-prep-program-ends-1.7155017>.
- City of London, By-law No. CP-24 as of June 25, 2024, Property Standards By-law. 2021.
- "Meaning of Vermin in English." Cambridge English dictionary. Accessed August 7, 2024. <https://dictionary.cambridge.org/dictionary/english/>.
- Newcombe, Daryl. "Program to Combat Extreme Hoarding Could Be on Budget Chopping Block." CTV News, 2024. <https://london.ctvnews.ca/program-to-combat-extreme-hoarding-could-be-on-budget-chopping-block-1.6731080>.
- "Pest Control - Cityhousing Hamilton Request." City of Hamilton, August 17, 2024. <https://www.hamilton.ca/people-programs/cityhousing-hamilton/tenants/pest-control-cityhousing-hamilton-request>.
- Schneider, Daniel. 2019. "They're Back: Municipal Responses to the Resurgence of Bed Bug Infestations." *Journal of the American Planning Association* 85 (2): 96–113. <https://doi.org/10.1080/01944363.2019.1591294>.
- "Vermin Definition & Meaning." Merriam-Webster. Accessed August 7, 2024. <https://www.merriam-webster.com/dictionary/vermin>.
- "2024 to 2027 Multi-Year Budget, Adopted March 1, 2024." City of London, 2024. <https://london.ca/sites/default/files/2024-05/2024-2027%20Multi-Year%20Budget.pdf>.

October 10, 2024

Dear Members of Council and the Community and Protective Services Committee

I am writing to express my strong support for the recommendations outlined in the report regarding the **Tenant Support Fair** held on **March 22, 2024**, at City Hall. This groundbreaking event highlighted the **urgent needs of tenants** in our community, revealing the severe living conditions many face, including **pest infestations, inadequate maintenance, and a lack of support for vulnerable populations**.

The report clearly illustrates that tenants—especially the **elderly, individuals with disabilities, single parents, and low-income families**—are often caught in **unequal power dynamics** with their landlords. Many feel unable to voice their concerns due to fear and confusion surrounding the reporting process. The participation of **over 100 attendees** at the Tenant Support Fair underscores the critical need for ongoing support and advocacy for these individuals.

I fully endorse the four policy recommendations from LIFE\*SPIN, with particular emphasis on restoring funding for **VHA Home HealthCare’s Extreme Clean Program**. This program is essential for vulnerable tenants, as it provides critical support for maintaining safe living environments. **Without it, we risk an increase in pest infestations and related health issues**, which disproportionately affect those already facing challenges due to age, disability, or economic hardship. **I have witnessed firsthand how this program empowers tenants to prepare their units for effective pest treatments, makes them feel in control and ultimately safeguards their health and well-being. This program also helps protect their neighbors and surrounding properties.**

**The specific recommendations include:**

1. **Annual Tenant Support Fair:** Coordinating and funding this event will empower tenants by providing them with crucial resources and a platform for self-advocacy.
2. **Funding for the Extreme Clean Program:** Restoring this vital service is crucial to assist tenants in preparing their units for effective pest treatments, particularly for those with special needs.
3. **Strengthening the Property Standards By-law:** Enhancing enforcement and clarity will ensure that tenants’ rights are upheld and that they have a clear path to report unsafe living conditions.



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[www.vha.ca](http://www.vha.ca)

4. **Establishing a Public Extermination Service:** This proactive approach will address pest problems as a public health concern and ensure that low-income tenants receive the assistance, they need without added financial burden.

The issues highlighted in the report **resonate deeply** with our mission to keep vulnerable people safe in their homes. By adopting these recommendations, particularly the **Extreme Clean Program**, we can create a **safer, healthier environment for tenants** and take significant steps toward reducing further **homelessness impacts** on our city.

I urge the Council to carefully consider these recommendations and take action to support the **vulnerable tenants** in our community. Together, we can ensure that all residents of London have access to **safe and secure housing**.

Thank you for your attention to this important matter.

Sincerely,



**Melissa Davis**

Supervisor, Responsive Community Care  
Safer Spaces: Hoarding Support & Restored Home: Extreme Cleaning  
VHA Home HealthCare







300 Dufferin Avenue  
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N6A 4L9

London  
CANADA

September 24, 2024

Dear Colleagues,

As some of you may be aware, third-party food and beverage concession operations are contracted out in City of London Arenas. Not only is this a source of revenue for the city, but more importantly, it is an amenity enjoyed by Londoners and out of town visitors while in our arenas. Food service technology has also evolved (ex. Air fryers) which may allow for expanded food service operations. Therefore, we are seeking your support to review current food and beverage concession operations in city arenas and identify opportunities for expanded offerings and vendor opportunities.

Motion:

the Civic Administration BE DIRECTED to initiate a review of current arena concession operations and report back in Q1 2025 on the current operations across city arenas pertaining to food and beverage concessions including revenue, current vendors, and weekly hours of operation.

Sincerely,

Elizabeth Pelozo  
Budget Chair  
Councillor, Ward 12

Shawn Lewis  
Deputy Mayor