

Community and Protective Services Committee

Report

The 5th Meeting of the Community and Protective Services Committee
March 2, 2021

PRESENT: Councillors J. Helmer (Chair), S. Lewis , M. Salih, A. Kayabaga, S. Hillier, Mayor E. Holder

ALSO PRESENT: J. Bunn, M. Ribera and M. Schulthess

Remote Attendance: Councillors M. Cassidy, J. Morgan and M. van Holst; Inspector B. Berg, C. Cooper, S. Corman, K. Dickins, S. Glover, Chief L. Hamer, Deputy Chief M. Hepditch, Deputy Chief A. Hunt, W. Jeffery, O. Katolyk, L. Livingstone, L. Marshall, N. Musicco, A. Pascual, C. Saunders, K. Scherr, B. Somers, C. Smith, S. Stafford, B. Westlake-Power and R. Wilcox

The meeting was called to order at 4:00 PM; it being noted that the following Members were in remote attendance: Mayor E. Holder, Councillors M. Salih, A. Kayabaga and S. Hillier

1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Consent

Moved by: S. Lewis

Seconded by: S. Hillier

That Items 2.1 to 2.10 BE APPROVED.

Yeas: (6): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

2.1 1st Report of the Animal Welfare Advisory Committee

Moved by: S. Lewis

Seconded by: S. Hillier

That the 1st Report of the Animal Welfare Advisory Committee, from its meeting held on February 4, 2021, BE RECEIVED.

Motion Passed

2.2 1st Report of the London Housing Advisory Committee

Moved by: S. Lewis

Seconded by: S. Hillier

That the 1st Report of the London Housing Advisory Committee, from its meeting held on February 10, 2021, BE RECEIVED.

Motion Passed

2.3 1st Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee

Moved by: S. Lewis

Seconded by: J. Helmer

That the 1st Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee, from its meeting held on February 18, 2021, BE RECEIVED.

Motion Passed

2.4 Upgrade the Computer Aided Dispatch (CAD) System 9.3 to 9.4 and Migrate to OnCall Analytics

Moved by: S. Lewis

Seconded by: S. Hillier

That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services, subject to the advice of the Fire Chief and the Deputy Fire Chief, the following actions be taken with respect to the staff report dated March 2, 2021, related to an Upgrade to the Computer Aided Dispatch (CAD) System 9.3 to 9.4 and the Migration to OnCall Analytics:

- a) the "Fixed Price Statement of Work" submitted by Intergraph Canada Ltd., doing business as Hexagon Safety & Infrastructure division, 10921-14 Street NE, Calgary, Alberta, T3K 2L5, BE ACCEPTED for the upgrade of software for the Computer Aided Dispatch from version 9.3 to 9.4 and the migration from the existing Intergraph Business Intelligence to Hexagon OnCall Analytics – Dispatch Advantage at a total purchase price of \$282,014 (excluding HST) in accordance with section 14.4(d) of the Procurement of Goods and Services Policy;
- b) the financing for this purchase BE APPROVED in accordance with the Sources of Financing Report, as appended to the above-noted staff report;
- c) the Civic Administration BE AUTHORIZED to undertake all the administrative acts that are necessary in connection with the purchase;
- d) the approvals given, herein, BE CONDITIONAL upon the Corporation entering into a formal contract, agreement or having a Purchase Order relating to the subject matter of this approval; and,
- e) the Mayor and the City Clerk BE AUTHORIZED to execute any contract or other documents, if required. (2021-A03)

Motion Passed

2.5 Sole Source Award for the Implementation of the Giwetashkad Indigenous Homelessness Strategic Plan

Moved by: S. Lewis

Seconded by: S. Hillier

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, the following actions be taken with respect to the staff report dated March 2, 2021, related to the Sole Source Award for the Implementation of the Giwetashkad Indigenous Homelessness Strategic Plan:

- a) a contract BE AWARDED to Atlohsa Family Healing Services for the period of April 1, 2021 to March 31, 2022, at a maximum annual allocation of \$990,000, to implement the actions in The Giwetashkad Indigenous

Homelessness Strategic Plan with an option to renew for up to five additional one-year terms at the City's sole discretion, based on satisfactory services, performance, and funding/budget availability through the City of London, and/or other funding sources;

b) the Civic Administration BE AUTHORIZED to undertake all administrative acts which are necessary in relation to this project; and,

c) the approval hereby given BE CONDITIONAL upon the Corporation entering into a Purchase of Service Agreement with Atlohsa Family Healing Services. (2021-S14)

Motion Passed

2.6 2021-2022 Homeless Prevention Program Funding Allocations - Single Source Procurement (#SS21-09)

Moved by: S. Lewis

Seconded by: S. Hillier

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, the following actions be taken with respect to the revised staff report dated March 2, 2021, as appended to the Added Agenda, related to the 2021-2022 Homeless Prevention Program Funding Allocations for the Single Source Procurement (#SS21-09):

a) the Single Source Purchase of Service Agreements BE APPROVED, as set out in the Homeless Prevention 2021-2022 Program Proposed Ontario Community Homeless Prevention Initiative Allocations, as appended to the above-noted staff report;

b) the Civic Administration BE AUTHORIZED to undertake all administrative acts which are necessary in relation to this matter; and,

c) the approval given, herein, BE CONDITIONAL upon The Corporation of the City of London entering into Purchase of Service Agreements with the above-noted Agencies. (2021-S14)

Motion Passed

2.7 A New Provincial-Municipal Vision for Social Assistance

Moved by: S. Lewis

Seconded by: S. Hillier

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, the staff report dated March 2, 2021, with respect to A New Provincial-Municipal Vision for Social Assistance, BE RECEIVED. (2021-S04)

Motion Passed

2.8 Suppressing Crime - Theft of Gasoline and Scrap Metal

Moved by: S. Lewis

Seconded by: S. Hillier

That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the staff report dated March 2, 2021, with respect to Suppressing Crime and the Theft of Gasoline and Scrap Metal, BE RECEIVED. (2021-P01)

Motion Passed

2.9 Property Standards Related Demolitions

Moved by: S. Lewis
Seconded by: S. Hillier

That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the proposed by-law, as appended to the staff report dated March 2, 2021, BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021, to approve the demolition of abandoned buildings located at the municipal addresses of 152 Adelaide Street North, 10 Centre Street and 1420 Hyde Park Road, in the City of London, and the property shall be cleared of all buildings, structures, debris or refuse and left in a graded and levelled condition, in accordance with the City of London Property Standards By-law and Building Code Act. (2021-P01/P10D)

Motion Passed

2.10 Back to Business By-law Extension

Moved by: S. Lewis
Seconded by: S. Hillier

That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, and the Managing Director, Environmental and Engineering Services and City Engineer, the Managing Directors and designates BE DELEGATED authority in regulations related to business reopening supportive actions, including business application and permit processing procedures, until December 31, 2021 in the following By-laws: Business Licence By-law, Streets By-law, Traffic and Parking By-law, Sign By-law, Parks and Recreation By-law, Sound By-law, Building By-law and Council Policy By-law; it being noted that the staff report dated March 2, 2021, with respect to this matter, was received (2021-S12/S08)

Motion Passed

3. Scheduled Items

3.1 Update on the United Nations Safe Cities and Safe Public Spaces Initiative (Safe Cities London)

Moved by: E. Holder
Seconded by: S. Lewis

That, on the recommendation of the Director, Service, Innovation and Performance, with the concurrence of the City Manager, the following items with respect to an Update on the United Nations Safe Cities and Safe Public Spaces Initiative (Safe Cities London), BE RECEIVED:

- the staff report dated March 2, 2021, as appended to the Agenda;
- the Safe Cities London Scoping Study, dated March 2020, from Anova, as appended to the Agenda;
- the revised Safe Cities London Action Plan 2021-2024, from Anova and the City of London, as appended to the Added Agenda; and,
- the presentation, dated March 2, 2021, as appended to the Agenda;

it being noted that a presentation from R. Wilcox, Director, Service, Innovation and Performance and Dr. A. Trudell, Anova, was received with respect to this matter. (2021-S12)

Yeas: (6): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

3.2 Vacant Buildings By-law Review

Moved by: M. Salih

Seconded by: S. Lewis

That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated March 2, 2021, related to the Vacant Buildings By-law Review:

a) the proposed by-law, as appended to the above-noted staff report, BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021 to amend By-law No. A-35, being "A by-law to regulate vacant buildings"; and,

b) the proposed by-law, as appended to the above-noted staff report, BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021 to amend By-law No. A-54, as amended, being "A by-law to implement an Administrative Monetary Penalty System in London" to designate By-law No. A-35, being "A by-law to regulate vacant buildings" and add a related penalty schedule;

it being pointed out that at the public participation meeting associated with this matter, the individuals indicated on the attached public participation meeting record made oral submissions regarding this matter;

it being noted that the communication from A. Miller, By E-mail, was received with respect to this matter. (2021-P01/R01)

Yeas: (6): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

Voting Record:

Moved by: S. Lewis

Seconded by: A. Kayabaga

Motion to open the public participation meeting.

Yeas: (6): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

Moved by: S. Lewis

Seconded by: E. Holder

Motion to close the public participation meeting.

Yeas: (6): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, S. Hillier, and E. Holder

3.3 Property Standards By-law Review

Moved by:

That the following actions be taken with respect to the staff report dated March 2, 2021, related to the Property Standards By-law Review:

- a) the proposed by-law, as appended to the above-noted staff report, BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021 to repeal and replace By-law CP-16, being “A by-law prescribing standards for the maintenance and occupancy of property”;
- b) the proposed by-law, as appended to the above-noted staff report, BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021 to amend By-law No. A-6653-121, being “A by-law to establish the positions of Hearings Officer”; and,
- c) the revised attached proposed by-law BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021 to amend By-law No. A-54, as amended, being “A by-law to implement an Administrative Monetary Penalty System in London” to provide for an amended Penalty Schedule “A-6” for the Property Standards By-law.
- d) the Civic Administration BE DIRECTED to review the Residential Rental Units Licensing By-law CP-19, as amended, and report back at a future meeting of the Community and Protective Services Committee on the possibility of expanding the regulations to include rental units contained in apartment buildings, stacked townhouses and townhouses and to incorporate the following requirements for all rental units:
 - all new and existing rental units be licensed, regardless of the type of unit;
 - random inspections of rental units and building be undertaken to ensure compliance with the City’s Property Standards By-law and other regulations to prevent the deterioration and disrepair of rental units; and,
 - the establishment of a complaint reporting system that is accessible to tenants;
- e) the Civic Administration BE DIRECTED to report back at a future meeting of the Community and Protective Services Committee with a draft Terms of Reference for the establishment of a Tenant/Landlord Taskforce that would include representation from tenants, London Property Management Association, and other community stakeholders, including, but not limited to Lifespin, to develop an action plan to address enforcement of property standards by-law matters and health concerns within the City of London’s jurisdiction, including developing educational material to assist individuals with navigating the enforcement process and communicating with the Province of Ontario with respect to concerns identified with respect to potential legislative changes to address the concerns;

it being pointed out that at the public participation meeting associated with this matter, the individuals indicated on the attached public participation meeting record made oral submissions regarding this matter;

it being noted that communications from the following individuals were received with respect to this matter:

- Councillors A. Kayabaga and M. Salih – Resubmitted from the February 9, 2021 Agenda;
- A. Hagen, By E-mail;

- C. O'Brien, Drewlo Holdings Inc.; and,
- J. Hoffer, Cohen Highley Lawyers. (2021-P01)

Motion Passed

Voting Record:

Moved by: A. Kayabaga

Seconded by: E. Holder

Motion to open the public participation meeting.

Yeas: (6): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

Moved by: A. Kayabaga

Seconded by: S. Hillier

Motion to close the public participation meeting.

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Motion Passed (5 to 0)

Moved by: S. Lewis

Seconded by: M. Salih

Motion to approve parts a), b) and c) of the clause.

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Absent: (1): E. Holder

Motion Passed (5 to 0)

Moved by: A. Kayabaga

Seconded by: M. Salih

Motion to approve part d) of the clause.

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Absent: (1): E. Holder

Motion Passed (5 to 0)

Moved by: S. Lewis

Seconded by: S. Hillier

Motion to approve part e) of the clause.

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Absent: (1): E. Holder

Motion Passed (5 to 0)

Moved by: S. Hillier
Seconded by: S. Lewis

Motion made that the Community and Protective Services Committee
RECESS.

Motion Passed

The Community and Protective Services Committee recesses at 7:40 PM and resumes in public session at 7:46 PM, with Councillor Helmer in the Chair and Councillors Hillier, Kayabaga, Lewis and Salih participating.

3.4 Tow Truck Business and Impound Yard Storage Business Licence By-law Amendment

Moved by: S. Lewis
Seconded by: S. Hillier

That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated March 2, 2021, related to the Tow Truck Business and Impound Yard Storage Business Licence By-law Amendment:

a) the revised attached proposed by-law BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021 to amend By-law No. L.-131-16, being "A by-law to provide for the Licensing and Regulation of Various Businesses;

b) the revised attached proposed by-law BE INTRODUCED at the Municipal Council meeting to be held on March 23, 2021 to amend By-law No. A-54, as amended, being "A by-law to implement an Administrative Monetary Penalty System in London" to provide for an amended Penalty Schedule "A-5" for the Business Licensing By-law for the categories of Tow Truck Business and Impound Yard Storage Business;

it being pointed out that at the public participation meeting associated with this matter, the individuals indicated on the attached public participation meeting record made oral submissions regarding this matter;

it being noted that the communications dated February 10, 2021 and February 26, 2021, from T. Wong, CAA, were received with respect to this matter. (2021-P09)

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Absent: (1): E. Holder

Motion Passed (5 to 0)

Voting Record:

Moved by: S. Lewis
Seconded by: S. Hillier

Motion to open the public participation meeting.

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Absent: (1): E. Holder

Motion Passed (5 to 0)

Moved by: S. Lewis
Seconded by: S. Hillier

Motion to close the public participation meeting.

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Absent: (1): E. Holder

Motion Passed (5 to 0)

4. Items for Direction

None.

5. Deferred Matters/Additional Business

5.1 Deferred Matters List

Moved by: S. Lewis
Seconded by: A. Kayabaga

That the Deferred Matters List for the Community and Protective Services Committee, as at February 22, 2021, BE RECEIVED.

Yeas: (5): J. Helmer, S. Lewis, M. Salih, A. Kayabaga, and S. Hillier

Absent: (1): E. Holder

Motion Passed (5 to 0)

6. Confidential

None.

7. Adjournment

The meeting adjourned at 8:43 PM.

Animal Welfare Advisory Committee

Report

The 1st Meeting of the Animal Welfare Advisory Committee
February 4, 2021
Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance PRESENT: W. Brown (Chair), M. Blosch, A. Hames, P. Lystar,
M. Szabo and M. Toplak and H. Lysynski (Acting Committee
Clerk)

ALSO PRESENT: H. Chapman, O. Katolyk, M. McBride, J.-A.
Spence and B. Westlake-Power

The meeting was called to order at 5:04 PM

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

1.2 Election of Chair and Vice-Chair for the remainder of the current term

That it BE NOTED that the Animal Welfare Advisory Committee elected
W. Brown and M. Blosch as Chair and Vice Chair, respectively, until the
end of the current term.

2. Scheduled Items

None.

3. Consent

3.1 4th Report of the Animal Welfare Advisory Committee

That it BE NOTED that the 4th Report of the Animal Welfare Advisory
Committee, from the meeting held on March 5, 2020, was received.

3.2 Letter of Resignation - A. Hayes

That it BE NOTED that the resignation of A. Hayes from the Animal
Welfare Advisory Committee was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Respectful Workplace Policy

That it BE NOTED that the Respectful Workplace Policy document, as
appended to the agenda, was received.

5.2 AWAC Terms of Reference

That it BE NOTED that the Animal Welfare Advisory Committee (AWAC)
held a general discussion with respect to the AWAC Terms of Reference
document, as appended to the agenda.

5.3 Advisory Committee Review

That it BE NOTED that the Animal Welfare Advisory Committee held a general discussion with respect to the ongoing Advisory Committee Review; it being noted that a verbal update from B. Westlake-Power, Deputy City Clerk, was received with respect to this matter.

5.4 Service Area Work Plan for 2021

That it BE NOTED that the Service Area Work Plan for 2021 verbal presentation from H. Chapman, Manager, Municipal Law Enforcement Services, was received; it being further noted that a Sub-Committee, consisting of the entire AWAC was established to consider potential updates to the Trap, Neuter, Release program.

5.5 2020 Work Plan - Final

That it BE NOTED that the 2020 Animal Welfare Advisory Committee (AWAC) Work Plan was received.

5.6 Urban Forestry European Gypsy Moth Strategy

That it BE NOTED that a verbal presentation from J.-A. Spence, Manager, Urban Forestry, with respect to the proposed actions to be undertaken with respect to the European Gypsy Moth Strategy, was received.

6. Adjournment

The meeting adjourned at 6:14 PM.

London Housing Advisory Committee

Report

1st Meeting of the London Housing Advisory Committee
February 10, 2021
Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance PRESENT: C. O'Brien (Acting Chair), M. Joudrey, J. Lane, W. Latuszak, C. O'Brien, B. Odegaard, J. Peaire, D. Peckham and M. Richings and H. Lysynski (Acting Committee Clerk)

ABSENT: J. Banninga, M. Courey, B. Harris and R. Peaker

ALSO PRESENT: G. Barrett, D. Calderwood-Smith, C. Cooper, S. Giustizia, C. Lovell, G. Matthews, T. Macbeth, L. Maitland, A. Pasqual, M. Pease, B. Turcotte and B. Westlake-Power

The meeting was called to order at 12:18 PM

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

1.2 Election of Chair and Vice Chair for the remainder of the term

That it BE NOTED that the London Housing Advisory Committee elected B. Harris and C. O'Brien as Chair and Vice-Chair, respectively, until the end of the current term.

2. Scheduled Items

None.

3. Consent

3.1 3rd Report of the London Housing Advisory Committee

That it BE NOTED that the 3rd Report of the London Housing Advisory Committee, from the meeting held on February 12, 2020, was received.

3.2 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 403 Thompson Road

That it BE NOTED that the Notice of Planning Application, dated January 21, 2021, from L. Maitland, Site Development Planner, Development Services, with respect to Official Plan and Zoning By-law Amendments for the property located at 403 Thompson Road, was received.

3.3 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 345 Sylvan Street

That it BE NOTED that the Notice of Planning Application, dated January 21, 2021, from L. Maitland, Site Development Planner, Development Services, with respect to Official Plan and Zoning By-law Amendments for the property located at 345 Sylvan Street, was received.

3.4 Notice of Application - Zoning By-Law Amendment - 1634 – 1656 Hyde Park Road and Other Properties

That it BE NOTED that the Notice of Planning Application, dated January 27, 2021, from B. Debbert, Senior Planner, Development Services, with respect to a Zoning By-law Amendment for the properties located at 1634 - 1656 Hyde Park Road and other properties, was received.

3.5 (ADDED) Notice of Planning Application - Draft Plan of Subdivision Official Plan and Zoning By-law Amendment - 14 Gideon Drive and 2021 Oxford Street West

That it BE NOTED that the Notice of Planning Application, dated February 10, 2021, from S. Meksula, Senior Planner, Development Services, with respect to Official Plan and Zoning By-law Amendments for the properties located at 14 Gideon Drive and 2012 Oxford Street West, was received.

3.6 (ADDED) Public Meeting Notice - Zoning By-law Amendment - 3924 Colonel Talbot Road

That it BE NOTED that the Notice of Planning Application, dated February 10, 2021, from S. Meksula, Senior Planner, Development Services, with respect to a Zoning By-law Amendments for the property located at 3924 Colonel Talbot Road, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Respectful Workplace Policy

That it BE NOTED that the Respectful Workplace Policy document, as appended to the agenda, was received.

5.2 London Housing Advisory Committee Terms of Reference

That it BE NOTED that the London Housing Advisory Committee (LHAC) held a general discussion with respect to the LHAC Terms of Reference document, as appended to the agenda.

5.3 Advisory Committee Review

That it BE NOTED that the London Housing Advisory Committee held a general discussion with respect to the ongoing Advisory Committee Review; it being noted that a verbal update from B. Westlake-Power, Deputy City Clerk, was received with respect to this matter.

5.4 Service Area Work Plan for 2021

That it BE NOTED that the Service Area Work Plan for 2021 verbal presentations from G. Barrett, Director, City Planning and City Planner, S. Giustizia, CEO, Housing Development Corporation, D. Calderwood-Smith, Manager, Strategic Program and Partnerships, and C. Cooper, Manager, Homelessness Prevention, was received.

5.5 Affordable Housing Matters

That it BE NOTED that the London Housing Advisory Committee held a general discussion and received a communication from B. Odegaard, with respect to affordable housing.

6. Adjournment

The meeting adjourned at 1:27 PM.

Diversity, Inclusion and Anti-Oppression Advisory Committee

Report

The 1st Meeting of the Diversity, Inclusion and Anti-Oppression Advisory Committee
February 18, 2021

Attendance PRESENT: B. Hill (Chair), M. Buzzelli and C. DuHasky and H.
Lysynski (Acting Committee Clerk)

ABSENT: M. Mlotha

ALSO PRESENT: F. Andrighetti, T. Fowler, K. Husain, K.
Koltun, L. Livingstone, A. Pascual, K. Pawelec, C. Saunders, I.
Silver, M. Stone and T. Tomchick-Condon

The meeting was called to order at 12:08 PM

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

1.2 Election of Chair and Vice-Chair for the remainder of the current term

That, the following actions be taken with respect to the election of the
Chair and Vice Chair for the remainder of the current term:

a) B. Hill BE ELECTED chair for the meeting on February 18, 2021; and,

b) the election of Chair and Vice Chair for the remainder of the current
term BE POSTPONED to the next meeting.

2. Opening Ceremonies

2.1 Acknowledgement of Indigenous Lands

That the Acknowledgement of Indigenous Lands was read by C. DuHasky.

2.2 Traditional Opening

That it BE NOTED that no Traditional Opening was received.

3. Scheduled Items

3.1 London's Community Diversity & Inclusion Strategy

That the presentation from K. Koltun, Supervisor, Policy & Strategic Issues
presentation, with respect to London's Community Diversity & Inclusion
Strategy, as appended to the agenda, was received.

4. Consent

4.1 3rd Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee

That it BE NOTED that the 3rd Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee, from its meeting held on February 20, 2020, was received.

4.2 Letter of Resignation

That it BE NOTED that the resignation of J. Braithwaite from the Diversity, Inclusion and Anti-Oppression Advisory Committee, was received.

5. Sub-Committees and Working Groups

None.

6. Items for Discussion

6.1 Respectful Workplace Policy

That it BE NOTED that the Respectful Workplace Policy document, as appended to the agenda, was received.

6.2 DIAAC Terms of Reference

That it BE NOTED that the Diversity, Inclusion and Anti-Oppression Advisory Committee (DIAAC) held a general discussion with respect to the DIAAC Terms of Reference document, as appended to the agenda.

6.3 Advisory Committee Review

That it BE NOTED that the Diversity, Inclusion and Anti-Oppression Advisory Committee held a general discussion with respect to the ongoing Advisory Committee Review; it being noted that a verbal update from C. Saunders, City Clerk, was received with respect to this matter.

6.4 Service Area Work Plan for 2021

That it BE NOTED that the Service Area Work Plan for 2021 verbal presentation from L. Livingstone, City Manager, was received.

6.5 CDIS Leadership Table Vacancy

That, consideration of the appointment to the Community Diversity & Inclusion Strategy BE POSTPONED to the next Diversity, Inclusion and Anti-Oppression Advisory Committee.

7. Adjournment

The meeting adjourned at 1:16 PM

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Cheryl Smith, Managing Director, Neighbourhood, Children and Fire Services

Subject: Upgrade the Computer Aided Dispatch (CAD) System 9.3 to 9.4 and migrate to OnCall Analytics

Date: March 2, 2021

Recommendation

That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services, subject to the advice of the Fire Chief and the Deputy Fire Chief, the following actions be taken with respect to the upgrade to the Computer Aided Dispatch System:

- a) the “Fixed Price Statement of Work” submitted by Intergraph Canada Ltd. doing business as Hexagon Safety & Infrastructure division, 10921-14 Street NE, Calgary, Alberta, T3K 2L5, BE ACCEPTED for the upgrade of software for the Computer Aided Dispatch from version 9.3 to 9.4 and the migration from the existing Intergraph Business Intelligence to Hexagon OnCall Analytics – Dispatch Advantage at a total purchase price of \$282,014, excluding HST in accordance with section 14.4(d) of the Procurement of Goods and Services Policy; and,
- b) subject to the approval of a) above, the financing for this purchase BE APPROVED in accordance with the “Sources of Financing Report” attached, hereto, as Appendix ‘A’;
- c) subject to the approval of a) above, the Civic Administration BE AUTHORIZED to undertake all the administrative acts that are necessary in connection with the purchase;
- d) the approvals given, herein, BE CONDITIONAL upon the Corporation entering into a formal contract, agreement or having a Purchase Order relating to the subject matter of this approval; and,
- e) the Mayor and City Clerk BE AUTHORIZED to execute any contract or other documents, if required, to give effect to the actions set out in a) to d) above.

Executive Summary

This report presents the next steps required to update vital software used by the London Fire Department’s Emergency Communications Centre. This software serves as a link between the public and firefighting crews, answering 911 calls and dispatching the appropriate resources. The Communications Centre uses a Computer Aided Dispatch (CAD) system for call handling and dispatching, intelligent mapping, field communications, and data reporting and analysis. The current version of this software was installed in 2016 and there are risks associated with not upgrading the application and the supporting infrastructure. Remaining on an unsupported infrastructure increases the risk that the Corporation could lose access to the CAD application and the corporate information it contains.

The purpose of this report is to seek Council’s approval to upgrade the system to make sure that best practices are maintained and that the dispatchers have the most up to date tools available to ensure prompt and detailed emergency response.

Linkage to the Corporate Strategic Plan

Upgrading the Computer Aided Dispatch (CAD) system to version 9.4 and the migration to the new OnCall Analytics is aligned with two strategic areas of focus, as presented in the City of London Strategic Plan 2019-2023.

- Strengthening our Community – Increasing neighbourhood safety by improving emergency response through new technology.
- Leading in Public Service – Increasing efficiency and effectiveness of service delivery and increasing the use of technology to improve service delivery.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- [Master Product and Service Agreement with Intergraph Canada Ltd Doing Business as Hexagon Safety Infrastructure and Upgrade the Computer Aided Dispatch System](#) (May 25, 2016)

2.0 Discussion and Considerations

2.1 Background and Purpose

The London Fire Department (LFD) implemented a Computer Aided Dispatch (CAD) system in 1998, which was purchased from Intergraph Canada Ltd. (Intergraph). Intergraph is now operating as “Intergraph Canada Ltd. doing business as Hexagon Safety & Infrastructure” (Hexagon). The last upgrade to the CAD (version 9.1.1 to 9.3) was completed in 2016 with Council approval. In addition, the London Fire Department, with Council approval, purchased and implemented a Hexagon Business Intelligence program in 2012 that uses the CAD information to measure front line performance.

For the following reasons, the LFD is recommending that the Hexagon CAD software be upgraded through a single source procurement under clause 14.4(d) of the Procurement of Goods and Services Policy related to the need for compatibility with goods and/or services previously acquired:

- The CAD program has provided the necessary dispatch requirements for the Department since implementation. Changing to a different CAD system would require a significant capital expenditure not included in the approved multi-year Capital Budget, as well as major resource commitments from LFD, Information Technology Services (ITS) and Purchasing.
- Since the upgrade to 9.3 in 2016, the operational, technical, and business needs of public safety agencies has continued to rapidly evolve. With the release of version 9.4, we will find better capabilities with large scale events and incident command, and most importantly new and enhanced capabilities for managing calls, along with the capabilities for improved incident location tracking.
- Since the implementation of the Hexagon Business Intelligence tool that was purchased in 2012, there have been no upgrades. When the CAD software version upgrade in 2016 from 9.1.1 to 9.3 was completed, the decision was made not to upgrade the Hexagon Business Intelligence tool at that time and to wait until the next CAD upgrade. Since the purchase of the Hexagon Business Intelligence tool 9 years ago, technology has changed and reporting tools are now more robust, which has prompted Hexagon to change their Business Intelligence tool to Hexagon ONCall Analytics – Dispatch Advantage.
- Hexagon ONCall Analytics – Dispatch Advantage offers complete dispatch data visualization and analytics capabilities for evidence-based reporting, analysis, and decision-making. It delivers comprehensive reporting and analysis features

and reports, including live operational data. It helps public safety agencies overcome the challenges of raw, fragmented, incomplete, or incorrect data by transforming it into valuable reports which provides end users better abilities to assess performance, allocate resources, and improve operations such as meeting response time targets and inform budgeting, staffing, equipment and station needs as well as providing the dispatch centre with call distribution insights and trends to optimize response times, reduce operator workloads, and better align resources to demand.

- In addition, the computer infrastructure, on which the CAD system is installed, is at the end of its life cycle and must be replaced, as per Corporate computer infrastructure practices. Concurrent to the upgrade of the dispatching computer hardware, it has been the practice of the LFD to upgrade the CAD software provided by Hexagon to the most current version. This incremental approach to upgrading the system minimizes operational disruption.

3.0 Financial Impact/Considerations

The capital budget for this purchase is included in the Council approved Fire capital plan per the attached Source of Financing. Ongoing software licensing costs will be funded through Fire and ITS operating budgets.

Conclusion

The London Fire Department's Emergency Communications Centre serves as a vital link between the public and firefighting crews, answering 911 calls and dispatching the appropriate resources.

The London Fire Department, Information Technology Services and City of London Legal Services have worked with Hexagon to develop the Statement of Work # 1603-019-0003 related to the upgrade and migration to the new OnCall Analytics and are recommending approval of such Statement of Work to allow Hexagon to proceed with the installation.

Prepared by: Alan Hunt, Deputy Fire Chief
Submitted by: Lori Hamer, Fire Chief
Recommended by: Cheryl Smith, Managing Director, Neighbourhood, Children and Fire Services

c: Lori Kolodiazny, Manager, Information Technology Services
Walter Pimentel, Supervisor, Database Administrator, Information Technology
Katerina Barton, Manager, Finance and Planning, London Fire Department
Doug Drummond, Financial Business Administrator, Finance and Corporate Services
Aynsley Anderson Solicitor, City of London
Jason Davies, Manager, Financial Planning and Policy

Appendix "A"

#21023

March 2, 2021
(Award Contract)

Chair and Members
Community and Protective Services Committee

RE: Upgrade the Computer Aided Dispatch (CAD) System 9.3 to 9.4 and migrate to OnCall Analytics
(Subledger CP210009)

Capital Project PP112319 - Replace Firefighter Equipment
Hexagon Safety & Infrastructure - \$282,014.00 (excluding HST)

Finance and Corporate Services Report on the Sources of Financing:

Finance and Corporate Services confirms that the cost of this purchase can be accommodated within the financing available for it in the Capital Budget, and that, subject to the approval of the Managing Director, Neighbourhood, Children and Fire Services, and Fire Chief and the Deputy Fire Chief the detailed source of financing is:

| Estimated Expenditures | Approved Budget | Committed To Date | This Submission | Balance for Future Work |
|-------------------------------|------------------------|--------------------------|------------------------|--------------------------------|
| Replace Vehicle & Equipment | 585,390 | 56,272 | 286,978 | 242,140 |
| Total Expenditures | \$585,390 | \$56,272 | \$286,978 | \$242,140 |

Sources of Financing

| | | | | |
|---|------------------|-----------------|------------------|------------------|
| Drawdown from - Vehicle & Equipment - Fire Reserve Fund | 585,390 | 56,272 | 286,978 | 242,140 |
| Total Financing | \$585,390 | \$56,272 | \$286,978 | \$242,140 |

Financial Note:

| | |
|--------------------------------------|------------------|
| Contract Price | \$282,014 |
| Add: HST @13% | 36,662 |
| Total Contract Price Including Taxes | 318,676 |
| Less: HST Rebate | -31,698 |
| Net Contract Price | <u>\$286,978</u> |

Jason Davies

Manager of Financial Planning & Policy

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Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Kevin Dickins, Acting Managing Director, Housing Social Services and Dearness Home

Subject: Sole Source Award for the Implementation of The Giwetashkad Indigenous Homelessness Strategic Plan

Date: March 2, 2021

Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, that the following actions Be Taken with respect to the award of contracts through Sole Source procurement that;

- a) A contract Be Awarded to Atlohsa Family Healing Services for the period of April 1, 2021 to March 31, 2022 at a maximum annual allocation of \$990,000, to implement the actions in The Giwetashkad Indigenous Homelessness Strategic Plan; with an option to renew for up to five additional one-year terms at the City's sole discretion, based on satisfactory services, performance, and funding/budget availability through the City of London, and/or other funding sources;
- b) Civic Administration Be Authorized to undertake all administrative acts which are necessary in relation to this project; and
- c) The approval hereby given Be Conditional upon the Corporation entering into a Purchase of Service Agreement with Atlohsa Family Healing Services.

Executive Summary

This report recommends The City of London enter into one renewable fuding agreement with Atlohsa Family Healing Services to implement The Giwetashkad Indigenous Homelessness Strategic Plan, which will include the implementation of culturally appropriate programs previously approved in 2020, as outlined below. The total annual funding amount for these programs combined is up to \$990,000 per year.

In 2020 City Council approved the following:

1. Single source approval for Atlohsa Family Healing Services to provide programs for Indigenous individuals and families experiencing homelessness. Funding included a commitment of \$225,000 per year, with an option to renew for up to two additional one-year terms.
2. Single source approval for Atlohsa Family Healing Services to provide Resting Spaces for Indigenous individuals and families experiencing homelessness.

Funding included a commitment of \$250,000 per year, with an option to renew for up to two additional one-year terms.

3. Contract Award Recommendation for Housing Stability Services – Request for Proposal 20-07, for a Atlohsa Family Healing Services Rapid Rehousing Program. Funding included a commitment of up to \$140,000 per year, with an option to renew for up to five additional one-year terms.

Homeless Prevention is seeking approval to enter into one funding agreement with Atlohsa Family Healing Services for implementation of The Giwetashkad Indigenous Homelessness Strategic Plan which will include culturally appropriate programming, including the Rapid Rehousing and Resting Space programs previously approved, as outlined below.

| Atlohsa Family Healing Services Program | Annual Funding | Approvals |
|---|-----------------------|--|
| Resting Spaces for Indigenous Individuals | \$ 250,000 | Single source approval, December 2020 (Single Source #SS20-29) |
| Programs for Indigenous Individuals and Families Experiencing Homelessness | \$ 225,000 | Single source approval, December 2020 (Single Source #SS20-37) |
| Rapid Rehousing Program | \$ 140,000 | Council approved April 7, 2020. Contract Award Recommendation for Housing Stability Services - Request for Proposal 20-07 (CPSC: March 31, 2020) |
| Additional programs supporting the Implementation of The Giwetashkad Indigenous Homelessness Strategic Plan | \$ 375,000 | For approval |
| <i>Total Proposed Annual Funding (Renewable)</i> | <i>\$ 990,000</i> | |

Linkage to the Corporate Strategic Plan

[Housing Stability for All: The Housing Stability Action Plan for the City of London \(2019-2024\)](#)

London’s Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (Housing Stability for All Plan), is the approved guiding document for homeless prevention and housing in the City of London, and was developed in consultation with Londoners.

The Housing Stability for All Plan aligns with and supports strategic initiatives and plans, including the Giwetashkad Indigenous Homelessness Strategic Plan.

The Giwetashkad Indigenous Homelessness Strategic Plan, 2020

Atlohsa Family Healing Services has developed The Giwetashkad Indigenous Homelessness Strategic Plan, which is supported by The City of London and will align with the Housing Stability Action Plan, 2019. The Giwetashkad Indigenous Homelessness Strategic Plan represents culturally sensitive perspectives of community members with lived and/or living experience and sets out a vision of home as a place of safety and belonging for all peoples.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- Single Source Procurement of Resting Spaces (Single Source #SS20-29) and Programs (Single Source #SS20-37) for Indigenous Individuals Experiencing Homelessness (CPSC: December 15, 2020)
- Municipal Council Approval of the Housing Stability Plan 2019 to 2024 as Required Under the Housing Services Act, 2011 (December 3, 2019)
- Contract Award Recommendation for Housing Stability Services – Request for Proposal 20-07 (CPSC: March 31, 2020)

2.0 Discussion and Considerations

2.1 Giwetashkad Indigenous Homelessness Strategic Plan Implementation

This award will support the implementation of The Giwetashkad Indigenous Homelessness Strategic Plan. An advisory group representing key stakeholders is being created and will provide guidance and monitor the progress of plan implementation. The City of London Homeless Prevention Team will continue to support Atlohsa Family Healing Services as the annual goals and outcomes of the plan are established, monitored, and reported on each year.

The Giwetashkad Indigenous Homelessness Strategic Plan supports access to culturally appropriate housing and homelessness services for Indigenous peoples. The City of London supports the goals, objectives, and outcomes of The Giwetashkad Indigenous Homelessness Strategic Plan.

The development of The Giwetashkad Indigenous Homelessness Strategic Plan was led by Atlohsa Family Healing Services in consultation with stakeholders, including individuals with lived experience of homelessness. The Giwetashkad Advisory Circle, an advisory group that includes key stakeholders, supported the development of the Giwetashkad Indigenous Homelessness Strategic Plan.

Programs will be aimed at reducing homelessness and creating housing stability for Indigenous individuals and families experiencing or at risk of homelessness and will work within London’s Coordinated Access System.

2.2 Procurement

A sole source procurement is being used to enter into an agreement with Atlohsa Family Services for the implementation of The Giwetashkad Indigenous Homelessness Strategic Plan. This approach is applied under the Procurement Policy (14.3.c Sole Source) because the complete item, service, or system is unique to one supplier and no alternative or substitute exists.

Atlohsa Family Healing Services led the development of The Giwetashkad Indigenous Homelessness Strategic Plan and currently operates programs serving individuals experiencing homelessness, including housing support programs, outreach, resting spaces and drop in services. The contract award for the Implementation of The Giwetashkad Indigenous Homelessness Strategic Plan is \$990,000 (exclusive of applicable taxes) and includes all funding provided through previously awarded contracts and additional funds in one award.

3.0 Financial Impact/Considerations

The implementation of The Giwetashkad Indigenous Homelessness Strategic Plan will be funded through the Homeless Prevention budget which includes municipal, provincial and federal funding in the total amount of up to \$990,000, as outlined below:

| Atlohsa Family Healing Services Program | Annual Funding | Source of Funding | Approvals |
|---|-------------------|---|--|
| Resting Spaces for Indigenous Individuals | \$ 250,000 | Municipal Funding through the 2020-23 Multi-Year Budget (Core Area Action Plan) | Single source approval, December 2020 (Single Source #SS20-29) |
| Programs for Indigenous Individuals and Families Experiencing Homelessness | \$ 225,000 | Existing provincial and municipal funds. | Single source approval, December 2020 (Single Source #SS20-37) |
| Rapid Rehousing Program | \$ 140,000 | Existing provincial, federal or municipal funds. | Council approved April 7, 2020. Contract Award Recommendation for Housing Stability Services - Request for Proposal 20-07 (CPSC: March 31, 2020) |
| Additional programs supporting the Implementation of The Giwetashkad Indigenous Homelessness Strategic Plan | \$ 375,000 | Existing provincial and municipal funds. | For approval |
| <i>Total Proposed Annual Funding (Renewable)</i> | <i>\$ 990,000</i> | | |

Atlohsa Family Healing Services receives funding to operate programs to support individuals experiencing homelessness, including housing support programs, resting spaces, rapid rehousing, outreach and a drop-in centre. These allocations will be merged into a single allocation under this award.

Atlohsa Family Healing Services will complete reporting for all programs funded through this award to meet the requirements of municipal, provincial and federal funding. The City of London Homeless Prevention team will continue to provide support in this process.

Conclusion

This report recommends that the City of London enter into an Agreement with Atlohsa Family Healing Services to lead the implementation of The Giwetashkad Indigenous Homelessness Strategic Plan, including Resting Spaces, Rapid Rehousing, and other programs for Indigenous individuals and families experiencing homelessness.

Submitted by: Craig Cooper, Manager, Homeless Prevention
Recommended by: Kevin Dickins, Acting Manager Director, Housing, Social Services and Dearness Home

Report to Community and Protective Services Committee

To: Chair and Members, Community and Protective Services Committee Meeting
From: Kevin Dickins, Acting Managing Director, Housing, Social Services and Dearness Home
Subject: 2021-2022 Homeless Prevention Program Funding Allocations – Single Source Procurement (#SS21-09)
Date: March 2, 2021

Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, that the following actions Be Taken, as per the Corporation of the City of London Procurement Policy Section 14.5 a. ii, requiring Committee and City Council approval for single source procurements greater than \$50,000;

- (a) that Single Source Purchase of Service Agreements Be Approved as set out in the Homeless Prevention 2021-2022 Program Proposed Ontario Community Homeless Prevention Initiative Allocations, attached as Schedule 1 to this report. A combined total funding amount of \$9,588,400 in 2021-2022 to provide Homeless Prevention Services;
- (b) that Civic Administration Be Authorized to undertake all administrative acts which are necessary in relation to this matter;
- (c) that the approval given herein Be Conditional upon the Corporation of the City of London entering into Purchase of Service Agreements with Agencies in the above in section (a).

Executive Summary

Homeless Prevention is seeking single source approval to enter into Purchase of Service Agreements with homeless serving agencies for a one-year period, from April 1, 2021 to March 31, 2022. Programs and allocations are included in the attached as Schedule 1 of this report. Funding for Homeless Prevention programs outlined in the attached Schedule 1 will be provided through the Ontario Community Homeless Prevention Initiative (CHPI).

The 2020-21 Purchase of Service agreements with homeless serving agencies delivering programs funded through CHPI will expire on March 31, 2021. Pending approval, Homeless Prevention will enter into Purchase of Service agreements for 2021-22 with all agencies listed in the attached as Schedule 1. Single source approval in 2021 will allow for continuity of services as Homeless Prevention transitions to a competitive bid process for programs beginning in 2022.

Funding allocations for emergency shelter programs have been adjusted for 2021, reflecting changes to service delivery as a result of provincial COVID-19 social distancing requirements.

In 2021, Housing Social Services and Dearness Home intends to undertake a competitive procurement processes for all emergency shelters, outreach programs, and other services and supports related to best serving London's homeless population, to support alignment with the goals of the City of London Housing Stability Action Plan 2019-2024. Pending Council approval of the programs recommended following these procurement processes, Homeless Prevention will enter into new funding agreements for 2022-2023.

Linkage to the Corporate Strategic Plan

Housing Stability for All: The Housing Stability Action Plan for the City of London (2019-2024)

London's Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (2019-2024), is the approved guiding document for homeless prevention and housing in the City of London, and was developed in consultation with Londoners.

The proposal outlined in the attached as Schedule 1 directly support the goals of the Housing Stability Action Plan, including Strategic Areas of Focus to Respond to the Homelessness Crisis, Provide Housing Supports, and Transform the Service System.

The 2019 – 2023 Strategic Plan for the City of London

Reducing the number of individuals and families experiencing chronic homelessness or at risk of becoming homeless is an expected result of the City of London Strategic Plan. Strategies to achieve this result include implementing coordinated access to mental health and addictions services and supports and improving emergency shelter diversion and rapid re-housing practices.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- Homeless Prevention CHPI Purchase of Service Agreement Template (CPSC: February 19, 2020)
- Reaching Home, Canada's Homelessness Strategy Community Entity – Designated Communities Funding Agreement (CPSC: April 1, 2019)
- Homeless Prevention Municipal Purchase of Service Agreement Template (CPSC: December 3, 2019)
- Housing Stability Plan, 2019-2024 (CPSC: December 3, 2019)

2.0 Discussion and Considerations

2.1 Homeless Prevention Federal and Provincial Guidance

In response to federal and provincial guidance, and the direction of London's Housing Stability Action Plan, London's Homeless Prevention system is shifting to a housing focused, coordinated access system.

The development of Housing Support and Housing First programs is intended to divert those at risk of homelessness or experiencing homelessness away from emergency shelters.

Over time, it is anticipated that as individuals and families experiencing homelessness are supported to find and maintain housing, emergency shelters will also continue to shift their service delivery models to become more housing-focused. This approach is directly in line with guidance provided through Ontario's Community Homeless Prevention Initiative (CHPI).

Ontario Community Homeless Prevention Initiative (CHPI)

CHPI is an outcomes-based program that aims to prevent and end homelessness by improving access to adequate, suitable, and affordable housing and homelessness services for people experiencing homelessness and for people at-risk of homelessness.

The CHPI Guidelines (2017) note the vision for CHPI is to have:

A coordinated and holistic service delivery system that is people-centered, evidence informed and outcomes-based, and reflects a Housing First approach that focuses on homelessness prevention and reduces reliance on emergency services. This vision reflects a shift towards a system that focuses on proactive and permanent housing solutions rather than reactive responses to homelessness.

2.2 Emergency Shelter Funding Allocation Adjustments

Funding allocations for some emergency shelters have been reduced in 2021 from their 2020 allocations due in part to service delivery impacts as a result of decreased bed capacity stemming from Ontario COVID-19 social distancing requirements.

In order to follow Ontario Ministry of Health Guidance for congregate living for vulnerable populations, emergency shelters in London have reduced the number of beds available for individuals and families experiencing homelessness in London. Funding for these programs has been reduced to reflect the limited number of participants that can now be accommodated.

As a result, Homeless Prevention funding in 2021 is being reallocated to housing programs in a targeted effort to permanently house individuals and families staying in local hotels, as COVID-19 funding ends in the spring of 2021. From the onset of COVID-19 in the local vulnerable population, the success of these types of housing programs have led to 374 unique individuals being housed (March 2020-February 2021) from sleeping rough or in encampments, temporary hotels, traditional shelters, and emergency winter response shelters.

2.3 Procurement of Goods and Services

Homeless Prevention intends to undertake competitive procurement processes for all emergency shelters, Housing First programs, and other critical and community informed services and supports in 2021, to achieve greater alignment with the goals of the City of London Housing Stability Action Plan 2019-2024 and the CHPI program guidelines. Pending Municipal Council approval of the programs recommended stemming from the procurement processes, Homeless Prevention will enter into new funding agreements starting in 2022.

In order to maintain program operations in 2021, and to reflect the current service level capabilities within the system, Homeless Prevention is seeking single source approval for the Homeless Prevention programs listed in the attached as Schedule 1, while the competitive procurement processes are underway. Single source approval is being sought under Section 14.4.e of the City of London Procurement of Goods and Services Policy, which states the following;

14.4.e) The required services are to be supplied by particular suppliers having special knowledge, skills, expertise and experience.

The Homeless Prevention agencies listed in the attached as Schedule 1 align with the requirements under Section 14.4.e of the City of London Procurement Policy for the following reasons:

- All funded agencies are active participants in the London Homeless Prevention sector, and currently funded through City of London, Homeless Prevention. As such, the existing programs have aligned operations with London's Coordinated Access System and data collection protocols, including signing of participant data collection consent forms and use of standardized assessment tools.
- All programs also operate under a unique Housing First case management model which takes a trauma informed, strengths based, and client centered approach to promote housing and life stabilization, aligning with the requirements of the Ontario Community Homeless Prevention Initiative.

- All funded agencies (including those in the attached as Schedule 1) participate in the London Homeless Prevention Network (LHPN), a collaborative led by the City of London, made up primarily of local Homeless Serving agencies. The LHPN brings together specialized knowledge of funded agencies, acting as a vehicle for information sharing, and promoting active involvement from agencies in helping to drive standards of practice. Through this collaborative, the funded agencies in the attached as Schedule 1 have actively participated in shaping London's Homeless Prevention system.
- All agencies in the attached as Schedule 1 have also received specialized training on London's Homeless Prevention System, Housing First practices, and are active users of London's data collection tool, the Homeless Individuals and Families Information System (HIFIS).

Single source procurement of the programs outlined in the attached as Schedule 1 will bring existing programs into compliance with the City of London Procurement of Goods and Services Policy.

3.0 Financial Impact/Considerations

3.1 Program Funding

The City of London CHPI budget for fiscal year 2021-22 is \$11,177,082. The program allocations outlined in the attached as Schedule 1 of this report total \$9,588,400. Remaining CHPI funding will be allocated towards City of London Homeless Prevention administration, Middlesex County, and other Homeless Prevention program contingencies, as needed.

4.0 Key Issues and Considerations

4.1. Continued Operations

All of the programs outlined in this report are existing programs that support Londoners every day providing basic needs like food and shelter. While we look to make system changes in line with federal and provincial direction, it is critical that operations continue and services remain available.

Conclusion

This report recommends that the City of London enter into Purchase of Service Agreements with all agencies outlined in the attached as Schedule 1.

Prepared by: Kate Green, Manager, Homeless Prevention

Submitted by: Craig Cooper, Manager, Homeless Prevention

Recommended by: Kevin Dickins, Acting Manager, Housing, Social Services and Dearness Home

Schedule 1 – Homeless Prevention 2021-2022 Program Proposed CHPI Allocations

| Agency | Program | Proposed 2021-22 CHPI Allocation |
|-------------------------------------|-------------------------------------|----------------------------------|
| Addiction Services of Thames Valley | Street Level Women at Risk | \$ 570,000 |
| Addiction Services of Thames Valley | Simcoe St. Ash program | \$ 150,000 |
| CMHA Elgin Middlesex | No Fixed Address | \$ 71,900 |
| CMHA Elgin Middlesex | Housing Always Program | \$ 162,000 |
| CMHA Elgin Middlesex | Housing Always Program - Dundas St. | \$ 150,000 |
| CMHA Elgin-Middlesex | My Sister's Place | \$ 153,000 |
| London Cares | Housing Stability Program | \$ 915,000 |
| London Cares | Outreach | \$ 730,000 |
| Mission Services of London | Rotholme Women's and Family Shelter | \$ 460,000 |
| Mission Services of London | The Men's Mission | \$ 1,300,000 |
| Mission Services of London | Rotholme Housing First Program | \$ 100,000 |
| Mission Services of London | Supportive Housing Program | \$ 100,000 |
| Regional HIV/AIDS Connection | John Gordon Home | \$ 115,000 |
| St. Leonard's Community Services | Project Home | \$ 956,500 |
| The Salvation Army | The Centre of Hope | \$ 1,965,000 |
| The Salvation Army | Transitional Rooms | \$ 30,000 |
| Unity Project | Unity Project Emergency Shelter | \$ 935,000 |
| Youth Opportunities Unlimited | Youth Emergency Shelter | \$ 500,000 |
| Youth Opportunities Unlimited | Cornerstone Housing | \$ 225,000 |
| Total | | \$ 9,588,400 |

Report to Community and Protective Services Committee

To: Chair and Members, Community and Protective Services Committee Meeting
From: Kevin Dickins, Acting Managing Director, Housing, Social Services and Dearness Home
Subject: 2021-2022 Homeless Prevention Program Funding Allocations – Single Source Procurement (#SS21-09)
Date: March 2, 2021

Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, that the following actions Be Taken, as per the Corporation of the City of London Procurement Policy Section 14.5 a. ii, requiring Committee and City Council approval for single source procurements greater than \$50,000;

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Executive Summary

Homeless Prevention is seeking single source approval to enter into Purchase of Service Agreements with homeless serving agencies for a one-year period, from April 1, 2021 to March 31, 2022. Programs and allocations are included in the attached as Schedule 1 of this report. Funding for Homeless Prevention programs outlined in the attached Schedule 1 will be provided through the Ontario Community Homeless Prevention Initiative (CHPI).

The 2020-21 Purchase of Service agreements with homeless serving agencies delivering programs funded through CHPI will expire on March 31, 2021. Pending approval, Homeless Prevention will enter into Purchase of Service agreements for 2021-22 with all agencies listed in the attached as Schedule 1. Single source approval in 2021 will allow for continuity of services as Homeless Prevention transitions to a competitive bid process for programs beginning in 2022.

Funding allocations for emergency shelter programs have been adjusted for 2021, reflecting changes to service delivery as a result of provincial COVID-19 social distancing requirements.

In 2021, Housing Social Services and Dearness Home intends to undertake a competitive procurement processes for all emergency shelters, outreach programs, and other services and supports related to best serving London's homeless population, to support alignment with the goals of the City of London Housing Stability Action Plan 2019-2024. Pending Council approval of the programs recommended following these procurement processes, Homeless Prevention will enter into new funding agreements for 2022-2023.

Linkage to the Corporate Strategic Plan

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The proposal outlined in the attached as Schedule 1 directly support the goals of the Housing Stability Action Plan, including Strategic Areas of Focus to Respond to the Homelessness Crisis, Provide Housing Supports, and Transform the Service System.

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Reducing the number of individuals and families experiencing chronic homelessness or at risk of becoming homeless is an expected result of the City of London Strategic Plan. Strategies to achieve this result include implementing coordinated access to mental health and addictions services and supports and improving emergency shelter diversion and rapid re-housing practices.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

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- Housing Stability Plan, 2019-2024 (CPSC: December 3, 2019)

2.0 Discussion and Considerations

2.1 Homeless Prevention Federal and Provincial Guidance

In response to federal and provincial guidance, and the direction of London's Housing Stability Action Plan, London's Homeless Prevention system is shifting to a housing focused, coordinated access system.

The development of Housing Support and Housing First programs is intended to divert those at risk of homelessness or experiencing homelessness away from emergency shelters.

Over time, it is anticipated that as individuals and families experiencing homelessness are supported to find and maintain housing, emergency shelters will also continue to shift their service delivery models to become more housing-focused. This approach is directly in line with guidance provided through Ontario's Community Homeless Prevention Initiative (CHPI).

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The CHPI Guidelines (2017) note the vision for CHPI is to have:

A coordinated and holistic service delivery system that is people-centered, evidence informed and outcomes-based, and reflects a Housing First approach that focuses on homelessness prevention and reduces reliance on emergency services. This vision reflects a shift towards a system that focuses on proactive and permanent housing solutions rather than reactive responses to homelessness.

2.2 Emergency Shelter Funding Allocation Adjustments

Funding allocations for some emergency shelters have been reduced in 2021 from their 2020 allocations due in part to service delivery impacts as a result of decreased bed capacity stemming from Ontario COVID-19 social distancing requirements.

In order to follow Ontario Ministry of Health Guidance for congregate living for vulnerable populations, emergency shelters in London have reduced the number of beds available for individuals and families experiencing homeless in London. Funding for these programs has been reduced to reflect the limited number of participants that can now be accommodated.

As a result, Homeless Prevention funding in 2021 is being reallocated to housing programs in a targeted effort to permanently house individuals and families staying in local hotels, as COVID-19 funding ends in the spring of 2021. From the onset of COVID-19 in the local vulnerable population, the success of these types of housing programs have led to 374 unique individuals being housed (March 2020-February 2021) from sleeping rough or in encampments, temporary hotels, traditional shelters, and emergency winter response shelters.

2.3 Procurement of Goods and Services

Homeless Prevention intends to undertake competitive procurement processes for all emergency shelters, Housing First programs, and other critical and community informed services and supports in 2021, to achieve greater alignment with the goals of the City of London Housing Stability Action Plan 2019-2024 and the CHPI program guidelines. Pending Municipal Council approval of the programs recommended stemming from the procurement processes, Homeless Prevention will enter into new funding agreements starting in 2022.

In order to maintain program operations in 2021, and to reflect the current service level capabilities within the system, Homeless Prevention is seeking single source approval for the Homeless Prevention programs listed in the attached as Schedule 1, while the competitive procurement processes are underway. Single source approval is being sought under Section 14.4.e of the City of London Procurement of Goods and Services Policy, which states the following;

14.4.e) The required services are to be supplied by particular suppliers having special knowledge, skills, expertise and experience.

The Homeless Prevention agencies listed in the attached as Schedule 1 align with the requirements under Section 14.4.e of the City of London Procurement Policy for the following reasons:

- All funded agencies are active participants in the London Homeless Prevention sector, and currently funded through City of London, Homeless Prevention. As such, the existing programs have aligned operations with London's Coordinated Access System and data collection protocols, including signing of participant data collection consent forms and use of standardized assessment tools.
- All programs also operate under a unique Housing First case management model which takes a trauma informed, strengths based, and client centered approach to

promote housing and life stabilization, aligning with the requirements of the Ontario Community Homeless Prevention Initiative.

- All funded agencies (including those in the attached as Schedule 1) participate in the London Homeless Prevention Network (LHPN), a collaborative led by the City of London, made up primarily of local Homeless Serving agencies. The LHPN brings together specialized knowledge of funded agencies, acting as a vehicle for information sharing, and promoting active involvement from agencies in helping to drive standards of practice. Through this collaborative, the funded agencies in the attached as Schedule 1 have actively participated in shaping London's Homeless Prevention system.
- All agencies in the attached as Schedule 1 have also received specialized training on London's Homeless Prevention System, Housing First practices, and are active users of London's data collection tool, the Homeless Individuals and Families Information System (HIFIS).

Single source procurement of the programs outlined in the attached as Schedule 1 will bring existing programs into compliance with the City of London Procurement of Goods and Services Policy.

3.0 Financial Impact/Considerations

3.1 Program Funding

The City of London CHPI budget for fiscal year 2021-22 is \$11,177,082. The program allocations outlined in the attached as Schedule 1 of this report total \$9,963,400. Remaining CHPI funding will be allocated towards City of London Homeless Prevention administration, Middlesex County, and other Homeless Prevention program contingencies, as needed.

4.0 Key Issues and Considerations

4.1. Continued Operations

All of the programs outlined in this report are existing programs that support Londoners every day providing basic needs like food and shelter. While we look to make system changes in line with federal and provincial direction, it is critical that operations continue and services remain available.

Conclusion

This report recommends that the City of London enter into Purchase of Service Agreements with all agencies outlined in the attached as Schedule 1.

Prepared by: Kate Green, Manager, Homeless Prevention

Submitted by: Craig Cooper, Manager, Homeless Prevention

Recommended by: Kevin Dickins, Acting Manager, Housing, Social Services and Dearness Home

Schedule 1 – Homeless Prevention 2021-2022 Program Proposed CHPI Allocations

| Agency | Program | Proposed 2021-22 CHPI Allocation |
|-------------------------------------|-------------------------------------|----------------------------------|
| Addiction Services of Thames Valley | Street Level Women at Risk | \$ 570,000 |
| Addiction Services of Thames Valley | Simcoe St. Ash program | \$ 150,000 |
| CMHA Elgin-Middlesex | No Fixed Address | \$ 71,900 |
| CMHA Elgin-Middlesex | Housing Always Program | \$ 162,000 |
| CMHA Elgin-Middlesex | Housing Always Program - Dundas St. | \$ 150,000 |
| CMHA Elgin-Middlesex | My Sister's Place | \$ 153,000 |
| London Cares | Housing Stability Program | \$ 915,000 |
| London Cares | Outreach | \$ 730,000 |
| Mission Services of London | Rotholme Women's and Family Shelter | \$ 460,000 |
| Mission Services of London | The Men's Mission Emergency Shelter | \$ 1,300,000 |
| Mission Services of London | Rotholme Housing First Program | \$ 100,000 |
| Mission Services of London | Supportive Housing Program | \$ 100,000 |
| Regional HIV/AIDS Connection | John Gordon Home | \$ 115,000 |
| St. Leonard's Community Services | Project Home | \$ 956,500 |
| The Salvation Army | The Centre of Hope | \$ 1,965,000 |
| The Salvation Army | Transitional Rooms | \$ 30,000 |
| Unity Project | Unity Project Emergency Shelter | \$ 935,000 |
| Youth Opportunities Unlimited | Youth Emergency Shelter | \$ 500,000 |
| Youth Opportunities Unlimited | YOU Mobile Team | \$ 375,000 |
| Youth Opportunities Unlimited | Cornerstone Housing | \$ 225,000 |
| Total | | \$ 9,963,400 |

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee
From: Kevin Dickins, Acting Managing Director, Housing, Social Services and Dearness Home
Subject: A New Provincial-Municipal Vision for Social Assistance
Date: March 2, 2021

Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, this report **BE RECEIVED** for information.

Executive Summary

Since 2018, the Ministry of Children, Community and Social Services (MCCSS) has taken steps to reform and transform the delivery of Social Assistance. Strategies initiated to date include service delivery modernization, efforts to improve coordination across ministries, reduce administrative burdens and employment services integration. Linkages between the strategies that have been announced since 2018 include emphasis on the importance of life stabilization, employment supports and recognizing the local context.

On Feb 11, 2021, MCCSS outlined a renewed vision for Social Assistance in Ontario - A working vision for social assistance attached as Schedule 1. Key elements of the vision include maintaining person-centred services, a shift in services provided and responsibilities at the provincial and municipal levels, working towards an integrated human services model and commitments to co-designing the new system with Municipal service delivery partners. Associated timelines include work that began in 2020 up until 2024 for full implementation of the vision. Phase 1 and 2 of the plan aims to realign functions and service delivery responsibilities, in order to streamline social services systems and create an effective integrated human services model.

There is no immediate impact as a result of these developments, as this is a long-term vision for social assistance transformation that will happen in phases, taking place over multiple years.

Linkage to the Corporate Strategic Plan

Strengthening our Community

- Londoners have access to the supports they need to be successful
- Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city

Growing our Economy

- London will develop a top-quality workforce
- London creates a supportive environment where entrepreneurs, businesses and talent can thrive

Creating a Safe City for Women and Girls

- London has enhanced the potential for women and girls to live safe lives

Leading in Public Service

- The City of London is trusted, open, and accountable in service of our community
- Londoners experience exceptional and valued customer service

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- CPSC December 13, 2106 Basic Income Pilot Project for Ontario
- CPSC November 25, 2013 Provincial Social Assistance Service and Rate Structure Reviews
- CPSC November 25, 2013 Action Related to Provincial Social Assistance Reviews
- CPSC March 18, 2013 Social Assistance Review Commission Report: Brighter Prospects Transforming Social Assistance in Ontario

1.2 Timeline Review

In July 2018, the Ministry of Children, Community and Social Services (MCCSS) announced intentions to implement a new social assistance program to improve an existing “patchwork” system. Following a 100-day review, in November 2018 a high-level strategic framework was announced, which included emphasis on simplified rates, local flexibility, life stabilization supports, and employment supports focused on empowering individuals. Additionally, key priorities included a coordinated multi-ministry approach, reduce administrative burdens and continued service delivery modernization so front-line staff can spend more time working with people to address complex needs. The Ministry committed to working closely with service delivery partners to develop a phased plan for changes, affording flexibility to focus on the local context.

As part of prioritizing a multi-ministry approach, on February 12, 2019, the Ministry of Labour, Training and Skills Development (MLTSD) along with MCCSS announced a plan to integrate Employment Services between Ontario Works, ODSP, and Employment Ontario. The model intends to manage the employment service system more effectively and support people who find themselves facing barriers to employment or precariously employed, in getting the help they need. In January 2021, three prototype regions (Hamilton-Niagara Peninsula, Muskoka-Kawarthas and Peel Region) implemented the integrated employment system and updates are expected to be shared when available. The City of London remains committed to existing Purchase of Service agreements with local employment agencies and will continue to be held accountable to the province for existing employment outcomes and targets within the current Ontario Works Service Plan. There remains no known timeline for when the London Economic Region would transition from the current service delivery model on employment to a new regional transformation model.

In response to the COVID-19 outbreak in 2020, the ministry announced a recovery and renewal plan for Social Assistance to address the economic realities being experienced in the province. The first phase of the plan was built on learnings gathered during the COVID-19 outbreak, as well as the need to fundamentally change ways services are delivered. The plan focused on four key areas:

| | |
|---|---|
| <ul style="list-style-type: none">• Accelerated digital delivery solutions• Centralized and automated delivery | <ul style="list-style-type: none">• Risk-based eligibility review• Access to employment and training |
|---|---|

The changes intend to improve the effectiveness of connecting people to supports to achieve greater independence and actively participate in local communities.

Towards year end of 2020, the ministry released a life stabilization framework that acknowledged the critical importance of addressing barriers to employment readiness and independence within the community. Four categories of barriers identified in the framework were basic needs, community support, health, and life skills. The ministry recognized that current policies do not define life stabilization, nor reflect the supports that are needed for clients to address barriers to employment. Additionally, the lack of tools and resources to determine life stabilization needs as well as inconsistencies in local and system (ministry, federal) partnerships to support social assistance outcomes were identified. The proposed future state within the life stabilization framework seeks

to improve client access to employment services, improved readiness for employment and improve client access to other services that support life stabilization.

Since the initial strategic framework was announced in 2018, the ministry has continued to identify the importance of clear expectations for delivery partners within updated program and policy design, as well as better data to support accountability. Through both the recovery and renewal plan and life stabilization framework, the ministry identified the importance working with service delivery partners to co-design system changes in order to fully understand impacts at the local level.

2.0 Discussion and Considerations

2.1 A New Provincial-Municipal Vision for Social Assistance

Further to the recovery and renewal plan unveiled in fall 2020, on February 11, 2021, Minister Smith [announced](#) next steps in the province's plan to modernize and transform the delivery of Social Assistance. The vision outlines strategies for a new Social Assistance delivery model that allows frontline workers to focus on individualized supports at the local level as well as ensure it is easier for people to navigate the system. The integrated service delivery vision identifies municipalities as a key partner for life stabilization efforts.

The ministry recognizes the continued impacts of COVID-19 and the hundreds of thousands of Ontarians who are currently unable to return to the labour market. Anticipating an increased demand on Social Assistance supports (depending on the future of enhanced federal income benefits), the ministry is positioning service delivery systems to support employment, independence, and life stabilization. The new vision for Social Assistance aims to focus on people by connecting them with a range of local services and supports that respond to their unique needs and address barriers. These supports include, but are not limited to, job-readiness programs, housing, childcare, skills training and mental health services.

As illustrated in the attached Schedule 1, streamlining the Social Assistance system will include realignment in the deliverables at provincial and municipal levels. The province will be responsible for centralized financial assistance, financial controls and back-office functions suited to centralization or automation. Municipalities will deliver life stabilization supports, including needs assessment, service planning, warm referrals and discretionary benefits. The integrated service design is person-centred, with omni channel access to life stabilization, financial and employment supports. It also includes connection and navigation of broader systems (e.g., housing, employment, mental health) with the goal of contributing to better outcomes in all areas of an individual's life.

The implementation of the vision began in 2020 with prototyping the centralization of provincial functions and will continue into 2024. A summary of the phased approach identified by the ministry is as follows:

| | |
|----------------------|---|
| Phase 1 | <ul style="list-style-type: none"> • 2020-2022 • Focus on realigning functions • Distinguish centralized provincial functions and person-centred municipal supports |
| Phase 2 | <ul style="list-style-type: none"> • 2022-2024 • Focus on realigning service delivery at the local level • Municipally delivered life stabilization for OW & ODSP |
| Human Services Model | <ul style="list-style-type: none"> • 2024 & beyond • Broaden community access to caseworkers • Municipally delivered life stabilization for social assistance clients, people in crisis & other municipal programs |

For the most part, 2021 and 2022 will be “learning and testing years,” that will include prototypes, iterations, and evaluation. This will include small samples of local offices and gradual expansion when appropriate and feasible to do so. The phase 1 and 2

models are designed to support both the ministry and municipalities in working towards the human services model. The integrated human services model aims to broaden access to caseworkers at the municipal level, including life stabilization supports for the community. The ultimate objective is to create a better human services system for Ontarians. A full illustration of the timelines is provided in Schedule 1.

Within the renewed vision for Social Assistance, emphasis is placed on partnerships and collaboration with municipalities in designing and implementing operation models along with associated principles and processes. The primary short-term priority is to co-design a renewed operating model, which includes funding prototypes (as illustrated in Schedule 1). The ministry also acknowledges that renewing the operating model will involve legislative and regulatory changes to enable greater flexibility in decision making and service provision. In terms of long-term planning, the priority is to move towards a human services delivery model, which is predicated on person-centred municipal supports driven by local focus and access to community programs and services. In the human services delivery model, Social Assistance becomes a tool in the toolbox for caseworkers. With a broad knowledge of system benefits and supports, caseworkers will be able to guide and triage individuals depending on their needs.

3.0 Financial Impact/Considerations

There are no budget impacts at this time. The Social Assistance Recovery and Renewal Questions and Answers for Stakeholders and Partners (Q & A) identifies that as transformation of both employment services and Social Assistance delivery proceeds, the funding model will evolve, attached as Schedule 2. Municipal partners will be included in co-design of an updated funding model as well as a new performance and accountability framework.

Conclusion

The ministry's renewed vision for social assistance focuses on people, including connections to services and supports to meet individualized needs, with a goal of life stabilization and a better quality of life. Municipal service delivery partners will be integral for the co-design and implementation of renewed operating models as well as updates to policy and legislation. This will allow for greater flexibility in decision making and supporting clients at the local level. City of London Social Services will remain committed to supporting co-design and consultation opportunities with the ministry, including participation in prototype initiatives if applicable. Person-centred service delivery has been a longstanding fundamental aspect of the local approach in providing Ontario Works supports for the London community. The envisioned integrated approach will build on existing philosophies with the goal to provide supports that focus on stability, independence, and ability to fully participant in the local community.

Prepared by: Amanda Circelli Manager, Evaluation & Systems Planning
Submitted by: Shirley Glover Acting Manager, Employment and Income Supports
Recommended by: Kevin Dickins, Acting Managing Director, Housing, Social Services and Dearness Home

A working vision for social assistance

Vision:

To create an efficient, effective and streamlined social services system that focuses on people, providing them with a range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence.

How we will realign:

Province

Delivers:

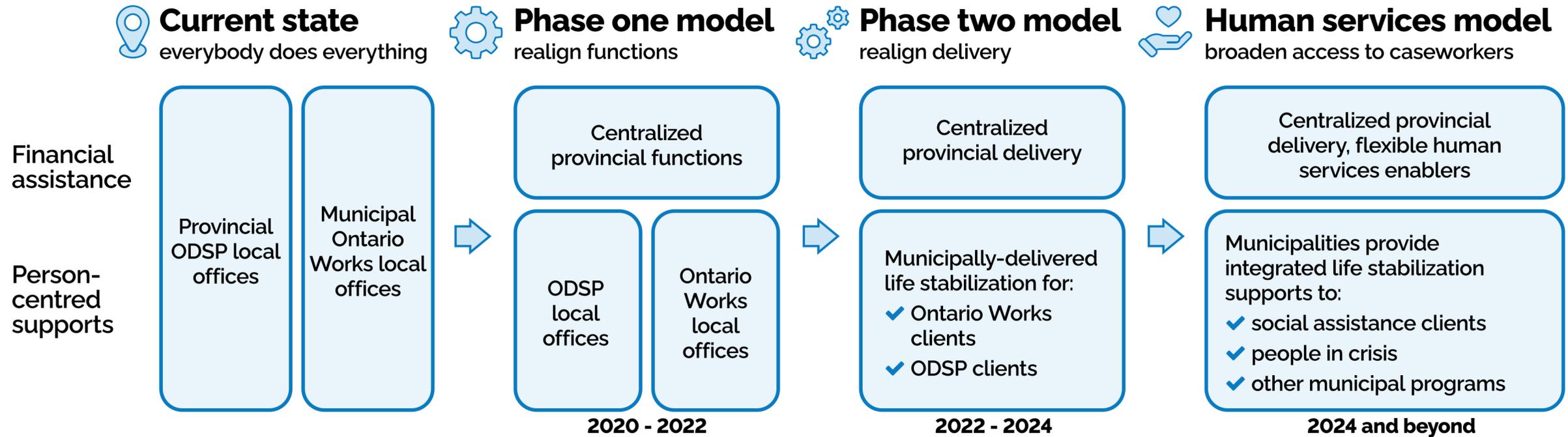
- ✓ Centralized financial assistance
- ✓ Financial controls and back-office functions suited to centralization or automation

Municipalities

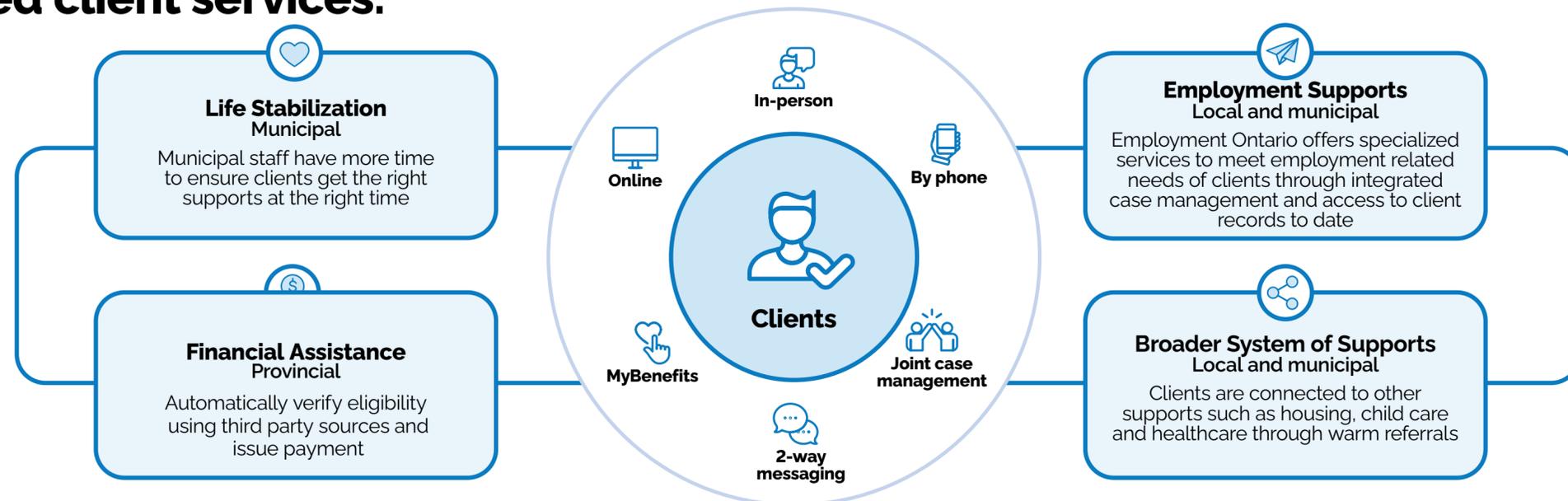
Delivers:

- ✓ Life stabilization – including needs assessment, service planning, warm referrals, discretionary benefits
- ✓ Person-centred, connected supports, and navigation of broader system (e.g., housing, employment, mental health)

How we will evolve over time:



Integrated client services:

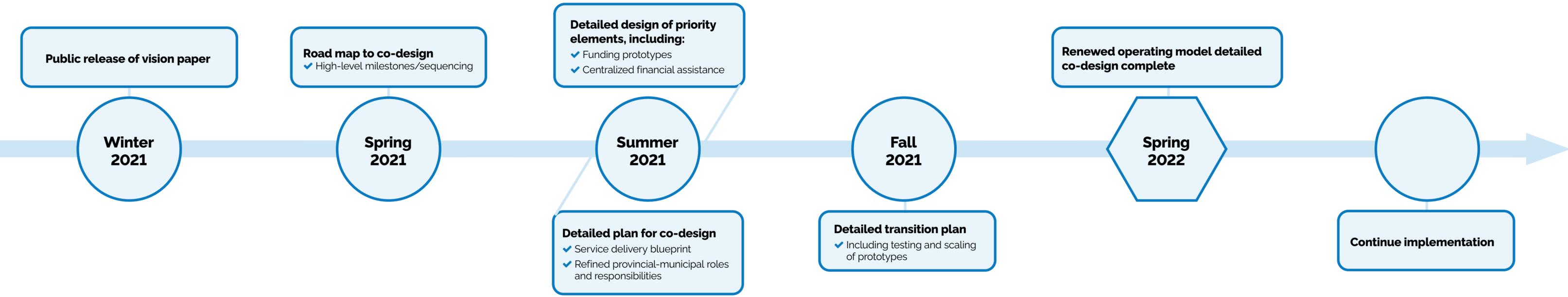


Social assistance: where we're headed

In the short term: co-designing a renewed operating model

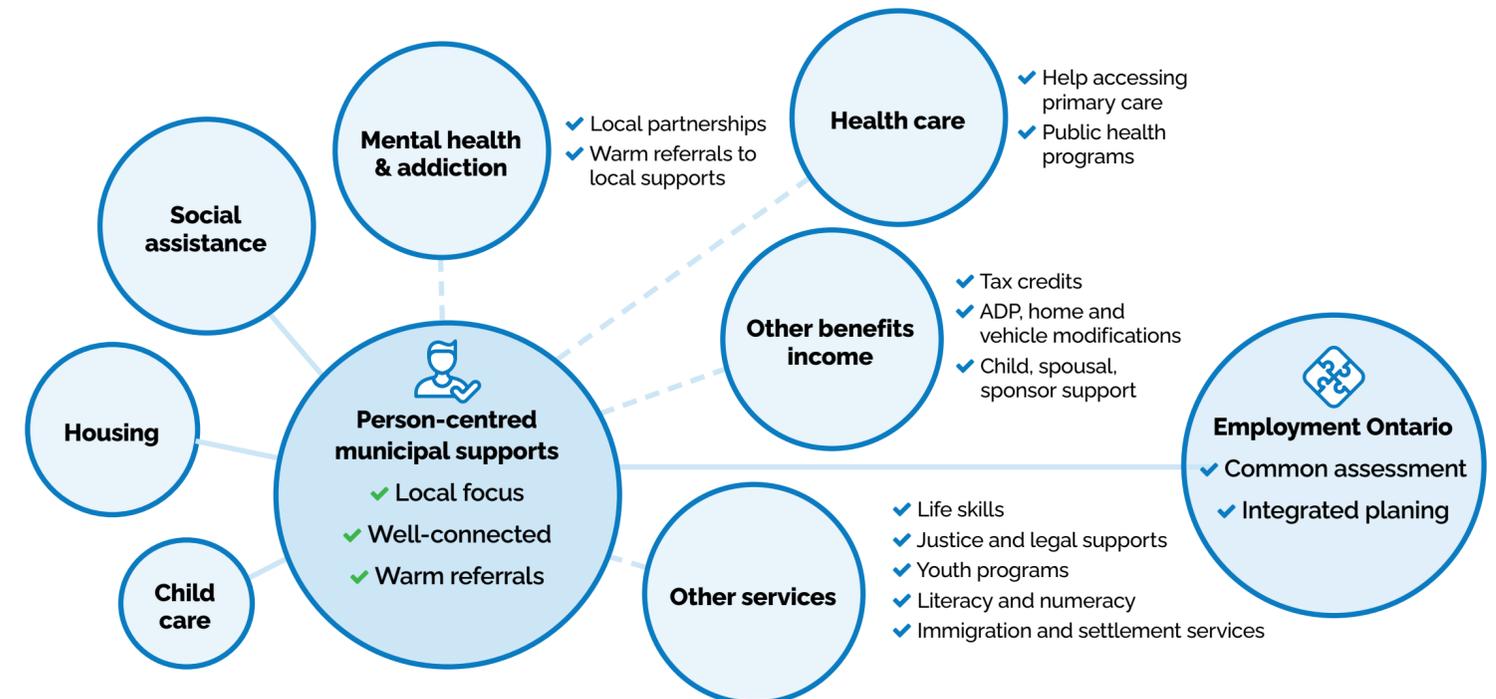
Prototype and implement: developing centralized provincial functions, starting with intake, and tools and processes to support life stabilization

Co-design: engaging to design key operating model layers, provincial and municipal functions, principles and processes



In the long term: moving to a human services delivery model

- ✓ In the human services model, benefits like social assistance become “tools” in the caseworker toolbox, as opposed to the other way around
- ✓ Caseworkers are knowledgeable about the broader system of benefits and supports, and can guide people to the supports they need – whether Ontario Works or something else
- ✓ People seeking help are triaged by municipal caseworkers, supported as needed, and potentially diverted from social assistance



Ministry of Children, Community and Social Services
Social Assistance Recovery and Renewal
Questions and Answers for Stakeholders and Partners

General

1. Why does the social assistance system in Ontario require transformation?

The COVID-19 outbreak has shown us a new approach is needed now more than ever - more Ontarians are looking to us for help with basic needs, to stabilize their family's lives, and to get back to work and financial security. Now is the time to build on the learnings from COVID-19 and work to fundamentally change how we deliver services.

Ontario finds itself at a critical juncture, with uncertainties about what economic recovery will look like for our most vulnerable. Ontario's social assistance system must be ready to focus on supporting people back into towards employment, independence and stability.

The new vision for social assistance aims to create an efficient, effective and streamlined social services system that focuses on people, connecting them with a range of services and supports to respond to their unique needs and address barriers to success. It is a critical enabler to a whole-of-government approach to accessing human services that will not only help more people succeed in employment, but also support better outcomes in other areas of life, like health and education. The pandemic has caused a protracted economic downturn and for some, a longer than expected absence from employment and as such, it will take an all of system approach to achieve economic recovery and supporting people back into jobs. That is why we need to act now and accelerate work towards this critical transformation to support Ontario's economic recovery.

2. What will the roles of the province, and municipalities and DSSABs be in the new vision?

At the core of this plan is a new delivery model for social assistance that looks at provincial and municipal roles - not along the traditional program lines of Ontario Works and ODSP, but around who can best provide the service to get the best results.

The premise of the vision is for the province to automate, streamline and realign functions that are largely administrative (e.g., provision of financial assistance),

making it quick and easy for people to access the system while ensuring program integrity.

At the same time, municipal partners will use their expertise in delivering person-centred casework and knowledge of local community supports to provide all of the activities that support people on a pathway to greater independence and employment.

We will start by exploring how to realign ‘who does what’, designing with our municipal partners a phased multi-year plan that will transform the delivery of social assistance in Ontario. Broad engagement, testing and prototyping, and appropriate phasing will be key.

3. Why is there a focus on realigning provincial and municipal roles and responsibilities?

In the current state, we know that programs are hard to navigate, and many clients are unable to access the broader system of supports they need. By working with other ministries to build better connections between programs, Ontarians will better be able to access the supports they need.

We envision a human services model where:

- people can access support to stabilize their lives before and after someone qualifies for social assistance
- supports across the system are better aligned and integrated where possible
- social assistance is just one of many tools available to help people improve their quality of life

This system will allow caseworkers to focus on results for people, rather than on paperwork, helping those people who can get back to work and support the Province’s economic recovery.

The changes will support us achieving this vision by allowing the province to leverage its ability to provide a consistent, efficient, cost-effective, and technology-based administrative system. It will also allow municipalities and DSSABs to leverage in-depth knowledge of local communities to help build a life stabilization framework that works at the local level.

This builds on our continued focus on the integrity and sustainability of social assistance programs. By specializing based on function rather than program, we increase the efficiency, integrity and effectiveness of the overall system and free up

space to enable us to provide the level of service people need to make a difference in their lives.

4. How will other ministries be involved in this process?

Work is underway with other ministries to build better connections between programs so Ontarians can access the supports they need. Taking a whole-of-government approach will not only help more people succeed in employment, it will also support better outcomes in other areas of life, like health and education.

We will work across government to engage partner ministries to collaborate and align on pieces of this work.

5. Where and when are these changes taking effect?

These changes will take effect over the next several years in phases.

We are working with municipalities and DSSABs to co-design and implement a plan that will gradually transform the delivery of social assistance across Ontario, beginning with co-designing a new operation model and consolidating financial assistance.

In general, 2021 and 2022 will be largely “learning and testing years,” as multiple projects are being prototyped, iterated and evaluated starting with a small sample of local offices and gradually expanding into more offices.

By the end of 2022, we hope to have reached full consolidation of financial assistance, and by 2024, we hope to begin rolling out a new human services model.

6. How will municipalities and DSSABs deliver life stabilization supports?

As the ministry seeks to improve client outcomes and relieve administrative burden for local office staff, life stabilization will become the foundational and measurable component of supporting a client’s progress towards employment.

The province, municipalities and community at large must all work together to help stabilize people’s lives and better employment outcomes for those who need help. The new vision is a starting point for further discussion among all sectors. The Province will continue to work with our municipal and DSSAB partners to engage with clients, staff, the community and those who will be an essential part of this transformation.

The province has been working with municipalities and DSSABs to develop a life stabilization framework and to work through what supports and changes are needed

and how we will continue to support clients to help them prepare for participation in employment activities.

7. Given the current COVID-19 emergency, why isn't the government raising social assistance rates?

The amount of financial assistance a person may be entitled to will depend on their individual circumstances including their income, expenses and family composition.

During the COVID-19 pandemic, the government has made significant additional investments through the Social Services Relief Fund, so that shelters, food banks, charities, non-profits and municipalities will have access to flexible funding to help cope with growing demands and extraordinary circumstances.

We are working with our municipal partners on developing a social assistance system that is modern, sustainable, and connects people to the supports they need to help them on a path to greater independence and employment. Our plan will see people on social assistance achieve independence and financial resilience through a network of supports that are right for them and their communities.

It's a long road ahead and we continue to build on the work we are doing to transform employment services in Ontario, streamline processes to make it easier for people to connect to the services they need, and refocus the efforts of caseworkers to provide one-on-one help to those who need it in this difficult time.

8. Are ODSP and Ontario Works being merged into one program?

No, the ministry is not combining the Ontario Works and ODSP programs. These programs remain distinct programs with different policy objectives. We are realigning the work that is done in both programs along functional lines to enhance effectiveness and efficiency.

Ontario Works

9. How was this vision developed?

Municipal and district partners, such as the Provincial Municipal Social Assistance and Employment Committee, the Association of Municipalities of Ontario and the City of Toronto, have been key partners in the development of this work and will continue to be engaged, along with other stakeholders and partners, as this work moves forward.

This new vision builds on the conversations that have been ongoing at various tables with municipal and DSSAB partners for a number years and learnings from previous reform plans and efforts, as well research in this sector including the Lankin and

Sheikh 2012 Report to MCCSS by the Commission for the Review of Social Assistance in Ontario: [Brighter Prospects: Transforming Social Assistance in Ontario](#) and the more recent Maytree [Report on System Transformation in Ontario Works](#). Both of these reports focus on the importance of aligning and integrating human services around locally delivered services and a person-centred approach.

The new vision for social assistance also takes into consideration the recommendations from the Auditor General, which highlighted the need to focus administration and strengthened program integrity.

While this plan identifies a path forward, it is the start of collaboration, not the end. The Province will continue to work closely with its municipal delivery partners – and with others – to refine the plan to create a better system for Ontarians.

10. What is in scope for co-design and who will be engaged?

We are committed to working collaboratively to co-design throughout the transformation process. Leveraging the capacity and expertise of the province and municipalities and DSSABs is central to developing a system that meets the needs of social assistance clients.

The co-design process will focus on developing a new operating model for social assistance, including roles and processes, the new human services approach, and funding, performance and accountability frameworks.

Representatives from across the social assistance and human services sector in Ontario will all have a role to play in the co-design process. This includes municipalities and DSSABs, partners across the provincial government, frontline staff, client groups, community organizations, disability organizations, urban Indigenous partners and other key partners.

As we consider the broader human services system and navigation of services to support life stabilization, sectors beyond social assistance will also be included as necessary (e.g., housing, child-care, mental health and addictions).

11. How will municipalities be engaged on co-design and implementation?

The Province will work with municipalities and DSSABs to set the stage for system transformation that drives outcomes, accountability and system performance.

This work will take place through channels such as the Provincial-Municipal Social Assistance and Employment Committee (PMSAEC), PMSAEC subcommittees and the Provincial Municipal Human Services Collaborative (PMHSC). PMHSC will be a forum to share information and receive early input from

municipal and DSSAB partners into the design process. PMSAEC is working to refine a detailed co-design plan that will provide clarity as to how different delivery partners and stakeholders will be able to participate.

We are committed to prototyping as much as possible, and the evidence from these prototypes will inform how we proceed as we work together to transform the social assistance system. Municipalities and DSSABs will also be involved in prototyping a range of initiatives including the Employment Services Transformation and centralized intake prototypes that are already underway.

12. Do these plans apply to First Nations Ontario Works delivery partners?

No. In recognition of their unique needs and priorities, the province will work with First Nations delivery partners, including at the MCCSS-First Nations Joint Social Services Table on a separate plan to renew social assistance in First Nations communities.

13. How will Ontario Works applicants and clients be informed of any potential impacts?

Clients will be contacted by their local office as needed, and we will utilize the MCCSS website and social media to ensure clients are made aware of any changes as they take place.

The province will work closely with municipalities and DSSABs at the Provincial Municipal Social Assistance Employment Committee to plan communications in a coordinated and aligned way.

14. How do these changes fit with the Employment Services Transformation in Ontario Works prototype offices?

The new vision for social assistance builds on work that is currently underway to transform employment services in Ontario, starting with three prototype sites.

In the prototype sites, municipalities are now focused on life stabilization activities, and these prototypes will help inform how life stabilization is delivered.

15. When will EST be rolled out province-wide? When will municipalities and DSSABs be informed?

EST is currently in the prototyping phase as MTLSD monitors and evaluates the prototypes. Lessons learned from the prototype regions will be applied to the future roll-out across the province.

Once timelines for full provincial implementation have been established, they will be communicated with to partners and stakeholders. The ministry remains committed to providing regular communications to help our partners and stakeholders understand and prepare for any changes.

16. Will funding for municipal and district delivery agents be affected?

As transformation of both employment services and social assistance delivery proceeds, the funding model will evolve alongside the shifts in roles and responsibilities.

The co-designed system will include a new approach to funding and a new performance and accountability framework. The province and municipalities will work together to develop a funding approach that addresses administrative costs appropriately and realigns any municipal and provincial savings.

17. Who should municipalities and DSSABs contact if they have questions or concerns?

For program-specific questions, please contact your program supervisor.

Ontario Disability Support Program

18. How will this vision affect people with disabilities?

Streamlining and automating financial assistance and expanding digital and self-serve options will allow us to redirect resources to provide more life stabilization supports to people with disabilities. The new vision for the social assistance system where municipalities deliver life stabilization supports has the potential to provide a significant benefit to Ontarians with disabilities.

There is no immediate impact to the way ODSP clients access services, except for previously announced life stabilization supports being prototyped in the Employment Services Transformation (EST) prototype sites.

19. How will ODSP clients be informed of any potential impacts?

Clients will be contacted by their local office as needed. We will also use the MCCSS website and social media to ensure clients are made aware of any changes as they take place.

To support further communication, we will also work with municipal service managers to share information and resources with community services agencies and networks.

20. How will this impact ODSP local offices and their staff?

Today's announcement is introducing the long-term vision for social assistance transformation, that will happen in phases, taking place over several years. There are no immediate changes within ODSP or to the way clients currently access ODSP.

COMMUNITY & PROTECTIVE SERVICES COMMITTEE

To: CHAIR AND MEMBERS
COMMUNITY & PROTECTIVE SERVICES COMMITTEE

From: GEORGE KOTSIFAS, P, ENG.
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES &
CHIEF BUILDING OFFICIAL

Subject: SUPPRESSING CRIME – THEFT OF GASOLINE & SCRAP METAL

Date: MARCH 2, 2021

Recommendation

That, on the recommendation of the Managing Director, Development & Compliance Services & Chief Building Official, this report **BE RECEIVED** for information purposes.

Executive Summary

Since the initial Community & Protective Services Committee (CPSC) February 2020 report related to suppressing crime through business licencing regulations for the theft of gasoline and scrap metal, there have been some promising industry consultations and proposed regulatory actions at the Provincial level as possible solutions to these criminal matters.

Linkage to the Corporate Strategic Plan

To improve regulatory processes – implement a review of by-laws with a risk based protocol focussing on municipal purposes.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

On March 2, 2020 Municipal Council directed that the issue of gasoline theft be referred back to Civic Administration for further research, and that Civic Administration continue to consult with scrapyards licensees and prepare possible amendments to address the issues of scrap metal theft.

2.0 Discussion and Considerations

2.1 Theft of Gasoline

Gas and dash thefts, also referred to as gas drive offs, are a form of theft in which motorists intentionally drive away from gas service stations without paying. In the previous report, Civic Administration, in consultation with London Police Service, recommended amendments to the Business Licencing By-law to require prepayment regulations at licenced gas stations operating in London. At that time, there were similar discussions occurring Provincially on this matter. Civic Administration opined that a Provincial regulation would be preferable to a patchwork of Municipal regulations.

On November 18, 2020, Bill 231 ('Bill'), an Act to amend the Occupational Health and Safety Act to provide safety measures in respect of workers at gas stations received second reading and was referred to the standing committee on justice policy. The Bill requires customers to pre-pay for the purchase of gasoline. The employer is required to provide notice on pre-payment requirements. Civic Administration was consulted by the Province during the preparation of Bill 231.

Theft of Catalytic Converters

In late 2020, London Police Service issued a press release on the increase in the theft of catalytic converters due to the price of the precious materials in this automotive device. The following chart presents reported theft of catalytic converters over the past five years.

Theft of Catalytic Converters reported to London Police Service

| Year | Reported Theft |
|-------------|-----------------------|
| 2016 | 6 |
| 2017 | 17 |
| 2018 | 48 |
| 2019 | 81 |
| 2020 | 204 |

Civic Administration consulted with licenced salvage yard operators on proposed administrative licencing regulations requiring licenced salvage yard operators maintain a registry of purchased catalytic converters including information on the vehicle from which the catalytic converter was removed and information on the licenced automotive repair garage which undertook the removal. Comments were received from the Ontario Automotive Recyclers Association (OARA) as well as salvage yard operators.

Current Provincial regulations under the *Highway Traffic Act* require all vehicles sold to scrap yards be logged in a formal Garage Registry and be made available for review to Ontario Motor Vehicle Industry Council (OMVIC) officers, Police Services and Ministry of Transportation staff during business hours. Creating a licensing regulation specific to London would have no impact on reducing the theft of catalytic converters as these stolen items would be taken to scrap yards in surrounding municipalities. Similar to the issue of gasoline theft, a Province wide approach would be the ultimate solution to this criminal matter. Civic Administration will continue to partner with OARA to lobby Provincial ministries to seek an Ontario wide regulatory solution to this matter.

Conclusion

One of the Municipal principles of the Business Licencing By-law is to suppress conditions conducive to crime. The theft of gasoline (drive offs) and a theft of catalytic converters due to the high priced metal content continues to be an emerging issue in London, and in fact nationally and globally. Over the past year Civic Administration has been working with London Police Services and consulting with the Province on solutions to these matters. A proposed Provincial Bill addressing the theft of gasoline is a preferable solution to a patchwork of Municipal by-law regulations. Civic Administration will continue to work with the vehicle recycling industry to seek a Province wide solution on the theft of catalytic converters.

Submitted by: OREST KATOLYK, MLEO (C)
CHIEF MUNICIPAL LAW ENFORCEMENT OFFICER

Recommended by: GEORGE KOTSIFAS, P. ENG.
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE
SERVICES & CHIEF BUILDING OFFICIAL

COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

To: CHAIR AND MEMBERS
COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

From: GEORGE KOTSIFAS, P. ENG.
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES
& CHIEF BUILDING OFFICIAL

Subject: PROPERTY STANDARDS RELATED DEMOLITIONS

Date: MARCH 2, 2021

Recommendation

That, on the recommendation of the Managing Director, Development & Compliance Services & Chief Building Official, the attached by-law (Appendix 'A') **BE INTRODUCED** at the Council meeting on March 23, 2021; it being noted that the effect of the by-law will cause the City of London to take all necessary actions to demolish buildings and structures at the following locations: 152 Adelaide Street North, 10 Centre Street, and 1420 Hyde Park Road.

Executive Summary

Civic Administration recommends these dilapidated buildings be demolished to address ongoing neighbourhood nuisance, safety, and quality of life issues. All associated demolition costs will be invoiced to the property owner.

Linkage to the Corporate Strategic Plan

Implement existing by-laws with a risk based protocol focusing on municipal purposes of public safety and neighbourhood stability.

Analysis

1.0 Background Information

City Council Policy directs that when a Property Standards Order is not complied with, the Chief Municipal Law Enforcement Officer shall not cause the property to be demolished unless the matter has been reported to Council, and Council has passed a by-law approving of the proposed demolition.

There have been numerous complaints regarding buildings located at 152 Adelaide Street North, 10 Centre Street, and 1420 Hyde Park Road. These buildings have been vacant for some time and remain unoccupied.

The City of London has taken numerous enforcement related actions to secure the buildings, and as a result, no actions have been taken on behalf of the property owner. All actions taken by the City, including costs of securing, property cleanups, and inspection fees were billed to the property owner. On numerous occasions, London Police Service attended the properties to address squatters and trespassing issues. London Fire proactively inspect vacant buildings on a monthly basis to ensure that the buildings are secure. Vacant dilapidated buildings are the source of increasing municipal costs related to enforcement agencies.

The subject buildings remain vacant and in a decrepit state. Property Standard Orders issued for the subject properties remain outstanding. The associated Orders are attached to this report as Appendix "B".

All of the subject buildings currently do not have active demolition/building permits. Photos of all properties are included as Appendix "C" to this report.

All property owners were advised by letter of the preparation of this report, and were offered delegation status at committee.

Submitted by: OREST KATOLYK, MLEO (C)
CHIEF MUNICIPAL LAW ENFORCEMENT OFFICER

Recommended by: GEORGE KOTSIFAS, P. ENG.
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE
SERVICES & CHIEF BUILDING OFFICIAL

Appendix 'A'

Bill
No.
2019

By-law No.

A By-law to approve demolition of abandoned buildings with municipal addresses of 152 Adelaide Street North, 10 Centre Street, and 1420 Hyde Park Road. under the Property Standards provisions of the *Building Code Act*.

WHEREAS subsection 5(3) of the *Municipal Act, 2001* provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 15.1(3) of the *Building Code Act* provides that the council of a municipality may pass a by-law to require property that does not conform with the standards to be repaired and maintained to conform with the standards or the site to be cleared of all buildings, structures, debris or refuse and left in graded and levelled condition;

AND WHEREAS Council has passed Property Standards By-law CP-16 that requires owners of property that does not conform to the standards of the by-law to repair and maintain the property to conform with the standards of the by-law or to clear it of all buildings, structures, debris or refuse and left in a graded and levelled condition;

AND WHEREAS section 15.2(2) of the *Building Code Act* provides that an officer who finds that a property does not conform with the standards prescribed in the Property Standards By-law may make an order giving reasonable particulars of the repairs to be made or stating that the site is to be cleared of all buildings, structures, debris or refuse and left in a graded and levelled condition;

AND WHEREAS section 15.4 of the *Building Code Act* provides that, if an order of an officer under section 15.2(2) is not complied with in accordance with the order as deemed confirmed or as confirmed or modified by the committee or a judge, the municipality may cause the property to be repaired or demolished accordingly;

AND WHEREAS section 15.4(3) of the *Building Code Act* provides that a municipal corporation or a person acting on its behalf is not liable to compensate the owner, occupant or any other person by reason of anything done by or on behalf of the municipality in the reasonable exercise of its powers under subsection (1);

AND WHEREAS section 15.4(4) of the *Building Code Act* provides that the municipality shall have a lien on the land for the amount spent on the repair or demolition under subsection (1) and the amount shall have priority lien status as described in section 1 of the *Municipal Act, 2001*;

AND WHEREAS Council passed By-law A.-6554-211 to adopt a Policy whereby, in the event a confirmed Property Standards Order is not complied with, the City's Manager of By-law Enforcement shall not cause the property to be demolished unless he or she has reported to Council setting out the reasons for the proposed demolition and Council has passed a by-law approving of the proposed demolition;

AND WHEREAS a property standards order has not been complied with in accordance with the order as deemed confirmed or as confirmed or modified by the committee or a judge;

AND WHEREAS the City's Chief Municipal Law Enforcement Officer has reported to Council setting out the reasons for the proposed demolition; AND WHEREAS Municipal Council wishes to cause the property to be demolished;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The demolition of abandoned buildings at municipal addresses of 152 Adelaide Street North, 10 Centre Street, and 1420 Hyde Park Road, City of London is approved, and

the property shall be cleared of all buildings, structures, debris or refuse and left in a graded and levelled condition, in accordance with the City of London Property Standards By-law and *Building Code Act*.

2. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on , 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First reading –
Second reading –
Third reading –

Appendix 'B'



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

London
CANADA

REGISTERED MAIL

January 22, 2019

File No. PV 19-003941

Feke William Frank
Feke Daniel William
152 Adelaide St N
LONDON ON N6B 3G8

Municipal Address: 152 Adelaide St N

As an owner or occupant including a person having an interest in the above-noted property, I hereby enclose an Order pursuant to Subsection 15.2(2) of the Ontario Building Code Act, S.O. 1992, c.23.

Please be advised that under City of London Inspection By-law No. A-30 and the Fees & Charges By-law A-52, an inspection fee will be charged at the rate of \$110.00 per hour (minimum charge: \$110.00) for any inspection conducted following the compliance date, where any of the deficiencies listed in the schedule(s) of the Property Standards Order have not been corrected. Failure to pay for any inspection costs will result in the costs being added to the property tax roll.

Failure to comply with an Order may result in enforcement actions being taken.

If you require any information concerning this matter, please contact the undersigned at this office.

Yours truly,



Ron Lisabeth
Property Standards Officer

RL:sb
Attach.

cc: BF – February 12, 2019

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The Corporation of the City of London
Development & Compliance Services, Rm 706
Property Standards Section
Office: 519-661-4660 Fax: 519-963-5080
Direct: 519-661-(CITY) 2500 Ext. 5474
rlisabet@london.ca www.london.ca

THE CORPORATION OF THE CITY OF LONDON

ORDER

Issued Pursuant to Subsection 15.2(2) of the Ontario Building Code Act, S.O.1992, c.23

ORDER NUMBER: PV 19-003941
DATE ISSUED: January 22, 2019
ISSUED TO: Feke William Frank
Feke Daniel William
152 Adelaide St N
LONDON ON N6B 3G8
MUNICIPAL ADDRESS: 152 Adelaide St. N., London ON
LEGAL DESCRIPTION: NORTH ½ LOT 5 REGISTERED PLAN 110 (3RD), CITY OF LONDON

BE ADVISED that on **January 17, 2019** an inspection of the above-noted property revealed the property does not conform to the standards prescribed in The City of London Property Standards By-Law CP-16.

The particulars of the repairs to be made are set out in the "Schedule of Repairs to be Made", attached hereto, and forming part of this **ORDER**.

You are Hereby Ordered to carry out the repairs as set out in the "Schedule of Repairs to be Made" or the site is to be cleared of all buildings, structures, debris or refuse. This **ORDER** shall be complied with and the property brought into conformance with the standards prescribed in the Property Standards By-law on or before **February 11, 2019**.

Where it has been determined that the repairs or clearance as set out in this Order have not been carried out in accordance with this **ORDER** as confirmed or modified, in addition to any possible court action, The Corporation of the City of London may carry out the repairs or clearance at the owner's expense. The Corporation of the City of London shall have a lien on the land for the amount spent on the repairs or clearance and the amount shall have priority lien status as described in section 1 of the *Municipal Act, 2001*. The amount may be added to the tax roll of the property.

You are Hereby Advised that if you are not satisfied with the terms or conditions of this **ORDER**, **you may appeal** by sending a notice of appeal by registered mail to the Secretary of the Property Standards Committee, c/o Development & Compliance Services, City Hall, P.O. Box 5035, London, Ontario, N6A 4L9. **Appeal fee for property standards notice is \$150.00.**

TAKE NOTICE that the final day giving notice of appeal from this **ORDER** shall be **February 11, 2019**.

In the event that no appeal is received within the above prescribed period, the **ORDER** shall be deemed to be confirmed and shall be final and binding. You are expected to comply with the terms and conditions of this **ORDER** to avoid any possible enforcement actions being taken.

Where a permit is required to carry out a repair required to comply with this Order, it is the responsibility of the owner to obtain any such permit.

Failure to comply with this ORDER may result in enforcement action being taken.

DATED AT LONDON, ONTARIO, this 22nd day of January, 2019.


RON LISABETH
PROPERTY STANDARDS OFFICER

"SCHEDULE OF REPAIRS TO BE MADE"

| | | |
|-----------------------------------|--|-----------------------|
| <u>Municipal Address</u> | 152 Adelaide St | File No. PV 1- 003941 |
| <u>Date of Inspection</u> | January 17, 2019 | |
| <u>Owner</u> | Feke William Frank Feke Daniel William 152 Adelaide St N LONDON ON N6B 3G8 | |
| 1) <u>Non-conformance:</u> | Missing screen door window. | |
| By-law Section: | 4.3.2 Doors, Windows - Maintained All doors, windows, skylights and shutters, including storm and screen doors and windows shall be maintained. 4.3.3 Maintenance - Includes Without restricting the generality of subsection 4.3.2, the maintenance includes: (a) the refitting, replacing or renewing of damaged, decaying or defective doors, windows, frames, sashes, casings, shutters, hatchways or screens. (b) reglazing cracked, broken or missing glass. (c) replacing or providing defective or missing hardware. (d) re-screening or weather stripping where such is defective or missing. (e) painting or the applying of a similarly effective preservative. | |
| Repair to be made: | Replace screen door window. | |
| 2) <u>Non-conformance:</u> | Soffits and eaves are missing or in disrepair at varies areas of the roof. The shingles and roof weathered and falling apart. | |
| By-law Section: | 4.4.1 Roof/Related Roof Structure - Maintained Every roof including related roof structures, fascias, soffits, eaves troughs, roof gutters, downpipes, guards and lightning arrestors shall be maintained. | |
| Repair to be made: | Repair/replace soffits and eaves where missing or in disrepair and cantilever off of the rear of the dwelling is rotting. | |
| 3) <u>Non-conformance:</u> | Exterior siding missing at varies location on the dwelling. | |
| By-law Section: | 4.6.1 Exterior Surfaces - Maintained All exterior surfaces on a building shall be maintained. | |
| Repair to be made: | Existing siding on dwelling needs to be replaced the cantilever is to be removed. The shingle and roof need to be replaced. | |

A building permit or other form of approval may be required, it is the Owner's responsibility to obtain such permit or approval. For permit information, please contact the Building Division at 519.661.4555.

For properties with Heritage designation, or that fall within a designated Heritage area, Section 2.7 of By-law CP-16 will apply and a Heritage alteration permit may be required. Please contact a Heritage Planner at 519-661-4980 for more information.

No order made under section 15.2 of the Building Code Act in respect of a Part IV heritage property or a Part V heritage property shall state that the site is to be cleared of all buildings or structures and left in a graded and levelled condition. That part of an order in respect of a Part IV heritage property or a Part V heritage property that states that a site is to be cleared of all buildings or structures and left in a graded and levelled condition is of no force or effect.

January 22, 2019
RL:sb



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

London
CANADA

REGISTERED MAIL

May 30, 2019

File No. PV 19-020291

1822096 Ontario Ltd
240 Commissioners Rd W
LONDON ON N6J 1Y1

Municipal Address: 10 Centre St

As an owner or occupant including a person having an interest in the above-noted property, I hereby enclose an Order pursuant to Subsection 15.2(2) of the Ontario Building Code Act, S.O. 1992, c.23.

Please be advised that under City of London Inspection By-law No. A-30 and the Fees & Charges By-law A-53, an inspection fee will be charged at the rate of \$110.00 per hour (minimum charge: \$110.00) for any inspection conducted following the compliance date, where any of the deficiencies listed in the schedule(s) of the Property Standards Order have not been corrected. Failure to pay for any inspection costs will result in the costs being added to the property tax roll.

Failure to comply with an Order may result in enforcement actions being taken.

If you require any information concerning this matter, please contact the undersigned at this office.

Yours truly,

Ron Lisabeth
Property Standards Officer

RL:sb
Attach.

cc: BF – June 20, 2019

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The Corporation of the City of London
Development & Compliance Services, Rm 706
Property Standards Section
Office: 519-661-4660 Fax: 519-963-5080
Direct: 519-661-(CITY) 2500 Ext. 5474
rlisabet@london.ca www.london.ca

THE CORPORATION OF THE CITY OF LONDON

ORDER

Issued Pursuant to Subsection 15.2(2) of the Ontario Building Code Act, S.O.1992, c.23

ORDER NUMBER: PV 19-020291
DATE ISSUED: May 30, 2019
ISSUED TO: 1822096 Ontario Ltd
240 Commissioners Rd W
LONDON ON N6J 1Y1
MUNICIPAL ADDRESS: 10 Centre St., London ON
LEGAL DESCRIPTION: ALL OF LOTS 172, 257 & 258, & PART OF LOTS 259 & 260, PLAN 488; PART OF MACKAY AVE CLOSED BY INSTRUMENT No. 192979, PLAN 488, DESIGNATED AS PART 1, 2 & 3, 33R-5916; PART LOTS 1, 2 & 16, PLAN 29; LONDON/WESTMINSTER

BE ADVISED that on **May 28, 2019** an inspection of the above-noted property revealed the property does not conform to the standards prescribed in The City of London Property Standards By-Law CP-16.

The particulars of the repairs to be made are set out in the "Schedule of Repairs to be Made", attached hereto, and forming part of this **ORDER**.

You are Hereby Ordered to carry out the repairs as set out in the "Schedule of Repairs to be Made" or the site is to be cleared of all buildings, structures, debris or refuse. This **ORDER** shall be complied with and the property brought into conformance with the standards prescribed in the Property Standards By-law on or before **June 19, 2019**.

Where it has been determined that the repairs or clearance as set out in this Order have not been carried out in accordance with this **ORDER** as confirmed or modified, in addition to any possible court action, The Corporation of the City of London may carry out the repairs or clearance at the owner's expense. The Corporation of the City of London shall have a lien on the land for the amount spent on the repairs or clearance and the amount shall have priority lien status as described in section 1 of the *Municipal Act, 2001*. The amount may be added to the tax roll of the property.

You are Hereby Advised that if you are not satisfied with the terms or conditions of this **ORDER**, **you may appeal** by sending a notice of appeal by registered mail to the Secretary of the Property Standards Committee, c/o Development & Compliance Services, City Hall, P.O. Box 5035, London, Ontario, N6A 4L9. **Appeal fee for property standards notice is \$150.00.**

TAKE NOTICE that the final day giving notice of appeal from this **ORDER** shall be **June 19, 2019**.

In the event that no appeal is received within the above prescribed period, the **ORDER** shall be deemed to be confirmed and shall be final and binding. You are expected to comply with the terms and conditions of this **ORDER** to avoid any possible enforcement actions being taken.

Where a permit is required to carry out a repair required to comply with this Order, it is the responsibility of the owner to obtain any such permit.

Failure to comply with this ORDER may result in enforcement action being taken.

DATED AT LONDON, ONTARIO, this 30th day of May, 2019.


RON LISABETH
PROPERTY STANDARDS OFFICER

"SCHEDULE OF REPAIRS TO BE MADE"

| | | |
|-----------------------------------|--|-----------------------|
| <u>Municipal Address</u> | 10 Centre St | File No. PV 19-020291 |
| <u>Date of Inspection</u> | May 28, 2019 | |
| <u>Owner</u> | 1822096 Ontario Ltd 240 Commissioners Rd W LONDON ON N6J 1Y1 | |
| 1) <u>Non-conformance:</u> | Broken and missing windows and doors the building(s) on site. | |
| By-law Section: | 4.3.2 Doors, Windows - Maintained All doors, windows, skylights and shutters, including storm and screen doors and windows shall be maintained. 4.3.3 Maintenance - Includes Without restricting the generality of subsection 4.3.2, the maintenance includes: (a) the refitting, replacing or renewing of damaged, decaying or defective doors, windows, frames, sashes, casings, shutters, hatchways or screens. (b) reglazing cracked, broken or missing glass. (c) replacing or providing defective or missing hardware. (d) re-screening or weather stripping where such is defective or missing. (e) painting or the applying of a similarly effective preservative. | |
| Repair to be made: | Replace subject broken and missing windows and doors. | |
| 2) <u>Non-conformance:</u> | Fascias and soffits are missing or in disrepair at varies areas of the roof. | |
| By-law Section: | 4.4.1 Roof/Related Roof Structure - Maintained Every roof including related roof structures, fascias, soffits, eaves troughs, roof gutters, downpipes, guards and lightning arrestors shall be maintained. | |
| Repair to be made: | Repair/replace fascias and soffits where missing or in disrepair | |
| 3) <u>Non-conformance:</u> | Portion or the rear wall has no protective wall or coating, only insulation with holes through it. | |
| By-law Section: | 4.6.1 Exterior Surfaces - Maintained All exterior surfaces on a building shall be maintained. | |
| Repair to be made: | Finished wall construction required along portion of main rear wall. | |

"SCHEDULE OF REPAIRS TO BE MADE – PAGE 2"

| | | |
|-----------------------------------|---|-----------------------|
| <u>Municipal Address</u> | 10 Centre St | File No. PV 19-020291 |
| <u>Date of Inspection</u> | May 28, 2019 | |
| <u>Owner</u> | 1822096 Ontario Ltd 240 Commissioners Rd W LONDON ON N6J 1Y1 | |
| 4) <u>Non-conformance:</u> | Uncontained debris debris scattered through property and several inoperable/unlicensed motor vehicles on site. | |
| By-law Section: | 3.1.2 Neat and Tidy Includes Without restricting the generality of subsection 3.1.1, maintained in a neat and tidy condition includes removal of: (a) rubbish, garbage, brush, waste, litter and debris; (b) injurious insects, termites, rodents, vermin and other pests; (c) growth of weeds in excess of 20 cm (8"); (d) ground cover, hedges and bushes which are unreasonably overgrown; (e) dead, decayed or damaged trees or other growth and the branches and limbs thereof which create an unsafe condition; (f) wrecked, dismantled, inoperative, discarded, unused, or unlicensed vehicles or trailers, except in an establishment licensed or authorized to conduct or operate a wrecking business; (g) machinery or parts thereof, or other objects or parts thereof, or accumulation of material that creates an unsafe condition or which is not in keeping with the neighbouring properties; (h) dilapidated or collapsed structures or erections, and the filling or protecting of any uncovered cavities such as wells, cisterns, septic tanks. | |
| Repair to be made: | Clean up debris and remove inoperable/unlicensed motor vehicles. | |

"SCHEDULE OF REPAIRS TO BE MADE – PAGE 3"

Municipal Address **10 Centre St** File No. PV 19-020291
Date of Inspection May 28, 2019
Owner 1822096 Ontario Ltd
 240 Commissioners Rd W
 LONDON ON N6J 1Y1

5) **Non-conformance:** Graffiti on walls and doors throughout the exterior of the main building on site.

By-law Section: **4.6.2 Remove - Stains - Defacement**

Appropriate measures shall be taken to remove any stains or other defacement occurring on the exposed finished exterior surfaces and, where necessary, to restore the surface and adjacent areas to, as near as possible, their appearance before the staining or defacement occurred.

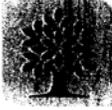
Repairs to be made: Remove all graffiti on structures on site.

A building permit or other form of approval may be required, it is the Owner's responsibility to obtain such permit or approval. For permit information, please contact the Building Division at 519.661.4555.

For properties with Heritage designation, or that fall within a designated Heritage area, Section 2.7 of By-law CP-16 will apply and a Heritage alteration permit may be required. Please contact a Heritage Planner at 519-661-4980 for more information.

No order made under section 15.2 of the Building Code Act in respect of a Part IV heritage property or a Part V heritage property shall state that the site is to be cleared of all buildings or structures and left in a graded and levelled condition. That part of an order in respect of a Part IV heritage property or a Part V heritage property that states that a site is to be cleared of all buildings or structures and left in a graded and levelled condition is of no force or effect.

May 30, 2019
RL:sb



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

London
CANADA

REGISTERED MAIL

June 14, 2017

File No. PV 17-014991

VILOS GEORGE & DIAVOLITSIS J PILITSIS LUCAS
LIABOTIS JOHN
1411 SPRUCEDALE AVE
LONDON ON N5X 2N7

Municipal Address: 1420 Hyde Park Rd, London ON

As an owner or occupant including a person having an interest in the above-noted property, I hereby enclose an Order pursuant to Subsection 15.2(2) of the Ontario Building Code Act, S.O. 1992, c.23.

Please be advised that under City of London Inspection By-law No. A-30 and the Fees & Charges By-law A-49, an inspection fee will be charged at the rate of \$110.00 per hour (minimum charge: \$110.00) for any inspection conducted following the compliance date, where any of the deficiencies listed in the schedule(s) of the Property Standards Order have not been corrected. Failure to pay for any inspection costs will result in the costs being added to the property tax roll.

Failure to comply with an Order may result in enforcement actions being taken.

If you require any information concerning this matter, please contact the undersigned at this office.

Yours truly,

Natalie Philps
Property Standards Officer

NP:fd
Attach.

cc: BF – July 2, 2017

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The Corporation of the City of London
Development & Compliance Services, Room 706
Property Standards Section
Direct: 519-661-2489 Ext.4475
nphilps@london.ca www.london.ca

THE CORPORATION OF THE CITY OF LONDON

ORDER

Issued Pursuant to Subsection 15.2(2) of the Ontario Building Code Act, S.O.1992, c.23

ORDER NUMBER PV 17-014991
DATE ISSUED: June 14, 2017
ISSUED TO: VILOS GEORGE & DIAVOLITSIS J PILITSIS LUCAS
LIABOTIS JOHN
1411 SPRUCEDALE AVE
LONDON ON N5X 2N7
MUNICIPAL ADDRESS **1420 Hyde Park Rd., London ON**
LEGAL DESCRIPTION CON 3 N PT LOT 25 1.74AC 216.00FR

BE ADVISED that on June 13, 2017 an inspection of the above-noted property revealed the property does not conform with the standards prescribed in The City of London Property Standards By-Law CP-16.

The particulars of the repairs to be made are set out in the "Schedule of Repairs to be Made", attached hereto, and forming part of this **ORDER**.

YOU ARE HEREBY ORDERED to carry out the repairs as set out in the "Schedule of Repairs to be Made" or the site is to be cleared of all buildings, structures, debris or refuse. This **ORDER** shall be complied with and the property brought into conformance with the standards prescribed in the Property Standards By-law on or before **July 2, 2017**.

Where it has been determined that the repairs or clearance as set out in this Order have not been carried out in accordance with this **ORDER** as confirmed or modified, in addition to any possible court action, The Corporation of the City of London may carry out the repair at the owner's expense. The Corporation of the City of London shall have a lien on the land for the amount spent on the repairs or clearance and the amount shall have priority lien status as described in section 1 of the *Municipal Act, 2001*. The amount may be added to the tax roll of the property.

YOU ARE HEREBY ADVISED that if you are not satisfied with the terms or conditions of this **ORDER**, you may appeal by sending a notice of appeal by registered mail to the Secretary of the Property Standards Committee, c/o Development & Compliance Services, City Hall, P.O. Box 5035, London, Ontario, N6A 4L9. **Appeal fee for property standards notice is \$150.00.**

TAKE NOTICE THAT the final day giving notice of appeal from this **ORDER** shall be **July 2, 2017**.

In the event that no appeal is received within the above prescribed period, the **ORDER** shall be deemed to be confirmed and shall be final and binding. You are expected to comply with the terms and conditions of this **ORDER** to avoid any possible enforcement actions being taken.

Where a permit is required to carry out a repair required to comply with this Order, it is the responsibility of the owner to obtain any such permit.

DATED AT LONDON, ONTARIO, this 14th day of June, 2017.



NATALIE PHILIPS
MUNICIPAL LAW ENFORCEMENT OFFICER

"SCHEDULE OF REPAIRS TO BE MADE"

Municipal Address 1420 Hyde Park Rd, London ON File No. PV 17-014991

Date of Inspection June 13, 2017

Owner VILOS GEORGE & DIAVOLITSIS J PILITSIS LUCAS
LIABOTIS JOHN
1411 SPRUCEDALE AVE
LONDON ON N5X 2N7

1) **Non-conformance:** Fence sections along South Carriage Rd and along rear property line in disrepair.

By-law Section: **3.3.1 Fences - Maintained**

Fences, except for those on properties zoned and used for agricultural purposes, shall be maintained.

Repair to be Made: Appropriate measures should be taken to repair fence.

2) **Non-conformance:** Eaves troughs, soffit and fascia in disrepair beyond proper performance rear accessory structure. North West corner of property.

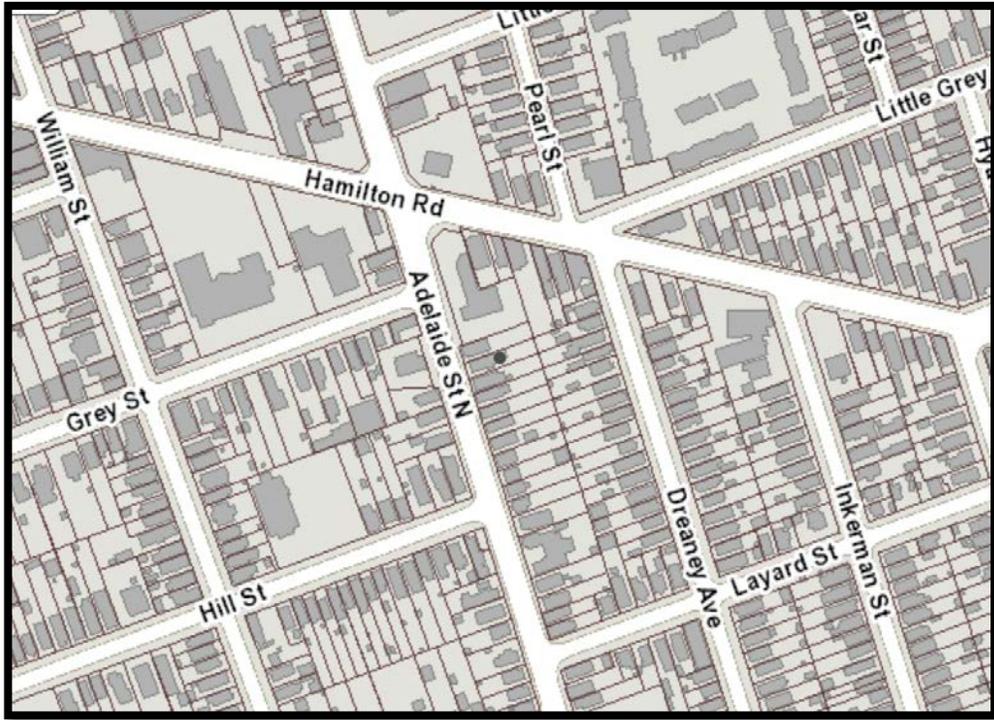
By-law Section: **4.4.1 Roof/Related Roof Structure - Maintained**

Every roof including related roof structures, fascias, soffits, eaves troughs, roof gutters, downpipes, guards and lightning arrestors shall be maintained.

Repair to be Made: Appropriate measures should be taken to repair roof.

June 14, 2017
NP:fd

Appendix 'C'



Aerial Photo – 152 Adelaide Street North

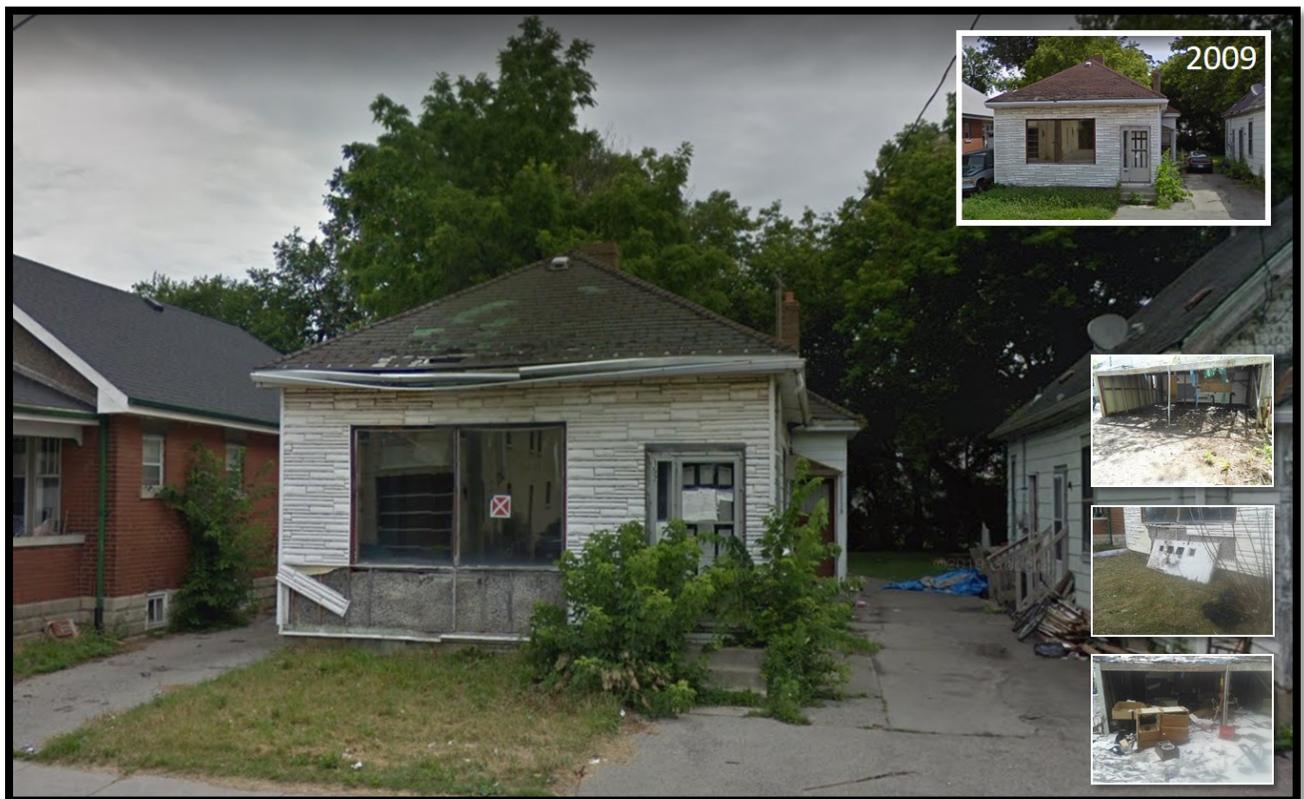
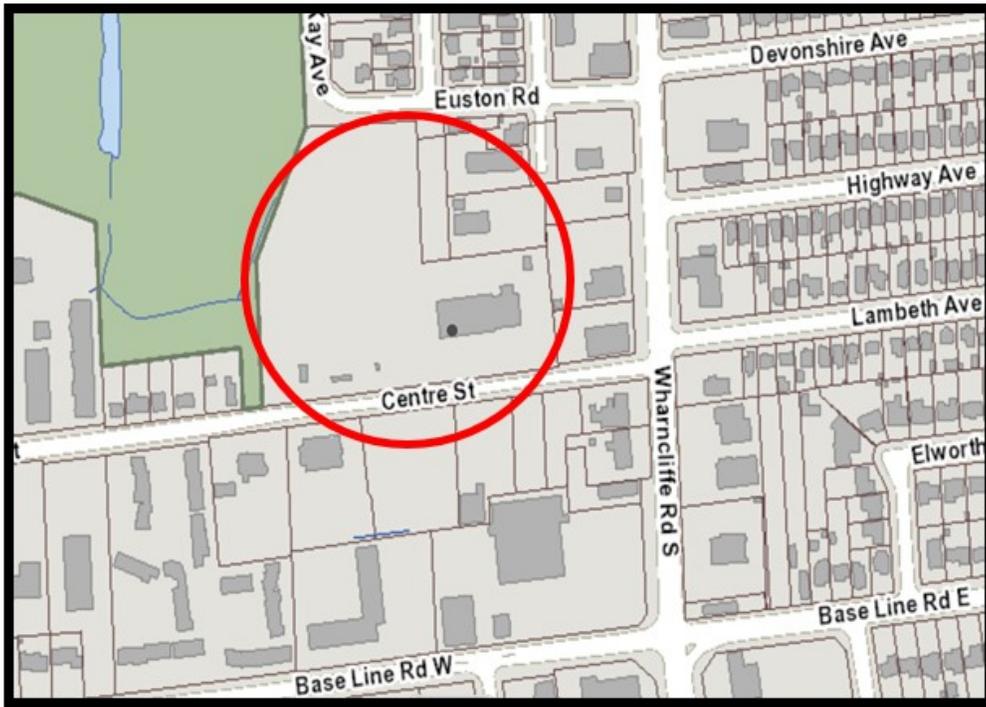


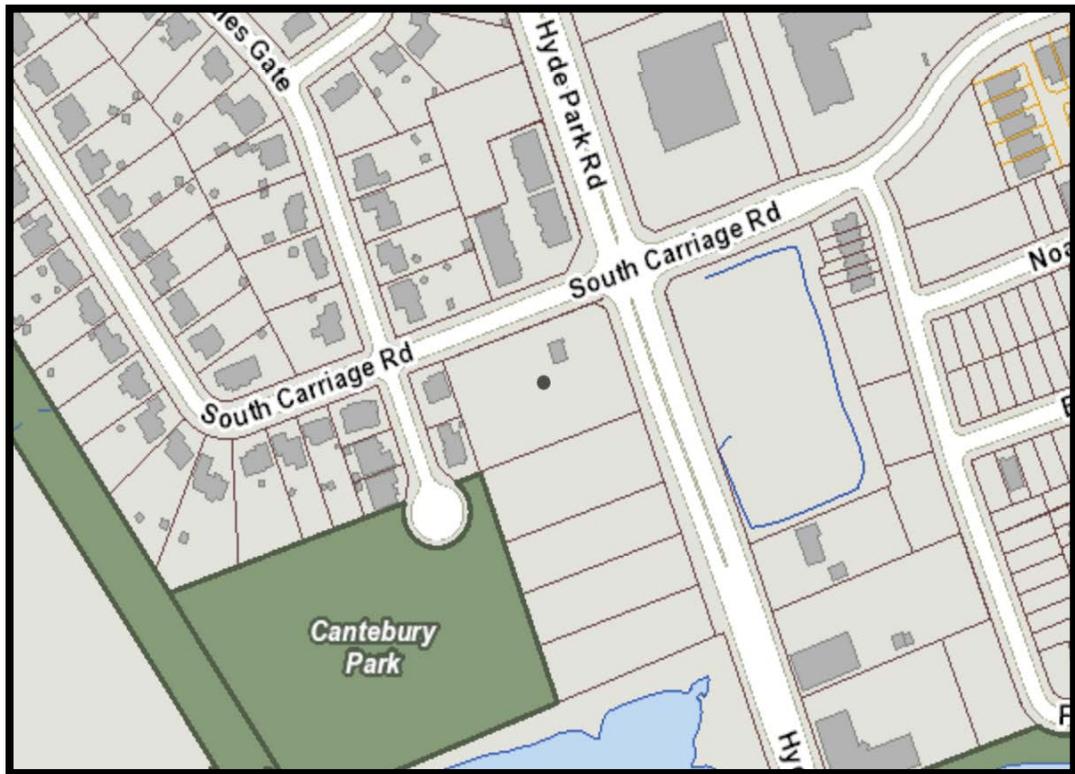
Photo of Subject Property – 152 Adelaide Street North



Aerial Photo – 10 Centre Street



Photo of Subject Property – 10 Centre Street



Aerial Photo – 1420 Hyde Park Road



Photo of Subject Property – 1420 Hyde Park Road

Report to Community and Protective Services Committee

To: Chairs and Members
Community & Protective Services Committee

From: G. Kotsifas, P. Eng.
Managing Director, Development & Compliance Services & Chief Building Official
And
Kelly Scherr, P. Eng., MBA, FEC
Managing Director, Environmental & Engineering Services & City Engineer

Subject: Back to Business By-law Extension

Date: March 2, 2021

Recommendation

That, on the recommendation of the Managing Director, Development & Compliance Services & Chief Building Official, and the Managing Director, Environmental & Engineering Services & City Engineer, the Managing Directors and designates BE DELEGATED authority in regulations related to business reopening supportive actions including business application and permit processing procedures until December 31, 2021 in the following By-laws: Business Licence By-law, Streets By-law, Traffic and Parking By-law, Sign By-law, Parks and Recreation By-law, Sound By-law, Building By-law and Council Policy By-law.

Previous Reports Related to This Matter

Community & Protective Services Committee: B2B By-Law Extension (December 1, 2020)

Background

The purpose of this report is to extend the above identified business supportive delegation of authority past the previously identified date of April 14, 2021 to December 31, 2021 based on continued evolving business needs during the ongoing pandemic.

Discussion

On December 8, 2020, Municipal Council resolved that, on the recommendation of the Managing Director, Development & Compliance Services & Chief Building Official and the Managing Director, Environmental & Engineering Services & City Engineer, the following actions be taken with respect to the extension of delegated authority in by-laws related to business reopenings and supportive actions:

- a) the staff report dated December 1, 2020, with respect to this matter, BE RECEIVED;
- b) the Managing Directors and designates BE DELEGATED authority in regulations related to business reopening and supportive actions, including business application and permit processing procedures, until April 14, 2021 in the following By-laws: Business Licence By-law, Streets By-law, Traffic and Parking By-law, Sign By-law, Parks and Recreation By-law, Sound By-law, Building By-law, and Council Policy By-law.

The December 8, 2020 resolution extended the delegation initiated by Council earlier in the pandemic on June 16, 2020. The Back to Business Action Team (B2B) has quickly and efficiently supported over 200 inquiries and requests made through the b2b@london.ca email portal. Examples of administrative approvals include private property patio approvals in coordination with provincial legislation, implementation of loading zones, providing temporary curbside customer parking locations, and making portions of municipal parking lots available for outdoor retail sales events. To enable patio extensions, the Alcohol and Gaming Commission of Ontario (AGCO) permitted liquor sales licensees to temporarily increase the size of their patios or add a new patio. The AGCO has extended this permission to December 31, 2021.

The B2B Team is receiving inquiries from businesses asking whether the delegated authorities extended by Council to April 14, 2021 are being considered for further extension. Business owners must make financial decisions on purchasing goods such as

tables, chairs, umbrellas, and heaters for expanded patios for the 2021 season. This proposed extension is in line with the current position of the AGCO.

Prepared by: Orest Katolyk, MLEO (C)
Chief Municipal Law Enforcement Officer

Reviewed & Concurred by: Doug MacRae P. Eng., MPA
Director, Roads & Transportation

Recommended by: George Kotsifas, P. Eng
Managing Director, Development & Compliance Services &
Chief Building Official

Recommended by: Kelly Scherr, P. Eng., MBA, FEC
Managing Director, Environmental & Engineering Services &
City Engineer

c: Back to Business Team

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Rosanna Wilcox, Director, Service, Innovation and Performance

Subject: Update on United Nations Safe Cities and Safe Public Spaces Initiative (Safe Cities London)

Date: March 2, 2021

Recommendation

That, on the recommendation of the Director, Service, Innovation and Performance and with the concurrence of the City Manager, the following report entitled 'Update on United Nations Safe Cities and Safe Public Spaces Initiative (Safe Cities London)' **BE RECEIVED** for information.

Executive Summary

Safe Cities and Safe Public Spaces is a worldwide United Nations (UN) Women initiative that draws attention to the issues of violence against women and girls in public spaces.

On September 20, 2017, Municipal Council unanimously endorsed London's participation in the UN Safe Cities and Safe Public Spaces initiative. The purpose of this report is to provide an update on this initiative, including an overview of the work completed to date by a community-led table, the Safe Cities London Advisory Committee.

The Safe Cities London Advisory Committee is comprised of researchers, community leaders, service organizations, community members, and individuals with lived experience and is co-chaired by Anova and the City of London. Safe Cities London is committed to making London a safe city where women and girls access public spaces and participate in public life without fear or experience of sexual violence.

As a requirement of the UN initiative, the Safe Cities London Advisory Committee undertook a scoping study to better understand the local context related to targeted acts of violence experienced by women and girls, including sexual violence in public spaces, as well as factors that influence the perceptions of safety for women and girls. The scoping study also explored the unique experiences of Indigenous women and girls, newcomer women and girls, women and girls with disabilities, and members of the LGBTQ2+ community in relation to incidents of violence and factors that promote or reduce safety in public spaces.

Using the results of the scoping study, the Safe Cities London Advisory Committee has developed its 2021-2024 Safe Cities London Action Plan, which articulates a vision, strategic areas of focus, outcomes, expected results, strategies and initial actions to be undertaken.

Linkage to the Corporate Strategic Plan

Council's 2019-2023 Strategic Plan identifies 'Creating a Safe London for Women and Girls' as a strategic area of focus. This includes the outcome 'London has enhanced the potential for women and girls to live safe lives' and the expected result 'Decrease male violence against women and girls who are subjected to abuse, assault and non-state torture in their intimate relationships; sex trafficking; sexual assault; and workplace harassment.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Community and Protective Services Committee (CPSC): September 12, 2017; March 20, 2018.

2.0 Discussion and Considerations

2.1 Background

United Nations Safe Cities and Safe Public Spaces

In 2013, the United Nations Commission for the Status of Women identified various forms of sexual violence against women and girls in public spaces as a distinct area of concern and called on governments to prevent it. The 2030 Agenda for Sustainable Development also sets “the elimination of all forms of violence against women and girls in public and private spheres” as one of its specific goals.

Safe Cities and Safe Public Spaces is a worldwide UN Women initiative that draws attention to the issue of violence against women and girls in public spaces.

Cities participating in the UN Safe Cities and Safe Public Spaces initiative commit to:

1. Identifying gender-responsive locally relevant and owned interventions.
2. Developing and effectively implementing comprehensive laws and policies to prevent and respond to sexual violence in public spaces.
3. Investments in the safety and economic viability of public spaces.
4. Changing attitudes and behaviours to promote women’s and girls’ rights to enjoy public spaces free from violence.

Cities are also required to undertake a scoping study of the incidence (where, what, who, when) of sexual violence and harassment in public spaces in order to determine locally relevant actions to prevent and better respond to sexual violence and harassment in public spaces.

Safe Cities London

On September 20, 2017, Municipal Council unanimously endorsed London’s participation in the UN Safe Cities and Safe Public Spaces initiative, appointing Anova as the lead organization for this work. London became the third Canadian municipality to be part of the UN initiative, along with Winnipeg and Edmonton.

On March 27, 2018, Municipal Council approved the allocation of financial resources and interim assistance to Anova for the completion of the scoping study. Funding was used to build a website, purchase participative mapping software, and hire a Project Coordinator to oversee the administration of local activities related to the Safe Cities London initiative.

A community-led Safe Cities London Advisory Committee and Research Sub-Committee were created to guide the scoping study. The Safe Cities London Advisory Committee is co-chaired by Anova and the City of London and includes representation from across the community and the City of London.

The Safe Cities London scoping study was conducted between July 1, 2018 and December 31, 2018 through participative mapping and focus groups. Throughout 2019, the Safe Cities London Advisory Committee and Research Sub-Committee prepared the Safe Cities London Scoping Study which included local and national statistical data, results, and a series of next steps.

In 2020, the Safe Cities London Advisory Committee worked collectively to develop the 2021-2024 Safe Cities London Action Plan

2.2 Safe Cities London Scoping Study

Trigger Warning

The Safe Cities London Scoping Study examines the realities of violence against women and girls and includes detailed descriptions of violence experienced in our community. This subject matter may create feelings of discomfort and may be triggering to survivors of sexual assault or violence.

It is important to practice self-care when engaging with this material. If you or someone you know requires support or information relating to violence, please call Anova's 24/7 crisis and support line at 519-642-3000.

Purpose

The Safe Cities London Scoping Study, attached as Appendix A, sought to better understand the local context related to targeted acts of violence experienced by women and girls, including sexual violence in public spaces, as well as factors that influence the perceptions of safety for women and girls. The scoping study also explored the unique experiences of Indigenous women and girls, newcomer women and girls, women and girls with disabilities, and members of the LGBTQ2+ community in relation to incidents of violence and factors that promote or reduce safety in public spaces.

Methodology

Social media, radio, community partners and events were used to invite community members to participate in the scoping study. Invitations to participate were also distributed through digital billboards, local magazines and newsletters, posters at post-secondary school campuses, and the websites of local counsellors and agencies whose work focused on addressing sexual violence.

CrowdSpot, a geography-based, interactive online mapping tool was used to provide women and girls with an opportunity to identify locations across London where they either felt safe or unsafe and to share information about their experiences at those locations, including factors that negatively impacted or promoted their sense of safety. Promotional recruitment tools provided participants with a description of the study and a link to the online interactive map.

Between July 1, 2018 and December 31, 2018, 1,825 pins were created on the online map of London at locations where self-identifying females felt safe or unsafe. Paper copies of the mapping tool questions were made available at community organizations and events.

Additionally, four focus groups were conducted with individuals from specific target populations which were chosen by the Safe Cities London Advisory Committee based on research conducted about groups that are known to experience high rates of sexual violence. These groups included Indigenous women and girls, newcomer women and girls, women and girls with disabilities, and members of the LGBTQ2+ community. Focus group participants self-identified as being a member of one of the specific population groups. All focus groups were facilitated by an Anova staff member. In total, 36 individuals participated in the focus groups.

Participating in a focus group or the participative mapping tool was optional. The results of the analysis reflect the information individuals chose to share and were comfortable disclosing.

Data Analysis

Quantitative responses from the participative mapping tool were collated and analyzed to prepare descriptive statistics. Qualitative data from both the participative mapping tool and focus groups were analyzed to identify themes about the nature and types of violence occurring in public spaces in London, factors that promote or negatively impact feelings of safety, perpetrators of violence, and the types of locations where violence occurred.

Results

The Scoping Study outlines the results of the data collected through the participative mapping tool and focus groups. This includes the age of respondents, extent of violence and harassment, length of time since an unsafe occurrence, who is perpetrating violence in public spaces, and the nature and type of violence experienced in public spaces.

The Scoping Study also identifies risk and protective factors. These are factors that influence perceptions of personal safety and/or the risk of experiencing violence. These include:

- Structural factors: public illumination, built environment, police presence and response, security conditions and measures, strong communities, education and training.
- Social and cultural factors: alcohol and drugs, culture of street involvement, presence of people, bystander intervention and receiving help from others, knowledge of previous incidents in an area, disruptive behaviour, social norms and discrimination, traffic and driving.

The most identified types of public places and spaces where respondents reported experiencing or witnessing an incident of violence were:

- In transit
- Parks, paths, and green spaces
- Residential areas
- Local businesses, shopping areas, and service centres
- Downtown
- Nightlife entertainment spaces
- Campuses and schools
- Workplaces

As part of the scoping study respondents were asked to describe how they felt at locations they reported as unsafe and were provided with a list of response options to choose from. 80% reported feeling scared, 41% reported feeling upset, 35% reported feeling angry, 35% reported feeling violated, and 27% reported feeling unwelcome.

When asked to choose from a list of responses about how they felt at locations identified as safe, 79% of respondents reported they felt physically secure, 56% reported feeling happy at safe locations, 52% reporting feeling like they belonged, and 43% reporting feeling supported.

2.3 Safe Cities London Action Plan, 2021-2024

Safe Cities London is committed to making London a safe city where women, girls, nonbinary, trans, and survivors access public spaces and participate in public life without fear or experience of sexual violence.

A collaborative, city-wide initiative, Safe Cities London engages researchers, community leaders, service organizations, community members, and individuals with lived experience. It is the first city-wide initiative that brings together service providers, researchers, community, and individuals with lived experience to address sexual violence in public spaces. This new approach extends beyond UN Safe Cities requirements and is designed to meet the specific needs of the London community.

Development of the Action Plan

The development of the Safe Cities Action Plan was an intensive, collaborative process led by the Safe Cities London Advisory Committee. Between August 2020 and February 2021, Committee members conducted research and critical analysis, engaged in robust dialogue and challenging debate, and prepared content for the Action Plan.

Strategic Framework

The 2021-2024 Safe Cities London Action, attached as Appendix B, establishes a vision for our community where ‘London is a safe city where women, girls, nonbinary, trans, and survivors access public spaces and freely participate in public life without fear of experience of sexual violence.’

The following principles have been established to guide how the community will work together to implement the Plan:

- Intersectionality: We will prioritize the use of an intersectional lens.
- Accountability: We will take responsibility for actions and outcomes.
- Innovation: We will take calculated risks and implement innovative approaches.
- Collaboration: We will provide strategic guidance and share roles and responsibilities.
- Evidence-Informed: We will make decisions based on evidence.
- Accessibility: We will ensure that everything we do is in an accessible format.
- Trauma-Informed: We will embed a trauma-informed lens in our work.

The Safe Cities London Action Plan articulates three areas of focus:

- Social Norms
- Policy and Practice
- Collaboration

Each of these areas of focus have corresponding outcomes, expected results, strategies, and initial actions, which are described in the 2021-2024 Safe Cities London Action Plan.

Moving to Action

The success of the Safe Cities London Action Plan requires commitment and contributions from individuals, organizations, and businesses connected to this work.

A governance structure has been developed to oversee and guide the Safe Cities Action Plan. This structure includes the Safe Cities London Advisory Committee that will be responsible for overall outcomes and the implementation of strategies and actions. The Committee will continue to be co-chaired by Anova and the City of London.

On an annual basis, work plans will be developed with critical timelines to deliver on specific initiatives and actions, as well as complete a review of the Plan to ensure it addresses emerging issues and trends. Safe Cities London will also monitor and measure the performance and impact of the work and report to the community.

3.0 Financial Impact/Considerations

3.1 Financial Considerations

There are no financial impacts or considerations associated with this report.

Conclusion

When women and girls are not safe in public spaces, it has a significantly negative impact on their lives. The threat and experience of sexual violence affects their access to social activities, freedom of movement, education, employment, leadership opportunities, psychological well-being, and ultimately their potential to live safe lives.

Council’s 2019-2023 Strategic Plan identifies ‘Creating a Safe London for Women and Girls’ as a strategic area of focus. This includes the outcome ‘London has enhanced the potential for women and girls to live safe lives’ and the expected result ‘Decrease male violence against women and girls who are subjected to abuse, assault and non-state torture in their intimate relationships; sex trafficking; sexual assault; and workplace harassment.’ This strategic area of focus also includes a specific strategy to support

community-based initiatives and organizations committed to ending male violence against women and girls, including UN Safe Cities and Safe Public Spaces.

While the work of Safe Cities London is focused on public spaces, the strategic framework has been structured to focus on a systemic and comprehensive approach to community change. Intentional linkages will be made between the work of Safe Cities London and that of Creating a Safe London for Women and Girls in order to enable shared information and learnings, and identify potential opportunities and synergies. Intentional connections will also be made to other corporate and community priorities such as the Core Area Action Plan and the forthcoming Community Safety and Wellbeing Plan in order to create meaningful and lasting change.

Recommended by: **Rosanna Wilcox, Director, Service, Innovation and Performance**

Concurred by: **Lynne Livingstone, City Manager**



March 2020

Safe Cities London

Scoping Study

anova

a future without violence.

Trigger Warning

This report examines the realities of violence against women and girls and includes detailed descriptions of violence experienced in our community. This subject matter may create feelings of discomfort and may be triggering to survivors of sexual assault or violence.

Please be advised that some descriptions of violence against women and girls contained in this report include potentially disturbing language that may not be appropriate for all audiences.

It is important to practice self-care when engaging with this material. If you or someone you know requires support or information relating to violence, please call Anova's 24/7 crisis and support line at 519-642-3000.

Disclaimer

We recognize the importance and value of the stories that women and girls have shared in this report. In accordance with the City of London Procedure By-law, some words have been redacted from this report.

For anyone who wishes to obtain an unedited copy of the report, please visit [Anova's website](#).



Acknowledgements

Land Acknowledgement

Safe Cities London acknowledges the Indigenous peoples on whose traditional territory we gather and work. They include: the Anishinaabeg Peoples who include the Ojibwe, Odawa, and Pottawatami Nations; the Haudenosaunee Peoples who include the Mohawk, Oneida, Cayuga, Onondaga, Seneca, and Tuscarora Nations; and the Lunaapeewak Peoples, also referred to as the Delaware or Munsee.

We also recognize the three First Nations communities neighbouring the City of London.

- Chippewas of the Thames First Nation;
- Oneida Nation of the Thames; and,
- Munsee-Delaware Nation.

There are many long standing treaty relationships between Indigenous Nations and Canada. We recognize that all levels of government in Canada have a responsibility to honour these nation-to-nation relationships and that individually, we all have a role to play in honouring the treaties and contributing to reconciliation.

Gratitude

We are grateful to the Community Advisory Committee for their support and guidance in the development of this report. Thank you to the Research Sub-Committee for their work in establishing the methodological approaches of the study, providing assistance with data collection and analysis, and supporting the development of this report.

To the City of London, thank you for your support of the Safe Cities London scoping study.

A special thank you to the participants of the scoping study who shared their experiences and whose stories have provided the basis for this report.



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Section 1.0

Introduction

1.1 United Nations Women Safe Cities Initiative

Safe Cities and Safe Public Spaces (Safe Cities) is a worldwide United Nations Women initiative that draws attention to the issue of violence against women and girls in public spaces, such as the workplace, a school, a restaurant or bar, while using public transportation or recreational spaces, or in a park. In 2013, sexual violence against women and girls in public spaces was identified as an area of concern by the United Nations Commission for the Status of Women, who called on governments around the world to prevent violence against women and girls.¹ The goal of the Safe Cities initiative is to empower women and girls and create safer communities by identifying strategies for preventing and responding to violence.

1.2 Safe Cities London

Anova and the Mayor's Office embarked on undertaking a Safe Cities initiative in early 2017 and gained unanimous endorsement from London City Council. In September 2017, London became the third Canadian city to join the United Nations Safe Cities initiative, along with Winnipeg and Edmonton.

As part of the Safe Cities initiative, London committed to:

1. Completing a scoping study of the incidence (where, what, who, when) of sexual violence in public spaces in London; and
2. Using the data that emerges from the scoping study to determine locally relevant actions to prevent and better respond to sexual violence and harassment in public spaces in London.

In March 2018, London City Council allotted financial resources for the scoping study. Further, a Community Advisory Committee and Research Sub-Committee were created to guide the scoping study, including the development of the data collection methods and priority areas for inquiry, data analysis, and preparation of a results report about the local experiences of sexual violence and harassment in public spaces among women and girls.

¹ UN Women. (2019). Flagship Programme Brief. Safe Cities and Safe Public Spaces. <https://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>



The Community Advisory Committee was comprised of members from the following organizations and communities:

Joanna Bedggood, King's University College
Sharon Bernards, Centre for Addiction and Mental Health
Lesley Bikos, Women & Politics
Cat Dunne, University Students' Council of Western
Rick Ezekiel, Western University
Kathy Furlong, London District Catholic School Board
Dr. Kate Graham, Centre for Addiction and Mental Health
Doris E. Hall, WEPs/Canadian Coalition to Empower Women
Joe Henry, King's University College
Lisa Highgate, Western University
Rifat Hussain, Diversity, Inclusion, and Anti-Oppression Advisory Committee, Cross Cultural Learner Centre
Michelle Knieriem, City of London
Leah Marshall, Fanshawe College
Patti McKague, City of London
Cassandra McNeill, Huron University College
Laila Norman, Community Safety and Crime Prevention Advisory Committee
Kelly Paleczny, London Transit Commission
Sheila Powell, Thames Valley District School Board
Jessie Rodger, Anova
Caroline Roy, London Transit Commission
Marianne Simm, Brescia University College
Tracey Stub, YMCA of Southwestern Ontario
Dr. AnnaLise Trudell, Anova
Dr. Samantha Wells, Centre for Addiction and Mental Health
Rosanna Wilcox, City of London
Chief Steve Williams, London Police Service
Megan Wilson-Cornwell, Community Volunteer

1.3 Purpose of the Scoping Study

United Nations Women states that, "Although violence in the private domain is now widely recognized as a human rights violation, violence against women and girls, especially sexual harassment in public spaces, remains a largely neglected issue, with few laws or policies in place to prevent and address it."² Further, when women and girls feel unsafe in these spaces, it can limit their ability to navigate, enjoy, and actively participate in public life. For these reasons, the Safe Cities initiative focused on public spaces, such as parks, streets, public transit, community centres, etc.

² UN Women. (n.d.). Creating Safe Public Spaces. <http://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>



The Safe Cities London scoping study sought to better understand the local context related to targeted acts of violence experienced by women and girls, including sexual violence in public spaces, as well as factors that influence the perceptions of safety for women and girls. The scoping study also explored the unique experiences of Indigenous women and girls, newcomer women and girls, women and girls with disabilities, and members of the LGBTQ2+ community in relation to incidents of violence and factors that promote or reduce safety in public spaces.

1.4 Purpose of the Report

This report provides a summary of the results from the Safe Cities London scoping study that was conducted between July 1, 2018 and December 31, 2018, including results from the participative mapping tool and focus groups. Further, this report provides recommendations for next steps for the Safe Cities London initiative.

The results presented in this report will be used to inform decision-making regarding strategies for preventing and responding to violence against women and girls in public spaces, as well as approaches for promoting safety in the community.

1.5 Scope of the Report

The Safe Cities initiative focuses on empowering and creating safer spaces for women and girls, as outlined by the United Nations Women mandate. Therefore, this report focuses on the experiences of self-identified women and girls as they relate to incidents of violence and harassment in public spaces, as well as factors women and girls reported affected their sense of safety.

While it is important to recognize and acknowledge that anyone can experience sexual violence, including men and boys, experiences of violence among men and boys is outside the scope of the study and therefore will not be addressed in this report.

Further, while recent Canadian findings suggest that Internet-based harassment, specifically cyber-stalking, affects 2.5 million Canadians, with more women reporting these experiences than men, the focus of the scoping study was on identifying incidents of violence in public spaces.³ Therefore, this report does not address experiences of violence in cyber spaces.

³ Burlock, A., & Hudon, T. Statistics Canada. (2018). Women and Men Who Experienced Cyberstalking in Canada. <https://www150.statcan.gc.ca/n1/pub/75-006-x/2018001/article/54973-eng.htm>



Human trafficking is another form of violence that largely affects women and girls, with an estimated 70% of reported cases of human trafficking in Ontario being for the purpose of sexual exploitation.⁴ In 2017, the Human Trafficking Unit created by the London Police Service conducted 184 investigations, facilitated the escape of 15 victims, and laid 16 human trafficking charges.⁵ While human trafficking is an important issue being addressed in London, it is outside the scope of this report.

⁴ London Police Service. (2017). Human Trafficking. <https://www.londonpolice.ca/en/crime-prevention/human-trafficking.aspx>

⁵ London Police Service. (2017). Human Trafficking. <https://www.londonpolice.ca/en/crime-prevention/human-trafficking.aspx>



Section 2.0

Setting the Context

2.1 Gender-Based Violence

Gender refers to culturally defined identities and roles associated with males/masculinity and females/femininity and is not necessarily linked to biological sex.⁶ Gender-based violence is violence committed against another person based on their gender identity, gender expression, or perceived gender.⁷ Gender-based violence takes many forms, including unwanted sexual behaviour, sexual assault, physical assault, and words, actions, or attempts to degrade, control, humiliate, intimidate, coerce, deprive, threaten, or harm another person.^{8,9}

In Canada, women and girls are disproportionately impacted by gender-based violence.¹⁰ As gender is a common determinant for increased risk of experiencing violence, particularly sexual violence, it is important to look at all incidents of reported violence using a gendered lens, including those discussed in this report.

It is also important to consider the intersection of gender with other inequalities and oppressions (e.g., sexuality, gender identity, ethnicity, indigeneity, immigration status, disability, etc.) to understand the context of violence against women and girls. An intersectional approach recognizes that all oppressions exist simultaneously and create unique experiences of violence for women and girls.¹¹

⁶ Status of Women Canada. (2018). Glossary. <https://cfc-swc.gc.ca/violence/knowledge-connaissance/fs-fi-6-en.html>

⁷ Status of Women Canada. (2018). About Gender-Based Violence. <https://cfc-swc.gc.ca/violence/knowledge-connaissance/about-apropos-en.html>

⁸ Cotter, A., & Savage, L. Statistics Canada. (2019). Gender-Based Violence and Unwanted Sexual Behaviour in Canada, 2018: Initial Findings From the Survey of Safety in Public and Private Spaces. <https://www150.statcan.gc.ca/n1/en/pub/85-002-x/2019001/article/00017-eng.pdf?st=vPlcTTpf>

⁹ Status of Women Canada. (2018). About Gender-Based Violence. <https://cfc-swc.gc.ca/violence/knowledge-connaissance/about-apropos-en.html>

¹⁰ Status of Women Canada. (2018). About Gender-Based Violence. <https://cfc-swc.gc.ca/violence/knowledge-connaissance/about-apropos-en.html>

¹¹ Imkaan. (2019). The Value of Intersectionality in Understanding Violence Against Women and Girls. <https://www2.unwomen.org/->

[/media/field%20office%20eca/attachments/publications/2019/10/the%20value%20of%20intersectionality%20in%20understanding%20violence%20against%20women%20and%20girls.pdf?la=en&vs=3339](https://www2.unwomen.org/-/media/field%20office%20eca/attachments/publications/2019/10/the%20value%20of%20intersectionality%20in%20understanding%20violence%20against%20women%20and%20girls.pdf?la=en&vs=3339)



2.2 Reported Forms of Violence

Through the analysis of the reported incidents and experiences of scoping study participants, two main forms of violence against women and girls were commonly identified, specifically sexual violence and violence that is non-sexual.

A description of each form of violence, as informed by participants' responses, is outlined below.

Sexual Violence

Sexual violence is an umbrella term that refers to any form of sexualized behaviour that is conducted without consent and may cause physical, psychological, or emotional harm. Sexual violence includes sexual acts or attempts to obtain a sexual act using violence, coercion, or force, unwanted sexual comments, advances, or touching, and acts of violence or harassment directed against an individual because of their sexuality.¹² Sexual assault, rape, and sexual harassment are all considered to be forms of sexual violence.¹³ Other examples of sexual violence include stalking, public indecency, and street-based harassment (commonly referred to as “catcalling”) where a person or a group of people make sexual comments, gestures, threats, or sexual advances.

Participants of the scoping study reported experiencing various forms of sexual violence, including sexual violence that was physical and non-physical in nature. For more information about the experiences of sexual violence reported by women and girls in London, please see [pages 21-24](#).

Violence That Is Non-Sexual

In the context of this report, violence that is non-sexual refers to a wide range of unsolicited behaviours that are not sexual in nature, conducted without consent, and done with the intent to harm another person, either physically, psychologically, or emotionally. Violence that is non-sexual includes physical harassment and aggression, such as pushing or shoving, hitting, punching, or kicking, throwing objects at someone, or holding someone down or physically restraining them, and non-physical harassment, such as threats, bullying, making offensive or humiliating comments or gestures, or following or repeatedly contacting a person when they don't want contact.

¹² Ministry of Children, Community and Social Services. Government of Ontario. (2019). Let's Stop Sexual Harassment and Violence. <https://www.ontario.ca/page/lets-stop-sexual-harassment-and-violence#section-0>

¹³ In this report, sexual assault refers to an unwanted sexual act, while sexual harassment refers to sexual comments, threats, jokes, or discriminatory remarks about someone's gender.



Further, in this report, criminal violence has been included as a type of violence that is non-sexual and refers to crimes committed against another person and that involve the use or threatened use of violence.¹⁴

To read more detailed descriptions of incidents of violence experienced and reported by participants of the scoping study that were non-sexual, please see **pages 24-26**.

2.3 National Trends

Statistics Canada and the Research and Statistics Division of the Department of Justice regularly collect self-reported and police-reported data on criminal violence, including sexual violence, across the country.

According to the most recent General Social Survey (GSS) on Victimization, Canadians self-reported 640,000 sexual assaults in 2014.¹⁵ Further, sexual assault represented the third most frequently reported violent crime in 2014, following physical assault and theft of household property.¹⁶ The GSS on Victimization also showed that between 2004 and 2014, while the rates of all other types of violent crime measured by the survey were declining, the rate of self-reported sexual assault remained the same.¹⁷

Sexual assault and harassment are forms of gender-based violence, meaning violence that is committed against someone based on their gender identity, gender expression, or the perceived gender of another person.¹⁸ Although people of all genders, sexual orientations, and ethnic backgrounds experience violence, research demonstrates that certain populations in Canada are at greater risk for experiencing gender-based violence, including women and girls, Indigenous women and girls, women and girls with disabilities, newcomer women and girls, and individuals who identify as LGBTQ2+.¹⁹

¹⁴ Moreau, G. Statistics Canada. (2019). Police-Reported Crime Statistics in Canada, 2018. <https://www150.statcan.gc.ca/n1/en/pub/85-002-x/2019001/article/00013-eng.pdf?st=tw9rGUN>

¹⁵ Perreault, S. Statistics Canada. (2015). Criminal Victimization in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2015001/article/14241-eng.htm>

¹⁶ Perreault, S. Statistics Canada. (2015). Criminal Victimization in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2015001/article/14241-eng.htm>

¹⁷ Conroy, S., & Cotter, A. Statistics Canada. (2017). Self-Reported Sexual Assault in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2017001/article/14842-eng.htm>

¹⁸ Status of Women Canada. (2018). About Gender-Based Violence. <https://cfc-swc.gc.ca/violence/knowledge-connaissance/about-apropos-en.html>

¹⁹ Status of Women Canada. (2018). About Gender-Based Violence. <https://cfc-swc.gc.ca/violence/knowledge-connaissance/about-apropos-en.html>



Women and Girls

According to police-reported data from the incident-based Uniform Crime Reporting (UCR) Survey and the Homicide Survey, in 2017, 53% of the victims of violent crime in Canada were female.²⁰ Research also demonstrates that women are more likely to experience sexual assault than men. According to self-reported data, of all sexual assault incidents in Canada in 2014, 87% were committed against women.²¹

Younger women are at even greater risk of experiencing a violent crime and sexual violence. Police-reported data indicates that compared to their male counterparts, girls and young women experience higher rates of violence, with this pattern continuing until women reach the age of 45 years old.²² Further, women aged 15-24 years old comprise almost half, 47%, of all reported sexual assault incidents and have the highest reporting rate of sexual assault in Canada.²³ Results from the 2014 GSS on Victimization show the reporting rate of sexual assault among women aged 15-24 was two times higher than women aged 25-34 years old, eight times higher than women aged 35-44 years old, and 12 times higher than men of the same age.²⁴ Additionally, according to police-reported data, sexual offences were one of the most common types of violence committed against girls and young women in 2017, comprising 29% of offences.²⁵

Indigenous Women

Research demonstrates that Indigenous women experience disproportionately more violence. For example, according to self-reported data, the overall rate of violence against Indigenous women in 2014 was 220 violent incidents per 1,000 people, which was two times higher than Indigenous men (110 incidents per 1,000 people), almost three times higher than non-Indigenous women (81 incidents per 1,000 people), and almost four times higher than non-Indigenous men (66 incidents per 1,000 people).²⁶

²⁰ Conroy, S. Statistics Canada. (2018). Police-Reported Violence Against Girls and Young Women in Canada, 2017. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54981-eng.htm>

²¹ Conroy, S., & Cotter, A. Statistics Canada. (2017). Self-Reported Sexual Assault in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2017001/article/14842-eng.htm>

²² Conroy, S. Statistics Canada. (2018). Police-Reported Violence Against Girls and Young Women in Canada, 2017. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54981-eng.htm>

²³ Conroy, S., & Cotter, A. Statistics Canada. (2017). Self-Reported Sexual Assault in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2017001/article/14842-eng.htm>

²⁴ Conroy, S., & Cotter, A. Statistics Canada. (2017). Self-Reported Sexual Assault in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2017001/article/14842-eng.htm>

²⁵ Conroy, S. Statistics Canada. (2018). Police-Reported Violence Against Girls and Young Women in Canada, 2017. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54981-eng.htm>

²⁶ Boyce, J. Statistics Canada. (2016). Victimization of Aboriginal People in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2016001/article/14631-eng.htm>



Indigenous women are also more likely to report being sexually assaulted than non-Indigenous women. According to the 2014 GSS on Victimization, the rate of sexual assault reported by Indigenous women was approximately three times higher than that of non-Indigenous women.^{27,28} Additionally, Indigenous women experience higher rates of sexual assault when compared to other types of crime. Overall, one-third (33%) of all crimes committed against Indigenous women are sexual assault, whereas sexual assault accounts for 10% of crimes committed against non-Indigenous women.²⁹

In 2019, the National Inquiry into Missing and Murdered Indigenous Women and Girls released a report called *Reclaiming Power and Place*. The final report presents stories and testimonies of family members and survivors of violence, which were gathered through a Truth-Gathering Process. Many who participated in the discussion identified they had experienced repeated acts of physical, sexual, and emotional violence that prevented them from experiencing any sense of safety from childhood onward throughout their lives.³⁰

Further, the report identified that violence against Indigenous women and girls is rooted in colonial violence, particularly through four common pathways, including: 1) historical, multigenerational, and intergenerational trauma; 2) social and economic marginalization; 3) maintaining the status quo and institutional lack of will; and 4) ignoring the agency and expertise of Indigenous women, girls, and 2SLGBTQQIA people.^{31,32}

Women Living With a Disability

Several Canadian studies have indicated that individuals living with a disability of any type are more likely to have experienced violence and are overrepresented among victims of violent crime.³³ This is particularly true for women.

²⁷ Research and Statistics Division, Department of Justice. (2017). Just Facts: Victimization of Indigenous Women and Girls. <https://www.justice.gc.ca/eng/rp-pr/jr/jf-pf/2017/july05.html>

²⁸ Government of New Brunswick. (2018). Preventing and Responding to Sexual Violence in New Brunswick. https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/WEB-EDF/Violence/PDF/en/preventing_responding_to_SV_NB-e.pdf

²⁹ Canadian Women's Foundation. (2016). Fact Sheet: Sexual Assault and Harassment. <https://canadianwomen.org/wp-content/uploads/2017/09/Facts-About-Sexual-Assault-and-Harassment.pdf>

³⁰ National Inquiry into Missing and Murdered Indigenous Women and Girls. (2019). Reclaiming Power and Place: The Final Report of the National Inquiry Into Missing and Murdered Indigenous Women and Girls, Volume 1a. https://www.mmiwg-ffada.ca/wp-content/uploads/2019/06/Final_Report_Vol_1a-1.pdf

³¹ 2SLGBTQQIA refers to people who identify as two-spirit, lesbian, gay, bisexual, transgender, queer, questioning, intersex, and asexual.

³² National Inquiry into Missing and Murdered Indigenous Women and Girls. (2019). Reclaiming Power and Place: The Final Report of the National Inquiry Into Missing and Murdered Indigenous Women and Girls, Volume 1a. https://www.mmiwg-ffada.ca/wp-content/uploads/2019/06/Final_Report_Vol_1a-1.pdf

³³ Cotter, A. Statistics Canada. (2018). Violent Victimization of Women With Disabilities, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54910-eng.htm>



For example, results from the 2014 GSS on Victimization show that of all violent crimes self-reported by women, 45% of incidents were reported by women living with a disability.³⁴ Further, women living with a disability represented a greater proportion of self-reported violent incidents than their male counterparts, who by comparison, were the victims of 33% of all violent incidents reported by men.³⁵

Women living with a disability are also more likely to experience sexual assault. For example, compared to other women, women living with a disability are approximately two times more likely to have been sexually assaulted.³⁶ Additionally, 88% of sexual assault incidents reported by individuals living with a disability were reported by women.³⁷

Newcomer Women

There is little data available about the prevalence of violence and sexual violence among newcomer women in Canada. For example, while the GSS on Victimization suggests experiences of violence are comparable between newcomers and the general Canadian population, sufficient sample sizes are not available to report the incidence and prevalence of sexual assault among newcomer women.³⁸ Further, Canadian research has been primarily focused on newcomer women's experiences of domestic or intimate partner violence rather than experiences of sexual violence; however, this research has shown higher rates of gender-based violence for immigrant and refugee women compared to the general population.³⁹

Language barriers, experiences of isolation, not feeling comfortable reporting violence to police, and experiences of racism can also act as barriers to newcomer women accessing information regarding their legal rights and available justice or social services.^{40, 41}

³⁴ Cotter, A. Statistics Canada. (2018). Violent Victimization of Women With Disabilities, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54910-eng.htm>

³⁵ Cotter, A. Statistics Canada. (2018). Violent Victimization of Women With Disabilities, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54910-eng.htm>

³⁶ Cotter, A. Statistics Canada. (2018). Violent Victimization of Women With Disabilities, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54910-eng.htm>

³⁷ Cotter, A. Statistics Canada. (2018). Violent Victimization of Women With Disabilities, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54910-eng.htm>

³⁸ Benoit, C., Shumka, L., Phillips, R., Kennedy, M.C., & Belle-Isle, L. (2015). Issue Brief: Sexual Violence Against Women in Canada. <https://cfc-swc.gc.ca/svawc-vcsfc/index-en.html>

³⁹ Benoit, C., Shumka, L., Phillips, R., Kennedy, M.C., & Belle-Isle, L. (2015). Issue Brief: Sexual Violence Against Women in Canada. <https://cfc-swc.gc.ca/svawc-vcsfc/index-en.html>

⁴⁰ Canadian Council for Refugees. (n.d.). Violence Against Newcomer Women. <https://ccrweb.ca/en/violence-against-women>

⁴¹ Immigrant and Refugee Communities – Neighbours, Friends and Families. (n.d.). Violence Against Women. <http://www.immigrantandrefugeenff.ca/violence-against-women>



Individuals Who Identify as LGBTQ2+

In alignment with the United Nations Woman initiative, although Safe Cities London focused on the experiences of women and girls, it is important to recognize that individuals along the gender and sexuality spectrum are also more likely to experience violence, including sexual violence.

Results from the 2014 GSS on Victimization demonstrate that Canadians 18 years or older who identified as lesbian, gay, or bisexual were more likely to have reported experiencing a violent crime than their heterosexual counterparts.⁴² Further, even after controlling for other factors, the likelihood of experiencing a violent crime was twice as high among lesbian, gay, or bisexual Canadians.⁴³

Data also demonstrates that sexual minorities in Canada, individuals who identify other than heterosexual and cisgender, are two times more likely to be sexually assaulted than those who identify as heterosexual.⁴⁴ Rates of sexual violence are particularly high for bisexual individuals, with women identifying as bisexual being seven times more likely than their heterosexual counterparts to self-report experiencing sexual assault.⁴⁵

⁴² Simpson, L. Statistics Canada. (2018). Violent Victimization of Lesbians, Gays and Bisexuals in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54923-eng.htm>

⁴³ Simpson, L. Statistics Canada. (2018). Violent Victimization of Lesbians, Gays and Bisexuals in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54923-eng.htm>

⁴⁴ Conroy, S., & Cotter, A. Statistics Canada. (2017). Self-Reported Sexual Assault in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2017001/article/14842-eng.htm#a4>

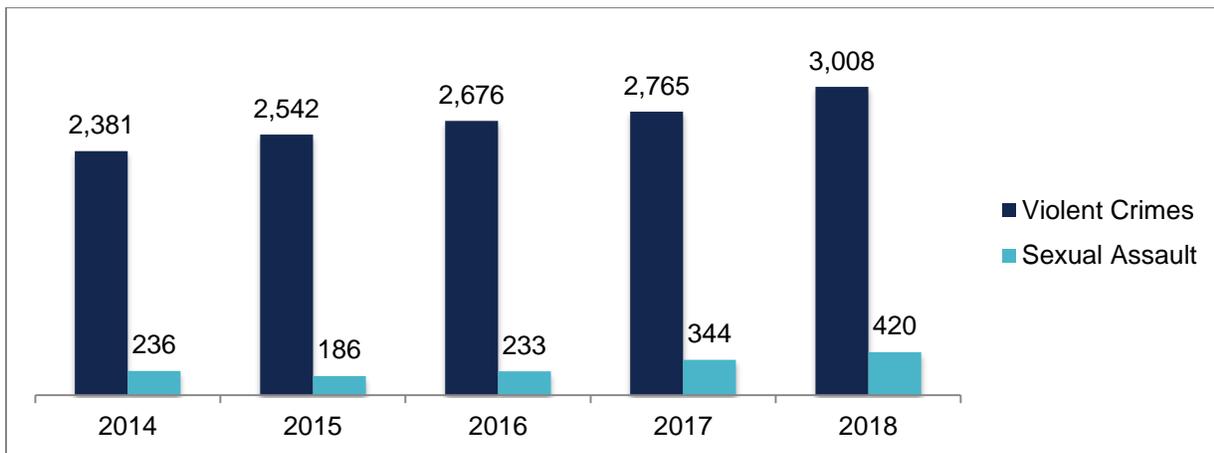
⁴⁵ Simpson, L. Statistics Canada. (2018). Violent Victimization of Lesbians, Gays and Bisexuals in Canada, 2014. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54923-eng.htm>



2.4 The Local Context

According to the most recent census profile conducted by Statistics Canada in 2016, the population of London was approximately 383,822 people, of which 52% (n=198,215) identified as female.⁴⁶ Further, 9,725 people in London identified as Indigenous in 2016, representing approximately 2.5% of the population, and 11,595 people identified as newcomers who arrived in Canada between 2011 and 2016, representing approximately 3% of London's population.^{47,48} Additionally, in 2006, data from Statistics Canada indicated approximately 21% (n=73,080) of London's population was living with an activity limitation or disability.⁴⁹

Figure 1: London Police Service Crime Statistics, 2014-2018⁵⁰



In 2018, according to London Police Service records, a total of 3,008 incidents of violent crime in London were recorded. Records also show that incidents of violent crime have been increasing in London since 2014. Data from Statistics Canada also demonstrates a trend of increased incidents of self-reported violent crimes, with a total of 4,678 violent crimes reported in London in 2018.⁵¹

⁴⁶ City of London. (2020). City of London Community Profile. <https://www.london.ca/About-London/community-statistics/city-profiles/Pages/City-Profile.aspx>

⁴⁷ City of London. (2020). City of London Community Profile. <https://www.london.ca/About-London/community-statistics/city-profiles/Pages/City-Profile.aspx>

⁴⁸ City of London. (2020). City of London Community Profile. <https://www.london.ca/About-London/community-statistics/city-profiles/Pages/City-Profile.aspx>

⁴⁹ City of London. (2015). Statistical Profile of Persons With Activity Limitations in London. <https://www.london.ca/About-London/community-statistics/population-characteristics/Pages/Disabilities.aspx>

⁵⁰ London Police Service. (2019). Crime Statistics. <https://www.londonpolice.ca/en/about/Crime-Statistics.aspx>

⁵¹ Statistics Canada. (2019). Table 35-10-0177-01. Incident-Based Crime Statistics, by Detailed Violations, Canada, Provinces, Territories and Census Metropolitan Areas. <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=3510017701&pickMembers%5B0%5D=1.23&pickMembers%5B1%5D=2.16>



With respect to sexual violence data, internal reports by the London Police Service reflect an overall increase in police-reported cases of sexual assault between 2014 (236 incidents, 10% of all violent crimes recorded) and 2018 (420 incidents, 14% of all violent crimes). Statistics Canada reported a similar incidence rate of 437 police-reported incidents of sexual assault in London in 2018.⁵²

Data from local services supporting women and girls who have experienced sexual violence provides additional insights related to the experiences of women and girls in London. For example, between April 1, 2018 and March 31, 2019, 434 women received sexual assault counselling from Anova, an organization in London that provides safe places, shelter, support, counselling, and resources for abused women and their children. Further, 75 women were on the waitlist with Anova for sexual assault services.

⁵² Statistics Canada. (2019). Table 35-10-0177-01. Incident-Based Crime Statistics, by Detailed Violations, Canada, Provinces, Territories and Census Metropolitan Areas. <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=3510017701&pickMembers%5B0%5D=1.23&pickMembers%5B1%5D=2.16>



Section 3.0

Scoping Study Methodology

3.1 Participant Recruitment

Social media, radio, email distribution lists from some partner agencies, and community events such as the Pride London Festival and Take Back the Night were used to invite community members to participate in the scoping study. Invitations to participate were also distributed through digital billboards, local magazines and newsletters, posters at post-secondary school campuses, and the websites of local counsellors and agencies whose work focused on addressing sexual violence.

3.2 Data Collection

Two data collection methods were used to gather information relating to women and girls' experiences of violence in London. These methods were chosen by the Safe Cities London Research Sub-Committee and were approved by the full Community Advisory Committee. A description of each data collection method is provided below.

Participative Mapping

A geography-based, interactive online mapping tool called *CrowdSpot* was used to provide women and girls with an opportunity to identify locations across London where they either felt safe or unsafe and to share information about their experiences at those locations, including factors that negatively impacted or promoted their sense of safety. Promotional recruitment tools provided participants with a description of the study and a link to the online interactive map.

Between July 1, 2018 and December 31, 2018, 1,825 pins were created on the online map of London at locations where self-identifying females felt safe or unsafe. After creating a pin, participants were asked to answer questions about that particular location. Participants were asked to provide a description of what happened at the pinned location, how it made them feel, when the incident had occurred, and demographic information related to their age and gender identity.

To help alleviate barriers to participation for individuals who may not have had easy access to the Internet, paper copies of the mapping tool questions were made available at community organizations and events. Further, additional contact information for the scoping study Project Coordinator was provided for participants seeking additional assistance with entering their responses, such as providing responses verbally for the Project Coordinator to enter into the mapping tool.



Focus Groups

Four focus groups were facilitated with individuals from specific target populations, which were chosen by the Community Advisory Committee based on research conducted about groups that are known to experience high rates of sexual violence. These groups include women with disabilities, Indigenous women, newcomer women, and members of the LGBTQ2+ community. Focus group participants self-identified as being a member of one of the specific population groups. All focus groups were facilitated by an Anova staff member.

In total, 36 individuals participated in the focus groups. Seven participants attended the focus group for women with disabilities, 10 attended the focus group for Indigenous women, 14 attended the focus group for newcomer women, and five attended the focus group for members of the LGBTQ2+ community.

During each focus group, a semi-structured method to asking questions was implemented to encourage participants to freely share their experiences and provide facilitators with an opportunity to ask additional questions as they emerged from dialogue with the participants. Through the focus group process, participants were asked to discuss where in London they felt safe and unsafe, specific experiences at the identified locations, factors that contributed to the location feeling safe or unsafe, whether specific factors related to their identity (e.g., identifying as Indigenous, living with a disability, being a newcomer, or being a member of the LGBTQ2+ community) impacted their experiences related to safety or violence, and what they would do if they had no fear of sexual violence or harassment. Facilitators recorded notes from the discussion for each focus group.

3.3 Data Analysis

Quantitative responses from the participative mapping tool were collated and analyzed by question to prepare descriptive statistics.

Qualitative data from both the participative mapping tool and focus groups were analyzed to identify themes about the nature and types of violence occurring in public spaces in London, factors that promote or negatively impact feelings of safety, perpetrators of violence, and the types of locations where violence occurred.

For quantitative data in this report, the variable “n” is used to indicate the number of respondents who selected a particular response. For the qualitative data, “n” is used throughout the report to indicate the number of unique responses that were used to inform a particular theme.

Participating in a focus group or the participative mapping process was optional. Therefore, the results of the analysis reflect the information individuals chose to share and were comfortable disclosing.



3.4 Data Limitations

Data limitations are common with any research project and defining data limitations provides context for understanding the results. While the data limitations outlined below should be considered when interpreting the results of this scoping study, they should not be considered to negate the findings in this report.

- **Self-Reported Data** – The results presented in this report are based on self-reported data from focus group participants and respondents who used the participative online mapping tool. Depending on their level of comfort discussing their experiences, some respondents may have provided a response they believed to be more socially acceptable and may not have felt comfortable sharing a detailed description of their experience. To mitigate this limitation, respondents were not asked to share their name and were informed their responses would remain anonymous.
- **User Anonymity** – To promote anonymity and encourage candid responses, respondents using the participative mapping tool were not asked to provide identifying data, such as their name or contact information. However, without identifying information, it is not possible to determine whether each pinned response represents a unique individual or whether a respondent is double counted in the results. To help address this limitation, a process was implemented by the website developer of the online mapping tool to ensure an IP address, a unique identifier associated with a single device on a network, could only be used to create one pin per day at a particular location.
- **Study Sample** – Individuals identifying as female were invited to participate in the focus groups and respondents using the participative mapping tool were asked to self-identify their gender. In total, 13% (n=277) of respondents did not report their gender. As the focus of the scoping study was to understand the experiences of women and girls, only responses from individuals identifying as female, including trans women, were included in the analysis. Responses from those who did not identify their gender were removed from the data set. Further, while the results provide insights into the experiences of respondents who identified as female, the results represent a sample of the population and may not fully represent the experiences of all individuals in the community who identify as female.



Section 4.0

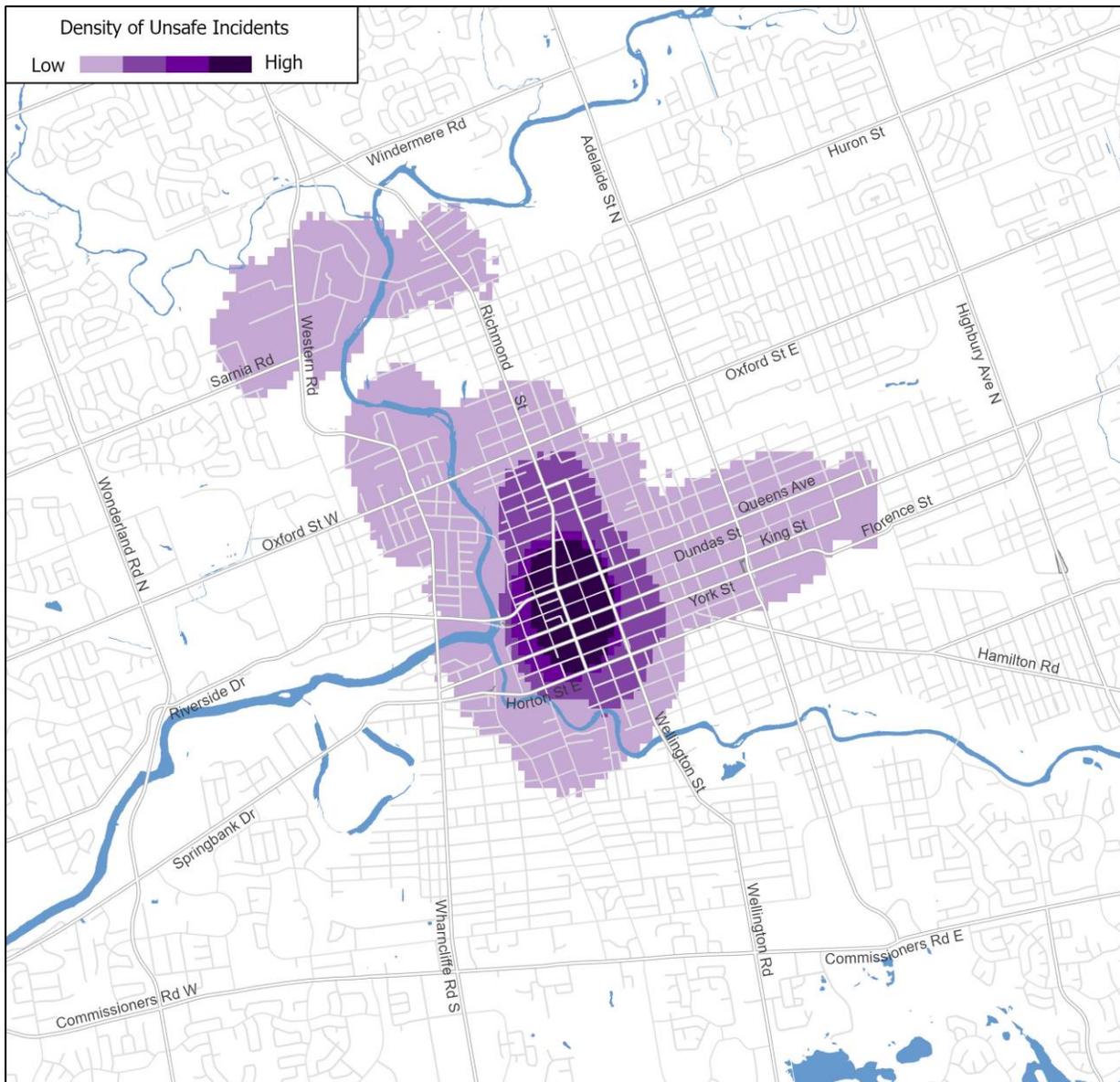
Results

This section provides the results from the participative mapping tool and focus groups.

4.1 Number of Pins

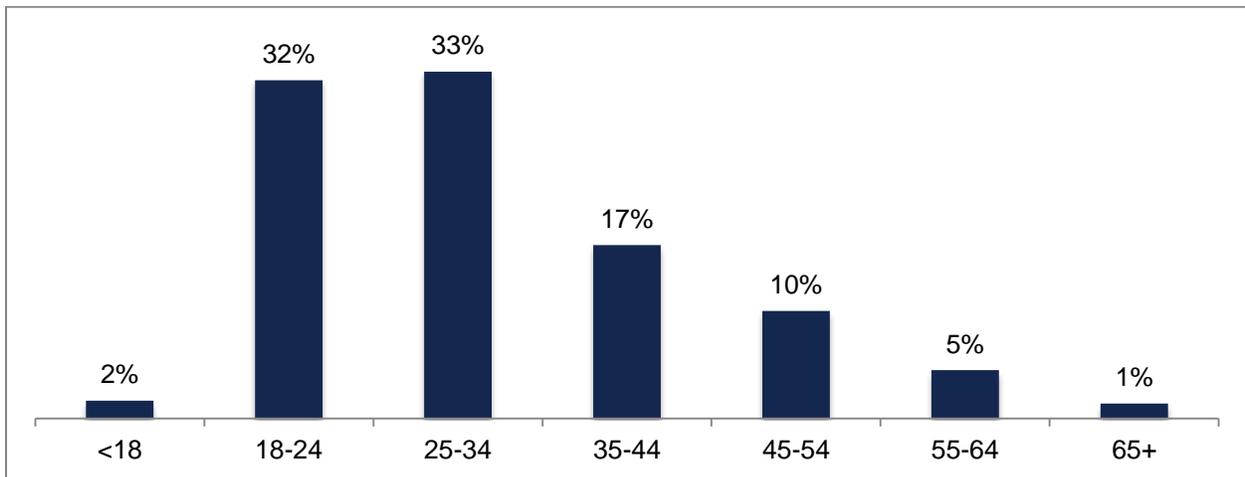
Between July 1, 2018 and December 31, 2018, a total of 1,825 pins were created by participants using the online mapping tool to identify either safe or unsafe locations in London. The map below illustrates the locations and density of unsafe incidents.

Figure 2: Map of Unsafe Pin Locations and Density



4.2 Age of Respondents

Figure 3: Age of Respondents (n=1,800)



Respondents between 18-24 years old and 25-34 years old comprised the largest age groups of participants in the scoping study, representing approximately two-thirds (65%, n=1,177) of respondents. Further, 17% (n=298) of respondents were between the ages of 35 and 44, 10% (n=185) were between 45 and 54 years old, and 5% (n=83) were 55-64 years old. Additionally, 2% (n=31) of respondents were under 18 years of age and 1% (n=26) were 65 years of age or older.

4.3 Extent of Violence and Harassment

Table 1: Number of Locations Identified as Safe and Unsafe (n=1,825)

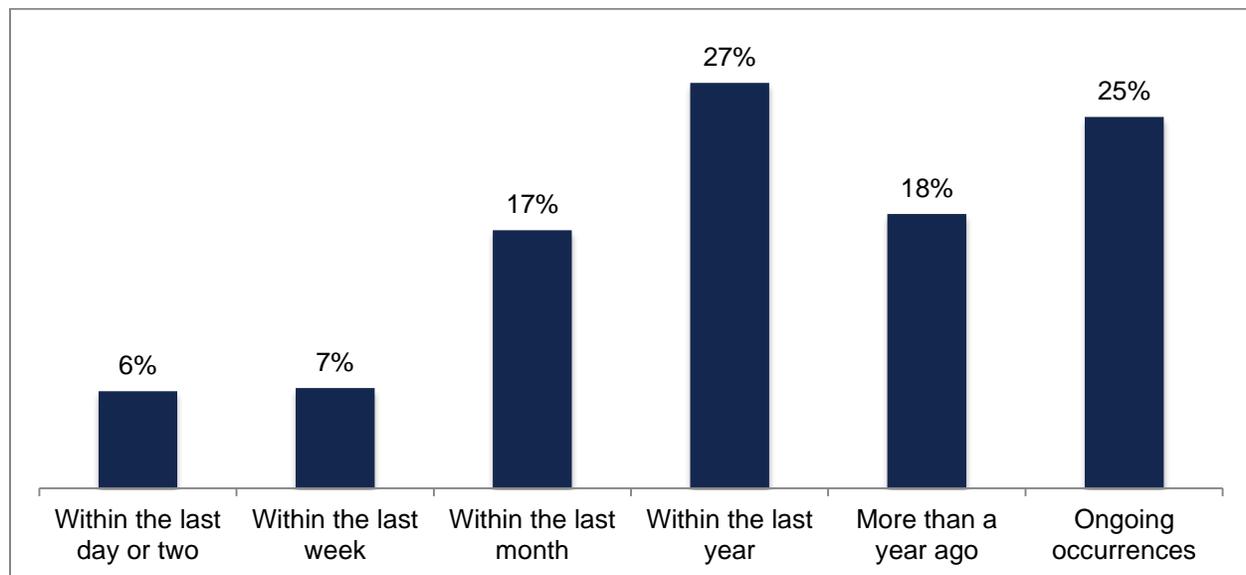
| Type of Location | Number of Respondents |
|------------------|-----------------------|
| Unsafe | 1,567 (86%) |
| Safe | 258 (14%) |

Overall, respondents using the participative mapping tool were more likely to identify a pinned location as unsafe rather than safe, with 86% (n=1,567) of pinned locations being identified by respondents as unsafe and 14% (n=258) being identified as safe.



4.4 Length of Time Since an Unsafe Occurrence

Figure 4: Length of Time Since an Unsafe Occurrence (n=1,484)



According to the results from the online mapping tool, when respondents were asked to identify when an incident they were reporting as unsafe had occurred, 27% (n=396) of respondents reported the unsafe experience occurred within the last year, 17% (n=255) within the last month, 7% (n=99) within the last week, and 6% (n=96) within the last day or two. Further, 25% of respondents (n=367) experienced situations that made them feel unsafe on an ongoing basis. A total of 18% (n=271) of respondents were reporting an unsafe incident that had occurred more than a year ago.

4.5 Who Is Perpetrating Violence in Public Spaces

Outlined below are findings from respondents who shared their experiences of violence or described incidents of violence they witnessed in public spaces. The following themes relate to the most commonly reported gender of the perpetrator as identified by respondents and the type of relationship between the perpetrator and respondent.

Reported Gender of Perpetrators

In total, for 621 of the reported incidents, respondents described the perceived gender of the perpetrator of violence. For 97% (n=601) of these incidents, the perpetrator was identified as male. Females were identified as the perpetrator of violence for 2% (n=13) of the reported incidents, and for 1% (n=7) of the reported incidents, both a male and female perpetrator were involved.



Relationship to the Respondent

No Relationship to the Respondent (n=519) – Respondents commonly reported incidents of violence where the perpetrator was a stranger. For example, respondents described the perpetrator as a “random” person, “strange” person, or by referring to the perpetrator in a way that implied respondents were not familiar with or did not previously know the perpetrator.

“I was followed home by a strange man who continuously asked me questions about me and my life while walking shoulder-to-shoulder with me.”

“Men shouted harassing things at me from a commercial truck, honked at me, and followed me. They became angry when I tried to ignore them by walking away.”

Owner of a Business, Staff, or Other Personnel (n=13) – Some respondents indicated they had experienced violence from an owner of a local business, an employee at a business or institution, or someone working in a professional capacity. Further, one respondent also reported they had witnessed inappropriate actions from another customer, but that staff were “complicit” and did not address the behaviour.

“Employee repeatedly attempted to touch me, would follow me, ask me invasive questions, etc. despite myself and others repeatedly telling him to leave me alone.”

“I have watched male bouncers enter the women’s washroom with no warning.”

Neighbour (n=8) – Respondents also identified some perpetrators of violence as being their neighbours. Respondents described incidents involving individuals, couples, or families who lived in the same building, across the street, or in their general neighbourhood. Some of the reported incidents with neighbours involved threats, following or stalking, verbal harassment, dangerous driving, trespassing, robbery, and property damage. Additionally, one respondent suspected there was domestic violence occurring in their neighbour’s home and called the police to report it.

“I was grabbed by a neighbour who started kissing me against my will. The same neighbour would make sexually suggestive comments whenever he ran into me in the building and around the area.”

“I have a homophobic neighbour. He spent some time following me and he cornered me in the grocery store to loudly say homophobic things and tell everyone in the store that I am gay. He would put his tongue between his hands (in a ‘V’) and make lewd gestures at me.”



Classmate, Friend, or Acquaintance (n=8) – Some respondents shared experiences of violence involving a perpetrator who had been a classmate, friend, or acquaintance. For example, one respondent reported experiencing sexual assault by a classmate with whom they had to spend the remainder of the school year after the incident, while other respondents described incidents where the perpetrators were a group of students who went to their school, a “close friend,” or another person their friend knew.

“I was sexually assaulted by a fellow student. I was too scared to tell anyone what happened. Every time I saw him in our mutual class, I would feel anxious and disgusted.”

“My roommate’s ex followed us and tried to break into our apartment building where he knows tenants tend to leave security doors propped open. Luckily that night they were closed.”

Employer (n=4) – A few respondents also reported experiencing or witnessing verbal and sexual harassment by an employer or someone in a position of authority at their workplace. Respondents noted being subjected to sexist, sexualized, and/or racist comments made by their employer. For example, one respondent said her employer made comments about the size of her breasts and sexual jokes about her “getting lucky.” Another respondent explained their employer made openly racist comments and would “rant” at work, making other employees feel uncomfortable.

“Sexist comments by a person in a leadership position.”

“Unwanted kissing and hugging by men at work, sexual jokes (‘did I get lucky last night?’) from my boss, boss making gestures and remarks about the size of my breasts.”

4.6 Nature and Type of Violence Experienced in Public Spaces

The following section summarizes the results from respondents’ descriptions of unsafe locations where violence was either personally experienced or observed.

Sexual Violence

The most common themes from respondents about incidents of sexual violence included non-physical sexual harassment, physical sexual harassment or aggression, and being followed, restrained, or restricted in a sexual manner.

Non-Physical Sexual Harassment (n=387) – One of the most common types of sexual violence reported by respondents was non-physical sexual harassment, particularly in the form of sexual comments. For example, respondents shared stories about being catcalled, receiving unwanted sexual comments about their physical appearance, and being the target of “obscene” or “vulgar” language, including sexually derogatory comments. Experiences of verbal sexual harassment also involved receiving demeaning comments based on the respondents’ gender expression or the clothes they



were wearing. Further, respondents explained they had experienced or witnessed other women being “leered at,” “ogled,” or “stared at.” For example, one respondent described an incident where, “At this bus stop, a man whistled and leered the entire twelve minutes I was stuck standing there with only him.”

Witnessing or being the target of indecent exposure was another type of non-physical sexual harassment commonly experienced by respondents. Forms of indecent exposure experienced by respondents included public nudity, public masturbation, and public sexual acts. Additionally, many respondents described incidents where men they did not know offered to drive them home, invited them to their home, and/or solicited them for sex. In some of these incidents, respondents described the perpetrator as being persistent, despite having been told “no.” Non-physical sexual harassment also occurred in the form of sexually suggestive gestures or threats of sexual violence.

“I’m constantly propositioned for sex, catcalled, and threatened for not responding.”

“These guys told me I was a whore for wearing pants and a bad mother for working at my job instead of being with my kids.”

“I was verbally harassed by two men who yelled sexually explicit threats as I was jogging midday.”

*“I was walking on the bridge and a male yelled out to me. When I looked over, he had his pants down and told me to ‘s*** it’.”*

“I was approached by a man in broad daylight. He spoke to me and immediately started asking if I wanted to go for a drive with him. After saying no, he continued to try pressuring me into going to his vehicle.”

“A man approached me and made sexual comments asking me ‘how much’ I was. When I brushed him off and continued walking, he followed behind me, smacking his lips and hollering at me.”

Followed, Restrained, or Restricted (n=145) – Respondents reported being followed, restrained, or having their movements restricted at the same time as receiving non-physical sexual harassment, such as catcalling, leering, solicitation of sex or being told to “get in” to a vehicle, sexual threats, or public masturbation. Some respondents explained they had been followed home by another person or by an unknown vehicle, “chased,” or “stalked,” and many respondents described incidents where someone had followed them while making degrading comments, “lewd” remarks, calling them names such as “sweetheart” or “beautiful,” or trying to grab them.

Additionally, incidents where respondents had their movements restricted included having someone intentionally block their path trying to force the respondent to engage or talk, or being “cornered” while also being threatened or “hit on.” Further, respondents described several incidents where another person came very close to them and invaded their personal space.



“I was exiting the store and two males going into it blocked my way and made disturbing comments like, ‘Hey beautiful, you should come for a ride in my truck’ and, ‘Wow, look at this one.’ Luckily a male also exiting the store made them get away from me.”

*“One time a carload of men actually turned around, pulled up beside where I was walking, and slowly followed me home. The whole time they were saying things like, ‘There’s three of us in here. How would you like that? Think you could handle three c**** at one time?’ It was terrifying.”*

“I was followed and yelled at by a man threatening to rape me.”

“Men following me and attempting to pay for sex.”

“One night when I didn’t respond to two men on bikes who shouted something very lewd at me while I was stopped at a crosswalk, they became angry with me. They then split up, one in front of me and one behind, and followed me all the way down through the underpass where I ducked into a retail store so I’d be safe. When I thought they were gone, I continued on my way home, but they came back out from behind a building and continued following me until I got to a convenience store and notified the cashier there. They disappeared after that.”

“While waiting for the light to change, a man crossed towards me and stood uncomfortably close in front of me for a moment and looked me up and down and thankfully moved on.”

Physical Sexual Harassment or Aggression (n=131) – Respondents described incidents of sexual harassment or aggression that involved non-consensual physical contact from another person. These incidents included being grabbed, slapped, raped, forcibly kissed, hugged, forced to touch another person in a sexual way, or generally being touched without consent. Specifically, respondents commonly reported experiencing another person grabbing or touching their breasts or buttocks. In some instances of sexual assault, respondents noted being forced or pulled into a secluded area or being drugged and unable to provide consent.

Being verbally harassed while also witnessing or experiencing physical sexual harassment or aggression was also discussed by respondents, such as receiving unwanted comments about their appearance or body and then subsequently being grabbed. Some respondents described an incident as “sexual abuse” or “sexual assault.” Further, some respondents reported experiencing an attempted sexual assault, but that they were able to get away from the perpetrator or someone intervened.

“I was walking home from the bar and a group of guys walked by. One of them slapped my butt very hard.”



“I was waiting for a bus when a strange man came up from behind me and wrapped both his arms around me, grabbing my breasts. He let go and laughed to his friends as he walked away.”

“A man tried to grab my hand and hold it as I was waiting on the corner. When I pulled away, he yelled at me and then proceeded to grab my butt.”

“Person came up behind me and grabbed my breasts and made remarks at me while I was walking along the path.”

“I was drugged, taken to another location, and sexually assaulted.”

*“I was on a lunch break from work. I was followed by a man who grabbed my arm and tried to get me to come with him. When I broke away and refused, he called me a ‘b****’.”*

Violence That Is Non-Sexual

The most common types of incidents involving violence that is non-sexual reported by respondents included being approached, restricted, and/or followed, non-physical harassment, physical harassment or aggression, and criminal violence.

Being Approached, Restricted, or Followed (n=202) – Many respondents described instances where they had been approached by another person in a way that made them feel unsafe, but did not specifically describe the occurrence as including harassment of a sexual nature. For example, respondents explained they had been approached for money, drugs, or cigarettes or received unwanted attention from a stranger while walking, eating or working in a public space, or sitting in their car. In some cases, respondents suggested they did not immediately feel intimidated or threatened when approached, but that when they ignored or dismissed the individual, the person became angry, verbally harassed them, or followed them. Further, some respondents reported the individual approaching them appeared to be under the influence.

Respondents not only directly experienced instances of being followed, but some also witnessed other people being followed or chased. For example, one respondent recalled seeing “an older woman being chased down the street by a group of middle aged men who were laughing.” Respondents also described incidents involving verbal harassment while being followed or people getting “too close” and appearing to be physically threatening. Additionally, other comments about being followed or restricted included being blocked from exiting the bus, being followed after taking money out from a bank, and being unable to access a building due to individuals blocking the entryway.

“I was walking and a car pulled over, asking for directions at night. I ignored them and walked away, and they slowly followed me down the street until I made it into my house and they drove away. I never went outside after dark alone after that.”

“A man rushed my car and was reaching in the window, mumbling incoherently. Many other men were watching and laughing from the sidewalk.”



“Twice I was approached by grown men trying to participate in some form of protest. One in particular followed me down the street yelling into a megaphone because I had fur on my winter jacket. I was terrified, but luckily had a few male coworkers with me.”

“A man approached me while I was waiting for a bus, asked me for change, and when I had none, he started yelling obscenities and threats at me. I started walking away and he followed me until I ducked into a store.”

*“I was coming out of the grocery store and a man and his wife started yelling at me. They had been in front of me in line. They called me a ‘b****’ and were acting aggressive. They followed me in their car. I drove to a side street so they wouldn’t follow me home and then they drove away.”*

“After getting cash from the bank, I was followed by a man. I hid out in a store. He still followed me. He only left when I took out my phone to take his picture. He finally left the store.”

Non-Physical Harassment (n=188) – Experiences of non-physical harassment that were not sexual in nature were also commonly reported, such as witnessing disruptive behaviour or verbal altercations between other people, as well as being the direct recipient of verbal harassment or bullying. Respondents also described incidents involving verbal threats. For example, one respondent commented, “I smiled at a young man and he freaked out, threatening me, saying he was going to harm me for smiling at him.” Further, some respondents provided general comments about experiencing verbal harassment, such as being yelled at, “hollered” at, insulted, and/or cursed at.

Experiences of non-physical harassment also included receiving or hearing offensive or racialized comments and slurs. For example, one respondent who identified as Chinese described an incident where they were harassed by another person who continued to yell “Konichiwa” and “Ni hao ma” at them. Additionally, a few respondents reported feeling unsafe at a location where “anti-abortion” or “pro-life activists” were seen with “graphic” and “disturbing” images on their signs.

“I was walking down the street with my boyfriend to the bus stop and a random man started shouting at us.”

“A man loitering as I was walking my dog asked if I had a problem with him, completely unprompted, and then threatened to hit me.”

“A young woman outside the Tim Hortons threatened me when I smiled and said she killed people for a living.”

“[I was] harassed about my skin colour (ethnicity) by a male and a female.”



Physical Harassment or Aggression (n=113) – Witnessing physical assault, such as seeing someone “tackling,” hitting, pushing, or shoving another person, was reported by respondents. Several respondents also described incidents of other people being “jumped,” with some respondents identifying concern that this type of physical violence could happen to them. Witnessing physical fights between two or more individuals was also commonly discussed, with one respondent noting that “fights break out pretty often.” Additionally, a few respondents reported witnessing or hearing what they believed to be domestic abuse occurring in their apartment building.

Respondents also identified instances where they were the direct recipient of physical harassment or aggression. Some respondents stated they had been “abused” or “physically assaulted” without providing additional details. Other respondents shared incidents where they had been spat on, egged, attacked by a dog, touched in a non-sexual manner without consent, or had objects thrown at them, such as water bottles, beer cans, or cigarettes. Additionally, incidents of dangerous or aggressive driving where pedestrians were almost hit were witnessed by a few respondents.

“A man walking the opposite way to me along the sidewalk approached me without warning, deliberately pushed me hard enough that I fell over, then walked away.”

“I witnessed a man hit his female companion and continue to yell and scream at her for ‘being stupid.’”

“A man almost hit my car because he was going too fast. He chased me two kilometers in his car.”

“This place constantly feels unsafe. I have seen physical fights twice.”

Criminal Violence (n=50) – Several incidents of criminal violence were also described by respondents, primarily in the form of theft or breaking and entering. Specifically, respondents indicated their own cars and homes had been broken into or that their neighbours had experienced theft and break-ins. For example, one respondent said, “I live in the area and my cars are broken into continually and even my house!” A few respondents reported being home when someone had attempted to or had successfully broken in. Other incidents of criminal violence included robberies at local convenience stores or stolen phones and bicycles. Vandalism and “gun violence” were also reported by a few respondents.

“I’ve had two locked vehicles stolen from my parking lot.”

“I lived here for one year and had my house broken into twice, once while I was home.”

“There were numerous instances of damaged building property from people trying to break in.”



4.7 Risk Factors and Protective Factors

This section of the report summarizes respondents' descriptions of safe and unsafe locations in terms of factors that influence perceptions of personal safety and/or risk of experiencing violence. Some of the factors outlined below were described by respondents as being either a protective factor or a risk factor, while some were identified as both a protective and risk factor.

Structural Factors

Themes from respondents about risk factors and protective factors that are structural in nature included public illumination, the built environment, police presence and response, security conditions and measures, having strong communities, and traffic and driving.

Public Illumination (n=111) – Respondents identified that having good lighting in an area helped them feel safe. Specifically, respondents appreciated having “well-lit” streets, paths, parks, bus stops, and parking lots, as well as good lighting around the outside of buildings. As such, adequate illumination in public spaces was considered a protective factor that promoted safety in these contexts.

Conversely, respondents reported feeling unsafe in dark areas without sufficient lighting and identified poor lighting in public spaces as a risk factor for violence. Specifically, respondents explained that darkness made it more difficult to see if people were following or watching them. One respondent said that “dark, isolated places are always scary for women” and that women are “easy targets” in such spaces. Another respondent suggested that more lighting “would be very helpful to deter people from hanging out” in certain areas. Several respondents recommended that lighting in public areas should be increased and properly maintained to ensure safety and promote feelings of increased security. Locations respondents felt lacked adequate lighting included some parking lots, parks, areas of construction, underpasses, and bus stops. Further, some respondents identified specific paths, sidewalks, and neighbourhoods where more lighting could be installed.

“I always feel comfortable walking my dog at night in this neighbourhood. It is quiet and well lit.”

“The park is a large, dark space at night where it is impossible to see if there is someone hiding in the dark. It feels unsafe and I never enter the park at night.”

“This is a dark alleyway. Hundreds of students every day walk through this path and the light that is supposed to keep the very dark path a little brighter is broken and has been for years. Many of my friends and I have expressed feelings of anxiety walking through this dark path alone at night. We need to cross this path to get home and it feels horrible to be forced into a space that could easily be made safer by just fixing the light. I hope this can get done!”



Built Environment (n=85) – Many features of the built environment helped to promote feelings of safety for respondents. For example, locations characterized by green space, dog parks, large sidewalks, cleanliness, open fields, and areas with high visibility and open businesses were considered to be safe spaces by respondents. Additionally, respondents noted that having shelters at bus stops, mirrors installed in buildings to see around corners, and washrooms with accessibility features increased feelings of safety in those spaces.

By contrast, some respondents identified there was “nowhere to flee” or go when they felt threatened in isolated areas with few houses or open businesses. Further, one of the most commonly reported features of the built environment that made respondents feel unsafe was an object or built structure that obstructed their line of sight. For example, respondents reported reduced visibility within an area due to construction, structures such as tunnels or bridges, bushes, overgrowth, or tall grass. Other environmental factors that made respondents feel unsafe included graffiti, litter and debris, narrow or uneven sidewalks, and sidewalks situated far from the road. Additionally, several respondents discussed feeling unsafe in more isolated, “concealed,” or “secluded” areas.

“[There are] many store locations that are open late.”

“I am a runner. I live about three blocks from the entrance to a bike path, but never run here on my own, even in daylight. There are numerous places with very tall foliage, including long grass, and short gravel paths leading off the main path in the woods. I’d like to run here because it is so close, but choose roads and busier pathways because of the structure and isolation of this path.”

“I think the issue for me is the narrow sidewalks in such a busy area, especially at the bus stops. It’s impossible to walk around people and preserve personal space.”

“This particular spot has no houses. There just isn’t really anywhere to run except further down the street.”

Police Presence and Response (n=76) – Police presence in public spaces was discussed by respondents as contributing to feelings of safety. One respondent noted that their campus police office was open 24 hours a day and they felt it was a safe place to go for support. Some respondents also described times when police had intervened and helped them after or during an incident, were involved with gathering evidence, or were able to arrest the individual who had committed the violent act.

Whereas a strong police presence made people feel safe, several respondents explained that not having enough police officers visible in public spaces contributed to feeling at risk of experiencing violence or feeling unsafe. Respondents identified some areas where a greater police presence is needed, including parks, near schools and colleges, bars, and in the downtown area.



Several respondents felt that police response time was slow or that they were not supported after reporting an incident, which for some, discouraged them from reporting incidents of violence. There were also concerns from a few respondents who felt some incidents of verbal harassment were not taken seriously and felt there was a lack of consequences for those who verbally harass and intimidate women and girls.

“The police presence contributes to this feeling of safety as well.”

“I didn’t feel like this was something I could report to anyone who would actually be able to do anything about it.”

“Frequent police presence would help in case something physical actually happens.”

“Reporting needs to be more accessible when assaulted. I have had instances where no one comes after a report. There needs to be an immediate response. I would like to have a report back that things have been dealt with for reassurance.”

Security Conditions and Measures (n=65) – Respondents identified the presence of different security conditions and measures that made them feel safe in public spaces. For example, having security guards and staff in and around public buildings, bars, and private residences was identified as a protective factor. Security cameras and controlled entry into buildings were also identified as security measures that made women and girls feel safe and protected.

A few respondents reported occurrences of physical or sexual violence being captured by security cameras, which could be used as evidence of the incident. Further, one respondent who described being followed explained they were able to get away by entering a building with controlled entry. Additionally, respondents noted seeing emergency phones they could use to call for help if needed, and further explained these phones are especially helpful for people without cell phones.

Respondents also discussed being in areas with poor security conditions, which made them feel unsafe. There was concern that some places did not have enough security guards or staff presence, which one respondent said made them feel “helpless and vulnerable.” A few respondents also noted security staff were available, but felt they could be more responsive to reported incidents. Additionally, respondents expressed concerns about a lack of working security cameras in some public spaces, which limited their ability to provide evidence of a violent act. Respondents also recommended adequate security measures be put in place for entry into some buildings, such as ensuring door locks are properly maintained and any damaged doors are repaired. A few respondents also stated that having “emergency buttons” in taxis and transit vehicles would help to increase feelings of safety.

“There are several emergency buttons scattered around campus.”



“Parking lots are monitored by security. I always feel safe walking in this area. [There is] lots of security.”

“I really appreciate that there is a security guard stationed here. They are there when I ride through in the early morning and when I come back after work. This park does seem a lot safer with their presence and I do feel it is a justified expense.”

“Does not seem to be enough surveillance or police presence in this area with a lot of foot traffic and hanging out late at night.”

“They couldn’t get video surveillance footage, as the apartment building has cameras that don’t record anything.”

Strong Communities (n=50) – For some respondents, certain spaces felt safe because there was a sense of belonging or because it was a residential neighbourhood where they knew families lived. Common descriptions about factors that made a neighborhood feel safe included seeing people walking their dogs, the presence of children playing and riding bikes, the aesthetic of the neighbourhood, and a sense of neighbours watching out for each other. For example, one respondent explained that “it’s a beautiful neighbourhood, with mostly friendly people,” while another said that “the neighbours all help each other and keep their eye out for unwanted behavior.” Neighbourhoods considered to be safe were also described by respondents as being “calm,” “quiet,” and “peaceful.”

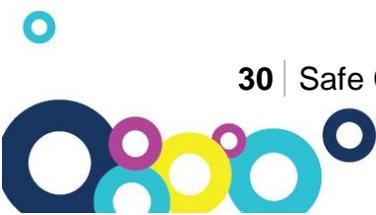
Respondents also described places where they had been supported and included, as well as spaces where diverse people could come together, as being safe locations. For example, one respondent described the location they pinned as a “safe space for people of different races, sexual identities, disabled folks, and all genders.” Additionally, one respondent mentioned a location with a wall of graffiti and explained that “it feels good to be around art and it’s not hard to feel connected to the city here. [It] feels like home.”

“[It is a] family-friendly community that looks after each other. I walk here in the evenings with my dog and have never felt unsafe.”

“I live in the neighbourhood and it is very welcoming and friendly.”

“[This is] a place where I can go to receive support and feel like I belong. A lot of my peers are there and it is a safe space to hang out.”

“[There are] lots of stores and neighbours are involved in the community. People are interested in each other and there is a sense of community. People seem to look out for each other.”



Traffic and Driving (n=17) – Some respondents indicated feeling safe in areas with less vehicle traffic and where drivers are “generally cautious.” By contrast, as pedestrians and bicycle riders, some respondents described feeling unsafe in areas with high vehicle traffic and where there are more “aggressive” or “reckless” drivers. For example, respondents reported witnessing speeding, drivers not obeying traffic signs and lights, vehicles pulling out in front of pedestrians, and illegal parking or stopping. Further, some respondents felt some drivers were not considerate of pedestrians, which they identified as a factor that contributes to the area feeling less safe for people in the community who walk or ride bicycles.

“The traffic is not too busy.”

“Cars speed north toward oncoming traffic travelling south so they can turn left and avoid waiting for the light. This is an awful spot to wait for the bus. The road rage at this corner is a daily occurrence. And as a pedestrian, there’s no protection from this. The median needs to be extended so cars cannot make this turn.”

“Vehicles do not remain stopped at the red light when pedestrians get the signal to cross. Vehicles proceed to turn right and cut me off as I start to cross the road.”

“No one obeys the stop signs in this entire area.”

Social and Cultural Factors

Common themes from respondents about risk factors and protective factors that are social or cultural in nature were also identified, including alcohol and drugs, culture related to street involvement, the presence of people, bystander intervention and receiving help from others, knowledge of previous incidents in an area, disruptive behaviour, social norms and discrimination, and education and training.

Alcohol and Drugs (n=225) – Respondents commonly identified the presence or use of substances when describing an unsafe location. For example, observing public substance use, driving under the influence, and being approached by a person who appeared to be under the influence were reported by respondents. Further, respondents discussed seeing needles and other drug paraphernalia in public areas and parks, which decreased their feelings of safety in these spaces. Respondents also reported witnessing the buying and selling of substances in public spaces, with some indicating they had been approached and offered substances by another person.

Additionally, alcohol and drugs were identified as a risk factor for violence in relation to “party culture,” including using drugs to harm others. For example, respondents shared their personal experiences of being “drugged” or “roofied” and subsequently sexually assaulted, overhearing others discussing plans to “drug women” at a party, and witnessing groups of people who had been consuming alcohol at a party harass pedestrians walking by.



“This corner and the streets close to it make me feel unsafe. Drug deals happen in broad daylight, catcalls, and there is drug paraphernalia laying around.”

“I have been followed and approached by men asking me if I want ‘some drugs.’”

“There have been multiple times I have been yelled at or followed by grown men who seem to be high on something.”

“Whenever I see someone high on drugs, it makes me very scared, especially when they are behaving erratically.”

“I overheard male students talking about drugging women at parties the coming weekend.”

“I was roofied, drugged at a bar close to this location. I was totally incapacitated.”

Culture of Street Involvement (n=106) – Respondents identified activities they associated with a culture of street involvement that influenced their perceptions or experiences of safety. For example, in locations marked as unsafe, respondents referred to occurrences of “loitering” or people “hanging out” on the street, often in large groups. Further, some respondents were concerned about the presence of “gangs” or “gang activity” and feeling “vulnerable to crime.”

“Lots of men loitering, yelling obscene things, staring, taking up space on the sidewalk, leaving you no space to walk, brushing up against you.”

“Men loitering on the corner making suggestive comments and noises at me. When I turned and crossed to take an alternate route, they started following me. I then ran back to a friend’s house. They walked by looking for me and yelling.”

“I still encounter people, mostly men, on the bike path on my way to work in the early morning who are sleeping along the trail who rant as I ride by.”

“Lots of people loitering, staring. Sometimes catcalling.”

Presence of People (n=99) – The presence of people in public spaces was discussed by respondents as contributing to feelings of safety and as a protective factor for preventing harassment or violence. Several respondents described feeling safe in busier areas where there were typically other people around. For example, one respondent identified feeling safe in an area where there were always “eyes on the street” and “pedestrians out and about.” Respondents felt safer with others around, as they felt other people could offer help if needed and could intervene if they experienced harassment or assault. Further, several respondents recalled experiences where they felt unsafe due to being followed and harassed, but were relieved when another person walked by, interrupting the incident or deterring the perpetrator. Some respondents also felt the presence of other people acted as a preventative measure by discouraging acts of violence or harassment from a potential perpetrator.



While the presence of people was identified as promoting feelings of safety and protection, being in a more isolated area or having few people around was identified as a risk factor for violence or feeling unsafe. For example, respondents reported feeling “vulnerable,” “scared,” “uneasy,” and that they were at a greater risk of experiencing violence in less populated areas. Further, several respondents who reported experiencing harassment or assault explained these incidents had occurred because they were alone and that no one had witnessed the violence or could intervene. Additionally, some respondents who discussed being approached by a stranger felt they would not have been approached had there been more people around.

“The people in this building are always available to help, whether or not you know them. It is really reassuring to know there is someone there if you ever need them.”

“Even when I’m approached or followed, there are so many caring people during the day that if I ever felt threatened, it would be extremely easy to get the help I need.”

“I’m often walking alone, which makes me feel more vulnerable. I think men are more likely to shout at women who are alone.”

“I was sexually assaulted in a car on a weekday evening for a very long time. No one walked by. No one heard me.”

“Going under this bridge is really scary. At night, with not many cars going by, it’s easy to feel like no one can see you. I have had men approach me under this bridge that I don’t think would have done so in a more open area. I avoid going under whenever possible.”

Bystander Intervention and Receiving Help From Others (n=60) – Respondents discussed the role of bystanders or other people in preventing violence and intervening when violence had occurred, which impacted their feelings of safety in public spaces.

Several respondents shared experiences where others had intervened or offered support during an instance of violence, indicating bystander intervention can act as a protective factor against violence. For example, one respondent described being followed by a man in a car and was relieved when others noticed and offered to wait with her at the bus stop, noting, “I was so happy that they were there to wait for the bus with me, because that was really scary.” Further, some respondents also recalled instances where they had intervened after noticing a woman being harassed or followed.

Respondents also discussed being able to get help from a staff person in a local business. For example, respondents described instances where they felt unsafe walking outside and entered a local business to ask for help, as well as seeing posters in washrooms informing women how to let staff know if they felt unsafe and needed help.



Additionally, some respondents identified organizations and programs that support women and girls, such as walk-safe programs, and offer helpful services or resources for those who have experienced violence.

By contrast, a lack of bystander intervention was identified as a risk factor for violence, with many respondents describing incidents where they had not been supported and where others had not intervened or helped. For example, one respondent reported being noticeably followed and sexually harassed, but that “not a single other person came to my aid.” Further, some respondents noted incidents where they had asked for help, but felt they were dismissed or that adequate support was not provided.

“When a bouncer saw a couple of drunk men follow a friend and I down the street, he told us to come inside and wait until the men stopped bothering us and walked away. He kept an eye out for us and informed us when they had walked past.”

“There are signs in the women’s bathroom with instructions that if you are on a ‘bad date,’ how to let the bartender or servers know and they will help to get you out of that situation.”

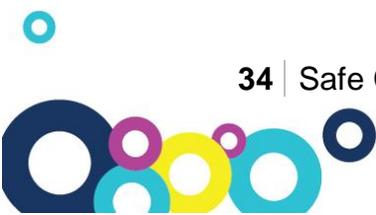
“We were being stalked by a guy and ran into this shop. The guy followed us in, but the woman inside kicked him out and scolded him for harassing women. It was late at night and nothing else was open. We really felt scared until she came to our rescue.”

“It happened in broad daylight surrounded by so many people and no one did anything.”

“A stabbing occurred in the parking lot of the apartment building. Many bystanders witnessed what happened and did not help.”

Knowledge of Previous Incidents in an Area (n=41) – Another risk factor for feeling unsafe in a specific location discussed by respondents was having knowledge of or hearing about a previous incident of violence that had occurred there. For example, respondents most commonly reported hearing about incidents of assault in certain areas, including sexual assault, theft, and gun or knife violence. Also, some respondents knew friends or family members who had been assaulted in the identified location. For some respondents, they felt particularly uncomfortable being approached when walking in areas where they knew incidents of violence had occurred or where there were many calls for police support. Additionally, a couple of respondents noted they felt unsafe because they had seen or heard about an individual who had been convicted of assault and released from custody.

“I had been walking back home at night from a bar. Nothing in particular had happened to me, but I was on edge the entire time. A friend of mine had recently been assaulted on the bridge when he was walking home at night. I didn’t have the money to cab and taking the bridge was the quickest way home.”



“Hearing of incidents happening in this area has made me feel unsafe to wait for the bus by myself in this area.”

“I feel unsafe walking on the path, since I heard about an attack on a young woman riding her bike through there.”

“My neighbour was sexually assaulted while running on the paved path in the ravine.”

Disruptive Behaviour (n=27) – Some respondents who reported violent incidents or occurrences where they felt unsafe identified the incidents were related to disruptive behaviour, such as “public outbursts,” people “acting erratically,” and people “freaking out.”

“The street preachers with megaphones yelling at women of all ages, myself included, while walking to Starbucks with my 6 year old. They called us sluts, me for wearing makeup and having short sleeves.”

“A man unlocking his bicycle from the rack was threatening to ‘slaughter every last one of [us].’ He was yelling at the top of his voice, shouting obscenities, and threatening violence to anyone in the area. It was the first time I ever felt genuinely unsafe in this city.”

“I was walking home from my friend’s place at about 10:30 p.m. A man who was talking to himself followed me and started talking to me too. He walked beside me for about 2 or 3 blocks and said strange ‘paranoid sounding things’ until he wandered across the street yelling to himself.”

Social Norms and Discrimination (n=27) – Respondents expressed concerns about social norms and forms of discrimination that increase the risk of women and girls experiencing violence or feeling unsafe. In particular, respondents noted incidents and risk factors relating to racism, sexism, and discrimination, particularly against Indigenous women and girls, newcomer women and girls, women and girls with disabilities, and members of the LGBTQ2+ community. A couple of respondents noted the negative impacts on women and girls that occur as a result of sexist comments, with some specifically identifying feeling uncomfortable by the presence of “street preachers” and the comments they make. Incidents of racism experienced by respondents included having racial slurs yelled at them and being the target of harassment and intimidation because of their skin colour. One respondent also explained that as a newcomer woman, she had been the target of harassment due to language barriers. A few respondents identifying as Indigenous also discussed their concerns about the extent of racism experienced by Indigenous women and girls in the community.

Discrimination and safety issues for members of the LGBTQ2+ community were also discussed by respondents, including harassment when walking in public with their same sex partner or feeling some spaces were not LGBTQ2+ inclusive. One respondent reported they try to present as “less visibly queer” to reduce the likelihood of harassment. Women and girls who self-identified as living with a disability also



discussed the discrimination they had experienced, including being targeted for harassment and receiving demeaning comments. To help promote feelings of safety, respondents identified a need to create more accessible and inclusive spaces.

“The experience of lesbian couples and their harassment by males are so often ignored or dismissed as creepy, but not dangerous. In fact, we are very frequently attacked by them.”

“I was demeaned for my disability and men felt they could get away with it.”

“I am an obviously disabled, ‘visible minority’ woman. The constant racial slurs and attacks made for a really bad situation.”

“The ‘street preachers,’ I’ve never had a direct interaction with them, but when I see them, I purposefully avoid them.”

“Older men are targeting younger girls because they think they are ‘delinquent’ Indigenous women. Indigenous women are now starting to find their voice. Men still think they won’t fight back. Men still don’t listen to them.”

Education and Training (n=11) – To help promote safety and prevent violence, respondents discussed a need for more education and training on how to identify, respond to, and support people who have experienced sexual or physical violence and aggression. Respondents recommended increasing public knowledge and awareness about sexual harassment and violence, including strategies for how to address and prevent sexual violence, as well as available resources or options for seeking help. Educational programming for men was also recommended to engage more men in discussions about violence against women and girls. Additional education and training regarding how to support victims and improve the experience of reporting was also recommended for service providers and police who respond to incidents of violence.

“Education and workshops about how to deal with harassment.”

“Places where men can learn why it’s not okay to prey on women and abuse them, and deal with their own issues.”

“More police is not the issue. Better training of the men and women on the front line (e.g., cops, paramedics, etc.) about what to look for as aggressive behaviour and how to treat a person who is saying there is an issue or that they feel unsafe, or that they have been violated in some way. More ‘I believe you’ and less ‘prove it.’”

“I wish the school had more support services for people who have been sexually assaulted. It would be especially helpful to have professors and academic counsellors receive training on how to deal with students who have been sexually assaulted.”



4.8 Places and Spaces: Where Violence Is Occurring

The following section outlines the most commonly identified types of public places and spaces where respondents reported experiencing or witnessing an incident of violence.

In Transit (n=286) – Respondents commonly described being in transition from one place to another when they experienced violence. For example, several respondents reported experiencing violence or harassment when using public transit, either while waiting at a bus stop, riding the bus, or after getting off the bus. Some respondents expressed feeling “stuck” when they were harassed at a bus stop, since they would miss their bus if they walked away from the situation. Further, several respondents mentioned being followed, chased, and/or verbally harassed once they left the bus and started walking. Respondents also commonly reported experiencing harassment and being followed while walking to and from work, school, or an event, walking in a parking lot or walking to their car, driving or sitting in a parked vehicle, and while riding a bike.

“I was harassed while getting into my car by one young man who was very rude and threatening and also took my picture with his phone. The parking lot was well lit and I was parked close to the building, but had to walk to the second row of parking. I was on my own.”

“I was followed off the bus by a man. I was aware and tried to stop in an area to force the guy to ‘go where he was going,’ but he stopped as well. Luckily I had a cell phone and called my friend to come walk towards the bus stop.”

“While walking home from work, I was followed and accosted by a man asking me personal questions – ‘Do you have a boyfriend? Can I be your boyfriend? Are you a lesbian?’ Luckily my boyfriend worked nearby, so I ducked into the office to avoid this man. I didn’t want him to find out where I lived. I watched him continue down the street to begin pestering another woman.”

Parks, Paths, and Green Spaces (n=81) – Incidents of violence, including verbal harassment, being followed, public indecency, and physical assault, were also commonly identified by respondents as occurring in parks and other green spaces, such as forested areas, as well as along bike paths, bridges, trails, and pedestrian pathways.

Further, some respondents expressed overall concerns about the safety of parks and felt that additional safety measures could be put in place so that parks can “be enjoyed by all.” Additionally, running, jogging, and walking pets were commonly identified outdoor activities respondents were engaged in when an incident of violence had occurred.

“[We were a] lesbian couple holding hands. [We were] chased by men the entire length of the park while they threatened rape to ‘convert’ us.”

“While walking my dog, one man came up from behind me and aggressively pushed me, and then he ran off down the bike path.”



“I was raped by the river because nobody hears or sees anything.”

“A man followed me along the walking path, repeatedly telling me I was pretty and asking me to go out with him. He was considerably larger than me and made me very physically uncomfortable (e.g., walking too close to me, too much staring).”

Residential Areas (n=70) – One of the public spaces where respondents reported incidents of violence had occurred was residential areas, with some respondents reporting incidents of violence that had occurred within their own homes. For example, one respondent reported being abused by their roommate. Other respondents had experienced a break-in or physical assault in their home. Respondents also indicated incidents of violence had occurred in and around the residential buildings or the buildings where they lived, such as “fights” outside on the sidewalk, harassment while using building amenities like the laundry room or elevator, and being followed into their apartment building.

“A random man was waiting in the apartment entrance and came through the door with me when I opened it. He rode the elevator and told me all the things he would do to me ‘better than my boyfriend would.’”

*“I was walking my dog around 6:30 p.m. and there was a man sitting on the grass in front of a house. He was muttering obscenities to himself and as we approached, he started yelling that I’m a ‘b****,’ I work for ‘the man,’ I’m rich, and that I’m a ‘whore who was on my way to give b*** j*** to men at the park.’ As I walked by, I said, ‘Excuse me?’ and he started yelling more, saying how I ‘need to be raped.’”*

“I used to live in this area and constantly had to walk past my building, as there were men following me or yelling obscene things. There were always people around and outside my building that made me feel unsafe, would be asking personal questions, and made me feel very unsafe that they knew where I lived.”

Local Businesses, Shopping Areas, and Service Centres (n=66) – Another identified location where respondents reported sexual harassment and non-sexual harassment or aggression had occurred was in and outside of local businesses and shopping areas, such as malls and plazas, restaurants and coffee shops, stores, and pharmacies. For example, some respondents discussed experiencing violence while waiting in line to make a purchase, eating at a restaurant, and entering or exiting a store. Additionally, a few respondents noted they had experienced an incident of violence or had witnessed behaviours that made them feel unsafe when accessing a service or support, including the library, medical services, and emergency rooms.

“A man followed me in his car from the convenience store after I refused to give him my number.”



“There was a man sitting at the table near the entrance/exit of the library calling out to me and making comments. It made me feel uncomfortable, especially because I had to go by him again in order to leave the library.”

“Someone who appeared to be intoxicated grabbed my butt in front of my three kids outside of the plaza. He told me I was a ‘beautiful momma.’”

“[I was] groped while standing in line to buy coffee.”

Downtown (n=54) – Respondents often referred to “downtown” or identified specific intersections and locations in the downtown London area when describing incidents of violence. Respondents also commonly reported locations in and around downtown buildings or shopping areas where they felt unsafe or an incident of violence had occurred. Overall, some respondents expressed concerns about the downtown environment, describing the area as “unwelcoming” and “unsafe” due to “fighting,” “aggressive panhandling,” and incidents of sexual harassment.

“[I experienced] catcalling and abusive language. I don’t want to go downtown as a result, in case it happens again.”

“Walking downtown, I often need to pass a collection of men who holler at women walking alone. They yell vulgar comments, but also make gestures, noises, and comments of displeasure if you walk confidently past. They appear upset that you ignore them.”

“I have been mugged and repeatedly harassed around this area of downtown.”

Nightlife Entertainment Spaces (n=50) – According to several respondents, incidents of violence also took place in spaces where people typically enjoy nightlife entertainment. For example, respondents described violence occurring in bars and clubs, especially during busy times, and while walking to and from these locations. One respondent noted they were “groped at [a] club.” Another respondent explained they used to go to a local bar, but stopped since “men would stand around the perimeter of the dance floor, watching women dance, often groping us when they walked by.” Respondents also identified incidents of “drugging” and sexual assault that had occurred at a house party. Additionally, some respondents described incidents of violence that had occurred at live music festivals, street festivals, and movie theatres.

“Often when walking down the street at night going to or from a bar, I’ve been catcalled.”

“A lone man at a festival followed me around the park. At first he just passed by me and muttered some suggestive, mildly inappropriate comments, then later approached me directly with an inappropriate proposal.”

*“A man I didn’t know grabbed me at a bar and called me ‘baby.’ When I pushed him away and told him not to call me that, he called me a ‘b****.’”*



“I was grabbed and touched inappropriately while at a house party.”

Campuses and Schools (n=20) – Respondents described incidents of violence that had happened in and around schools or post-secondary campuses, including being stalked, followed, sexually harassed, or assaulted. For example, one respondent reported being harassed and chased as they walked toward their car after a night class. Additionally, a few respondents explained they knew about a past incident of sexual assault that had occurred in a residence building or on campus.

“Male students from campus like to run past the residence naked and yell at us.”

“[I was] sexually harassed on campus. A boy slapped my butt.”

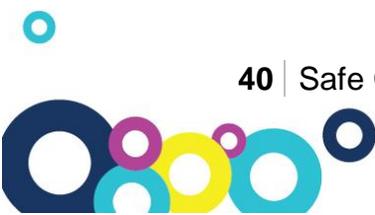
*“Guys sent around pictures of girls. Grade twelves ‘meowed’ at grade nines to allude to ‘wanting p****.’ I personally overheard guys in class describe forcing girls into having sex and bragging to their friends.”*

Workplaces (n=16) – Some respondents also reported violence, particularly sexual violence, occurring at their place of employment or where others worked. Further, respondents noted incidents of violence they experienced while on the job or upon entering and exiting their workplace. Respondents also identified factors that made them feel unsafe at their job, including working alone and receiving inappropriate comments or attention from a customer. Additionally, some respondents explained they witnessed harassment occurring at other places of work where they were not employees.

“[I was] verbally harassed walking into work.”

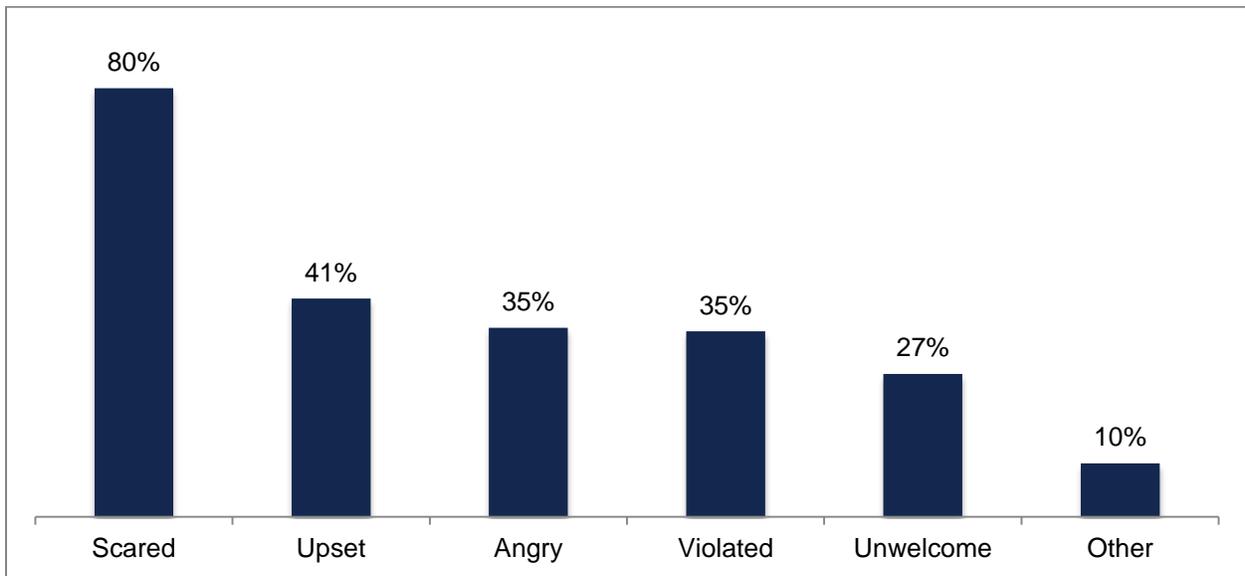
“I have had multiple instances at my work where men say inappropriate or sexual things, ask for pictures of us. There is only ever one girl in the store at a time and we work alone, so this makes all of us feel unsafe.”

“I was at work. This guy was staring at me, then walked up to my male colleague and said some things before leaving. Later, my colleague came up to me and asked if I had a ride home. He told me to wait for him before I left the store and he would wait with me for my ride because that guy had said something that made him worried for my safety. I was terrified and am now a little paranoid every time I leave work. That being said, it felt good to know that I have friends who will look out for me.”



4.9 Impact on Women and Girls

Figure 5: How Respondents Felt at Unsafe Locations (n=1,511)⁵³



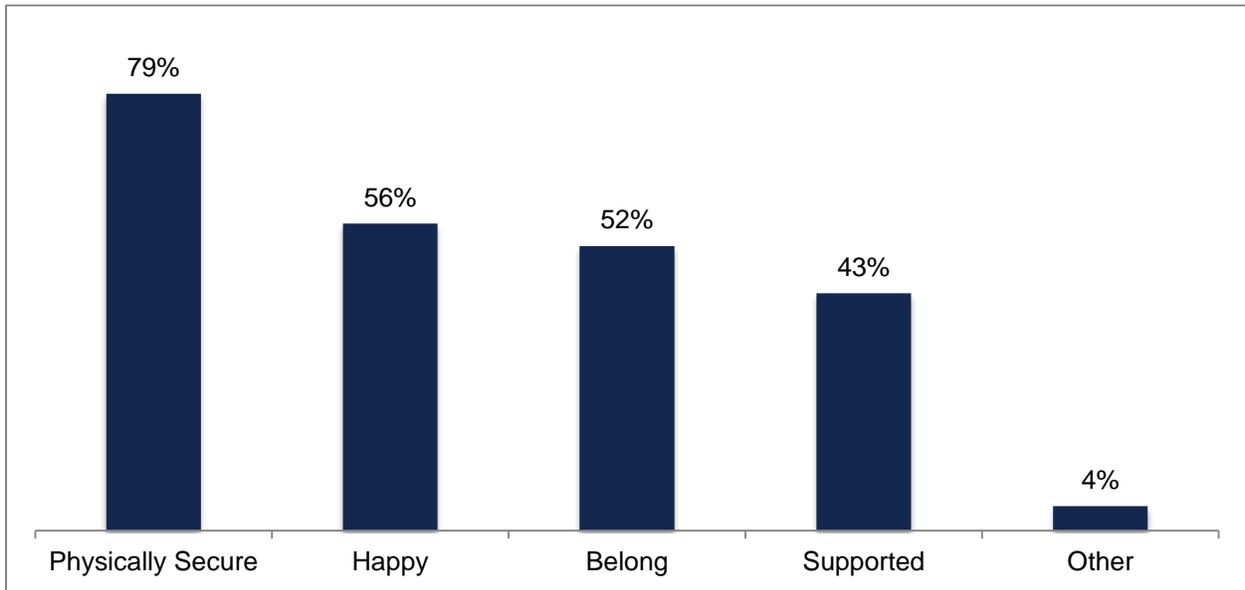
Respondents were asked to describe how they felt at locations they reported as unsafe and were provided with a list of response options to choose from. Feeling scared was the most commonly reported feeling, which was selected by 80% (n=1,212) of respondents. Further, 41% (n=617) of respondents reported feeling upset, just over one-third of respondents felt angry (35%, n=534) or violated (35%, n=524), and 27% (n=404) indicated feeling unwelcome. Additionally, 10% (n=151) of respondents identified feeling another emotion or feeling.⁵⁴

⁵³ Respondents were able to select more than one response to this question, therefore, the percentages in this chart do not sum to 100%.

⁵⁴ Descriptions of “other” emotions included feeling confused, hated, sexualized, insignificant, afraid, humiliated, ashamed, disappointed, alone, uncomfortable, traumatized, worried, anxious, nervous, overwhelmed, terrified, disgusted, uneasy, irritated, sick, annoyed, hopeless, startled, threatened, frustrated, exhausted, paranoid, disturbed, and embarrassed.



Figure 6: How Respondents Felt at Safe Locations (n=246)⁵⁵



When asked to choose from a list of responses about how they felt at locations they identified as safe, 79% (n=195) of respondents reported they felt physically secure. Additionally, 56% (n=137) of respondents reported feeling happy at safe locations, 52% (n=127) reported feeling like they belonged, and 43% (n=106) reported feeling supported. In total, 4% (n=11) of respondents selected “other” for this question.⁵⁶

⁵⁵ Respondents were able to select more than one response to this question, therefore, the percentages in this chart do not sum to 100%.

⁵⁶ Some respondents who selected “other” for this question described the location as “peaceful,” noted that “nothing dangerous will happen,” explained that they enjoy nature and green spaces, or stated that people in their community care about others.



Section 5.0

Next Steps – Moving to Action

5.1 The Development of the Safe Cities Action Plan

The results of this scoping study provide insights into the nature and type of violence women and girls experienced in public spaces, risk factors and protective factors, and the places and spaces where women and girls experienced violence.

The findings in this report will be used to inform the development of strategies to prevent and respond to violence against women and girls in public spaces through the development and implementation of a Safe Cities Action Plan.

Create a Community-Based Governance Structure (Timeframe: April 2020 – June 2020)

The scoping study was led by the Safe Cities Community Advisory Group. Members of the advisory group had specific expertise that supported a robust and rigorous scoping study. The Safe Cities Action Plan will continue to require strong leadership from the community. A backbone organization, steering committee, and working groups will need to come together to deliver on the actions in the plan.

Terms of reference will be created to articulate the roles, responsibilities, and expertise required to operationalize the Safe Cities Action Plan. A strong governance structure will ensure appropriate systems, processes, and resources are in place to effectively implement the plan.

Develop Recommendations and an Action Plan (Timeframe: July 2020 – March 2021)

Violence against women and girls is a community issue that requires a community response. Diverse perspectives, ideas, and experiences will be sought to ensure solutions are meaningful and actionable.

Communities of practice will be formed in alignment with the most commonly identified places and spaces where respondents report experiencing or witnessing violence, including: in transit, parks and green spaces, residential areas, gathering spaces (including local businesses, shopping areas, and service centres), downtown, and campuses and schools. Communities of practice will bring people together with specific expertise and knowledge, including those with lived experience, to co-develop recommendations and solutions.

Local, national, and international experts will share practices that have been proven to effectively prevent or respond to violence against women and girls. Solutions will be considered based on whether they are appropriate and/or applicable to London.



For solutions to be implemented effectively, they require a strong plan of action. This includes setting out specific initiatives, timelines, expected outcomes, and goals. The action plan will set the foundation for future monitoring and reporting of progress and results. The Safe Cities Action Plan will be comprehensive and will address multiple risk and protective factors.

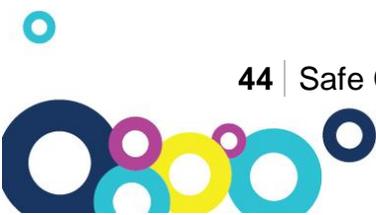
Implement the Safe Cities Action Plan (Timeframe: April 2021 – March 2024)

Once the Safe Cities Action Plan is prepared, the next step will be the implementation of the plan. Specific details related to implementation will be available once the Safe Cities Action Plan has been developed.

5.2 Resources and Investment

The development and implementation of the Safe Cities Action Plan requires strong leadership from the City of London, community agencies, and private sector partners. This is important work that will also require financial investment, dedicated staff, and committed volunteers.

It is important to note that there is already great work being done in the community that is having a positive impact. This work will continue.





Safe Cities London Action Plan

2021 - 2024

Safe Cities London is committed to making London a safe city where women, girls, nonbinary, trans, and survivors access public spaces and participate in public life without fear or experience of sexual violence.

A collaborative, city-wide initiative, Safe Cities London engages researchers, community leaders, service organizations, community members, and individuals with lived experience.

anova



Acknowledgments

Land Acknowledgment

Safe Cities London acknowledges the Indigenous peoples on whose traditional territory we gather and work. They include: the Anishinaabeg Peoples who include Ojibwe, Odawa, and Pottawatami Nations; the Haudenosaunee Peoples who include the Mohawk, Oneida, Cayuga, Onondaga, Seneca and Tuscarora Nations; and the Leni-Lunaape Peoples, also referred to as the Delaware or Munsee.

We also recognize the three First Nations communities neighbouring the City of London.

- Chippewas of the Thames First Nation;
- Oneida Nation of the Thames; and,
- Munsee-Delaware Nation.

There are many long standing treaty relationships between Indigenous Nations and Canada. We recognize that all levels of government in Canada have a responsibility to honour these nation-to-nation relationships and that individually, we all have a role to play in honouring the treaties and contributing to reconciliation.

Gratitude

A special thank you to the individuals who gave their time and shared their experiences through the interactive online mapping tool and focus groups. Your stories, ideas, and insights have provided the foundation for this action plan.

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INTRODUCTION

United Nations Women Safe Cities Initiative

Safe Cities and Safe Public Spaces (Safe Cities) is a worldwide United Nations Women initiative that draws attention to the issue of violence against women and girls in public spaces, such as the workplace, a school, a restaurant or bar, while using public transportation or recreational spaces, or in a park.

In 2013, sexual violence against women and girls in public spaces was identified as an area of concern by the United Nations Commission for the Status of Women, who called on governments around the world to prevent violence against women and girls.¹ The goal of the Safe Cities initiative is to empower women and girls and create safer communities by identifying strategies for preventing and responding to violence.

Safe Cities London

Safe Cities London is committed to making London a safe city where women, girls, nonbinary, trans, and survivors access public spaces and participate in public life without fear or experience of sexual violence.

A collaborative, city-wide initiative, Safe Cities London engages researchers, community leaders, service organizations, community members, and individuals with lived experience. The timeline below outlines the formation and evolution of Safe Cities London.

2017

London City Council unanimously endorsed the Safe Cities initiative. London became the third Canadian city to be part of the United Nations Safe Cities initiative, along with Winnipeg and Edmonton.

2018

London City Council allotted financial resources for the Safe Cities London scoping study. A Community Advisory Committee and Research Sub-Committee were created to guide the scoping study. The scoping study was conducted between July 1, 2018 and December 31, 2018.

2019

The Community Advisory Committee and Research Sub-Committee prepared the Safe Cities London Scoping Study which included local and national statistical data, results from the scoping study, and a series of next steps.

2020

The Community Advisory Committee worked collectively to develop the Safe Cities London Action Plan. The content of which is the focus of this document.

The Safe Cities London Scoping Study

United Nations Women states that, “Although violence in the private domain is now widely recognized as a human rights violation, violence against women and girls, especially sexual harassment in public spaces, remains a largely neglected issue, with few laws or policies in place to prevent and address it.”²

Further, when women, girls, nonbinary, trans, and survivors feel unsafe in these spaces, it can limit their ability to freely navigate, enjoy, and actively participate in public life. For these reasons, the Safe Cities initiative focused on public spaces, such as parks, streets, public transit, community centres, etc.

Between July 1, 2018 and December 31, 2018, Safe Cities London conducted a scoping study to examine the incidence of sexual violence in public spaces in London (where, what, who, when), the factors women, girls, nonbinary, trans, and survivors reported affected their sense of safety, and local and national trends.

The Safe Cities London scoping study sought to better understand the local context related to targeted acts of violence experienced by women, girls, nonbinary, trans, and survivors, including sexual violence in public spaces, as well as factors that influence the perceptions of safety for women, girls, nonbinary, trans, and survivors.

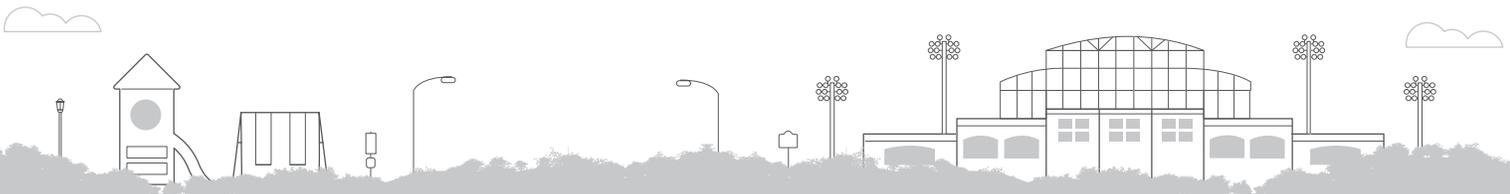
The Safe Cities London Scoping Study provides a summary of the results, including results from the participative mapping tool and focus groups.

Definitions

Sexual Violence: Sexual violence is a form of gender-based violence and is a broad term that describes any violence, physical or psychological, carried out through sexual means or by targeting sexuality. Sexual violence takes different forms and can include sexual assault, rape, sexual harassment, stalking, trafficking, unwanted sexual comments or advances, cyber harassment, image-based sexual abuse, sexual exploitation, indecent or sexualized exposure, voyeurism, and degrading sexual imagery in any setting, including but not limited to home and work.

Public Spaces: Our strategic framework is set within the context of the following public spaces in London: in transit; parks, paths, and green spaces; residential areas; local businesses, shopping areas, and service centres; downtown; nightlife and entertainment spaces; campuses and schools; and online/virtual spaces.

Intersectional Approach: It is important to consider the intersection of gender with other inequalities and oppressions (e.g., sexuality, gender identity, ethnicity, indigeneity, immigration status, disability, etc.) to understand the context of violence against women, girls, nonbinary, trans and survivors.³ An intersectional approach recognizes that all oppressions exist simultaneously and create unique experiences of violence for women, girls, nonbinary, trans, and survivors. As stated by Kimberle Crenshaw: “Intersectionality is a lens through which you can see where power comes and collides, where it interlocks and intersects. It’s not simply that there’s a race problem here, a gender problem here, or a class or LGBTQ problem there.”⁴



United Nations Women Safe Cities Initiative: Safe Cities and Safe Public Spaces (Safe Cities) is a worldwide United Nations Women initiative that draws attention to the issue of violence against women and girls in public spaces, such as workplaces, schools, restaurants or bars, while using public transportation or recreational spaces, or in public parks. In 2013, sexual violence against women and girls in public spaces was identified as an area of concern by the United Nations Commission for the Status of Women, who called on governments around the world to prevent violence against women and girls.⁵ The goal of the Safe Cities initiative is to empower women and girls and create safer communities by identifying strategies for preventing and responding to violence.

Women, Girls, Nonbinary, Trans, and Survivors: This work focuses on those who have felt unsafe in public spaces because of their gender or because they have experienced sexual violence already. Statistically, we know that women, girls, nonbinary, and trans people are at a higher risk of experiencing sexual violence and thus have reported feeling weary, unsafe, and/or unable to freely navigate, enjoy, and actively participate due to their gender.

"[This work] is essential. Particularly for those who have been through sexual abuse, to have access to safe spaces in their communities because to us, the world as a whole, is not experienced as safe. We have to live with the knowledge that we are at risk of violence because of our gender. We are taught from a young age that we need to be hyper vigilant and know how to protect ourselves. For those who have been the targets of sexual abuse, this is even more of a reality. When we do not feel secure in our surroundings, we are not able to be our authentic selves, especially as Indigenous women, to reach our full potential or to heal from our experiences. For me, Okaadenige is my only safe space in London and surrounding area. This speaks volumes to the need."

- An Okaadenige Member



A CALL TO ACTION

Why a Safe Cities Action Plan for London

When women, girls, nonbinary, trans, and survivors are not safe in public spaces, it has a significant adverse effects on their lives. Both the threat and experience of sexual violence affects their access to social activities, freedom of movement, education, employment, leadership opportunities, and psychological well-being.

From the scoping study, we know women, girls, nonbinary, trans, and survivors in London experience sexual violence in public spaces, ranging from unwanted sexual remarks to sexual assault. This aligns with the data and testimonies shared by organizations in London that serve individuals who have experienced sexual violence. The experiences of women, girls, nonbinary, trans, and survivors in London demonstrates the urgency of providing effective, comprehensive, and innovative solutions to this pressing issue.

Addressing sexual violence against women, girls, nonbinary, trans, and survivors is an increasingly complex and interconnected challenge. Siloed solutions do not work. A systemic, collaborative approach is required to create the change that is urgently needed. Our system change approach will be a deliberate process to transform individual, organizational, and system level behaviours in order to establish new, comprehensive, and sustainable solutions.

While our work is focused on public spaces, we have structured our strategic framework to develop a comprehensive approach rather than targeting specific public locations and spaces. In this way, we have furthered our commitment to comprehensive system change. Our annual actions, however, will address specific public spaces through place-based initiatives.

Why this Approach is Unique for London

1 in 3 Londoners⁶ who are women will experience sexual violence. This statistic has not changed in decades.⁷ We need coordinated, bold, decisive action today so that London can become a safe city where women, girls, nonbinary, trans, and survivors access public spaces and participate in public life without fear or experience of sexual violence.

In London, there are significant efforts being implemented to address sexual violence in private spaces. It is important work that is much needed in our community. The Safe Cities London Action Plan will build on this great work, with a focus on reclaiming public spaces.

Safe Cities London is the first-ever city-wide initiative that brings together service providers, researchers, community, and individuals with lived experience to address sexual violence in public spaces. This new approach extends beyond UN Safe Cities requirements and is designed to meet the specific needs of the London community.



How the Action Plan was Developed

The development of the Safe Cities Action Plan was an intensive, collaborative process led by the Safe Cities London Advisory Committee. The Advisory Committee members conducted research, reviewed documentation, and prepared content for the Action Plan. Over a period of six months, Advisory Committee members engaged in critical analysis, challenging debate, and robust dialogue.

The following five phases guided the development of the Safe Cities Action Plan from August 2020 – February 2021.

- | | |
|----------------|--|
| Phase 1 | Review of scoping study results |
| Phase 2 | Development of core areas of focus |
| Phase 3 | Identification of expected results and strategies |
| Phase 4 | Creation of initial actions |
| Phase 5 | Review and approval of the Safe Cities Action Plan |

Advisory Committee members are representative of community leaders, service organizations, researchers, and individuals with lived experience. The following Advisory Committee members were involved in the development of the Action Plan during the six-month development period.



Kerri Arthurs, Western University

Joanna Bedggood,
King's University College

Sharon Bernards, Centre for
Addiction and Mental Health

Lesley Bikos, Women & Politics

Nancy Collister,
London Public Library

Vanessa Di Marcelli, London District
Catholic School Board

Ashton Forrest, Community
member and advocate for issues
relating to (dis)ability

Doris E. Hall, Canadian Coalition to
Empower Women

Joe Henry, King's University College

Erin Huner, Western University

Ben Kitching, King's University
College Students' Council

Leah Marshall, Fanshawe College

Starr Megahey Albert, Thames
Valley District School Board

Mackenzey Metcalfe, Western
University Student Council

Shawna Lewkowitz,
Urban League London

Britt O'Hagan, City of London

Kelly Paleczny,
London Transit Commission

Doriana Rosati, Thames Valley
District School Board

Elyssa Rose, Atlohsa Family
Healing Services

Caroline Roy,
London Transit Commission

Tracey Stub, YMCA of
Southwestern Ontario

Jaclyn Siegal, Western University,
PhD Candidate

Rachel Taylor, Student, Women
in Civic Leadership, Brescia/King's
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Carolyn Temple,
Brescia University College

AnnaLise Trudell, Anova, Safe Cities
Advisory Committee Co-Chair

Samantha Wells, Centre for
Addiction and Mental Health

Rosanna Wilcox, City of London,
Safe Cities Advisory Committee
Co-Chair

Chief Steve Williams,
London Police Service

THE STRATEGIC FRAMEWORK

Vision

London is a safe city where women, girls, nonbinary, trans, and survivors access public spaces and freely participate in public life without fear or experience of sexual violence.

Guiding Principles

The following principles will guide how we work together to implement the Safe Cities London Action Plan.

Intersectionality

We will prioritize the use of an intersectional lens.

Accountability

We will take responsibility for actions and outcomes.

Innovation

We will take calculated risks and implement innovative approaches.

Collaboration

We will provide strategic guidance and share roles and responsibilities.

Evidence-Informed

We will make decisions based on evidence.⁸

Accessibility

We will ensure that everything we do is in an accessible format.⁹

Trauma-Informed

We will embed a trauma-informed lens in our work.

Areas of Focus

The Safe Cities London Action Plan has three areas of focus:

- **Social Norms**
- **Policy and Practice**
- **Collaboration**

Each of these areas of focus have corresponding outcomes, expected results, strategies, and initial actions.



Areas of Focus: Social Norms

Outcome: Londoners have a comprehensive understanding of sexual violence in public spaces that inspires individual and community action to make public spaces safe for women, girls, nonbinary, trans, and survivors.

Expected Result 1: Increased knowledge of what sexual violence is, what causes it, its effects, and intersectional impacts.

| Strategy | Initial Actions |
|---|---|
| <p>Provide education, tools, and resources about sexual violence. ¹⁰</p> | <ol style="list-style-type: none"> 1. Create a community-wide understanding about sexual violence through education. 2. Provide education about trauma responses and the impacts on women, girls, nonbinary, trans, and survivors. 3. Implement a campaign to raise awareness of the effects of sexual objectification (i.e. catcalling). 4. Offer education to London-based organizations about online sexual violence and how to create and maintain safe online spaces for women, girls, nonbinary, trans, and survivors. 5. Develop a template for community guidelines, norms, and behaviours in online spaces. |



Expected Result 2: Increased skill and desire to take appropriate action.

| Strategy | Initial Actions |
|--|---|
| <p>Prepare and implement space-specific bystander intervention training.</p> | <ol style="list-style-type: none"> 1. Prepare online norms for bystander intervention and disseminate this information. 2. Design, implement, and amplify bystander education and intervention training programs in bars/clubs, public transportation, and post-secondary institutions. 3. Integrate bystander intervention training into the City of London Ambassador Program. |
| <p>Address a consent culture in the city.</p> | <ol style="list-style-type: none"> 1. Provide education related to harmful masculine norms and expectations. 2. Engage men and boys from high risk groups in education efforts as allies. |
| <p>Engage men as allies and hold men accountable to end sexual violence.</p> | <ol style="list-style-type: none"> 1. Leverage the social capital of men and boys and engage them to speak out publicly. |

Areas of Focus: Policy and Practice

Outcome: Evidence-informed policy and practice that shifts culture, mindset, and behaviour to make public spaces safe for women, girls, nonbinary, trans, and survivors by creating a community in which sexual violence is not accepted or tolerated.

Expected Result 1: Increased use of an intersectional gendered lens in policy development related to public spaces.

| Strategy | Initial Actions |
|--|--|
| Support the review and update of current guidelines, policies, and practices to include the use of GBA+. | <ol style="list-style-type: none"> 1. Integrate the use of GBA+ in policy development. 2. Provide resources, templates, and training on how to use GBA+ in policy development. |

Expected Result 2: Improved use and monitoring of new and existing policies to support behaviour change.

| Strategy | Initial Actions |
|---|--|
| Strengthen and design new mechanisms to enforce policy. | <ol style="list-style-type: none"> 1. Review existing policies and assess whether mechanisms exist for them to be enforced. 2. Create tools and resources for organizations to review and revise their own policies to ensure enforcement. |
| Create new policies that drive system change. | <ol style="list-style-type: none"> 1. Work with people with lived experience to determine policies that are required. 2. Look at enforcement rates, analyze why policies are not being enforced, and develop recommendations to improve enforcement rates. |



Expected Result 3: Improved evidence and understanding of the impact of policy use.

| Strategy | Initial Actions |
|--|--|
| Measure the implementation of policies and behaviour change. | <ol style="list-style-type: none"> 1. Explore whether organizations are collecting data and make recommendations for data to be collected. 2. Recommend a framework where data is collected in the same way and analyze aggregate data to determine change across the city. 3. Create tools to measure policy enforcement and behaviour change. |

Expected Result 4: Increased use of environmental design¹¹ as a tool to promote safety.

| Strategy | Initial Actions |
|---|---|
| Integrate GBA+ in environmental design and address identified gaps. | <ol style="list-style-type: none"> 1. Incorporate GBA+ analysis into the review and development of policies and plans that impact the design of the built environment. 2. Explore the application of a GBA+ lens in the completion of a safety audit for the downtown core. |

Areas of Focus: Collaboration

Outcome: A responsive and preventative collaborative system¹², with community partners working together to make public spaces safe for women, girls, nonbinary, trans, and survivors.

Expected Result 1: Increased collaboration among system partners.

| Strategy | Initial Actions |
|---|---|
| Create collaborations that leverage unique strengths, differences, and contributions. | <ol style="list-style-type: none"> 1. Identify community partners to engage in this work. 2. Create common messaging for all service providers to use when addressing sexual violence in public spaces. |
| Establish a commitment to shared learning. | <ol style="list-style-type: none"> 1. Create a process to allow for regular sharing of information. 2. Create a community of practice to allow for shared learning opportunities. |

Expected Result 2: Improved awareness and understanding of the system and its gaps.

| Strategy | Initial Actions |
|---|---|
| Raise awareness of services and supports available across the system. | <ol style="list-style-type: none"> 1. Create an online resource that outlines bus safety protocols in partnership with London Transit Commission. |
| Identify gaps and emerging needs. | <ol style="list-style-type: none"> 1. Map all services and supports available for women, girls, nonbinary, trans, and survivors who experience sexual violence in public spaces. |



Expected Result 3: Increased capacity to create change.

| Strategy | Initial Actions |
|---|---|
| Bring new people to our work and create allies to enhance impact. | 1. Set criteria and a process to determine who needs to be engaged in this work and how they will participate. |
| Develop and scale innovative solutions to address gaps and drive system change. | 1. Explore alternative ways to report sexual violence that have been successful in other communities. 2. Pilot an alternative reporting project. |





MOVING TO ACTION

Action Plan Implementation

The success of the Safe Cities Action Plan requires commitment and contributions from individuals, organizations, and businesses connected to this work.

A governance structure has been developed to oversee and guide the Safe Cities Action Plan. It includes an Advisory Committee that will be responsible for overall outcomes and Action Teams that will be responsible for the implementation of strategies and actions.

On an annual basis, work plans will be developed with critical timelines to deliver on specific initiatives and actions.

Action Plan Monitoring and Evaluation

Safe Cities London will monitor and measure the performance and impact of the Safe Cities London Action Plan and report to the community.

Further, the Safe Cities London Action Plan will be reviewed on an annual basis and updated based on new data to ensure the action plan continues to effectively address evolving and emerging issues.



Endnotes

1. UN Women. (2019). Flagship Programme Brief. Safe Cities and Safe Public Spaces. <https://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>
2. UN Women. (n.d.). Creating Safe Public Spaces. <http://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>
3. Imkaan. (2019). The Value of Intersectionality in Understanding Violence Against Women and Girls. <https://www2.unwomen.org/-/media/field%20office%20eca/attachments/publications/2019/10/the%20value%20of%20intersectionality%20in%20understanding%20violence%20against%20women%20and%20girls.pdf?la=en&vs=3339>
4. Coaston, Jane. (2019). The Intersectionality Wars. The Vox. <https://www.vox.com/the-highlight/2019/5/20/18542843/intersectionality-conservatism-law-race-gender-discrimination>
5. UN Women. (2019). Flagship Programme Brief. Safe Cities and Safe Public Spaces. <https://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>
6. Statistics Canada. (2018) Gender-based violence and unwanted sexual behaviour in Canada. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2019001/article/00017-eng.htm>
7. Department of Justice. (2019). Just Facts. Sexual Assault. <https://www.justice.gc.ca/eng/rp-pr/jr/jf-pf/2019/apr01.html>
8. Evidence includes, but is not limited to academic studies and the experience and expertise of researchers, practitioners, and individuals with lived experience.
9. This includes compensating individuals with lived experience for their contributions to this work.
10. This includes, but is not limited to, topics such as what counts as sexual violence, myths about sexual violence, where sexual violence occurs, who is at a higher risk of sexual violence, and intersectional impacts of sexual violence.
11. Environmental design is the process of addressing surrounding parameters (natural and built environment) when devising plans, programs, policies, buildings, or products.
12. “System” in this context refers to the people, groups, and organizations that are connected to and invested in creating safe public spaces for women, girls, nonbinary, trans, and survivors.



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London
CANADA

Safe Cities London

Scoping Study & 2021-2023 Action Plan

Presentation to Community &
Protective Services Committee

March 2, 2021

Trigger Warning

This report examines the realities of violence against women and girls and includes detailed descriptions of violence experienced in our community. This subject matter may create feelings of discomfort and may be triggering to survivors of sexual assault or violence.

Please be advised that some descriptions of violence against women and girls contained in this report include potentially disturbing language that may not be appropriate for all audiences.

It is important to practice self-care when engaging with this material. If you or someone you know requires support or information relating to violence, please call Anova's 24/7 crisis and support line at 519-642-3000.

UN Safe Cities and Safe Public Spaces

- In 2013, the United Nations Commission for the Status of Women identified various forms of sexual violence against women and girls in public spaces as a distinct area of concern, and called on governments to prevent it.
- The 2030 Agenda for Sustainable Development set “the elimination of all forms of violence against all women and girls in public and private spheres” as one of its specific goals (Target 5.2).
- Safe Cities and Safe Public Spaces is one of the UN Women’s Flagship Programming Initiatives designed to ensure that UN Women can deliver on the Sustainable Development Goals (SDGs).
- This flagship program will support national governments to address SDG targets across multiple goals.

UN Safe Cities and Safe Public Spaces

What are participating cities required to do?

Participating cities commit to:

1. Identify gender-responsive locally relevant and owned interventions.
 2. Develop and effectively implement comprehensive laws and policies to prevent and respond to sexual violence in public spaces.
 3. Investments in the safety and economic viability of public spaces.
 4. Change attitudes and behaviours to promote women's and girls' rights to enjoy public spaces free from violence.
- Cities are required to undertake a scoping study of the incidence (where, what, who, when) of sexual violence and harassment in public spaces.
 - Data gathered through the scoping study will be used to determine locally relevant actions to prevent and better respond to sexual violence and harassment in public spaces.

Safe Cities London

- In 2017, Municipal Council unanimously endorsed London's participation in the UN Safe Cities and Safe Public Spaces initiative, appointing Anova as the lead organization for this work.
- In 2018, Municipal Council approved the allocation of financial resources and interim assistance to Anova for the completion of the scoping study. Funding used to build a website, purchase participative mapping software, and hire a Coordinator.
- Community-led Safe Cities London Advisory Committee and Research Sub-Committee were created to guide the scoping study. Scoping study conducted between July 1 – December 31, 2018.
- Analysis and preparation of the Safe Cities London Scoping Study throughout 2019.
- Safe Cities London Action Plan development July 2020 – January 2021.

Safe Cities London Advisory Committee

- Anova
- City of London
- Western University
- King's University College
- Centre for Addiction and Mental Health
- Women & Politics
- London Public Library
- London District Catholic School Board
- Canadian Coalition to Empower Women
- Fanshawe College
- Thames Valley District School Board
- Western University Students' Council
- Urban League London
- London Transit
- Atlohsa
- YMCA of South Western Ontario
- Brescia University College
- London Police Service

Safe Cities London Scoping Study

Overview

- The scoping study sought to better understand the local context related to targeted acts of violence experienced by women and girls, including sexual violence in public spaces, as well as factors that influence the perceptions of safety for women and girls.
- Setting the Context
 - Gender-Based Violence
 - Reported Forms of Violence
 - National Trends
 - Local Context

Safe Cities London Scoping Study

Data Collection

- Between July 1, 2018 and December 31, 2018, 1,825 pins were created on the online map of London at various locations where self-identifying females felt safe or unsafe.
- Paper copies of the mapping tool questions were made available at community organizations and events.
- Focus groups with 36 participants were conducted with individuals from specific target populations. These included: Indigenous women and girls, newcomer women and girls, women and girls with disabilities, and members of the LGBTQ2+ community.
- Participation in a focus group and the use of the participative mapping tool were optional. Therefore, the results of the analysis reflect the information individuals chose to share and were comfortable disclosing.

Safe Cities London Scoping Study

Data Analysis

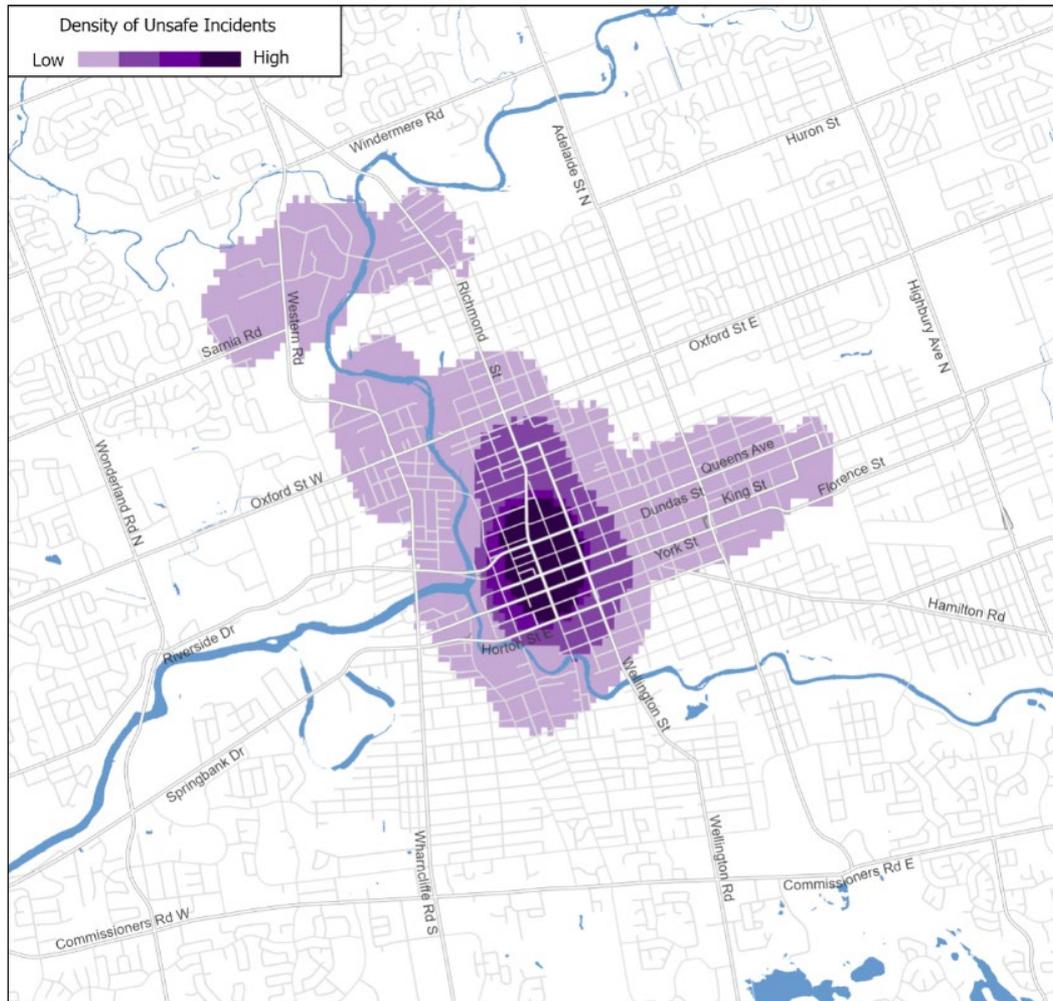
- Quantitative responses from the participative mapping tool were collated and analyzed by question to prepare descriptive statistics.
- Qualitative data from the participative mapping tool and focus groups were analyzed to identify themes about the nature and types of violence occurring in public spaces in London, factors that promote or negatively impact feelings of safety, perpetrators of violence, and the types of locations where violence occurred.

Data Limitations

- Self-Reported Data
- User Anonymity
- Study Sample

Safe Cities London Scoping Study

Results



Safe Cities London Scoping Study

Nature and Type of Violence Experienced in Public Spaces

- The most common themes from respondents about incidents of *sexual violence* included: non-physical sexual harassment, physical sexual harassment or aggression, and being followed, restrained, or restricted in a sexual manner.
- The most common types of incidents involving *violence that is non-sexual* reported by respondents included: being approached, restricted, and/or followed, non-physical harassment, physical harassment or aggression, and criminal violence.

Safe Cities London Scoping Study

Risk and Protective Factors

Factors that influence perceptions of personal safety and/or risk of experiencing violence. Some of the factors outlined were described by respondents as being either a protective factor or a risk factor or both.

- **Structural Factors** (public illumination, built environment, police presence and response, security conditions and measures, strong communities, education and training)
- **Social and Cultural Factors** (alcohol and drugs, culture of street involvement, presence of people, bystander intervention and receiving help from others, knowledge of previous incidents in an area, disruptive behavior, social norms and discrimination, traffic and driving)

Safe Cities London Scoping Study

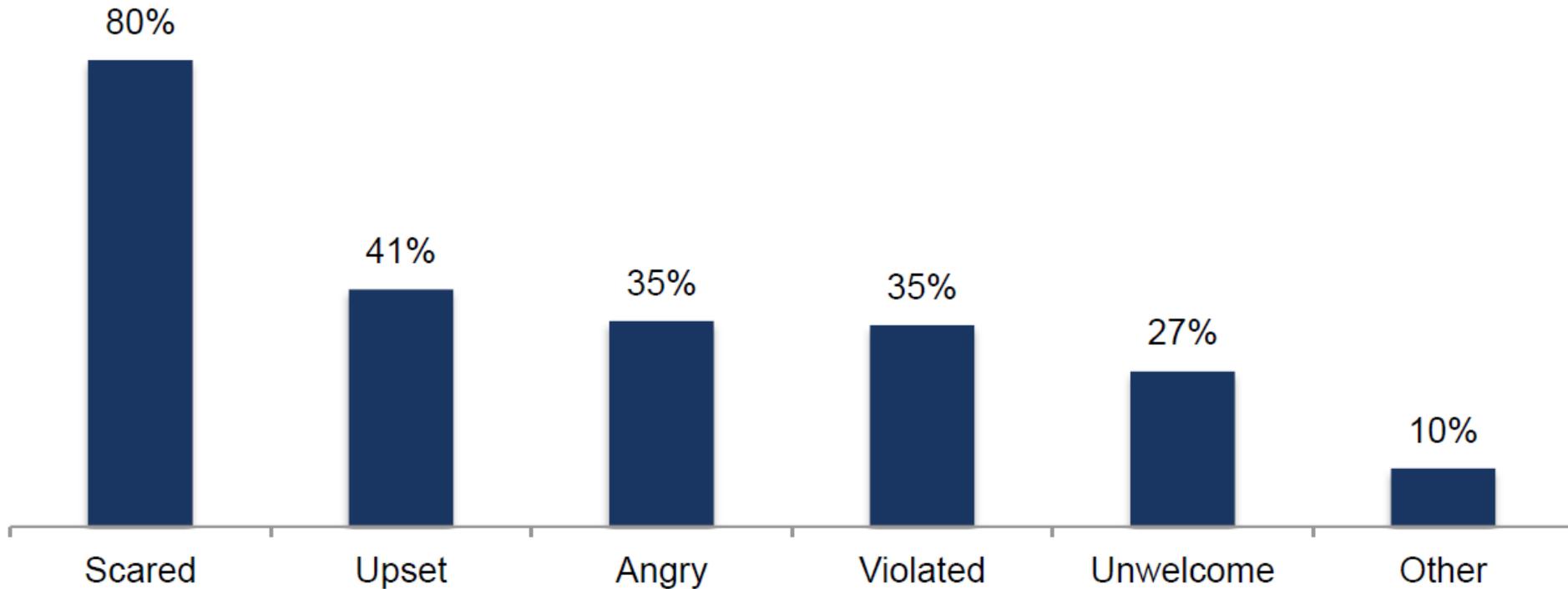
Places and Spaces: Where Violence is Occurring

- In transit
- Parks, paths, and green spaces
- Residential areas
- Local businesses, shopping areas, and service centres
- Downtown
- Night life entertainment spaces
- Campuses and schools
- Workplaces

Safe Cities London Scoping Study

Impact on Women and Girls

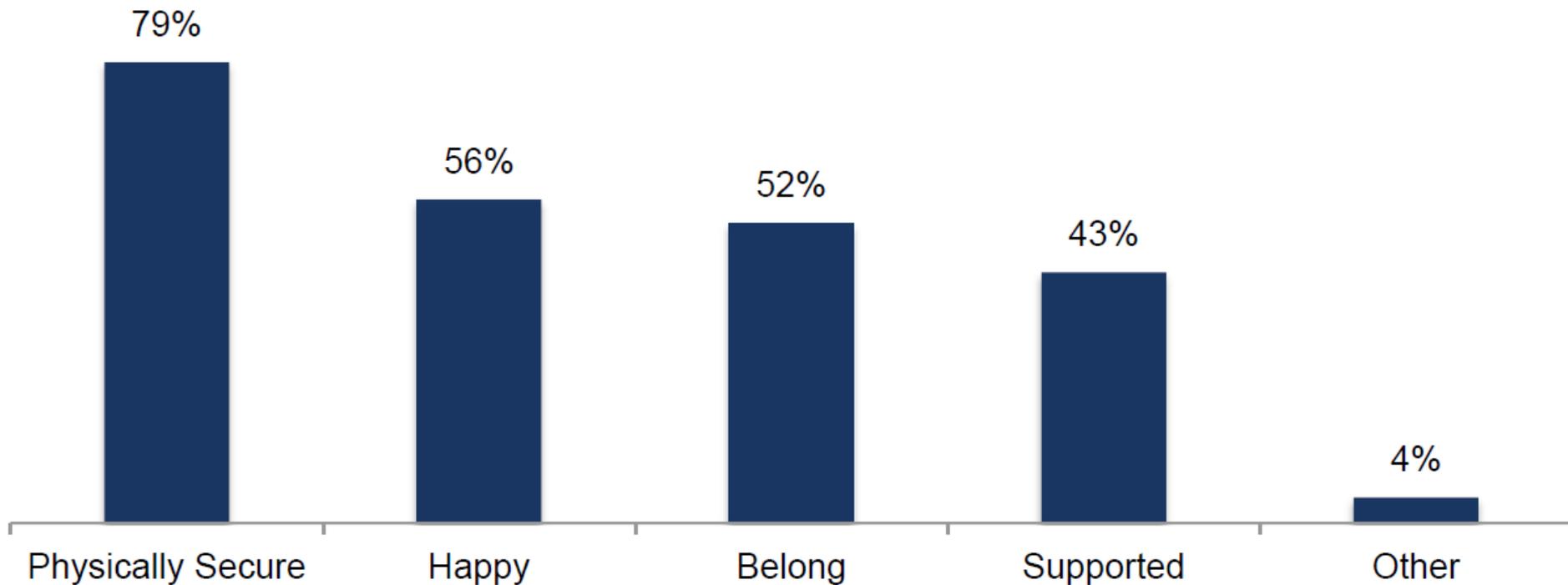
How Respondents Felt At Unsafe Locations (n=1,511)



Safe Cities London Scoping Study

Impact on Women and Girls

How Respondents Felt At Safe Locations (n=246)



Safe Cities London Action Plan

Vision

London is a safe city where women, girls, nonbinary, trans, and survivors access public spaces and freely participate in public life without fear or experience of sexual violence.

Guiding Principles

- Intersectionality
- Accountability
- Innovation
- Collaboration
- Evidence-Informed
- Accessibility
- Trauma-Informed

Area of Focus: Social Norms

Outcome

Londoners have a comprehensive understanding of sexual violence in public spaces that inspires individual and community action to make public spaces safe for women, girls, nonbinary, trans, and survivors.

Expected Results

1. Increased knowledge of what is sexual violence, what causes it, and the intersectional impacts.
2. Increased skill and desire to take appropriate action.

Area of Focus: Policy & Practice

Outcome

Evidence-informed policy and practice that shifts culture, mindset, and behaviour to make public spaces safe for women, girls, nonbinary, trans, and survivors by creating a community in which sexual violence is not accepted or tolerated.

Expected Results

1. Increased use of an intersectional gendered lens in policy development related to public spaces.
2. Improved use and monitoring of new and existing policies to support behaviour change.
3. Improved evidence and understanding of the impact of policy use.
4. Increased use of environmental design as a tool to promote safety.

Area of Focus: Collaboration

Outcome

A responsive and preventative system working together to make public spaces safe for women and girls.

Expected Results

1. Increased collaboration among system partners.
2. Improved awareness and understanding of the system and its gaps.
3. Increased capacity to create change.

Next Steps

Moving to Action

- Action Plan implementation
- Action Plan monitoring and evaluation



Safe Cities London Action Plan

2021 - 2024

Safe Cities London is committed to making London a safe city where women, girls, nonbinary and trans individuals, and survivors access public spaces and participate in public life without fear or experience of sexual violence.

A collaborative, city-wide initiative, Safe Cities London engages researchers, community leaders, service organizations, community members, and individuals with lived experience.

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Acknowledgments

Land Acknowledgment

Safe Cities London acknowledges the Indigenous peoples on whose traditional territory we gather and work. They include: the Anishinaabeg Peoples who include Ojibwe, Odawa, and Pottawatami Nations; the Haudenosaunee Peoples who include the Mohawk, Oneida, Cayuga, Onondaga, Seneca and Tuscarora Nations; and the Lunaapeewak Peoples, also referred to as the Delaware or Munsee.

We also recognize the three First Nations communities neighbouring the City of London.

- Chippewas of the Thames First Nation;
- Oneida Nation of the Thames; and,
- Munsee-Delaware Nation.

There are many long standing treaty relationships between Indigenous Nations and Canada. We recognize that all levels of government in Canada have a responsibility to honour these nation-to-nation relationships and that individually, we all have a role to play in honouring the treaties and contributing to reconciliation.

Gratitude

A special thank you to the individuals who gave their time and shared their experiences through the interactive online mapping tool and focus groups. Your stories, ideas, and insights have provided the foundation for this action plan.

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INTRODUCTION

United Nations Women Safe Cities Initiative

Safe Cities and Safe Public Spaces (Safe Cities) is a worldwide United Nations Women initiative that draws attention to the issue of violence against women and girls in public spaces, such as the workplace, a school, a restaurant or bar, while using public transportation or recreational spaces, or in a park.

In 2013, sexual violence against women and girls in public spaces was identified as an area of concern by the United Nations Commission for the Status of Women, who called on governments around the world to prevent violence against women and girls.¹ The goal of the Safe Cities initiative is to empower women and girls and create safer communities by identifying strategies for preventing and responding to violence.

Safe Cities London

Safe Cities London is committed to making London a safe city where women, girls, nonbinary and trans individuals, and survivors access public spaces and participate in public life without fear or experience of sexual violence.

A collaborative, city-wide initiative, Safe Cities London engages researchers, community leaders, service organizations, community members, and individuals with lived experience. The timeline below outlines the formation and evolution of Safe Cities London.

2017

London City Council unanimously endorsed the Safe Cities initiative. London became the third Canadian city to be part of the United Nations Safe Cities initiative, along with Winnipeg and Edmonton.

2018

London City Council allotted financial resources for the Safe Cities London scoping study. A Community Advisory Committee and Research Sub-Committee were created to guide the scoping study. The scoping study was conducted between July 1, 2018 and December 31, 2018.

2019

The Community Advisory Committee and Research Sub-Committee prepared the Safe Cities London Scoping Study which included local and national statistical data, results from the scoping study, and a series of next steps.

2020

The Community Advisory Committee worked collectively to develop the Safe Cities London Action Plan. The content of which is the focus of this document.

The Safe Cities London Scoping Study

United Nations Women states that, “Although violence in the private domain is now widely recognized as a human rights violation, violence against women and girls, especially sexual harassment in public spaces, remains a largely neglected issue, with few laws or policies in place to prevent and address it.”²

Further, when women, girls, nonbinary and trans individuals, and survivors feel unsafe in these spaces, it can limit their ability to freely navigate, enjoy, and actively participate in public life. For these reasons, the Safe Cities initiative focused on public spaces, such as parks, streets, public transit, community centres, etc.

Between July 1, 2018 and December 31, 2018, Safe Cities London conducted a scoping study to examine the incidence of sexual violence in public spaces in London (where, what, who, when), the factors women, girls, nonbinary and trans individuals, and survivors reported affected their sense of safety, and local and national trends.

The Safe Cities London scoping study sought to better understand the local context related to targeted acts of violence experienced by women, girls, nonbinary and trans individuals, and survivors, including sexual violence in public spaces, as well as factors that influence the perceptions of safety for women, girls, nonbinary and trans individuals, and survivors.

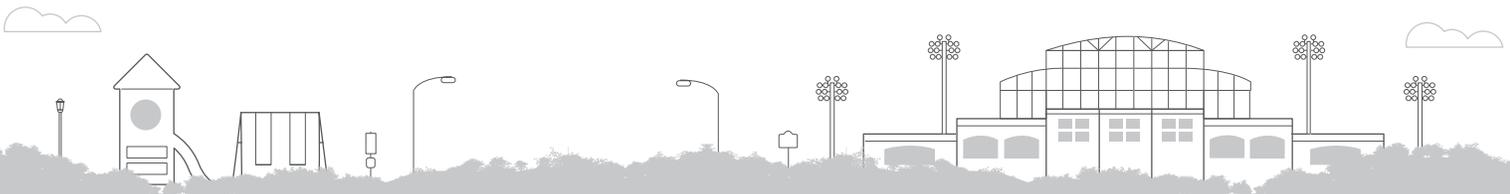
The Safe Cities London Scoping Study provides a summary of the results, including results from the participative mapping tool and focus groups.

Definitions

Sexual Violence: Sexual violence is a form of gender-based violence and is a broad term that describes any violence, physical or psychological, carried out through sexual means or by targeting sexuality. Sexual violence takes different forms and can include sexual assault, rape, sexual harassment, stalking, trafficking, unwanted sexual comments or advances, cyber harassment, image-based sexual abuse, sexual exploitation, indecent or sexualized exposure, voyeurism, and degrading sexual imagery in any setting, including but not limited to home and work.

Public Spaces: Our strategic framework is set within the context of the following public spaces in London: in transit; parks, paths, and green spaces; residential areas; local businesses, shopping areas, and service centres; downtown; nightlife and entertainment spaces; campuses and schools; and online/virtual spaces.

Intersectional Approach: It is important to consider the intersection of gender with other inequalities and oppressions (e.g., sexuality, gender identity, ethnicity, indigeneity, immigration status, disability, etc.) to understand the context of violence against women, girls, nonbinary and trans individuals, and survivors.³ An intersectional approach recognizes that all oppressions exist simultaneously and create unique experiences of violence for women, girls, nonbinary and trans individuals, and survivors. As stated by Kimberle Crenshaw: “Intersectionality is a lens through which you can see where power comes and collides, where it interlocks and intersects. It’s not simply that there’s a race problem here, a gender problem here, or a class or LGBTQ problem there.”⁴



United Nations Women Safe Cities Initiative:

Safe Cities and Safe Public Spaces (Safe Cities) is a worldwide United Nations Women initiative that draws attention to the issue of violence against women and girls in public spaces, such as workplaces, schools, restaurants or bars, while using public transportation or recreational spaces, or in public parks. In 2013, sexual violence against women and girls in public spaces was identified as an area of concern by the United Nations Commission for the Status of Women, who called on governments around the world to prevent violence against women and girls.⁵ The goal of the Safe Cities initiative is to empower women and girls and create safer communities by identifying strategies for preventing and responding to violence.

Women, Girls, Nonbinary and Trans Individuals, and Survivors:

This work focuses on those who have felt unsafe in public spaces because of their gender or because they have experienced sexual violence already. Statistically, we know that women, girls, nonbinary and trans individuals, and survivors are at a higher risk of experiencing sexual violence and thus have reported feeling weary, unsafe, and/or unable to freely navigate, enjoy, and actively participate due to their gender.

"[This work] is essential. Particularly for those who have been through sexual abuse, to have access to safe spaces in their communities because to us, the world as a whole, is not experienced as safe. We have to live with the knowledge that we are at risk of violence because of our gender. We are taught from a young age that we need to be hyper vigilant and know how to protect ourselves. For those who have been the targets of sexual abuse, this is even more of a reality. When we do not feel secure in our surroundings, we are not able to be our authentic selves, especially as Indigenous women, to reach our full potential or to heal from our experiences. For me, Okaadenige is my only safe space in London and surrounding area. This speaks volumes to the need."

- An Okaadenige Member



A CALL TO ACTION

Why a Safe Cities Action Plan for London

When women, girls, nonbinary and trans individuals, and survivors are not safe in public spaces, it has a significant adverse effects on their lives. Both the threat and experience of sexual violence affects their access to social activities, freedom of movement, education, employment, leadership opportunities, and psychological well-being.

From the scoping study, we know women, girls, nonbinary and trans individuals, and survivors in London experience sexual violence in public spaces, ranging from unwanted sexual remarks to sexual assault. This aligns with the data and testimonies shared by organizations in London that serve individuals who have experienced sexual violence. The experiences of women, girls, nonbinary and trans individuals, and survivors in London demonstrates the urgency of providing effective, comprehensive, and innovative solutions to this pressing issue.

Addressing sexual violence against women, girls, nonbinary and trans individuals, and survivors is an increasingly complex and interconnected challenge. Siloed solutions do not work. A systemic, collaborative approach is required to create the change that is urgently needed. Our system change approach will be a deliberate process to transform individual, organizational, and system level behaviours in order to establish new, comprehensive, and sustainable solutions.

While our work is focused on public spaces, we have structured our strategic framework to develop a comprehensive approach rather than targeting specific public locations and spaces. In this way, we have furthered our commitment to comprehensive system change. Our annual actions, however, will address specific public spaces through place-based initiatives.

Why this Approach is Unique for London

1 in 3 Londoners⁶ who are women will experience sexual violence. This statistic has not changed in decades.⁷ We need coordinated, bold, decisive action today so that London can become a safe city where women, girls, nonbinary and trans individuals, and survivors access public spaces and participate in public life without fear or experience of sexual violence.

In London, there are significant efforts being implemented to address sexual violence in private spaces. It is important work that is much needed in our community. The Safe Cities London Action Plan will build on this great work, with a focus on reclaiming public spaces.

Safe Cities London is the first-ever city-wide initiative that brings together service providers, researchers, community, and individuals with lived experience to address sexual violence in public spaces. This new approach extends beyond UN Safe Cities requirements and is designed to meet the specific needs of the London community.



How the Action Plan was Developed

The development of the Safe Cities Action Plan was an intensive, collaborative process led by the Safe Cities London Advisory Committee. The Advisory Committee members conducted research, reviewed documentation, and prepared content for the Action Plan. Over a period of six months, Advisory Committee members engaged in critical analysis, challenging debate, and robust dialogue.

The following five phases guided the development of the Safe Cities Action Plan from August 2020 – February 2021.

Phase 1

Review of scoping study results

Phase 2

Development of core areas of focus

Phase 3

Identification of expected results and strategies

Phase 4

Creation of initial actions

Phase 5

Review and approval of the Safe Cities Action Plan

Advisory Committee members are representative of community leaders, service organizations, researchers, and individuals with lived experience. The following Advisory Committee members were involved in the development of the Action Plan during the six-month development period.



Kerri Arthurs, Western University

Joanna Bedggood,
King's University College

Sharon Bernards, Centre for
Addiction and Mental Health

Lesley Bikos, Women & Politics

Nancy Collister,
London Public Library

Vanessa Di Marcelli, London District
Catholic School Board

Ashton Forrest, Community
member and advocate for issues
relating to (dis)ability

Doris E. Hall, Canadian Coalition to
Empower Women

Joe Henry, King's University College

Erin Huner, Western University

Ben Kitching, King's University
College Students' Council

Leah Marshall, Fanshawe College

Starr McGahey-Albert, Thames
Valley District School Board

Mackenzey Metcalfe, Western
University Student Council

Shawna Lewkowitz,
Urban League London

Britt O'Hagan, City of London

Kelly Paleczny,
London Transit Commission

Doriana Rosati, Thames Valley
District School Board

Elyssa Rose, Atlohsa Family
Healing Services

Caroline Roy,
London Transit Commission

Tracey Stub, YMCA of
Southwestern Ontario

Jaclyn Siegal, Western University,
PhD Candidate

Rachel Taylor, Student, Women
in Civic Leadership, Brescia/King's
University College

Carolyn Temple,
Brescia University College

AnnaLise Trudell, Anova, Safe Cities
Advisory Committee Co-Chair

Samantha Wells, Centre for
Addiction and Mental Health

Rosanna Wilcox, City of London,
Safe Cities Advisory Committee
Co-Chair

Chief Steve Williams,
London Police Service

THE STRATEGIC FRAMEWORK

Vision

London is a safe city where women, girls, nonbinary and trans individuals, and survivors access public spaces and freely participate in public life without fear or experience of sexual violence.

Guiding Principles

The following principles will guide how we work together to implement the Safe Cities London Action Plan.

Intersectionality

We will prioritize the use of an intersectional lens.

Accountability

We will take responsibility for actions and outcomes.

Innovation

We will take calculated risks and implement innovative approaches.

Collaboration

We will provide strategic guidance and share roles and responsibilities.

Evidence-Informed

We will make decisions based on evidence.⁸

Accessibility

We will ensure that everything we do is in an accessible format.⁹

Trauma-Informed

We will embed a trauma-informed lens in our work.

Areas of Focus

The Safe Cities London Action Plan has three areas of focus:

- **Social Norms**
- **Policy and Practice**
- **Collaboration**

Each of these areas of focus have corresponding outcomes, expected results, strategies, and initial actions.



Areas of Focus: Social Norms

Outcome: Londoners have a comprehensive understanding of sexual violence in public spaces that inspires individual and community action to make public spaces safe for women, girls, nonbinary and trans individuals, and survivors.

Expected Result 1: Increased knowledge of what sexual violence is, what causes it, its effects, and intersectional impacts.

| Strategy | Initial Actions |
|---|---|
| <p>Provide education, tools, and resources about sexual violence. ¹⁰</p> | <ol style="list-style-type: none"> 1. Create a community-wide understanding about sexual violence through education. 2. Provide education about trauma responses and the impacts on women, girls, nonbinary and trans individuals, and survivors. 3. Implement a campaign to raise awareness of the effects of sexual objectification (i.e. catcalling). 4. Offer education to London-based organizations about online sexual violence and how to create and maintain safe online spaces for women, girls, nonbinary and trans individuals, and survivors. 5. Develop a template for community guidelines, norms, and behaviours in online spaces. |



Expected Result 2: Increased skill and desire to take appropriate action.

| Strategy | Initial Actions |
|--|---|
| <p>Prepare and implement space-specific bystander intervention training.</p> | <ol style="list-style-type: none"> 1. Prepare online norms for bystander intervention and disseminate this information. 2. Design, implement, and amplify bystander education and intervention training programs in bars/clubs, public transportation, and post-secondary institutions. 3. Integrate bystander intervention training into the City of London Ambassador Program. |
| <p>Address a consent culture in the city.</p> | <ol style="list-style-type: none"> 1. Provide education related to harmful masculine norms and expectations. 2. Engage men and boys from high risk groups in education efforts as allies. |
| <p>Engage men as allies and hold men accountable to end sexual violence.</p> | <ol style="list-style-type: none"> 1. Leverage the social capital of men and boys and engage them to speak out publicly. |

Areas of Focus: Policy and Practice

Outcome: Evidence-informed policy and practice that shifts culture, mindset, and behaviour to make public spaces safe for women, girls, nonbinary and trans individuals, and survivors by creating a community in which sexual violence is not accepted or tolerated.

Expected Result 1: Increased use of an intersectional gendered lens in policy development related to public spaces.

| Strategy | Initial Actions |
|--|--|
| Support the review and update of current guidelines, policies, and practices to include the use of GBA+. | <ol style="list-style-type: none"> 1. Integrate the use of GBA+ in policy development. 2. Provide resources, templates, and training on how to use GBA+ in policy development. |

Expected Result 2: Improved use and monitoring of new and existing policies to support behaviour change.

| Strategy | Initial Actions |
|---|--|
| Strengthen and design new mechanisms to enforce policy. | <ol style="list-style-type: none"> 1. Review existing policies and assess whether mechanisms exist for them to be enforced. 2. Create tools and resources for organizations to review and revise their own policies to ensure enforcement. |
| Create new policies that drive system change. | <ol style="list-style-type: none"> 1. Work with people with lived experience to determine policies that are required. 2. Look at enforcement rates, analyze why policies are not being enforced, and develop recommendations to improve enforcement rates. |



Expected Result 3: Improved evidence and understanding of the impact of policy use.

| Strategy | Initial Actions |
|--|--|
| Measure the implementation of policies and behaviour change. | <ol style="list-style-type: none"> 1. Explore whether organizations are collecting data and make recommendations for data to be collected. 2. Recommend a framework where data is collected in the same way and analyze aggregate data to determine change across the city. 3. Create tools to measure policy enforcement and behaviour change. |

Expected Result 4: Increased use of environmental design¹¹ as a tool to promote safety.

| Strategy | Initial Actions |
|---|---|
| Integrate GBA+ in environmental design and address identified gaps. | <ol style="list-style-type: none"> 1. Incorporate GBA+ analysis into the review and development of policies and plans that impact the design of the built environment. 2. Explore the application of a GBA+ lens in the completion of a safety audit for the downtown core. |

Areas of Focus: Collaboration

Outcome: A responsive and preventative collaborative system¹², with community partners working together to make public spaces safe for women, girls, nonbinary and trans individuals, and survivors.

Expected Result 1: Increased collaboration among system partners.

| Strategy | Initial Actions |
|---|---|
| Create collaborations that leverage unique strengths, differences, and contributions. | <ol style="list-style-type: none"> 1. Identify community partners to engage in this work. 2. Create common messaging for all service providers to use when addressing sexual violence in public spaces. |
| Establish a commitment to shared learning. | <ol style="list-style-type: none"> 1. Create a process to allow for regular sharing of information. 2. Create a community of practice to allow for shared learning opportunities. |

Expected Result 2: Improved awareness and understanding of the system and its gaps.

| Strategy | Initial Actions |
|---|--|
| Raise awareness of services and supports available across the system. | <ol style="list-style-type: none"> 1. Create an online resource that outlines bus safety protocols in partnership with London Transit Commission. |
| Identify gaps and emerging needs. | <ol style="list-style-type: none"> 1. Map all services and supports available for women, girls, nonbinary and trans individuals, and survivors who experience sexual violence in public spaces. |



Expected Result 3: Increased capacity to create change.

| Strategy | Initial Actions |
|---|--|
| Bring new people to our work and create allies to enhance impact. | <ol style="list-style-type: none">1. Set criteria and a process to determine who needs to be engaged in this work and how they will participate. |
| Develop and scale innovative solutions to address gaps and drive system change. | <ol style="list-style-type: none">1. Explore alternative ways to report sexual violence that have been successful in other communities.2. Pilot an alternative reporting project. |





MOVING TO ACTION

Action Plan Implementation

The success of the Safe Cities Action Plan requires commitment and contributions from individuals, organizations, and businesses connected to this work.

A governance structure has been developed to oversee and guide the Safe Cities Action Plan. It includes an Advisory Committee that will be responsible for overall outcomes and Action Teams that will be responsible for the implementation of strategies and actions.

On an annual basis, work plans will be developed with critical timelines to deliver on specific initiatives and actions.

Action Plan Monitoring and Evaluation

Safe Cities London will monitor and measure the performance and impact of the Safe Cities London Action Plan and report to the community.

Further, the Safe Cities London Action Plan will be reviewed on an annual basis and updated based on new data to ensure the action plan continues to effectively address evolving and emerging issues.



Endnotes

1. UN Women. (2019). Flagship Programme Brief. Safe Cities and Safe Public Spaces. <https://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>
2. UN Women. (n.d.). Creating Safe Public Spaces. <http://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>
3. Imkaan. (2019). The Value of Intersectionality in Understanding Violence Against Women and Girls. <https://www2.unwomen.org/-/media/field%20office%20eca/attachments/publications/2019/10/the%20value%20of%20intersectionality%20in%20understanding%20violence%20against%20women%20and%20girls.pdf?la=en&vs=3339>
4. Coaston, Jane. (2019). The Intersectionality Wars. The Vox. <https://www.vox.com/the-highlight/2019/5/20/18542843/intersectionality-conservatism-law-race-gender-discrimination>
5. UN Women. (2019). Flagship Programme Brief. Safe Cities and Safe Public Spaces. <https://www.unwomen.org/en/what-we-do/ending-violence-against-women/creating-safe-public-spaces>
6. Statistics Canada. (2018) Gender-based violence and unwanted sexual behaviour in Canada. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2019001/article/00017-eng.htm>
7. Department of Justice. (2019). Just Facts. Sexual Assault. <https://www.justice.gc.ca/eng/rp-pr/jr/jf-pf/2019/apr01.html>
8. Evidence includes, but is not limited to academic studies and the experience and expertise of researchers, practitioners, and individuals with lived experience.
9. This includes compensating individuals with lived experience for their contributions to this work.
10. This includes, but is not limited to, topics such as what counts as sexual violence, myths about sexual violence, where sexual violence occurs, who is at a higher risk of sexual violence, and intersectional impacts of sexual violence.
11. Environmental design is the process of addressing surrounding parameters (natural and built environment) when devising plans, programs, policies, buildings, or products.
12. “System” in this context refers to the people, groups, and organizations that are connected to and invested in creating safe public spaces for women, girls, nonbinary and trans individuals, and survivors.



anova



London
CANADA

COMMUNITY & PROTECTIVE SERVICES COMMITTEE

To: CHAIR AND MEMBERS
COMMUNITY & PROTECTIVE SERVICES COMMITTEE

From: GEORGE KOTSIFAS, P. ENG
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES &
CHIEF BUILDING OFFICIAL

Subject: VACANT BUILDINGS BY-LAW REVIEW
PUBLIC PARTICIPATION MEETING

Date: MARCH 2, 2021

Recommendation

That, on the recommendation of the Managing Director, Development & Compliance Services & Chief Building Official:

- a) the attached proposed by-law (Appendix 'A') **BE INTRODUCED** at the Municipal Council meeting to be held on **March 23, 2021** to amend the Vacant Building By-law A-35.
- b) the attached proposed by-law (Appendix 'B') **BE INTRODUCED** at the Municipal Council meeting to be held on **March 23, 2021** to amend the Administrative Monetary Penalty System (AMPS) By-law No. A-54, to add penalties for non compliance related to the amended Vacant Building By-law A-35.

Executive Summary

The Vacant Building By-law has not had a full review since its adoption in 2009. The recommended amendments clarify definitions, introduce a new definition of a registry and associated regulations, limit the time period of allowing boarded buildings and clarify requirements for Orders issued to address public safety and public nuisances.

Linkage to the Corporate Strategic Plan

To improve regulatory processes – implement a review of by-laws with a risk based protocol focussing on municipal purposes.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- Community & Protective Services Committee: Administrative Monetary Penalties – Application to Municipal By-laws (October 6, 2020)
- Community & Protective Services Committee: Vacant Building By-law – (February 19, 2020)

At its meeting held on March 2, 2020, Municipal Council resolved that Civic Administration **BE DIRECTED** to prepare amendments to the Vacant Buildings By-law to implement a registry of vacant buildings with associated fees and a proactive enforcement protocol and hold a public participation meeting at a future Community and Protective Services Committee (CPSC) meeting.

2.0 Discussion and Considerations

In consultation with London Police Service and London Fire, the following amendments to the Vacant Building By-law are recommended:

- **Inspection Registry Definition:** The definition section is amended by defining “Inspection Registry” as a City-maintained registry of vacant buildings that have been vacant for at least 30 consecutive days and an officer reasonably believes that the vacant building poses a risk to safety or is a public nuisance or could become a public nuisance. This definition provides the foundation for inclusion of a vacant property in a registry maintained by the municipality.

- **Public Nuisance:** Subsection 3.1(2) is amended by adding the phrase “or is a public nuisance or could become a public nuisance” after the phrase “that a vacant building poses a risk to safety”. This provides clarity and transparency that the municipality may regulate with respect to public nuisances.
- **Current Floor Plans:** Subsection 3.1(2)(ii) is amended as follows: Provide one set of floor plans (showing the current floor configuration) to the Fire Chief and one set of floor plans (showing the current floor configuration) to the Chief Building Official. The current regulation requires the submission of as-built floor plans if available. Most vacant buildings which are a concern are older and have had multiple owners. The requirement for the submission of floor plans is for the safety of first responders. Very few floor plans have been submitted to date as they are not available. This amendment will require the submission of floor plans showing the current floor configuration of the subject vacant building.
- **Property Contact Information:** Subsection 3.1(2) is amended by adding the following: provide the officer with the phone number for the owner or their agent, and any other contact information the officer reasonably requires. This will allow municipal staff and first responders to attempt immediate contact with the property owner and/or their agent in emergency situations.
- **Registry – Operational:** Section 3.1 is amended by adding the following: “Where a vacant building has been vacant for at least 30 consecutive days, an officer who reasonably believes that a vacant building poses a risk to safety or is a public nuisance or could become a public nuisance may add such building to an Inspection Registry. Where a building is added to an Inspection Registry, the City may conduct regular exterior inspections of the building for compliance with this by-law. The owner of the building shall be responsible for any inspections fees arising from such inspections.” This amendment provides direction to the new definition of Inspection Registry. Municipal Law Enforcement Officers (MLEO) may undertake proactive regular inspections of the exterior of vacant buildings and associated property to ensure compliance with the by-law. Fees for these inspections will be charged back to the property owner in accordance with the Inspections By-law. These inspections will complement the site visits undertaken by the Fire Department on a periodic basis to identify public safety issues.
- **Boarding of Buildings:** Section 3 is amended by adding the following: “Despite sections 3.1 through 3.8, a vacant building shall not be boarded up for a period exceeding 365 days, and the requirements of section 4.3 (Doors, Windows and Skylights) of the Property Standards By-law shall apply”. This new section will limit the time period vacant buildings can remain boarded. The time period of one year is in line with other Ontario municipalities which address vacant building issues in their by-laws. This regulation does not impact the application of the Property Standards By-law for non-boarding related issues such as un-kept properties, dilapidated roof structures, derelict vehicles etc. MLEOs have discretion in applying regulations especially if buildings were boarded up during the pandemic for security purposes.
- **Heritage:** Subsection 6.2 is amended by adding the word “heritage” after the phrase “inclusion of the”. This is a housekeeping amendment for clarity.
- **Legislative References:** Section 6.5 amended by adding references to the Property Standards By-law and the Building Code Act for clarity.
- **Administrative Monetary Penalties:** Section 7 is amended by adding the following : “Each person who contravenes any provision of this By-law shall, upon issuance of a penalty notice in accordance with the Administrative Monetary Penalty System By-law A-54, or any successor by-law, be liable to pay the City an Administrative Monetary Penalty”. Where Orders issued under this by-law are not complied with, MLEOs will have the option to issue penalties under the Administrative Monetary Penalty System By-law (AMPs). An amendment to the AMPs by-law provides penalties for violations of the Vacant Buildings By-law.

Conclusion

One of the strategies in the City's Strategic Plan is to improve regulatory processes and by-law requirements. The Vacant Building By-law has not had a full review since its adoption in 2009. The amendments strengthen definitions, introduce a new definition of a registry and associated regulations, limit the time period of allowing boarded buildings and clarify requirements for Orders issued to address public safety and public nuisances. The amendments also allow for the issuance of penalties under the Administrative Monetary Penalty System By-Law.

Submitted by: OREST KATOLYK, MLEO (C)
CHIEF MUNICIPAL LAW ENFORCEMENT OFFICER

Recommended by: GEORGE KOTSIFAS, P. ENG.
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE
SERVICES & CHIEF BUILDING OFFICIAL

Appendix 'A'

2021

By-law No.

By-law to amend By-law No. A-35
being "A by-law to regulate vacant buildings".

WHEREAS the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, s. 10, gives the municipality broad authority to pass by-laws respecting the health, safety, and well-being of persons;

AND WHEREAS the *Municipal Act, 2001*, s. 128, provides that a local municipality may prohibit and regulate with respect to public nuisances, including matters that, in the opinion of Council, are or could become or cause public nuisances;

AND WHEREAS Municipal Council of The Corporation of the City of London is of the opinion that vacant buildings that are not secured against unauthorized entry constitute public nuisances by attracting vandals and creating various safety hazards;

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

1. Section 1 of By-law No. A-35 is amended by inserting the following definition after the definition of "Fire Code" as follows:

"Inspection Registry" shall mean a City-maintained registry of vacant buildings that have been vacant for at least 30 consecutive days and an officer reasonably believes that the vacant building poses a risk to safety or is a public nuisance or could become a public nuisance;"

2. Subsection 3.1(2) of By-law No. A-35 is amended by adding the phrase "or is a public nuisance or could become a public nuisance" after the phrase "that a vacant building poses a risk to safety".
3. Subsection 3.1(2)(ii) is deleted and replaced with a new subsection 3.1(2)(ii) as follows:

"(ii) provide one set of floor plans (showing the current floor configuration) to the Fire Chief and one set of floor plans (showing the current floor configuration) to the Chief Building Official;"
4. Subsection 3.1(2) is amended by inserting new subsection (vii) after subsection 3.1(2)(vi) as follows:

"(vii) provide the officer with the phone number for the owner or their agent, and any other contact information the officer reasonably requires."

5. By-law No. A-35 is amended by inserting a new subsection 3.1(4) after subsection 3.1(3), as follows:

"(4) Where a vacant building has been vacant for at least 30 consecutive days, an officer who reasonably believes that a vacant building poses a risk to safety or is a public nuisance or could become a public nuisance may add such building to an Inspection Registry. Where a building is added to an Inspection Registry, the City may conduct regular exterior inspections of the building for compliance with this by-law. The owner of the building shall be responsible for any inspection fees arising from such inspections."

6. By-law No. A-35 is amended by inserting a new subsection 3.9 after subsection 3.8 as follows:

“3.9 Boarding – after 365 Days

Despite sections 3.1 through 3.8, a vacant building shall not be boarded up for a period exceeding 365 days, and the requirements of section 4.3 (Doors, Windows and Skylights) of the Property Standards By-law shall apply.”

7. Subsection 6.2 of By-law A-35 is amended by adding the word “heritage” after the phrase “inclusion of the”.

8. Section 6.5 of By-law A-35 is amended by:

- (i) adding the phrase “Property Standards, ” in the heading before the phrase “Building Code”, and
- (ii) adding the phrase “, the Property Standards By-law” after the phrase “*Building Code Act, 1992*”.

9. By-law No. A-35 is amended by renumbering subsection “7.2 to subsection 7.3”.

10. By-law No. A-35 is amended by inserting a new subsection 7.2 after subsection 7.1 as follows:

“7.2 Administrative Monetary Penalty

Each person who contravenes any provision of this By-law shall, upon issuance of a penalty notice in accordance with the Administrative Monetary Penalty System By-law A-54, or any successor by-law, be liable to pay the City an Administrative Monetary Penalty.”

11. This bylaw shall come into force and effect on the day it is passed.

PASSED in Open Council on _____, 2021.

Mayor
Ed Holder

City Clerk
Catharine Saunders

First reading –
Second reading –
Third reading –

Appendix 'B'

Bill No. _____
2021

By-law No. A-54-_____

A by-law to amend By-law No. A-54, as amended, being "A by-law to implement an Administrative Monetary Penalty System in London" to designate By-law No. A-35 being "A by-law to regulate vacant buildings".

WHEREAS section 434.1 of the Municipal Act authorizes the City to require a person, subject to conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality;

AND WHEREAS the Municipal Council considers it desirable to enforce and seek compliance with the designated by-laws, or portions of those by-laws, through the Administrative Monetary Penalty System;

AND WHEREAS the Municipal Council on June 25, 2019 passed By-law No. A-54, being "A by-law to implement an Administrative Monetary Penalty System in London;"

AND WHEREAS the Municipal Council deems it appropriate to amend By-law No. A-54 with respect to designating By-law No. A-35 being "A by-law to regulate vacant buildings" under the Administrative Monetary Penalty System By-Law.

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

1. That Schedule "A-1" of By-law No. A-54 be amended to include By-law No. A-35 being "A by-law to regulate vacant buildings" as a designated by-laws under the Administrative Monetary Penalty System By-Law;
2. That the definition of "Administrative Penalty" be amended to add "A-7" after "A-6";
3. That section 2.1 be amended to add "A-7" after "A-6";
4. That section 3.1 be amended to add "A-7" after "A-6";
5. That section 3.1a) be amended to add "A-7" after "A-6";
6. That the attached Schedule "A-7" be added to By-law No. A-54 to provide for a penalty schedule for By-law No. A-35 being "A by-law to regulate vacant buildings";
7. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on _____, 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading –
Second Reading –
Third Reading –

Penalty Schedule for Vacant Buildings By-law

1. For the purposes of Section 2 of this By-law, Column 3 in the following table lists the provisions in the Designated By-law identified in the Schedule, as amended.

2. Column 2 in the following table set out the short form wording to be used in a Penalty Notice for the contravention of the designated provisions listed in Column 3.

3. Column 4 in the following table set out the Administrative Penalty amount that is payable for contraventions of the designated provisions listed in Column 3.

Administrative Monetary Penalty System By-Law for Vacant Buildings

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Designated Provision | Column 4 Administrative Penalty Amount |
|--------------------|---|-------------------------------------|---|
| 1 | Fail to ensure vacant building is secured | 3.1.1 (a) | \$400.00 |
| 2 | Fail to maintain liability insurance | 3.1.1 (b) | \$400.00 |
| 3 | Fail to protect vacant building against fire, accident or other danger | 3.1.1 (c) | \$400.00 |
| 4 | Fail to notify authorities of vacant building | 3.1.2 (i) | \$400.00 |
| 5 | Fail to provide floor plans | 3.1.2 (ii) | \$400.00 |
| 6 | Fail to provide copy of certificate of insurance | 3.1.2 (iii) | \$400.00 |
| 7 | Fail to remove combustible materials | 3.1.2 (iv) | \$400.00 |
| 8 | Fail to install security measures | 3.1.2 (v) | \$400.00 |
| 9 | Fail to secure a vacant building | 3.1.2 (vi) | \$400.00 |
| 10 | Fail to provide contact information | 3.1.2 (vii) | \$400.00 |
| 11 | Fail to comply with additional measures | 3.8 | \$400.00 |
| 12 | Fail to notify Fire Department of intended compliance | 4.1 | \$400.00 |
| 13 | Fail to secure fire damaged building | 4.2 | \$400.00 |
| 14 | Fail to immediately secure fire damage building | 4.3 | \$400.00 |
| 15 | Fail to install boarding materials and maintain in good repair | 6.3 (a) | \$400.00 |
| 16 | Fail to install boarding materials which are resistant to deterioration | 6.3 (b) | \$400.00 |
| 17 | Fail to disconnect utilities | 6.4 | \$400.00 |

At the discretion of the Officer, fines may be doubled for any and all subsequent repeat offences.

PUBLIC PARTICIPATION MEETING COMMENTS

3.2 PUBLIC PARTICIPATION MEETING – Vacant Buildings By-law Review

- J. Thompson, Life Spin - As many of you know Life Spin has been an advocacy organization in London for over thirty years, and last year we served more than eight thousand low income families. The bylaw revisions, we're hoping will support these families, all of them, to live with some equity. We commend the City of London staff and council for the action to enact vacant property by-law changes, particularly the need to provide floor plans for first responders, the restriction on the length of vacancy allowed and the addition of fines in the subsequent proposed changes to By-law 54. However, we believe that the changes in the by-laws will not make any real change without strict enforcement. We started to map some of the vacant properties that folks have been drawing to our attention and I've included a map there in our report. One of the things that we noticed about the map is that a lot of the properties that are vacant and boarded up inappropriately are owned by land speculators and developers, and they're setting their own standards of disrepair and decay. We believe that the Municipal Act gives you the tools to enforce the standards and to immediately make the repairs that are necessary. There is dangerous and hazardous conditions for the residents, the neighbours and the first responders. The fines are a wonderful addition and it's nice that they can be in there. I do have a question about them being doubled, because I think that's a wonderful tool was mentioned previously. Fines often bring action. They can be doubled, so the first fine is four hundred dollars, that's doubled to eight hundred the next time it's not been repaired or fixed up, will it double to sixteen hundred dollars? That's a clarification I think will give you even more power if you can keep doubling fines until the landowners do the work they are supposed to be doing. We believe that if you go in immediately and start to make the repairs if they're not fixed, that gets you a proactive way to address the judgment to the neighbourhood, the health and safety risks to the first responders and other residents in the area. The cost to make the repairs are recoverable from the offending property owners under the Municipal Act, and in addition to the proactive enforcement we're asking that council consider an affordable housing strategy that aligns building acquisition with both the standards and the enforcement. For example, the city of Chicago has an initiative, they call it the Troubled Building Initiative, and it's a tool that they used to help reclaim troubled and abandoned buildings to prevent these buildings from deteriorating into a state of disrepair which may lead to displacement, the loss of affordable housing and unnecessary demolition, so there are examples out there. We've included some links for you to find a way to that and how that becomes part of a broader strategy for the whole community. As a community we need to regain control of all the physical factors blighting the lives of poor residents, abandon properties may be the single most destructive because they attract so many other conditions making other challenges become even worse. So what's left at the end of the process is those struggling to make it on low incomes remain in their neighborhoods only by doubling up, by living in substandard housing and by paying a high percentage of their meagre incomes for housing. We believe that London needs a strategy that prioritizes vacant properties, getting control of them and taking them from irresponsible landowners. In order for this strategy to work, bringing properties into compliance, imposing tax liens for not maintaining the by-law standards, should be implemented immediately, and all vacant lots and abandoned buildings. We respectfully request that council direct staff to pursue the implementation of an affordable housing strategy that incorporates building acquisition as part of a response to vacant property by-law enforcement protocol. And that's me, thank you very much.

- M. Hendry - My name is Matthew Hendry, I live in ward seven, and I'd like to contribute a few points to this discussion on vacated housing and vacant buildings, which I hope will clarify the picture for a lot of people. I'd like to also thank Ms. Thompson for her remarks as part of this discussion and I'd like to offer a sincere apology. Earlier this summer, as part of a special project for Life Spin, I made a poster depicting a now burned down building on King Street. The building that was pictured was 689 King Street. It caught fire in December and, at the time that I wrote the report, I hesitated to forward it to people on city council and I hesitated to forward it to the City of London because I feared that it would cause trouble. I now realize that my failure to forward the report to people within the City of London has created even more heartache and had the potential to create even more trouble than having forwarded it. To those hurt by this inaction, I can only offer my sincerest apologies and the promise to do better. That said, I wonder if there is not a larger error. The failure to recognize a clear avenue to improve the situation of living, improve safety, spur financial revenue and refurbish many neighbourhoods in order to create a better tomorrow for the City of London. As someone who has attended school and worked in several of the neighbourhoods within London, I have often wondered if the appearance of a neighbourhood impacts life decisions, and after all this time I can say yes. It affects both your outlook on life, your mental health and your physical well being. The vacated buildings in our city give off a rundown look, and this scares many people away from, not only the neighbourhood, yet also from opportunities. One personal example I can think of, right off the bat, would be St. John ambulance, which is located almost right in the heart of Old East Village. Those who have been involved with this organization as volunteers and members know that the organization does amazing work however St. John Ambulance has struggled to gain new volunteers and members, especially for their youth programs. You look at the surrounding neighbourhood, the frequent transit inactivity, the lack of street lighting, and it's easy to figure out why. No parent in their right mind is going to let a second year high school student take a city bus into a neighbourhood full of rundown buildings to volunteer for an organization, no matter how great that organization is and no parent has the time to repeatedly drive their kids halfway across the city just for peace of mind in respect to safety. Another example I have is out in Lambeth where the city has allowed the Baker family farm to sit. For those of you who haven't put two and two together to complete the picture, one of the most recent would have been owners of this farm was Frank Baker. He was a member of our Lion's Club and passed away a little over two years ago. The city had yet, and still has yet to do anything with respect to this property, which is perfectly visible from the north side of Wharnccliffe Road South and Main Street as you head into Lambeth. I've got plenty of solutions in the report I wrote for Life Spin on this and am happy to email all of you a copy of the report. As a show of faith, I ask that all of you take the ten minutes to read the research that I've put into this issue. As an added step, I'd ask everyone in the city to think about what we can do to give you more opportunity and all of these issues addressed, including this one. An excellent start would be immediately improving the lighting, transportation amenities and housing conditions in our neighbourhoods so that parents actually feel safe allowing children to bus into these areas. A second suggestion we would make would be to look into what additional efforts the city can take to ensure that kids enrolled in activities in any of our neighbourhoods are not having to look over their shoulder every five seconds. Thank you.

COMMUNITY & PROTECTIVE SERVICES COMMITTEE

To: CHAIR AND MEMBERS
COMMUNITY & PROTECTIVE SERVICES COMMITTEE

From: G. KOTSIFAS, P. ENG.,
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES &
CHIEF BUILDING OFFICIAL

Subject: PROPERTY STANDARDS BY-LAW REVIEW
PUBLIC PARTICIPATION MEETING

Date: MARCH 2, 2021

Recommendation

That, on the recommendation of the Managing Director, Development & Compliance Services & Chief Building Official:

- a) the attached proposed by-law (Appendix A) **BE INTRODUCED** at the Municipal Council Meeting to be held on March 23, 2021 to repeal and replace the Property Standards By-law CP-16;
- b) the attached proposed by-law (Appendix B) **BE INTRODUCED** at the Municipal Council Meeting to be held on March 23, 2021 to amend section 6 of the Hearings Officer By-law A.-6653-121;
- c) the attached proposed by-law (Appendix C) **BE INTRODUCED** at the Municipal Council Meeting to be held on March 23, 2021, to amend the Administrative Monetary Penalties By-law A-54 to allow for the issuance of penalties for property standards violations.

Executive Summary

The purpose of this report is to update the Property Standards By-law to meet current Ontario Building Code regulations, provide strengthened regulations, the establishment of a committee to address appeals and the application of Administrative Monetary Penalties.

Linkage to the Corporate Strategic Plan

To improve regulatory processes and by-law requirements.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- Community and Protective Services: Administrative Monetary Penalties – Application to Municipal By-laws (October 6, 2020)
- Community and Protective Services: Property Standards By-law Proposed Amendments (February 19, 2020)

The Property Standards By-law was passed in 1999. The authority for the By-law comes from the Ontario Building Code Act. The By-law requires property owners to maintain both interior and exterior conditions including all buildings and structures associated with the property. The intent of the By-law is to provide a level of protection and safety for tenants, occupants, and surrounding neighbours by making living conditions suitable.

In February 2020, Civic Administration advised Council that the By-law merits a full review in compliance with the Ontario Building Code (OBC) and in response to issues raised by Municipal Law Enforcement Officers during inspections.

2.0 Discussion and Considerations

2.1 What amendments have been made to the By-law?

The following amendments have been made to reflect updated OBC regulations, to create a committee for appeals and to reflect issues identified during inspections:

- Add definition of Committee – this amendment clarifies the appointment and role of the Property Standards Committee in accordance with the Building Code Act.
- Add definition of Concealed Space Agreement – this amendment reflects the current practice of registering on title document prohibiting the occupancy of a finished space which does not comply with the By-law (i.e. basement or attic space).
- Add definition of Duct Tape Smoke Interlock Detector – this amendment provides clarity to Orders addressing HVAC air handling systems. This regulation also has implications for compliance with the Ontario Fire Code where the detectors are related to the fire alarm system.
- Add definition of Unfinished Space/Area – this amendment clarifies exposed ceilings, walls and flooring.
- Amend section 2.8.4, Vacant Buildings On Designated Heritage Properties – this amendment provides provision for vacant heritage buildings to be individually evaluated by professionals in particular areas of expertise to determine a heating and ventilation installation and maintenance plan in an effort to conserve the heritage attributes of the structure.
- Amend section 3.1.2, Neat and Tidy Includes – by adding a reference to sink holes and impressions.
- Amend section 3.2.1, Accessory Buildings Maintained – by deleting the exception of farm buildings, allowing for standards to be applied to farm structures.
- Amend section 3.4.1, Retaining Walls Maintained – by amending the height to reflect the Ontario Building Code (OBC).
- Amend section 3.5.1, Refuse–Collected–Stored – by amending the revised by-law title to Municipal Waste and Resource Materials Collection By-law.
- Amend section 3.5.4, by removing reference to Fire Code – for redundancy purposes.
- Amend section 3.5.6, Temporary Storage-Provided – by adding reference to containing temporary storage.
- Amend section 4.3.6, Windows-Screens – by amending to revise dates to reflect seasonal changes.
- Amend section 4.3.8, Vacant Building Exception – by referencing the Vacant Building By-law by limiting the time period of boarding
- Amend section 4.5.5, Stairs-Unfinished – Basement Guard – by referencing unfinished space.
- Amend section 4.5.8.1, Handrail-Provided-Maintained – by amending the height to reflect the Ontario Building Code.
- Amend section 4.5.8.2, Handrail-Both Sides – by amending to clarify application to three or more risers.
- Amend section 4.5.8.3, One Handrail – Central – by amending to clarify application to three or more risers.
- Amend section 4.5.9.1, Stairs-Interior-Single Dwelling – by amending to reflect stairs which curved in various degrees.
- Amend section 4.5.9.2, Stairs-Residential Not Within – by amending to reflect stairs which are curved in various degrees.
- Amend section 4.7.1, Interior Maintained – by amending to reflect maintenance of elevator cages.
- Amend section 4.7.2, Interior-Free-Stairs-Defacement – by amending to address all interior walls and ceilings.
- Amend 4.8.5, Headroom-Heights – by amending to reflect service rooms and service spaces which have laundry amenities; addressing unfinished spaces and door frames.
- Amend section 4.8.8, Windows Provided – by amending to reflect natural light.
- Amend 4.8.12, Facilities Maintained – by amending to address multi-unit security devices.
- Amend section 4.10.1, Free of Pests – by amending to add other pests to address issues such as bed bugs.
- Amend section 5.2.4, Portable Heating, Not Used Primary Source – by amending to address multi-unit duct smoke detectors.
- Amend section 6.1, Fee for Appeal-Required – by amending to reference the Fee and Charges By-law.

- Amend section 7, Establishment of a Committee – this amendment clarifies the establishment of the Property Standards Committee, appointment of Hearings Officers as listed in attached Schedule A, forthwith fill for vacancy, remuneration, election of a chair, majority quorum, secretary role and maintenance of records, committee adoption of rules and procedures, and notice of hearing.
- Amend section 9, Repeal – to affirm the previous By-law CP-16 as repealed, with clarification around orders and enforcement continuation during the transition.

Conclusion

One of the strategies in the City's Strategic Plan is to improve regulatory processes and by-law requirements. The City's Property Standards By-law has not had a full review since its adoption in 1999. The Property Standards By-law amendments reflect updated regulations in the Ontario Building Code, as well as observations made by Municipal Law Enforcement Officers in their duties inspecting premises. The amendments also allow for the issuance of penalties under the Administrative Monetary Penalty System By-Law and the creation of a committee to address appeals.

Submitted by: OREST KATOLYK, MLEO (C)
CHIEF MUNICIPAL LAW ENFORCEMENT OFFICER

Recommended by: GEORGE KOTSIFAS, P. ENG.
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE
SERVICES & CHIEF BUILDING OFFICIAL

Appendix 'A'

Bill No. ____
2021

By-law No. CP____

A by-law to provide standards for the maintenance and occupancy of property and to repeal By-law CP-16 being "A by-law prescribing standards for the maintenance and occupancy of property."

WHEREAS section 5(3) of the *Municipal Act, 2001*, S.O. 2001, C.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS the Official Plan for the City of London includes provisions relating to conditions of maintenance and occupancy of properties;

AND WHEREAS section 15.1 of the Building Code Act provides that the Council may pass a by-law with respect to prescribing standards for the maintenance and occupancy of property, and requiring property that does not conform with the standards to be repaired and maintained with the standards on the site to be cleared of all buildings, structures, debris or refuse and left in graded and levelled condition;

AND WHEREAS the offence and penalty provisions for contraventions are as set out in section 36 of the Building Code Act, the Administrative Monetary Penalty System By-law, and the Administrative Penalties provisions in section 15.4.1 of the Building Code Act;

AND WHEREAS section 15.4.1 of the Building Code Act authorizes a municipality to require a person to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality passed under section 15.1, or an order of an officer under ss. 15.2(2) as deemed confirmed or as confirmed or modified by the committee or a judge under section 15.3;

AND WHEREAS section 391(1) of the *Municipal Act, 2001* provides that a municipality may impose fees or charges on persons:

- a) for services and activities provided or done by or on behalf of it; and
- b) any other municipality or any local board;

NOW THEREFORE the Municipal Council of The Corporation of the City of London hereby enacts as follows:

1. DEFINITIONS

1.1 In this By-law:

"Acceptable" means

- a) accepted by the Chief Building Official of the Municipality with respect to matters under the Building Code;
- b) accepted by the Chief Fire Official of the Municipality with respect to matters under the Fire Code;
- c) accepted by the Property Standards Officer with respect to the standards set out in this by-law.

"Act" means the *Building Code Act, 1992*, S.O. 1992, c.23 as amended;

"Building Code" means the regulations made under section 34 of the Act;

"City" means The Corporation of the City of London;

"Committee" means a Property Standards Committee established under this By-law referred to in Section 15.6 of the *Building Code Act, 1992*, S.O. 1992, c.23, as amended, to hear appeals of Property Standards orders;

“Concealed space agreement” means a document signed by the property owner or authorizing agent in which an agreement is registered on title to prohibit use or occupancy of a finished space that does not comply with the regulations outlined in this By-law;

“Duct type smoke interlock detector” means a device used to detect the presence of smoke in the airstream of ductwork sections of the HVAC air handling systems;

“Exterior property areas” means the property excluding buildings;

“Fence” includes a privacy or other screen;

“Ground cover” means organic or non-organic material applied to prevent erosion such as concrete, flagstone, gravel, asphalt, grass or other equivalent landscaping;

“Habitable space” means a room or area used or intended to be used for living, sleeping, cooking or eating purposes and includes a washroom;

“Heritage attributes” means, in relation to real property, and to the buildings and structures on the real property, the attributes of the property, buildings and structures that contribute to their cultural heritage value or interest and that is defined or described:
in a by-law designating a property passed under section 29, Part IV, of the *Ontario Heritage Act* and identified as a heritage attribute, reason for designation or otherwise;

- a) in a Minister’s order made under section 34.5, Part IV, of the *Ontario Heritage Act* and identified as a heritage attribute or otherwise;
- b) in a by-law designating a heritage conservation district passed under section 41, Part V, of the *Ontario Heritage Act* and identified as a heritage attribute or otherwise; or
- c) in the supporting documentation required for a by-law designating a heritage conservation district, including but not limited to a heritage conservation district plan, assessment or inventory, and identified as heritage attributes or otherwise.

“Maintained” means to carry out any repairs, reconstruction, refinishing, or replacement of any part or parts of a structure or building or appurtenances including mechanical equipment required so they may properly perform the intended function;

“Part IV Heritage property” means real property, including all buildings and structures thereon, which has been designated by a municipality under section 29 of the *Ontario Heritage Act*, or which has been designated by the Minister under section 34.5 of the *Ontario Heritage Act*;

“Part V Heritage property” means real property, including all buildings and structures thereon, which is located in a heritage conservation district designated under section 41 of the *Ontario Heritage Act*;

“Unfinished Space/Area” means an exposed ceiling, walls and/or incomplete flooring;

“Vacant building” means a building or part of a building that is not used by an owner or is not occupied by an owner;

1.2 Any word or term not defined in this by-law shall have the meaning ascribed to it that is provided for in the Act or the O. Reg. 332/12 of *Building Code Act*, 1992, S.O. 1992, c.3

1.3 Every person shall ensure that their property conforms with the standards prescribed in this by-law.

2. GENERAL DUTY TO REPAIR

2.1 Owners – Shall Repair and Maintain

Owners of property that does not conform to the standards of this By-law, shall repair and maintain the property to conform with the standards of this By-law or to clear it of all buildings, structures, debris or refuse and left in a graded and levelled condition except that no building or structure on a Part IV heritage property or a Part V heritage property shall be altered or cleared, including but not limited to removed, demolished or relocated, except in accordance with the *Ontario Heritage Act*.

2.2 Repairs – Manner Acceptable

All repairs to comply with this By-law shall be carried out with suitable and sufficient materials in a manner acceptable to the Officer as good and workmanlike for the trades concerned.

2.3 Application – All Property

This By-law applies to all property within the City of London.

2.4 Repairs – Vacant Building – Occupied

All repairs to be carried out inside a vacant building or inside a vacant part thereof shall be carried out before the vacant building or vacant part is used or occupied.

2.5 Repairs Required – Section 15.1 – Act

This By-law is applicable to repairs required under Section 15.1 of the Act, and sections 35.3 and 45.1 of the *Ontario Heritage Act*, but not any other section of the Act, Fire Code or any other provincial act or regulations.

2.6 Dimension – Specified – Officer Accept – Level of Performance

Whenever a dimension, either maximum or minimum is specified, the Officer may accept a dimension that is more or less than the requirement provided it will not reduce the level of performance required by the By-law.

2.7 Standard for Heritage Properties

- a) In section 2.7 only, “maintained” in respect of heritage attributes means maintained, preserved, protected, repaired, reconstructed, refinished, or replaced, in compliance with the *Ontario Heritage Act*. Subject to the requirements in the *Ontario Heritage Act*, maintenance may include using the same types of material as the original exterior heritage fabric of the building or structure, in order to maintain the character and visual integrity of the heritage attributes of the building or structure, in keeping with the design, colour, texture and any other distinctive feature of the original material that is being maintained.
- b) In addition to the minimum standards for the maintenance of property set out in this By-law, all of the heritage attributes of a Part IV heritage property and a Part V heritage property shall be maintained.
- c) For a Part IV heritage property, the owner must comply with the provisions of the *Ontario Heritage Act* if the alteration is likely to affect the property’s heritage attributes, and the owner must apply to Council under the *Ontario Heritage Act* to obtain written consent, or receive the Minister’s consent, as the case may be.
- d) For a Part V heritage property, the owner must comply with the provisions of the *Ontario Heritage Act* and obtain a permit when altering or permitting the alteration of any part of the property, other than the interior of any structure or building on the property, or when erecting, demolishing or removing any building or structure on the property, or permitting same, unless excepted from such requirement under the *Ontario Heritage Act*.
- e) No building or structure on a Part IV heritage property or a Part V heritage property may be altered or cleared, including but not limited to removed, demolished or relocated, except in accordance with the *Ontario Heritage Act*.
- f) No order made under section 15.2 of the *Building Code Act* in respect of a Part IV heritage property or a Part V heritage property shall state that the site is to be cleared of all buildings or structures and left in a graded and levelled condition. That part of an order in respect of a Part IV heritage property or a Part V heritage property that states that a site is to be cleared of all buildings or structures and left in a graded and levelled condition is of no force or effect.

2.8 VACANT BUILDINGS ON DESIGNATED HERITAGE PROPERTIES

1. This section applies only to vacant buildings on a Part IV heritage property or a Part V heritage property.
2. Despite section 4.3, in order to minimize the potential of deterioration of a building, where the exterior doors, windows or other openings are missing, broken, improperly fitted, unsecure or in disrepair, or where the property remains vacant for a period of 30 days or more, the property shall be boarded in compliance with the following requirements:

- a) all boards used in the boarding shall be installed from the exterior and shall be properly fitted in a watertight manner to fit within the side jambs, head jamb and the exterior bottom sill of the door or window so that any exterior trim remains uncovered and undamaged by the boarding;
 - b) all boards should be at least 12.7mm (0.5 in.) weatherproofed sheet plywood secured with nails or screws at least 50 millimetres (2 inches) in length and be installed at appropriate intervals on centre;
 - c) all boards shall be painted or otherwise treated so that the colour blends with the exterior of the building or structure.
3. In addition to section 4.6, the exterior of the building shall be maintained to prevent moisture penetration and damage from the elements.
4. In addition to section 5.2, once a vacant heritage building is secured, the building must be individually evaluated by professionals specializing in the area of building science, heritage conservation, fire prevention, and life safety to determine a heating and ventilation installation and maintenance plan in an effort to conserve the heritage attributes of the structure.

3. ENVIRONMENT EXTERIOR PROPERTY AREAS

3.1.1 Exterior – Maintained – Neat and Tidy

Exterior property areas shall be maintained in a neat and tidy condition.

3.1.2 Neat and Tidy Includes

Without restricting the generality of subsection 3.1.1, maintained in a neat and tidy condition includes removal of:

- a) rubbish, garbage, brush, waste, litter and debris;
- b) injurious insects, termites, rodents, vermin and other pests;
- c) growth of weeds in excess of 20 cm (8")
- d) ground cover, hedges and bushes which are unreasonably overgrown;
- e) dead, decayed or damaged trees or other growth and the branches and limbs thereof which create an unsafe condition;
- f) wrecked, dismantled, inoperative, discarded, unused, or unlicensed vehicles or trailers, except in an establishment licensed or authorized to conduct or operate a wrecking business;
- g) machinery or parts thereof, or other objects or parts thereof, or accumulation of material that creates an unsafe condition or which is not in keeping with the neighbouring properties;
- h) dilapidated or collapsed structures or erections, and the filling or protecting of any uncovered cavities such as wells, cisterns, septic tanks, sink holes, or impressions.

3.1.3 Drives, Ramps – Surfaced – Marked

Driveways, ramps, parking areas, paths, outside stairs and landings, except for those on properties zoned and used for agricultural purposes, shall be:

- a) surfaced, resurfaced, repaired or regraded to provide a uniform surface for pedestrian or vehicle use;
- b) provided with markings or islands, to indicate parking spaces, ingress and egress routes and snow piling areas;

3.1.4 Exterior – Regraded – Prevent Unstable Soil

Exterior property areas shall be regraded and/or provided with ground cover as appropriate to prevent unstable soil conditions, or erosion.

3.1.5 Lighting – Maintained

Lighting fixtures, lamps and their supports and connections shall be maintained in a safe and complete condition, without visible deterioration and in working order.

3.1.6 All Conditions – Maintained

All conditions of development and redevelopment including, but not limited to, drainage, ground cover, hedges, trees, landscaping, and recreation equipment shall be maintained. The Officer may accept alternatives provided the intent of the original conditions of approval are maintained.

3.1.7 Furniture – Exterior Use

All furniture used for exterior use that becomes dilapidated shall be disposed of.

3.2 ACCESSORY BUILDINGS

3.2.1 Accessory Buildings – Maintained

Accessory buildings unless they are unsafe shall be maintained.

3.3 FENCES

3.3.1 Fences – Maintained

Fences, except for those on properties zoned and used for agricultural purposes, shall be maintained.

3.4 RETAINING WALLS

3.4.1 Retaining Walls – Maintained

Retaining walls shall be maintained and where a retaining wall in excess of 1 metre (39 inches) forms part or is adjacent to a means of egress, a guard shall be provided unless access is restricted to the retaining wall.

3.5 REFUSE STORAGE AND DISPOSAL

3.5.1 Refuse – Collected – Stored

All refuse shall be collected, stored, and placed for pick-up and disposal, in accordance with the Municipal Waste & Resource Materials Collection By-law WM-12, or any successor by-law.

3.5.2 Collection – Comply

Without limiting the generality of subsection 3.5.1, the collection, handling, storage, and disposal of refuse shall comply with the following:

- a) it shall facilitate collection and disposal as required by the municipal corporation or private collecting agency, as applicable;
- b) refuse storage facilities within a building shall be readily accessible to all occupants for whom the storage facility is provided, or in the alternative be readily accessible by an operable refuse chute provided for this purpose in compliance with all regulations applicable thereto;
- c) refuse storage facilities shall be maintained in a clean, sanitary and odour controlled condition;
- d) it shall not obstruct an emergency route, recreation facility, parking area, driveway, or walkway; and
- e) where a refuse compactor is provided it shall not be connected to an electrical or other source of power unless provisions are made to prevent unauthorized operation.

3.5.3 Outside – Storage of Refuse

Where refuse is permitted by an owner to be stored for disposal outside the enclosing walls of a building, the storage of refuse by that owner shall:

- a) be kept at all times in a litter free condition and in a manner that will not attract pests or create a health or safety hazard due to the nature of
- b) the storage or through deterioration, wind, or misuse of the storage facility.
- c) except for single and semi-detached residential buildings be screened if less than 60 m (196 ft) from a public highway, street, walkway, park or residential property so as not to be visible from such locations; and (c) the required screening in (b) above shall:
- d) extend from grade to a height of 0.3 m (1 ft) above the height of the storage container(s),
- e) consist of a continuous opaque visual barrier when viewed at 90° to the surface,
- f) be maintained in a clean, sanitary and odour controlled condition.

3.5.4 Refuse – Inside

Where refuse is stored or placed for disposal inside the enclosing walls of a building the storage and placement for disposal shall be large enough to contain all refuse generated between collections by the occupants served.

3.5.5 Refuse Chute System – Maintained

Where a refuse chute system was originally provided in a multiple floor building, the system shall be maintained except that acceptable alternatives may be provided if readily accessible to occupants.

3.5.6 Temporary Storage – Provided

Notwithstanding the requirements of this section, temporary storage resulting solely from the construction, demolition or alteration of a building or part thereof may be placed on the property provided:

- a) it is removed frequently and in its entirety from the property.
- b) it will not cause risk to the health or safety of any person.
- c) material contained within temporary storage is covered or kept from freely moving.

4. BUILDINGS

4.1 STRUCTURAL

4.1.1 Structural System – Capable

A building, and every structural system or component serving a part thereof, shall be capable of sustaining its own weight together with the loads that may be imposed by the use and occupancy therein and by natural causes such as snow and winds.

4.1.2 Doubt – Structural Condition – Engineer’s Report

If, in the opinion of the officer, there is doubt as to the structural condition of a building or structure or parts thereof, the officer may order that such building or structure or parts thereof be examined by a professional engineer, licensed to practice in Ontario and employed by the owner of the building or authorized agent, and that a written report, which may include drawings for any recommended remedial work designed by the engineer, and giving details of the findings of such examination to be submitted to the officer.

4.1.3 Report Acceptance

The officer may accept the findings in the report pursuant to subsection 4.1.2 as the requirements for compliance with the required repairs provided the officer is satisfied all deficiencies have been identified and appropriately dealt with by the report.

4.2 FOUNDATION, WALLS, COLUMNS, BEAMS, FLOOR AND ROOF SLABS

4.2.1 Foundations, Walls – Maintained

The foundations, walls, columns, beams, floor and roof slabs of a building including ancillary structures such as parking garages shall be maintained.

4.2.2 Maintenance – Includes

Without restricting the generality of subsection 4.2.1 the maintenance may include:

- a) extension of the wall foundations below grade or regrading to provide adequate frost cover.
- b) installing subsoil drains where such would be beneficial.
- c) repairing or replacing decayed, damaged or weakened sills, piers, posts or other supports.
- d) grouting, waterproofing, cladding or replacing as necessary so as to be weather tight.
- e) the replacement, cladding or treatment with other methods to restore the wall to its original or acceptable equivalent appearance.
- f) the applying of acceptable materials to preserve all wood, metal work or other materials not inherently resistant to weathering or wear; (g) the restoring, or replacing of:
- g) the foundations, walls, columns, beams, floor and roof slabs; and
- h) components, cladding, finishes and trims forming a part thereof.
- i) the carrying out of such other work as may be required to overcome any existing settlement detrimental to the appearance of the building.
- j) removing or replacing loose or unsecured objects and materials.

4.3 DOORS, WINDOWS AND SKYLIGHTS

4.3.1 Apertures – Provided – Perform

Apertures on the exterior surface of a building designed for doors, windows or skylights shall be provided with a door, window or skylight capable of performing the intended function.

4.3.2 Doors, Windows – Maintained

All doors, windows, skylights and shutters, including storm and screen doors and windows shall be maintained.

4.3.3 Maintenance – Includes

Without restricting the generality of subsection 4.3.2, the maintenance includes:

- a) the refitting, replacing or renewing of damaged, decaying or defective doors, windows, frames, sashes, casings, shutters, hatchways or screens.
- b) reglazing cracked, broken or missing glass.
- c) replacing or providing defective or missing hardware.
- d) re-screening or weatherstripping where such is defective or missing.
- e) painting or the applying of a similarly effective preservative.

4.3.4 Required Opening – Protected

When an opening is used or required for ventilation or illumination and is not required to be protected by a door, window or similar closure it shall be protected with a:

- a) wire mesh screen, metal grille or other equivalent durable material; or
- b) other protection so as to effectively prevent the entry of rodents or vermin.

4.3.5 Door/Window – Latched or Secure

All entrance doors to a dwelling and all opening windows in a dwelling unit shall be provided with the means of being latched or secured from within.

4.3.6 Windows – Screens

All windows that can be or are required to be openable in a dwelling unit shall be provided with screens to effectively prevent the entry of insects, from May 1st to September 30th annually.

4.3.7 Screens – Acceptable

Where compliance with subsection 4.3.6 is not practicable screens shall be installed in an acceptable manner.

4.3.8 Vacant Building – Exception

Nothing in Part 4.3 shall be construed as restricting any door, window or other opening in the exterior of a vacant building from being protected by preventing entry thereto as required by the City of London's By-law to Regulate Vacant Buildings.

4.4 ROOFS AND ROOF STRUCTURES

4.4.1 Roof/Related Roof Structure – Maintained

Every roof including related roof structures, fascia's, soffits, eavestroughs, roof gutters, downpipes, guards and lightning arrestors shall be maintained.

4.4.2 Chimneys – Maintained

Chimneys, smoke or vent stacks and other roof structures shall be maintained and free from:

- a) loose bricks and mortar and loose or broken capping.
- b) loose or rusted stanchions, guy wires, braces and attachments or other unsafe conditions.

4.5 FLOORS, STAIRS, VERANDAS, PORCHES, DECKS, LOADING DOCKS AND BALCONIES

4.5.1 Floors, Stairs – Maintained

Every floor, stair, verandah, porch, deck, balcony and every appurtenance and surface finishing attached or laid thereto shall be maintained.

4.5.2 Maintenance – Includes

Without restricting the generality of subsection 4.5.1, the maintenance includes:

repairing or replacing floors, treads and risers, including finishes such as linoleum and carpet that contain depressions, protrusions or are broken, torn, warped, loose or otherwise defective;

- a) renewing or strengthening structural members that are rotted, deteriorated or loose;
- b) repainting or the re-applying of other equivalent preservative, if required.

4.5.3 Guard – Provided

A guard with a minimum height of 900 mm (35 inches) shall be provided and maintained along the open sides of balconies, mezzanines, landings or other areas where the vertical drop exceeds 600 mm (24 inches), except that a guard of 710 mm (28 inches) minimum height is

acceptable for exterior porches, decks and balconies where the vertical drop from the open side exceeds 600 mm (24 inches) but does not exceed 1 800 mm (71 inches).

4.5.4 Stairs – Guard Required

Except as provided in subsection 4.5.5, every exterior stair with more than 6 risers and every interior stair with more than 2 risers shall be protected with guards on all open sides having a minimum height of 800 mm (31 inches) measured vertically above a line drawn through the outside edge of the stair nosing except that a guard of 710 mm (28 inches) minimum height is acceptable where the stair serves an exterior porch, deck, balcony or exterior landing with a floor height less than 1 800 mm (71 inches) above finished grade.

4.5.5 Stair – Unfinished Space/Area – Guard

A stair within a dwelling unit serving an unfinished space/area need only have a guard or a wall on one side.

4.5.6 Guard – Openings

Guards for residential occupancies shall have no openings which would permit the passage of a spherical object having a diameter of 100 mm (4 inches) unless it can be shown that the location and size of such openings which exceed this limit does not represent a hazard.

4.5.7 Guards – Not to Facilitate Climbing

Guards around exterior balconies, porches and decks of buildings of residential occupancy shall be constructed not to facilitate climbing.

4.5.8.1 Handrail – Provided – Maintained

A handrail shall be provided and maintained on all stairs having more than three risers. Handrails shall have a maximum uniform height of 965 mm (38 inches) when measured vertically from a line drawn through the outside edge of the stair nosing and minimum uniform height of 800 mm (31").

4.5.8.2 Handrail – Both Sides

A handrail shall be provided on both sides for any stair wider than 1100 mm (3' 7") unless serving a single dwelling unit on all stairs with more than 3 risers.

4.5.8.3 One Handrail – Central

Except as provided in 4.5.9.1, one handrail may be provided centrally for stairs up to 2.4 metres (8') wide on all stairs with more than 3 risers.

4.5.9.1 Stairs – Interior – Single Dwelling

The stair tread rise and run for residential interior single dwelling unit shall not exceed these dimensions:

- a) maximum rise 230 mm (9")
- b) minimum tread 230 mm (9")
- c) minimum run 200 mm (8")
- d) if run is less than 240 mm (9½"), a 25 mm (1") nosing is required
- e) existing winders of not more than 3 in 90 degree and not more than 2 sets between floors are permitted and where each tread is not less than 30 degrees and each tread is not greater than 45 degrees

4.5.9.2 Stairs – Residential – Not within

The stair tread rise and run for residential stairs not within dwelling unit shall not exceed these dimensions:

- a) maximum rise 210 mm (8 1/4")
- b) minimum tread 240 mm (9 1/4")
- c) minimum run 212 mm (8 ½")
- d) if run is less than 240 mm (9 ½"), a 25 mm (1") nosing is required
- e) existing winders of not more than 3 in 90 degree and not more than 2 sets between floors are permitted and where each tread is not less than 30 degrees and each tread is not greater than 45 degrees

4.5.9.3 Stairs – Non-residential

The stair tread rise and run for non-residential stairs shall not exceed these dimensions;

- a) rise minimum 125 mm (5") maximum 200 mm (8")
- b) minimum run of 230 mm (9"), must be uniform
- c) if run is less than 240 mm (9 ½"), a 25 mm (1") nosing is required

- d) existing winders of not more than 3 in 90 degrees and not more than 1 set between floors are permitted and where each tread is not less than 30 degrees and each tread is not greater than 45 degrees.

4.5.9.4 Stairs – Service Rooms – Curved/Spiral

Stairs may exceed the requirements in 4.5.9.1, 4.5.9.2, 4.5.9.3 if serving only service rooms, service spaces and other rooms used in industrial occupancies serving equipment and machinery; or existing curved and spiral stairs in dwelling units.

4.6 EXTERIOR SURFACES

4.6.1 Exterior Surfaces – Maintained

All exterior surfaces on a building shall be maintained.

4.6.2 Remove – Stains – Defacement

Appropriate measures shall be taken to remove any stains or other defacement occurring on the exposed finished exterior surfaces and, where necessary, to restore the surface and adjacent areas to, as near as possible, their appearance before the staining or defacement occurred.

4.6.3 Temporary Barricades – Finish Compatible

Exterior surfaces of materials used for the temporary barricading of openings to the interior of a building shall be surfaced with a finish compatible with the surrounding finishes.

4.7 INTERIOR CLADDING AND FINISHES

4.7.1 Interior – Maintained

Interior cladding and finishes of all walls and ceilings including elevator cages shall be maintained.

4.7.2 Interior – Free – Stains, Defacement

Interior cladding and finishes of all walls and ceilings of common areas shall be kept free of stains and other defacement.

4.8 HUMAN HABITATION AND OCCUPANCY STANDARDS

4.8.1 Habitable Space – Human Habitation

Only habitable space shall be used for human habitation.

4.8.2 Dwelling – Use – Human Habitation

No dwelling unit or lodging unit shall be used for human habitation unless:

- a) interior cladding and finishes of walls, ceilings and floors are in accordance with sections 4.5 and 4.7;
- b) doors and windows are in accordance with section 4.3;
- c) a heating system is provided and maintained in accordance with section 5.2;
- d) plumbing and drainage systems are maintained in accordance with section 5.3;
- e) electrical systems are maintained in accordance with section 5.4;
- f) the minimum floor areas are in accordance with subsection 4.8.11 or 4.9.2;
- g) the minimum headroom is in accordance with subsection 4.8.5.

4.8.3 No Owner – Disconnect – Any Service

No owner, nor anyone acting on his behalf, shall cease, disconnect or caused to be disconnected any service, supply of fuel or utility providing light, heat, refrigeration, water or cooking facilities for a dwelling unit occupied by a tenant or lessee, except for such reasonable period of time as may be required for the purpose of repairing, replacing or altering such service or utility.

4.8.4 No Toilet – Located

No toilet or urinal shall be located in a room used for or intended to be used for sleeping or preparing, consuming or storing food.

4.8.5 Headroom – Heights

The minimum floor to ceiling headroom for habitable space shall:

- a) not be less than 1.95 m (6 ft 5 in) over the floor area and in any location that would normally be used as a means of egress; or

- b) not be less than 1.95 m (6 ft 5 in) over at least 50% of the floor area, provided that any part of the floor having a clear height of less than 1.4 m (4 ft 7 in) shall not be considered in computing the floor area. However, a minimum height of 1.95 m (6 ft 5 in) shall be required for all floor area used as a means of egress.

4.8.5.1 Headroom – Height exceptions

Minimum floor to ceiling headroom for habitable space shall follow provisions in 4.8.5, with the following exceptions:

- a) except as required in section 4.8.5(a), headroom may have a lower requirement if serving only service rooms and service spaces. This includes service rooms and service spaces/areas that have laundry amenities.
- b) not be less than 1800 mm (5' 11") over stairs and landing. This also includes unfinished spaces/areas with laundry amenities.
- c) except as required in section 4.8.5(a), headroom may have a height of 1.92m (6'3") only where a door frame is located under a structural load bearing element.

4.8.6 Ventilation – Provided – Maintained

Every habitable room except for a living room and a dining room shall be provided and maintained with natural ventilation which shall:

- a) consist of an opening or openings with a minimum aggregate unobstructed free flow area of 0.278 m² (3 sq ft), and
- b) be located in the exterior walls or through openable parts of skylights, or
- c) mechanical ventilation which shall change the air once each hour;
- d) every washroom shall be provided with an opening or openings for natural ventilation located in an exterior wall or through openable parts of skylights and all such openings shall have a minimum aggregate unobstructed free flow area of 0.092 m² (1 sq ft);
- e) an opening for natural ventilation may be omitted from a bathroom or toilet room where a system of mechanical ventilation has been provided, such as an exhaust fan with a duct leading to outside the dwelling;
- f) every enclosed attic or roof space shall be vented by openings to the exterior to provide at least 0.092 m² (1 sq ft) of unobstructed vent area for every 27.9 m² (300 sq ft) of attic or roof space;
- g) the vents required by clause (c) may be roof, eave or gable-end type or any combination thereof;
- h) a crawl space or non-habitable basement space shall be adequately ventilated to the exterior by natural or mechanical means;
- i) in residential buildings with multiple dwelling units, every laundry room, garbage disposal room, boiler room, storage garage, public corridors and other similar public rooms or spaces of the building shall be adequately ventilated.

4.8.7 Occupancy – Maximum

The maximum number of residents in a dwelling unit or lodging house shall not exceed one (1) person per 9.3 m² (100 ft²) of habitable floor space.

4.8.8 Windows – Provided

Living rooms, dining rooms and bedrooms shall be provided with one or more windows and/or skylights that have a total natural light transmitting area of 5% of the floor area in the case of living and dining rooms and 2.5% of the floor area in the case of bedrooms.

4.8.9 Cooking Facilities – Equipped

Each dwelling unit shall have cooking facilities:

- a) equipped with a sink that:
 - (i) is provided with potable hot and cold water; and
 - (ii) is maintained;
- b) equipped with electrical or other service, fuel or utility outlets suitable for refrigerator and cooking stove; and
- c) equipped with an impervious splash back and countertop around the kitchen sink; and
- d) when equipped with a refrigerator, cooking stove, kitchen fixtures and fittings have such appliances, fixtures and fittings maintained.

4.8.10 Enclosed Sanitary Facilities – One Containing

Each dwelling unit shall have enclosed sanitary facilities with at least one containing:

- a) toilet;
- b) wash basin;

- c) bathtub or shower;
- d) water resistant floor;
- e) water resistant wall around the bathtub or shower; and
- f) a door in the enclosure that can be secured from the inside and can be opened from the outside in an emergency.

4.8.11 Minimum – Area – Dwellings

The minimum floor areas for a dwelling unit shall be as follows:

- a) living areas within dwelling units, either as separate rooms or in combination with other spaces, shall have an area not less than 13.5 m² (145 ft²).
- b) where the area of a living space is combined with a kitchen and dining area, the living area alone in a dwelling unit that contains sleeping accommodation for not more than 2 persons shall be not less than 11 m² (118 ft²);
- c) a dining space in combination with other space shall have an area of not less than 3.25 m² (35 ft²);
- d) dining rooms not combined with other space shall have a minimum area of 7 m² (75 ft²);
- e) kitchen areas within dwelling units either separate from or in combination with other spaces, shall have an area of not less than 4.2 m² (45 ft²) including the area occupied by the base cabinets, except that in dwelling units containing sleeping accommodation for not more
 - f) than 2 persons, the minimum area shall be 3.7 m² (40 ft²);
- g) except as provided in clause (g) and (h), bedrooms in dwelling units shall have an area not less than 7 m² (75 ft²) where built-in cabinets are not provided and not less than 6 m² (65 ft²) where built-in cabinets are provided;
- h) except as provided in clause (h), not less than one bedroom in every dwelling unit shall have an area of not less than 9.8 m² (105 ft²) where built-in cabinets are not provided and not less than 8.8 m² (95 ft²) where built-in cabinets are provided;
- i) bedroom spaces in combination with other spaces in dwelling units shall have an area not less than 4.2 m² (45 ft²); and
- j) in every dwelling unit, an enclosed space of sufficient size shall be provided to accommodate a water closet, wash basin and bathtub or shower stall.

4.8.12 Multi-Unit Security Devices

In multiple dwellings where a voice communications system between each dwelling unit and the front lobby and security locking and release facilities for the entrance, have been provided and are controlled from each dwelling unit, such facilities shall be maintained.

4.9 LODGING HOUSES

4.9.1 Lodging House – Requirement

Each lodging house shall have at least one toilet, one wash basin and one bathtub or shower for every five tenants and all tenants shall have access to a kitchen sink.

4.9.2 Floor Area – Required

The minimum floor areas for a lodging unit shall be as follows:

- a) sleeping rooms shall have an area not less than 7 m² (75 ft²) per person for single occupancy and 4.6 m² (50 ft²) per person for multiple occupancy.

4.9.3 Cooking Facilities – Equipped

Where a lodging house has cooking facilities they shall be;

- a) equipped with a sink that:
 - i. is provided with potable hot and cold water; and
 - ii. is maintained;
- b) equipped with electrical or other service, fuel or utility outlets suitable for refrigerator and cooking stove; and
- c) equipped with an impervious splash back and countertop around the kitchen sink; and
- d) when equipped by the owner with a refrigerator, cooking stove, kitchen fixtures and fittings have such appliances, fixtures and fittings maintained.

4.9.4 Sanitary Facilities – Contained

Each lodging house shall have enclosed sanitary facilities containing:

- a) toilet;
- b) wash basin;
- c) bathtub or shower;
- d) water resistant floor;

- e) water resistant wall around the bathtub or shower; and
- f) a door in the enclosure that can be secured from the inside and can be opened from the outside in an emergency.

4.10 PEST INFESTATION

4.10.1 Free of Pests

All buildings shall be kept free of rodents, vermin, insects, and other pests at all times and methods used for exterminating rodents or insects or both shall be in accordance with the provisions of the *Pesticides Act, R.S.O. 1990, Chapter P.11*, as amended, and all regulations enacted pursuant thereto.

5. BUILDING SERVICES, SYSTEMS AND FACILITIES

5.1 ELEVATING DEVICES

5.1.1 Elevating Devices – Maintained

Elevating devices shall be maintained:

- a) in accordance with the requirements of the *Elevating Devices Act, R.S.O. 1990, Chapter E.8* and the Fire Code;
- b) with all parts and appendages, including lighting fixtures, lamps, elevator buttons, floor indicators and ventilation fans in good repair and operational; and
- c) repaired as expeditiously as possible.

5.2 HEATING, VENTILATING AND MECHANICAL SYSTEMS

5.2.1 Heating, Ventilating and Mechanical Systems – Maintained Heating, ventilating and mechanical systems including factory built stoves, fireplaces and chimneys, fans, air conditioners, pumps, filtration and other equipment provided to supply heat and air conditioning or other services shall be maintained.

5.2.2 Heating System – Capable – Temperatures

The heating system shall be capable of maintaining the temperatures specified in the City of London Vital Services By-law.

5.2.3 Portable Heating – Not Used – Primary Source

Portable heating equipment shall not be used as the primary source of heat for any rented or leased dwellings or living accommodations.

5.2.4 Duct Type Smoke Detector – Multi Unit

Where there are multiple units within a building that are sharing one furnace, a duct type smoke interlock detector shall be installed and maintained.

5.3 PLUMBING AND DRAINAGE SYSTEMS

5.3.1 Plumbing and Drainage – Maintained

- a) Plumbing and drainage systems shall be provided and installed so that such systems: are free from leaks and adequately protected from freezing;
- b) supply potable hot and cold water commensurate with the normal requirements of the use and or occupancy served; and
- c) operated to provide at the hot water outlets in each dwelling unit hot water at a temperature of not less than 43°C (109°F).

5.3.2 Washing Machine and Plumbing Fixtures – Maintained

Where washing machines and plumbing fixtures are provided they shall be maintained.

5.3.3 Air Conditioners – Prevent Condensation

Air conditioners shall be equipped with proper devices to prevent condensation draining onto publicly owned sidewalks, walkways, entrances and other pedestrian routes.

5.3.4 Septic Tanks – Field Beds – Maintain

Septic tanks, field beds and dry wells shall be maintained.

5.3.5 Decommissioning – Septic Tanks – Drywell

To decommission, tanks or dry wells, they shall be pumped dry and contents disposed at a suitable disposal site and a receipt of the disposal fee shall be submitted to the City of London

Property Standards Officer. The tanks or dry wells may be broken up and buried, cavities shall be filled with sand or another suitable material and the ground graded to match existing grades. Existing building drain(s) not being reused shall be removed from the foundation wall and the foundation wall shall be repaired and made impervious to water.

5.4 ELECTRICAL SYSTEMS

5.4.1 Provide – Outlets

Dwelling units and, where required by the Ontario Electrical Code, buildings and all parts thereof shall be provided with outlets to receive electricity from an electrical supply system.

5.4.2 Wall Switch – Provided

Except as provided in Subsection 5.4.3, a lighting outlet with fixture controlled by a wall switch shall be provided in kitchens, bedrooms, living rooms, dining rooms, washrooms, vestibules and hallways in dwelling units.

5.4.3 Receptacle Controlled

Where a receptacle controlled by a wall switch is provided in bedrooms or living rooms, such rooms need not conform to the requirements of Subsection 5.4.2.

5.4.4 Capacity of Connection – Conform – Ontario Electrical Code

The capacity of the connection to the building or parts thereof and the system of circuits and electrical outlets distributing the electrical supply within the building shall conform to the Ontario Electrical Code.

5.4.5 Lighting Outlet – Provided – Maintained

A lighting outlet with a fixture shall be provided and maintained in every laundry room, furnace room, garbage room, utility room, storage room, service room, unfinished basements in dwelling units and any other public spaces in residential buildings.

5.4.6 Exit, Public Corridor or Corridor – Access – Lighting – Provided – Maintained

Every exit, public corridor or corridor providing access to exit for the public and storage garages shall be provided and maintained with lighting fixtures which furnish an average illumination level of 50 lux (4.6 foot candles) at floor or tread level.

5.4.7 Electrical Systems – Central Station – Maintained

Electrical systems and central station connections shall be maintained as required by the Ontario Electrical Code and the Fire Code.

5.5 RECREATIONAL FACILITIES

5.5.1 Amenities – Provided – Maintained

Recreational amenities, facilities, rooms and play area surfaces and equipment provided by the owner shall be maintained in accordance with the appropriate section in this by-law.

6. APPEAL TO COMMITTEE

6.1 Fee for Appeal – Required

An owner or occupant who appeals an Order shall pay a non-refundable hearing fee as provided for under the Fees and Charges By-law, A-56 or any successor by-law.

6.2 Timelines for Appeal

An owner or occupant who has been served with a property standards order and who is not satisfied with the terms or conditions of the order may appeal to the Committee by sending a notice of appeal, including grounds for the appeal and the applicable fee as set out in the Fees and Charges By-law, by registered mail to the secretary of the Committee within 14 days after being served with the order. A property standards order that is not appealed within the time referred to in this section is deemed to be confirmed.

7. ESTABLISHMENT OF A COMMITTEE

7.1 Council – Establish – Committee

A committee to be known as the Property Standards Committee is established. The purpose of the Committee is to hear appeals of Property Standards Orders.

7.2 Committee – Term and Composition

The Committee shall consist of no less than three persons as appointed by Council. The names of the Committee members appointed to the Committee are attached as **Schedule A** to this By-law. Committee members shall remain in office at the pleasure of Council.

7.3 Committee Member – Hearings Officer

To be a Committee member, a person must be a Hearings Officer appointed under Hearings Officer By-law A.-6653-121, or any successor by-law.

7.4 Committee Member – Prior Appointments Rescinded

Any appointment of a person to a property standards committee made prior to the passing of this by-law is rescinded.

7.5 Forthwith Fill – Vacancy

Council shall forthwith fill any vacancy that occurs in the membership of the Committee.

7.6 Council – Remuneration – Committee

Council shall remunerate Committee members at the same rate as Hearings Officers.

7.7 Committee – Elect – Chair

The Committee shall elect a chair from among themselves and when the chair is absent through illness or otherwise, may appoint another member as acting chair.

7.8 Majority – Quorum

A majority of members constitutes a quorum for transacting the Committee's business.

7.9 Secretary – Committee

The Committee members shall provide for a secretary for the Committee who shall be the City Clerk or Designate.

7.10 Secretary – Retain – Records

The secretary shall keep on file the records of all official business of all applications and minutes of all decisions respecting those applications, and section 253 of the *Municipal Act, 2001* applies with necessary modifications to the minutes and records.

7.11 Committee – Rules and Procedures

The Committee may adopt its own rules and procedures.

7.12 Committee – Notice of Hearing

The Committee shall give notice or direct that notice be given of the hearing of an appeal to such persons as the Committee considers advisable.

7.13 Powers of Committee

On an appeal, the Committee has all the powers and functions of the officer who made the order and the Committee may do any of the following things if, in the Committee's opinion, doing so would maintain the general intent and purpose of the by-law and of the official plan or policy statement:

1. Confirm, modify, or rescind the order to demolish or repair;
2. Extend the time for complying with the order.

8. VALIDITY

8.1 Severability

In the event that any provision of this by-law is declared by a court of competent jurisdiction to be invalid, the same shall not affect the validity of the remaining provisions of this by-law.

9. REPEAL

9.1 By-laws – Repealed

By-law CP-16, as amended, being "A by-law prescribing standards for the maintenance and occupancy of property" is hereby repealed.

9.2 By-laws Repealed – Order Continuous

An Order made under any repealed Property Standards By-law is continued as an Order made under Section 15.1 of the Act.

9.3 Transition – Orders Continued

An order made pursuant to By-law CP-16 is continued under and in conformity with the provisions of this by-law so far as consistently may be possible.

9.4 Transition – Proceedings Continued

All proceedings taken pursuant to By-law CP-16 shall be taken up and continued under and in conformity with the provisions of this by-law so far as consistently may be possible.

10. This by-law comes into force and effect on, 2021

PASSED in Open Council on, 2021

Ed Holder
Mayor

Catharine Saunders
City Clerk

First reading –
Second reading –
Third reading –

Schedule "A"
Appointments of Hearings Officers to the Property Standards Committee

The following individuals who have been appointed as Hearings Officers pursuant to By-law A.-6653-121 serve on the Property Standards Committee:

1. Don Bryant
2. Sue Carlyle
3. Dan Ross
4. Christene Scrimgeour
5. Andrew Wright

Appendix 'B'

Bill No. x
2021

By-law No. A.-6653()-__

A by-law to amend By-law A.-6653-121 being "A by-law to establish the positions of Hearings Officer".

WHEREAS subsection 5(3) of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 23.2 of the *Municipal Act, 2001*, as amended permits a municipal Council to delegate its powers and duties to an individual who is an officer of the municipality;

AND WHEREAS the Council of The Corporation of the City of London enacted By-law No. A.-6653-121 being "A by-law to establish the positions of Hearings Officer" on April 18, 2011 and amended on June 26, 2018 and March 24, 2020;

AND WHEREAS the Council of The Corporation of the City of London wishes to amend By-law A.-6653-121, as amended, being "A by-law to establish the positions of Hearings Officer";

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. Amend section 6 of the By-law to include the following phrase after the last word in the sentence: "unless they are sitting as a Member of the Property Standards Committee".
2. This by-law comes into force and effect on the day it is passed.

PASSED in Open Council on date, 2021

Ed Holder
Mayor

Catharine Saunders
City Clerk

First reading –
Second reading –
Third reading –

Appendix 'C'

Bill No. _____
2021

By-law No. A-54-_____

A by-law to amend By-law No. A-54, as amended, being "A by-law to implement an Administrative Monetary Penalty System in London" to provide for an amended Penalty Schedule "A-6" for the Property Standards By-law.

WHEREAS section 434.1 of the Municipal Act authorizes the City to require a person, subject to conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality;

AND WHEREAS the Municipal Council considers it desirable to enforce and seek compliance with the designated by-laws, or portions of those by-laws, through the Administrative Monetary Penalty System;

AND WHEREAS the Municipal Council on June 25, 2019 passed By-law No. A-54, being "A by-law to implement an Administrative Monetary Penalty System in London;"

AND WHEREAS the Municipal Council deems it appropriate to amend By-law No. A-54 with respect to Schedule "A-6" for the Property Standards By-law,

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

1. That Schedule "A-6" of By-law No. A-54 be delete and replace the following short form wording, provision creating or defining offence and administrative penalty amount.
2. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on , 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading –
Second Reading –
Third Reading –

Penalty Schedule for Property Standards

1. For the purposes of Section 2 of this By-law, Column 3 in the following table lists the provisions in the Designated By-law identified in the Schedule, as amended.

2. Column 2 in the following table set out the short form wording to be used in a Penalty Notice for the contravention of the designated provisions listed in Column 3.

3. Column 4 in the following table set out the Administrative Penalty amount that is payable for contraventions of the designated provisions listed in Column 3.

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|--|--|--|
| 1 | Fail to repair in an acceptable manner | 2.2 | \$400.00 |
| 2 | Fail to maintain heritage attributes | 2.7 (b) | \$400.00 |
| 3 | Fail to properly secure openings | 2.8.2 (a) | \$400.00 |
| 4 | Fail to use proper boarding | 2.8.2 (b) | \$400.00 |
| 5 | Fail to properly treat boarding | 2.8.2 (c) | \$400.00 |
| 6 | Fail to prevent moisture penetration | 2.8.3 | \$400.00 |
| 7 | Fail to implement maintenance plan | 2.8.4 | \$400.00 |
| 8 | Fail to maintain exterior property - debris | 3.1.1 (a) | \$400.00 |
| 9 | Fail to maintain exterior property - pests | 3.1.2 (b) | \$400.00 |
| 10 | Fail to maintain exterior property - weeds | 3.1.2 (c) | \$400.00 |
| 11 | Fail to maintain exterior property – unreasonable overgrowth | 3.1.2 (d) | \$400.00 |
| 12 | Fail to maintain exterior property – growth causing unsafe conditions | 3.1.2 (e) | \$400.00 |
| 13 | Fail to maintain exterior property – unused vehicles | 3.1.2 (f) | \$400.00 |
| 14 | Fail to maintain exterior property – accumulation of materials | 3.1.2 (g) | \$400.00 |
| 15 | Fail to maintain exterior property – dilapidated structures/uncovered cavities | 3.1.2 (h) | \$400.00 |
| 16 | Fail to provide for uniform exterior surface | 3.1.3 (a) | \$400.00 |
| 17 | Fail to provide markings on exterior surface | 3.1.3 (b) | \$400.00 |
| 18 | Fail to prevent unstable soil conditions | 3.1.4 | \$400.00 |
| 19 | Fail to maintain lighting | 3.1.5 | \$400.00 |
| 20 | Fail to maintain conditions of development and redevelopment | 3.1.6 | \$400.00 |
| 21 | Fail to maintain exterior furniture | 3.1.7 | \$400.00 |
| 22 | Fail to maintain accessory buildings | 3.2.1 | \$400.00 |
| 23 | Fail to maintain fences | 3.3.1 | \$400.00 |
| 24 | Fail to maintain retaining walls | 3.4.1 | \$400.00 |
| 25 | Fail to comply with municipal refuse collection | 3.5.1 | \$400.00 |
| 26 | Fail to comply with refuse collection | 3.5.2 (a) | \$400.00 |
| 27 | Fail to make readily accessible refuse storage | 3.5.2 (b) | \$400.00 |
| 28 | Fail to maintain refuse storage facilities | 3.5.2 (c) | \$400.00 |
| 29 | Cause obstruction by refuse | 3.5.2 (d) | \$400.00 |
| 30 | Fail to properly operate refuse compactor | 3.5.2 (e) | \$400.00 |
| 31 | Fail to maintain outside storage of refuse in litter free condition | 3.5.3 (a) | \$400.00 |
| 32 | Fail to maintain outside storage of refuse facility | 3.5.3 (b) | \$400.00 |
| 33 | Fail to screen outside refuse storage facility | 3.5.3 (c) | \$400.00 |
| 34 | Fail to properly screen outside refuse storage facility from grade | 3.5.3 (d) | \$400.00 |
| 35 | Fail to properly screen outside refuse storage facility with visual barrier | 3.5.3 (e) | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|--|--|--|
| 36 | Fail to maintain outside refuse storage facility an odour controlled condition | 3.5.3 (f) | \$400.00 |
| 37 | Fail to provide for adequate inside refuse storage | 3.5.4 | \$400.00 |
| 38 | Fail to maintain refuse chute system | 3.5.5 | \$400.00 |
| 39 | Fail to frequently remove temporary refuse storage | 3.5.6 (a) | \$400.00 |
| 40 | Fail to store refuse temporarily in unsafe manner | 3.5.6 (b) | \$400.00 |
| 41 | Fail to cover temporary refuse storage | 3.5.6 9 (c) | \$400.00 |
| 42 | Fail to provide for capable structural system | 4.1.1 | \$400.00 |
| 43 | Fail to provide for structural condition engineers report | 4.1.2 | \$400.00 |
| 44 | Fail to maintain wall foundations | 4.2.2 (a) | \$400.00 |
| 45 | Fail to install sub soil drains | 4.2.2 (b) | \$400.00 |
| 46 | Fail to maintain sills or other supports | 4.2.2 (c) | \$400.00 |
| 47 | Fail to maintain grouting or waterproofing | 4.2.2 (d) | \$400.00 |
| 48 | Fail to restore wall to original appearance | 4.2.2 (e) | \$400.00 |
| 49 | Fail to preserve materials resistant to weathering or wear | 4.2.2 (f) | \$400.00 |
| 50 | Fail to restore or replace foundations walls floors and roof slabs | 4.2.2 (g) | \$400.00 |
| 51 | Fail to restore or replace cladding finishes and trims | 4.2.2 (h) | \$400.00 |
| 52 | Fail to repair settlement detrimental to the building | 4.2.2 (i) | \$400.00 |
| 53 | Fail to remove or replace unsecured materials | 4.2.2 (j) | \$400.00 |
| 54 | Fail to provide apertures to perform their intended function | 4.3.1 | \$400.00 |
| 55 | Fail to maintain all doors, windows, skylights and shutters | 4.3.2 | \$400.00 |
| 56 | Fail to maintain a required opening with a screen or other durable material | 4.3.4 | \$400.00 |
| 57 | Fail to secure doors and windows from within unit | 4.3.5 | \$400.00 |
| 58 | Fail to provide for screens on windows | 4.3.6 | \$400.00 |
| 59 | Fail to provide for screens on windows in an acceptable manner | 4.3.7 | \$400.00 |
| 60 | Fail to maintain roof and related roof structures | 4.4.1 | \$400.00 |
| 61 | Fail to maintain chimneys and associated roof structures | 4.4.2 | \$400.00 |
| 62 | Fail to maintain floors, stairs, porches, verandas, decks and balconies | 4.5.1 | \$400.00 |
| 63 | Fail to provide and maintain guard | 4.5.3 | \$400.00 |
| 64 | Fail to provide for required guard on stairs | 4.5.4 | \$400.00 |
| 65 | Fail to provide for guard serving unfinished space | 4.5.5 | \$400.00 |
| 66 | Fail to provide for guard with proper openings | 4.5.6 | \$400.00 |
| 67 | Fail to provide for guard which does not facilitate climbing | 4.5.7 | \$400.00 |
| 68 | Fail to provide and maintain handrail | 4.5.8.2 | \$400.00 |
| 69 | Fail to provide for central handrail | 4.5.8.3 | \$400.00 |
| 70 | Fail to provide for proper stairs within the interior of a residential dwelling unit | 4.5.9.1 | \$400.00 |
| 71 | Fail to provide for proper residential stairs not within dwelling unit | 4.5.9.2 | \$400.00 |
| 72 | Fail to provide for proper non-residential stairs | 4.5.9.3 | \$400.00 |
| 73 | Fail to provide for proper service room stairs | 4.5.9.4 | \$400.00 |
| 74 | Fail to maintain exterior surfaces | 4.6.1 | \$400.00 |
| 75 | Fail to remove stains or defacement from exterior surfaces | 4.6.2 | \$400.00 |
| 76 | Fail to provide for temporary barricading with compatible finishes | 4.6.3 | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|--|--|--|
| 77 | Fail to maintain interior cladding and finishes of walls, ceilings and elevator cages | 4.7.1 | \$400.00 |
| 78 | Fail to maintain interior cladding and finishes from stains and other defacement | 4.7.2 | \$400.00 |
| 79 | Fail to only use habitable space for human habitation | 4.8.1 | \$400.00 |
| 80 | Fail to provide for proper interior cladding and finishes of walls, ceilings and floors for human habitation | 4.8.2 (a) | \$400.00 |
| 81 | Fail to provide for proper doors and windows for human habitation | 4.8.2 (b) | \$400.00 |
| 82 | Fail to provide for proper heating system for human habitation | 4.8.2 (c) | \$400.00 |
| 83 | Fail to provide for proper plumbing and drainage systems for human habitation | 4.8.2 (d) | \$400.00 |
| 84 | Fail to provide for proper electrical systems for human habitation | 4.8.2 (e) | \$400.00 |
| 85 | Fail to provide for a minimum floor area for human habitation | 4.8.2 (f) | \$400.00 |
| 86 | Fail to provide for a minimum headroom for human habitation | 4.8.2 (g) | \$400.00 |
| 87 | Fail to disconnect service providing light, heat, refrigeration, water or cooking facilities | 4.8.3 | \$400.00 |
| 88 | Fail to provide toilet or urinal in room intended for sleeping or preparing, consuming or storing food | 4.8.4 | \$400.00 |
| 89 | Fail to provide for minimum headroom in areas normally to be used as a means of egress | 4.8.5 (a) | \$400.00 |
| 90 | Fail to provide for a minimum headroom in areas normally to be used as a means of egress where entire area is not considered in computing the floor area | 4.8.5 (b) | \$400.00 |
| 91 | Fail to provide for minimum headroom for service rooms and service spaces | 4.8.5 (c) | \$400.00 |
| 92 | Fail to provide for minimum headroom over stairs and landings | 4.8.5 (d) | \$400.00 |
| 93 | Fail to provide for a minimum headroom where door frame is located under structural beam | 4.8.5 (e) | \$400.00 |
| 94 | Fail to provide for and maintain ventilation in habitable room | 4.8.6 (a) | \$400.00 |
| 95 | Fail to provide for natural ventilation with minimum free flow | 4.8.6 (c) | \$400.00 |
| 96 | Fail to provide for natural ventilation and exterior walls or through skylights | 4.8.6 (d) | \$400.00 |
| 97 | Fail to provide for mechanical ventilation with proper air exchange | 4.8.6 (e) | \$400.00 |
| 98 | Fail to provide for natural ventilation in every washroom | 4.8.6 (f) | \$400.00 |
| 99 | Fail to provide for mechanical ventilation in every washroom as an alternative to natural ventilation | 4.8.6 (g) | \$400.00 |
| 100 | Fail to provide for a natural ventilation in every enclosed attic or roof space | 4.8.6 (h) | \$400.00 |
| 101 | Fail to provide for required roof, eave or gable end ventilation | 4.8.6 (i) | \$400.00 |
| 102 | Fail to provide ventilation in crawlspace or non-habitable basement space | 4.8.6 (j) | \$400.00 |
| 103 | Fail to adequately ventilate accessory rooms and residential buildings with multiple dwelling units | 4.8.6 (k) | \$400.00 |
| 104 | Fail to exceed maximum occupancy of habitable floor space | 4.8.7 | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|---|--|--|
| 105 | Fail to provide for proper windows in living room, dining rooms and bedrooms to provide for natural light | 4.8.8 | \$400.00 |
| 106 | Fail to equip and maintain dwelling unit with sink provided with portable hot and cold water | 4.8.9 (a) | \$400.00 |
| 107 | Fail to provide utility outlets suitable for refrigerator and cooking stove | 4.8.9 (b) | \$400.00 |
| 108 | Fail to provide for splash back and countertop around kitchen sink | 4.8.9 (c) | \$400.00 |
| 109 | Fail to maintain kitchen appliances and fixtures when equipped | 4.8.9 (d) | \$400.00 |
| 110 | Fail to provide for a least one enclosed sanitary facility | 4.8.10 | \$400.00 |
| 111 | Fail to provide for minimum floor area within dwelling unit | 4.8.11 (a) | \$400.00 |
| 112 | Fail to provide for minimum floor area for sleeping accommodation | 4.8.11 (b) | \$400.00 |
| 113 | Fail to provide for minimum floor area for dining space | 4.8.11 (c) | \$400.00 |
| 114 | Fail to provide for minimum floor area for combined dining space | 4.8.11 (d) | \$400.00 |
| 115 | Fail to provide for minimum floor area of kitchen area | 4.8.11 (e) | \$400.00 |
| 116 | Fail to provide for a minimum floor area of kitchen area for multiple occupants | 4.8.11 (f) | \$400.00 |
| 117 | Fail to provide for minimum floor area of bedrooms | 4.8.11 (g) | \$400.00 |
| 118 | Fail to provide for minimum floor area of bedrooms | 4.8.11 (h) | \$400.00 |
| 119 | Fail to provide for minimum floor area of bedrooms | 4.8.11 (i) | \$400.00 |
| 120 | Fail to provide for an enclosed space to accommodate for water closet bathtub or shower stall | 4.8.11 (j) | \$400.00 |
| 121 | Fail to maintain multiunit security devices where equipped | 4.8.12 | \$400.00 |
| 122 | Fail to provide for sanitary and kitchen facilities based on tenant occupancy | 4.9.1 | \$400.00 |
| 123 | Fail to provide for a required floor area | 4.9.2 | \$400.00 |
| 124 | Fail to equip with cooking facilities | 4.9.3 | \$400.00 |
| 125 | Fail to be equipped with sanitary facilities | 4.9.4 | \$400.00 |
| 126 | Fail to keep all buildings free of pests | 4.10.1 | \$400.00 |
| 127 | Fail to maintain elevating devices | 5.1.1 | \$400.00 |
| 128 | Fail to maintain heating ventilating and mechanical systems | 5.2.1 | \$400.00 |
| 129 | Fail to maintain minimum temperatures | 5.2.2 | \$400.00 |
| 130 | Used portable heating as primary source of heat | 5.2.3 | \$400.00 |
| 131 | Fail to provide for multi-unit duct type smoke detector | 5.2.4 | \$400.00 |
| 132 | Fail to maintain plumbing and drainage free from leaks and freezing | 5.3.1 (a) | \$400.00 |
| 133 | Fail to supply portable hot and cold water based on occupancy served | 5.3.1 (b) | \$400.00 |
| 134 | Fail to provide for hot water at appropriate temperature | 5.3.1 (c) | \$400.00 |
| 135 | Fail to maintain provided washing machines and plumbing fixtures | 5.3.2 | \$400.00 |
| 136 | Fail to maintain air conditioners as to prevent condensation drainage | 5.3.3 | \$400.00 |
| 137 | Fail to maintain septic systems | 5.3.4 | \$400.00 |
| 138 | Fail to properly decommission septic systems | 5.3.5 | \$400.00 |
| 139 | Fail to provide for electrical outlets | 5.4.1 | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|---|--|--|
| 140 | Fail to provide for electrical wall switches in required rooms | 5.4.2 | \$400.00 |
| 141 | Fail to conform to Ontario Electrical Code | 5.4.4 | \$400.00 |
| 142 | Fail to provide for and maintain lighting outlet in required rooms | 5.4.5 | \$400.00 |
| 143 | Fail to provide for and maintain access lighting | 5.4.6 | \$400.00 |
| 144 | Fail to maintain central station electrical connections as required | 5.4.7 | \$400.00 |
| 145 | Fail to maintain recreational amenity spaces and equipment | 5.5.1 | \$400.00 |

At the discretion of the Officer, fines may be doubled for any and all subsequent repeat offences.

PUBLIC PARTICIPATION MEETING COMMENTS

3.3 PUBLIC PARTICIPATION MEETING – Property Standards By-law Review

- A. Darling, Neighbourhood Legal Services - My name is Allison Darling, I'm a staff lawyer here with Neighbourhood Legal Services. I wanted to say that I do support the changes to C.P. 16, particularly adding bed bugs in there regarding pests. As it stands, when we're helping a client who has issues with bed bugs, one thing goes property standards like cockroaches and I would have to contact the health unit to inspect for bed bugs. To begin, I have a question, whether or not this means that we could now send clients with bed bugs to by-law to inspect rather than the health unit. Also, I just wanted to also share concerns raised by Councillors Salih and Kayabaga, I have that there appears to be a gap in another by-law, C.P. 19, as it relates to licensing and agree that this should be revisited and wondering why apartments and stacked townhouses are not included in this definition? Then finally, is something kind of different, I would like to express concern ... regarding tenants abilities to access orders that are issued regarding bylaw infractions and that we might consider adopting a system more like Toronto where an investigation request and orders are available online and tenants are given a copy of these orders as a matter of right. As it stands right now, you know the tenants have to do a freedom of information request that is a little bit more burdensome, and so, in terms of their abilities to access this evidence it would be helpful if they were given more free access to the orders that are issued. That's all I have to say on this matter at this time.
- Ben - I'm part of Acorn and I've come to speak about tougher penalties against what we all call slumlords. I'm a family of two young girls and a handicapped wife. So, I get a little emotional when it comes my kids, but I've been after my landlord for almost two years. My house is infested, majorly infested, with mice half of my dwelling, I have a rental garage and a three bedroom house. Half of my house has no power and my garage no longer has power. I have black mold in all my bathrooms, my main toilet that my wife uses because she can't go up the stairs anymore, she can ice skate across the floor on the toilet. Every single window in my house, you can, from the outside you can push in, there is no security. My kids bedroom, I had to screw shut just so my kids wouldn't fall out of their window. I don't get any mail, I get junk mail because apparently where I live, it's a duplex now but it's supposed to be a single family dwelling, so I don't get mail I just get letters stating that the address is wrong. With all the power outages, I have no access to the fuse panel, the fuse panel is in the tenant's basement where he lives. It's been close to two years since I've had any contact with this landlord. I've had to close business because of my garage and my business was going strong. I ended up having to go on assistance because of this guy. I lost my job, I almost lost my kids because of this house. My wife might have to go live in the hospital now because this house is unsafe. Pretty much that's all I need to say. There needs to be tougher laws. I'm on the verge of losing my house, my kids, just because this landlord won't do simple repairs, or even at least, I have a degree in property maintenance, if he'd at least bring me the stuff, I'll do it myself, that doesn't even happen. I home school my kids now. I have to use a light that's plugged in into my kitchen right now just so I can have this conversation with you guys. To me, it's not fair. I've tried everything I can with this landlord and I'm about to have to go to a shelter with my kids because of this house and I can't go back to a shelter with my kids because of how we were treated last time, I just can't do it. So, I don't know what to do. I'm hoping you guys can make these laws stricter and help people. I know there are more people in this world, in London, that are dealing with the same thing, so hopefully we can get this by-law changed. Thank you.

- Devon – Hi, thank you for listening to our situations. So, I was previously living at 186 King Street, right downtown in the heart of London, so I guess I'll just get into it. So, I actually moved there in August during the pandemic because I was escaping an abusive living situation with an ex-partner, so I moved to that downtown apartment and it was supposed to be a fresh start for me. Less than a month later I realized that there was a very significant infestation of the entire building. So, obviously I immediately reached out to my building management who, by letter, and they never responded whatsoever. So, I had to continually, for months, track down these people because they don't have standard office hours and all of that, and they refused to respond to any sort of communication that's not face to face. And so, while I eventually reached out to these people, nothing ever got done. So, while they continued to do nothing, bed bugs began to become very apparent in the entire building. I did my best to try to track down that the management to address these issues and nothing, you know, ended up getting fixed and I just saw the problem get worse and worse. So what I did was I, it was a difficult process to figure out, but I reached out to the city by-law enforcement at London and the person on the , she agreed with me that the conditions were, you know, very unhealthy, to say the least. So the by-law, for two weeks, tried to reach out to the property management who never returned their calls, so she went down there in person and shared my details as the bylaw does currently. Prior to my complaint, I believe I had had two sprayings that were done. They told me that they had done more, but it was two, so the building produced two completed work orders that were from months prior to my complaint with the by-law, and so when the by-law officer returned my call, she told me she was closing my complaint because the building had produced those two forms for months before I had actually reached out to the city. She let me know that no inspections were being done whatsoever, even before COVID was our reality. And, because the by-law needed to share my info, of course, I started to be harassed by the building almost every day. So, because I was so scared, to be quite honest, among everything else I actually had to, every time I left my apartment, I would put my phone on record, because there was no way to, you know, prove my situation other than showing the disgusting conditions of the entire building. And it got worse. I would see it in the public areas, I would see it, you know, bed bugs, roaches crawling on the floors on the walls in the laundry room, and unfortunately, I had only been living there since August, there are people who've been living there for years. And, to be quite honest, before the by-law had reached out I had a casual relationship with the building management where, you know, they said to me "oh, we do care about these issues but we aren't given the resources to take care of them", which, you know, is questionable enough, but the unfortunate thing is, I went through everything, you know, I did everything right, reached out to the by-law and instead of actually having, you know, the help I needed, my complaint was closed. And because of the violence in that building, there's a lot of it, I actually had to leave because my ex-partner had actually begun stalking me in that building and even when telling the property management there was no concern whatsoever. You know, among other maintenance issues like locks not working, you know, it was never a concern and that was one of the things I'd shared with the by-law that never got addressed, so I eventually was forced to leave. And you know it's quite a traumatic thing, so I'm really hoping that some, you know, these changes to the by-law go through, because, like the gentleman just before me, you know, there are people with worse issues and I'm sure there are people who were, you know, living in much worse conditions than he is and what he shared was horrendous to listen to. Anyways, thank you.
- Jo-Dee Phoenix – Well, with thanks to the chair for recognizing me, and also thanks to Acorn for giving me this platform. The ones on the committee that I've worked with the past know that this is an issue that's been near and dear to my heart for a very long time and I'm very grateful that I found my group of people at Acorn that share the vision and the passion that I have for this issue. So, to be

brief on this, I want to share with the committee the experience that I had ten months ago with navigating my way through the by-law of property standards and I've been given the opportunities and resources in life to be somewhat savvy with the city's policies and procedures and I found this process to be overwhelming. I try to deal with my landlords through the staff, informally, and the issues were vast, some of them included graffiti that was located on our property for years that would not be removed, open, rotting garbage that had not been picked up on garbage day probably three or four months ago that had been strewn about the property and throughout our courtyard, noxious weeds that were literally five feet tall growing in all of the flower beds on the property, discarded mattress thrown about and the absolutely most disgusting one were the piles and piles of pet waste. So, when I brought it up informally with my property manager I had to debate the validity of my concern before they'd even recognize there was a problem. I had to debate why I shouldn't be doing it myself. So, once they recognized that, you know, that it's property standards and it is their responsibility, I was told as the previous speaker, "well city by-laws not doing any inspections because of COVID". I knew that wasn't true. So, I waited ten days for a response from my property manager and received nothing. I then went ahead and put it in writing to them as is the requirement under the by-law. At the same time I sent the city, under the by-laws, a copy of the formal notice to my property manager. No response from either party for two weeks. We're now almost three weeks into this process and nothing's been done. After the two week waiting period, I reached out to the city and said "hey what are we going to do?", it took a week for a response. We're now into a month. I had no follow up, no "this is what they're doing". My complaint included pictures of every complaint I had and a detailed description as to the location on the property. Two months later a by-law officer did reach out to me and had a conversation with me and assured me that the next day they would be attending the property. They did do that, and I'm very thankful they did that. I understand that lack of resources may be a problem with the city. If that's the case it shouldn't be, and it got done. The property managers were angry with me for a little while but I don't think I should have had to wait two months to get piles of pet waste removed from the property. That's unacceptable. I'm really, really concerned that we're now having this public discussion and landlords are getting the idea here that you're not going to enforce this. Whether that's right, wrong or indifferent, is a different case but they're getting the idea that you're not going to enforce the laws that are on the books. People that are in the low to moderate income category, we don't all have the same resources and opportunity. Most of my neighbours don't know these laws exist. Once they know they exist, they have no idea, as Ben so eloquently said before me, how to navigate their way through. My personal example knowing all these things, it took two months. In conclusion, I would just like to stress to the committee that in this great city, that I have a lot of pride in and I know all of you do, there should be absolutely no way that we should be allowing sub-standard properties to exist. We all should have pride whether we rent or own, we all live in the city, we all contribute, we're all in this together. So I'm pleading with you to adopt this and to work with the community to make things better for everyone. Thank you.

- E. Pugliese, Southcrest Drive, Acorn Volunteer - I've been getting more involved with the by-law level of things that when it comes to property standards, which will be the focus today. I do think that a lot of these issues are to do with larger problems, systemic issues but I'll try to stick to the specifics as much as I can. You know I work in the not for profit sector of an employment agency so I often come across clients that might live in affordable housing or have the same issues that a lot of other Acorn members have. Fortunately, myself, I do not suffer from any immediate maintenance or repair issues, but it's things more like the fact that a massive corporation, the property manager, can hike the rent 2.2% year after year, even during the pandemic, when by the looks of it costs are not increasing for these corporations, if anything they're making more, they're cashing in, and a lot of them even are not being taxed, it even goes to that point, so it feels like this, the

whole root of the of the neglect in property standards and maintenance is just all about the fact that, you know, I think it's incentivized. If property owners ignore things, they'll probably just end up paying nothing or very little anyway, so you know, I think we need to turn it around. As a couple other people mentioned, take the onus off of the tenant who is already paying and place that on the landlord, on the property owner. You know we're just looking for a transparent system we're not here to implement this, you know, just to shame people, or to be completely negative about it. We just want it to be a system where there's more equity for tenants. We're in a system where, you know, the landlords and owners have the majority of the power in the dynamic. I'll just conclude by saying that I think that we are all aware that we have these by-laws, we have these laws, that are already there, they exist, like so many other things, we draft these and they're beautiful, they're awesome, but then they pass and they just sit there and they kind of die on the vine because no one's willing to take accountability and ownership over enforcement. So what we want is we want a really detailed accountability system where landlords and owners are the ones that are responsible for ensuring that their properties are up to code not on the tenant who's already struggling, probably paying in most of what they earn and doesn't really have the capacity or ability to take that onus on. Thanks again for listening, appreciate it.

- J. Hoffer, Cohen Highley Lawyers – I'm representing London Property Management Association. I live at 200 St. James Street in London. I rent, by the way, from a very good landlord. LPMA has been in London for over fifty years. It's Ontario's longest standing regional landlord association and it is recognized throughout the industry, in the province of Ontario, as setting exceptional standards for education of its members and compliance with all standards of care and so on and so I'm here to express concerns about property standards by-law as well as about the proposal, the motion that there be a comprehensive licensing on all buildings throughout the city of London. I won't go into any of the technical issues that have been raised by LPMA regarding the property standards by-law that you had an opportunity to review the submission, you'll see in the second paragraph that the concerns really are about the scope of the provisions exceed the building code act requirements, whether that's going to impose retrofit, and if it does, we've highlighted some of the some of the fallout that has occurred where major work has to be done, particularly by retrofit, that it displaces tenants. When work is done in the costs get passed on to tenants, and so it's really a situation of owners are as interested as anyone in life safety matters but if they're required to do retrofit, it has a lot of consequences. So, it's members are asking that there be consultation with stakeholders to address that to ensure that the scope of the by-law does not exceed the jurisdiction of the municipality. There are a number of other issues with respect the licensing by-law, there was a concern of a minimum size requirements. I'm on the board of an affordable housing development, they're all bachelor units at a converted hotel. I haven't measured the floor space, but I just think time needs to be taken to make sure that people aren't displaced because of both kinds of criteria. Another problem that was identified by members was some of the subjective terms, some of the ambiguous terms, which basically leave it to the discretion of a by-law officer and, you know, everybody can have a different opinion, so when you have to have compatible finishes nobody really knows what that means except the person making that determination but it's the owner of the property that has to meet those requirements. So, we're asking that there be some consultation with stakeholders that is an appropriate means of creating an appropriate legislative product, and so that's all I have to say about property standards. When it comes to the motion about licensing, it was interesting that the three previous speakers all spoke, not about the fact of law, but about the fact that the laws aren't being enforced. It's easy to demonise landlords and say they're all bad and the reality and I know most of you are familiar with members of London's community, you know that they make quality products, they manage properties in a high quality manner and aren't deserving of that kind of demonization. The reality is, that LPMA looks to the rule of law in order to ensure that its members are in

compliance. I've highlighted in the submission, it's a separate submission that I gave you, the provisions of the residential tenancies act which prohibits any breaches of maintenance. Chair, the remedies are there. We deal with applications from tenants all the time and those applications, if they have merit, tenants get the orders that are looking for and LPMA members have no hesitation ensuring that work, and the same applies with respect to this notion of retaliation. Section 83, section 23 and section 29 of the act address those kinds of situations. Again, if there's merit to those allegations, landlords are punished severely both by way of administrative fines and by way of remedies that the orders impose. If, in addition to that, you have a collateral set up of enforcement that is available through London's own by-law, and again, we heard the issue is enforcement, but we also heard from staff that the by-law is a maintenance focused by-law, it's there to address maintenance issues, and so it's our submission that the emphasis for council should be on enforcement of the maintenance compliance requirements of the by-law and that regard should be had to the fact that the landlord tenant board the residential tenancies act are a whole other set of rules that is accessible to tenants who are seeking a remedy. The notion of a hotline for complaints, I think you all know how readily back kind of thing is open to abuse. It's a waste of people's time and money, it serves people with an axe to grind and it's just completely unproductive. Please read the submissions that we made, consider these things carefully and objectively and that's really all, thank you.

- M. Metcalf, Vice President of External Affairs for the University Students Council at Western University - The U.S.C. represents over thirty-five thousand students and it's one of those the largest not for profit corporations in London. We support, improve and enhance the student experience at Western and collaborate with the community of London as many of our students are local residents. I am here today to discuss the new proposal put forth by Councillors Kayabaga and Salih, regarding residential rental unit licensing by-law, also known as by-law C. 19. This proposal is important to the U.S.C. as these changes are poised to address issues students face with off campus housing. Our council has voted to endorse this proposal put forth by Councillors Kayabaga and Salih. It is no surprise that housing for students, especially in the wake of the pandemic, has not always been adequate. Poor rental conditions and the lack of maintenance are common concerns that are now exacerbated by stay at home orders. Personally speaking, I have had both amazing and inadequate housing in my time as a tenant in London, Ontario. As such, this attempt to better conditions for students and Londoners will improve the overall well being and is welcomed by the U.S.C. We commend landlords who provide safe and up-to-code housing and feel it should be the norm. The proposal to amend C. 19 has the potential to improve conditions for rental units in London. At the outset, the proposal would allow tenants in townhouses and apartments in the purview of by-law C. 19. We are pleased that London is considering making these changes. The U.S.C. supports this amendment and hopes that the changes are being suggested to better improve housing in the city. Students are important stakeholders in the community, contributing to the local economy and the diversity of the city of London. Thank you for your time and thank you to Councillors Kayabaga and Salih for bringing forth the proposed changes.
- B. Amendola - I am speaking on behalf of someone who's lived in various different areas downtown. I'm also a student, and so I've had a lot of student experiences that relate to dealing with landlords. They seem to prefer students lately because they like them to come in and out quickly so that they can increase the price of the rent. I know that that's not that's not a matter we're talking about but it should be noted that a lot of people are probably thinking "why aren't these people with bed bugs or with mold or with these various issues for years and years not moving?", because they can't. My parents have been trying to move out of a condemnable house for over a year. My mother has OCPD and is suffering dearly for it but, no matter where they apply, they can't get accepted because we're poor and that's the biggest issue. I really want to argue, in regard to the gentleman who is putting

his point forward in defense of landlords, is that he sounds like he's lived in a very a good situation himself and he represents a good company, but what he might not understand is that he's a rarity, or at least he is for people who, like myself, are poor and have to go with the lower quality areas because those were where the so called affordable houses were. Though, my current landlord is doing his best to buy up all the houses around the Talbot and Central area, proceeding to flip them all as best he can, as quick as he can, so that he can change rents from between five and eight hundred to over fourteen hundred dollars. So, this is going to massively increase the homelessness issue, obviously, but another issue about all this is that other than renovating his units so that he can increase these prices, he's also just increasing the prices of unrenovated units to match the current going rate, all while making absolutely no changes, whatsoever, to the poor maintenance of the building. Just yesterday, I was arguing with him, and yes, he makes me argue, about the fact that our hallways are not clean. He sends me text messages from his workers showing me that they're telling him the work is being done, but the fact is I live in the building, I'm experiencing the footprints that aren't going away no matter how much they say they're cleaning it, I'm experiencing the smell of garbage, I'm going to the garbage and seeing it piled up and having nowhere to put my own garbage near the dumpster. He complains that he somehow included in his lease that we're supposed to bring our own garbage to the curb when this is a unit with over twenty units a building with over twenty units, so that makes no sense. He loves to argue with me about by-laws and about what he should or shouldn't be responsible for. I have to request that he spreads salt on the ice so that I don't fall. I have to request, more than once every season, for him to address safety issues regarding snow. I have to request, more than times I can count them, to simply clean the hallways. Things that I'm quite sure this gentleman who is representing landlords takes for granted. He clearly seems like a rather privileged individual. He has had good access to good housing and that's great. The matter is the impoverished don't have that. I am someone with relatively severe mental health issues and I'm just lucky that today I'm able to come in and actually speak on this front, but for the for the fact of the matter is, most people living in poverty are dealing with complex poverty, which is imposing on our mental health constantly, not only just our physical health, and that makes it ten times harder for us to be able to speak up and to be able to represent ourselves. And we are the ones being affected most by COVID and by the lack of services due to COVID issues and specifically by the current structure, where that gentleman mentioned that we have other resources such as the landlord tenancy board. I tried that. I called them and it took them three months just to give me a hearing. By the time it came up, I was in school and I didn't have time to attend to it, so I didn't actually get to follow through with that. We need more ways to hold them accountable because right now it's a reactionary system where the poor get screwed because we're either busy working or busy at school so we can't address these hearings that are put very inconvenient times, well after we've made the report. We are also treated poorly and condemned and that's where the anonymous line would actually benefit though, I understand that there's complications to that. I actually have no problem making a report with my name on it, but there are a lot of tenants who are afraid of that discrimination, afraid of walking out of the building and having someone treat them like crap because they happen to mention the crappy situation they're living in. My landlord makes me justify, on a weekly basis, that I deserve a basic standard of living and the only reason I am even able to have this unit is because I happen to have moved before there is a huge change where rents just went sky high. Again, I know that's not the issue, but the fact of the matter is it impacts the way landlords treat things and if there's one thing I really hope that you'll consider it's not just the licensing but having some kind of clause where they're not allowed to hand the cost of the licensing down to us because that's something they love to threaten us with, but they'll increase the rent anyways. They shouldn't be allowed to hand this cost over to us when the fact is it's our way of having some kind of accountability because many of us are not privileged enough

to live like that man was trying to claim landlords keep things. They just don't. We wouldn't be saying these things if they did and if the system was working we wouldn't be here, we wouldn't be saying this. So that's my main point. Thank you.

- M. Wallace, LDI - Thank you for having me here tonight just one brief, you know, I sent an email off with my presentation, basically, today, and I do apologize for not making the deadline for it to be able to be published, but, as you know, I'm with LDI and we are a membership based group and I'm the only employee, so everyone else is volunteering their time, so it takes me a little bit of time to get people to respond back and so they were still responding back past the deadline for me to be able to have this put right on the actual agenda, but I hope you received an email with the information. So we're dealing with two items here tonight under this PPM. First is the property standards by-law and, you know, when you look at it, really we don't have, we're not sure what the issues, if there are any in it. Normally, I think you would expect that, in this kind of review, that's happened on this by-law, since 1999, that's the first one in over ten years, that there should be an opportunity, and I agree with the LPMA that they should just be referred back to staff to deal with a consultation with stakeholders, with that those who are in the business, to make sure they understand what those changes are and that they apply to the Ontario Building Code, which is what most of those changes are. But we want, I think it's only fair that they have an understanding that, based what on the report in front of us, the report arrives on Wednesday, it goes to Council on the twenty-third, I think there should be some opportunity for those who are in the industry to be able to talk to staff to make sure they understand what's in the report and what the changes that are coming forward, to be able to give you any proper advice on whether they agree or disagree or any changes that might be needed to be made. The second part is Councillor Kayabaga and Councillor Salih's motion, and I fully we fully agree at LDI that you need to address tenant issues that have come to their attention and I really appreciate the effort that people have made this evening coming telling their stories about their issues are with their tenancies that they have. We understand the motion is asking staff to review the residential rental units licensing by-law with the view to possibly expanding its reach to all new existing rental units, including apartments, stacked townhouses, and townhouses. LDI concurs with the letter dated February twenty-eighth from Drewlo Lifestyle Apartments, that the Councillors intent is reasonable, but the RRUL by-law is not the right tool to use address this problem. Much of London's residential rental stock has been provided by London-based, family-owned organizations for many decades. These professionally managed companies that provide a clean and safe homes for tens of thousands of families over the years in London. These organizations continue to build and develop residential rental homes for future generations in London. The recent Council-approved annual development activity report demonstrates the tremendous growth this housing sector. Our concern is the licensing mechanism, under the residential rental units licensing by-law could add unnecessary costs to both the rental units and to the city for staffing to manage the expanded licensing regime. LDI's recommendation is to have CPS Committee, this Committee ask staff to review the issues highlighted in Councillors Kayabaga and Salih's motion, consult with the industry on options to tackle and report back, to tackle these issues, and report back to Committee. We just believe that the licensing regime is the wrong approach. Yes, it is an issue, we've heard about it tonight, we need to find a solution and we need to be part of that solution. As politicians you know, a few bad actors, whatever you want to say, ones who can really paint a bad picture, on all landlords and that is just not the case. That's not the case in London, it's not the case anywhere. There are issues that need to be tackled. Licensing everybody, we don't believe is the answer. We need to find the answer. We would like to be at the table to help, and that was our suggestion. Thank you very much for your time.
- S. Lawrence - Thank you chair-person. I'd like to thank everyone for the privilege to be here and share my story. I am a mother of two young girls who I home school,

not just due to the COVID, but even before that. We have lived at Scenic Drive, 470 Scenic Drive, for going on five years now. Every winter, we have the problem of heat, there isn't any, and what is there is substantially blown across with the arctic breezes that blow in through the broken windows. Now, these are windows that are no longer attached securely to the metal frame, the glass bends and flows. The people have tried to fix the heat, or so they claim, but the gentleman came in to bleed the systems, as they run on boilers. Even they say that one of the major problems with the heat and the at the lack of efficiency in that matter, is the windows need to be fixed. Replaced, in fact. Like I said, five winters in a row. Finally, this last month, I had the privilege of having London city by-law enforcement come out to our unit and I complied, they came in, well, they gave that the superintendent the temperature gauge to take in. I wish the by-law officer themselves could have done it, it would have been more accurate. The superintendent was so kind as to put her little finger on the instrument that's changing the heat. It was well below the twenty degrees that is called for before eleven o'clock. At times it's so cold in the room, in any of the rooms, especially the bathroom, that bathing my children I have to put a heater in the bathroom. There is no ventilation in the bathroom or in the kitchen. There's also been a problem with a lack of work order requests, action being taken on these. I'm not the only person in the building that that has these problems with Sterling Kmar, but they do not like to fill out the work orders and make sure that things are taken care of. I'm talking about things from simple maintenance from your closet door to infestations of pests, cockroaches and bed bugs. It was a year before they even came to spray our unit for the first time. We were in isolation, even before the pandemic, due to these pests, out of fear of contaminating other people we went to visit. By accident we did contaminate my senior citizen parents with the bed bugs because at the time we didn't know. This is my first experience with this. So, it ended up, back to the enforcement coming out over the heat, they came and took the first temperature, they made arrangements with myself and Sterling Kmar and the property management team to come back the next day. Sterling Kmar Property decided to be non-compliant, blaming this all of the sudden on the COVID situation, but their superintendent has no problem entering premises with no mask or protective equipment what on. We're facing eviction on Thursday as we finally have gotten up in front of the board, mind you it's on an eviction order, because we complained about the windows. When I complained about the windows, I even posted a little video to Facebook and I sent the management team the link. They were there within a day. Only one piece of glass was ever replaced. The master bedroom, which is the room I gave to my children so that they have room, is not even inhabitable at this point. The window is not secure on that wall and even if the inner windows, one can only be popped in, you can't have the both popped in and the lock. There's many more issues I would love to take the time to address, but the heating, the windows, basically vital services and pest control are not being done by Sterling Kmar. This is not the first building that has had these problems I am also aware that the CBC has done articles on the buildings they own on Mornington. Thank you for your time, Committee.

- D. Devine, 382 Hamilton Road - I moved to this location in November of 2016. When I was first shown the place, it was an absolute disaster left by the last tenant, as well, it needed major repairs to the roof, windows, entrance way. I tried to convince the property manager to have the repairs done before I moved in and they guaranteed me if I moved in as it was, repairs would begin in a reasonable amount of time come spring as most of the repairs aren't doable in the winter time. So, other than the roof, nothing was done at first. Months went by, spring came, eventually it rained so hard that it was raining in my hallway as hard as it was outside, so I sent them a video of this and his response was "oh, I thought it was okay since I hadn't heard anything", as if a roof repairs itself. Since fixing the roof, the only other thing he's actually done is small things like wall repairs, toilet repairs, but the windows and doors haven't been fixed. The furnace turns on every ten, fifteen minutes in the winter time because the draughts are so bad in here. I talk to

him about it, he'll send what he says is a contractor to do an estimate then I'll hear nothing from him again. When I asked him what happened, he claims the estimates were too high and he's been busy and I won't hear anything again and I wind up going through the same circle. The first summer I was here, I was hospitalized for a whole week with COPD flare ups caused by mold going into my living room window because of his other building that's located six feet from our building. I contacted him about this when I was in the hospital, he promised to have the building boarded up as soon as possible. It didn't happen for over a year and it only happened because police had to remove so many vagrants. Over time, I realized that the house has rodents living underneath it. They run through my house, my counters, my bed. And, I realized, as well, that the furnace is set up incorrectly so it's drawing the air in from under the building thereby pulling any airborne motes and feces particles and then pushing that into the house and this is also causing my COPD to flare every winter. We had a London enforcement officer make contact with them, he's done a few minor outside repairs, as well as get the furnace that stopped to start working a month before the end of winter last year working. Now he keeps asking me when I'll be moving out because he knows I'm trying to get out of here because of my health. When I first asked him what was the rush, he said he we wanted to renovate. I said okay well I would like to use my right, as an existing tenant, to continue living in it once it's renovated. After that you started saying that he wants to demolish both buildings and start over. I'm on ODSP, I'm having a very hard time getting into affordable housing since it's in such demand and they're so little. If he decides to evict all tenants on the grounds that demolishing, due to the maintenance costs being way too high, I could end up homeless for the first time in my life at the age of 52. That's all I wanted to say. I hope something is done about landlords like this, there's far too many of them, especially in the area that I live in, but I thank everybody for their time and I hope this will make a difference.

- J. Taylor, 69 Maitland Street - I'm sorry about the girl at Scenic Land, those guys should be in jail, that's been going on for over fifteen years I know other people that lived in that building. I've been on both sides of the coin, here, I've been a landlord and I am now just a tenant. The building I live in is slowly caving in on itself. I've texted every problem that occurred that I simply couldn't adjust myself. The only things that were immediately an emergency were ever repaired. This house has a, there's black mold completely through the attic, from a leaky roof we had a couple years ago before it got replaced, where it was raining in my living room. My big thing about this is education for low-income people. You can't say do this online, they don't have internet, a public phone is near impossible to find now. The guy next to me just got a phone three months ago. I don't know about how you cost these types of things, but sending a pamphlet or something might be an idea, in the mail so they have some readable material. The people in my neighborhood have no idea that they can go to the city for these problems. I made a complaint last year about my heat because my furnace is always ticking out. I already spent three days this winter freezing because when they do go to fix it they have some guy look at it and it's three days before somebody actually comes to fix it. There's a lot of sub-standard housing in London and there is a serious lack of affordable housing. Like the one lady was saying that the prices of rent in the city are just astronomical. I make a good living, I chose to actually live where I do, but I wouldn't move into a building where they're charging a thousand dollars a month for a one bedroom, that's just ridiculous. Education and enforcement, because there's got to be a way to hammer down on these guys a lot faster than the current system holds. Thanks.
- J. Thompson, Life Spin – Again, we welcome the opportunity to give input here into this by-law change. It's Jaqueline from Life Spin and I introduced the organization in the previous one, so I'm just going to skip right to the meat here because there's a lot to talk about. First of all, I want to draw your attention to the intent of the by-law. It states that the intent of the by-law is to provide a level of

protection and safety for tenants, occupants and surrounding neighbors by making living conditions suitable. We're going to get to that after. I just want to say that, in addition to the fines, we see there is an appeals committee, but we're not confident that the by-law changes will actually address and remedy the injustices and we would like to see that happen. We know that the municipal government also recognizes the value system of protection and safety. Why else label the intent was for the protection and safety for tenants and making living conditions suitable unless it is to acknowledge that the majority of landlords uphold these values as important and expect them to be addressed in, and through, public policy. We have some ideas that do not exacerbate the inequalities that exist in the world of landlord tenant relationships. There are some really good landlords out there but that's not why we're here tonight. We recognize that there's going to be no real change without strict enforcements, and again, the Municipal Act gives you the tools to make those changes and the actions that are necessary. By-law C.P. 16 permits the city to impose fines that can be made for failing to comply with the by-law and those fines also could be doubled. This is a powerful tool. By-law 54 gives city the power to make the repairs and charge the property owners with the activities done to bring the property into compliance with by-law C.P. 16. Like you do when you go on to a property and clean up someone's messy yard because the neighbours complained. You do have the power with by-law 54. We have had folks like Ben, come to us for help because the city has not enforced property standards, as requested. Families are losing their children because other levels of government enforcement don't believe these are safe places for children to be raised. Indeed, many of the conditions folks are living in cause or exacerbate other health conditions. There's an old adage that says where there's a will there's a way and we're bringing you the ways tonight so that you can protect the residents in our neighbourhoods. We're requesting that, in the event the property owner does not make repairs to bring these properties up to standard, the city immediately take measures to do so. If the repairs are so extensive that they cannot be done, the city needs to move the tenants to safe housing and the building needs to be condemned and secured. Should a relocation be deemed necessary for substantial repairs, we're asking the city to implement a mechanism to protect vulnerable tenants, such as seniors, people with disabilities, or those living on very low incomes who are among the most affected by redevelopment or renovations. This has also been done in other municipalities. The city of Vancouver recognizes that vulnerable tenants often require support to be relocated. They have implemented a tenant protection relocation and protection policy. In addition to proactive enforcement, we're requesting that consideration be given to developing an affordable housing strategy that outlines tenant protection and building acquisition with both standards and enforcement. Part of the Vancouver tenant relocation protection policy also addresses the need to protect affordable housing in our neighbourhoods. We talked about some of the neighbourhoods where a lot of the property standards are out of line and those are places where poor people can rent. The Vancouver model has a policy in it that is called the one for one replacement, where the owner is required to replace an existing dwelling unit on the site if they tear down one of those units because they're renovating them. The other issue is around the appeals. So, tenants don't have access to social equality if they can't access the institution that enforces their rights. Like Devon shared, there's fear, real fear, of reporting on property standards if you're living in substandard housing because you can't necessarily afford to move and you don't want to be harassed. This policy lacks attention to who's living in substandard conditions, the ability to pay fees to request an appeal or other property standards orders. Tenants require assistance to file an appeal are not considered, but there's also the problem that tenants don't necessarily get given a copy of the order so they can follow up with the landlord tenant board if that is where you were wanting them to go to get their rights protected. So, there is a problem with that and if a property owner does make an appeal, and the tenant believes the conditions have not been changed, how are they supposed to get that information in if they are not

given a copy of the order. We would suggest that, at the very minimum, if the property owner makes an appeal on the property standards, that they send an officer to do a full inspection of the property so that the burden doesn't fall onto the tenants to be the party responsible for enforcement. There's the issue of who can report, so we're going to go back to the intent of that bylaw here. Neighbours living next to these properties and community workers, social assistance workers, CAS workers and the like should be able to submit requests for inspection where they are aware of residents living in unsafe conditions. Remember the intent of the by-law includes surrounding neighbours. Currently, requests for inspections of clearly derelict properties are met with an automated message, "please send your landlord or property manager a dated letter or email outlining repairs that need to be conducted at your rental property and retain a copy for your records". Denying an accessible and fair reporting and appeal process for those tenants who are living in substandard conditions denies tenants rights and discourages the community at making efforts to make living conditions suitable. We're asking again that property standards the time to tenant protection, rental replacement, building repairs, in that position as part of a response of property standards by-law enforcement protocol. We need to have those properties reclaimed by the community if the owners are not responsible. We need to have those properties brought up to standards and the city has the power to do that. We need to have improved enforcement, that is why we are here tonight. Thank you.

February 8, 2021

Dear Colleagues,

The pandemic continues to disproportionately affect many members of our community. There have been many crises within this crisis, especially pertaining to housing. I believe that we should continue to support our residents to alleviate the burden felt from the pandemic and therefore I wanted to bring to your attention an important issue tenants across the city are currently facing.

I have recently been in discussions with members of the London ACORN, an organization that is a multi-issue, membership-based community of low and moderate-income people that has been working to support the rights of tenants, including many other equity issues facing tenants in London. They put out a call to action to respond to a growing issue facing tenants with property standards regulations that are not being enforced. Tenants are facing many repair issues due to the lack of maintenance being undertaken by landlords during the pandemic, on top of all other issues we are all facing. I believe that this is a call to action that we must also take to ensure a healthy and safe home environment for London residents.

The current City of London's Residential Rental Units Licensing By-law, By-law CP-19, as amended, does not apply to apartment buildings, stacked townhouse and townhouses and currently, only requires rental units to comply with the Building Code, Fire Code, Property Standards By-law and public health regulations.

I am seeking support for the following motion:

"The Civic Administration BE DIRECTED to review the Residential Rental Units Licensing By-law CP-19, as amended, and report back on the possibility of expanding the regulations to include rental units contained in apartment buildings, stacked townhouses and townhouses and to incorporate the following requirements for all rental units:

- a) all new and existing rental units be licensed, regardless of the type of unit;
- b) random inspections of rental units and building be undertaken to ensure compliance with the City's Property Standards By-law and other regulations to prevent the deterioration and disrepair of rental units; and,
- c) establish an anonymous complaint reporting system to prevent retaliation for those launching the complaint."

Respectfully submitted,

Councillor A. Kayabaga
Ward 13

Councillor M. Salih
Ward 3

Appendix 'C'

Bill No. _____
2021

By-law No. A-54-_____

A by-law to amend By-law No. A-54, as amended, being "A by-law to implement an Administrative Monetary Penalty System in London" to provide for an amended Penalty Schedule "A-6" for the Property Standards By-law.

WHEREAS section 434.1 of the Municipal Act authorizes the City to require a person, subject to conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality;

AND WHEREAS the Municipal Council considers it desirable to enforce and seek compliance with the designated by-laws, or portions of those by-laws, through the Administrative Monetary Penalty System;

AND WHEREAS the Municipal Council on June 25, 2019 passed By-law No. A-54, being "A by-law to implement an Administrative Monetary Penalty System in London;"

AND WHEREAS the Municipal Council deems it appropriate to amend By-law No. A-54 with respect to Schedule "A-6" for the Property Standards By-law,

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

1. That Schedule "A-6" of By-law No. A-54 being the Penalty Schedule for Property Standards is hereby repealed and replaced with the attached new Schedule "A-6"
2. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on _____, 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading –
Second Reading –
Third Reading –

Schedule “A-6”
Administrative Monetary Penalty System By-law
Penalty Schedule for Property Standards

1. For the purposes of Section 2 of this By-law, Column 3 in the following table lists the provisions in the Designated By-law identified in the Schedule, as amended.

2. Column 2 in the following table set out the short form wording to be used in a Penalty Notice for the contravention of the designated provisions listed in Column 3.

3. Column 4 in the following table set out the Administrative Penalty amount that is payable for contraventions of the designated provisions listed in Column 3.

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|--|--|--|
| 1 | Fail to repair in an acceptable manner | 2.2 | \$400.00 |
| 2 | Fail to maintain heritage attributes | 2.7 (b) | \$400.00 |
| 3 | Fail to properly secure openings | 2.8.2 (a) | \$400.00 |
| 4 | Fail to use proper boarding | 2.8.2 (b) | \$400.00 |
| 5 | Fail to properly treat boarding | 2.8.2 (c) | \$400.00 |
| 6 | Fail to prevent moisture penetration | 2.8.3 | \$400.00 |
| 7 | Fail to implement maintenance plan | 2.8.4 | \$400.00 |
| 8 | Fail to maintain exterior property - debris | 3.1.1 (a) | \$400.00 |
| 9 | Fail to maintain exterior property - pests | 3.1.2 (b) | \$400.00 |
| 10 | Fail to maintain exterior property - weeds | 3.1.2 (c) | \$400.00 |
| 11 | Fail to maintain exterior property – unreasonable overgrowth | 3.1.2 (d) | \$400.00 |
| 12 | Fail to maintain exterior property – growth causing unsafe conditions | 3.1.2 (e) | \$400.00 |
| 13 | Fail to maintain exterior property – unused vehicles | 3.1.2 (f) | \$400.00 |
| 14 | Fail to maintain exterior property – accumulation of materials | 3.1.2 (g) | \$400.00 |
| 15 | Fail to maintain exterior property – dilapidated structures/uncovered cavities | 3.1.2 (h) | \$400.00 |
| 16 | Fail to provide for uniform exterior surface | 3.1.3 (a) | \$400.00 |
| 17 | Fail to provide markings on exterior surface | 3.1.3 (b) | \$400.00 |
| 18 | Fail to prevent unstable soil conditions | 3.1.4 | \$400.00 |
| 19 | Fail to maintain lighting | 3.1.5 | \$400.00 |
| 20 | Fail to maintain conditions of development and redevelopment | 3.1.6 | \$400.00 |
| 21 | Fail to maintain exterior furniture | 3.1.7 | \$400.00 |
| 22 | Fail to maintain accessory buildings | 3.2.1 | \$400.00 |
| 23 | Fail to maintain fences | 3.3.1 | \$400.00 |
| 24 | Fail to maintain retaining walls | 3.4.1 | \$400.00 |
| 25 | Fail to comply with municipal refuse collection | 3.5.1 | \$400.00 |
| 26 | Fail to comply with refuse collection | 3.5.2 (a) | \$400.00 |
| 27 | Fail to make readily accessible refuse storage | 3.5.2 (b) | \$400.00 |
| 28 | Fail to maintain refuse storage facilities | 3.5.2 (c) | \$400.00 |
| 29 | Cause obstruction by refuse | 3.5.2 (d) | \$400.00 |
| 30 | Fail to properly operate refuse compactor | 3.5.2 (e) | \$400.00 |
| 31 | Fail to maintain outside storage of refuse in litter free condition | 3.5.3 (a) | \$400.00 |
| 32 | Fail to maintain outside storage of refuse facility | 3.5.3 (b) | \$400.00 |
| 33 | Fail to screen outside refuse storage facility | 3.5.3 (c) | \$400.00 |
| 34 | Fail to properly screen outside refuse storage facility from grade | 3.5.3 (d) | \$400.00 |
| 35 | Fail to properly screen outside refuse storage facility with visual barrier | 3.5.3 (e) | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|--|--|--|
| 36 | Fail to maintain outside refuse storage facility an odour controlled condition | 3.5.3 (f) | \$400.00 |
| 37 | Fail to provide for adequate inside refuse storage | 3.5.4 | \$400.00 |
| 38 | Fail to maintain refuse chute system | 3.5.5 | \$400.00 |
| 39 | Fail to frequently remove temporary refuse storage | 3.5.6 (a) | \$400.00 |
| 40 | Fail to store refuse temporarily in unsafe manner | 3.5.6 (b) | \$400.00 |
| 41 | Fail to cover temporary refuse storage | 3.5.6 9 (c) | \$400.00 |
| 42 | Fail to provide for capable structural system | 4.1.1 | \$400.00 |
| 43 | Fail to provide for structural condition engineers report | 4.1.2 | \$400.00 |
| 44 | Fail to maintain wall foundations | 4.2.2 (a) | \$400.00 |
| 45 | Fail to install sub soil drains | 4.2.2 (b) | \$400.00 |
| 46 | Fail to maintain sills or other supports | 4.2.2 (c) | \$400.00 |
| 47 | Fail to maintain grouting or waterproofing | 4.2.2 (d) | \$400.00 |
| 48 | Fail to restore wall to original appearance | 4.2.2 (e) | \$400.00 |
| 49 | Fail to preserve materials resistant to weathering or wear | 4.2.2 (f) | \$400.00 |
| 50 | Fail to restore or replace foundations walls floors and roof slabs | 4.2.2 (g) | \$400.00 |
| 51 | Fail to restore or replace cladding finishes and trims | 4.2.2 (h) | \$400.00 |
| 52 | Fail to repair settlement detrimental to the building | 4.2.2 (i) | \$400.00 |
| 53 | Fail to remove or replace unsecured materials | 4.2.2 (j) | \$400.00 |
| 54 | Fail to provide apertures to perform their intended function | 4.3.1 | \$400.00 |
| 55 | Fail to maintain all doors, windows, skylights and shutters | 4.3.2 | \$400.00 |
| 56 | Fail to maintain a required opening with a screen or other durable material | 4.3.4 | \$400.00 |
| 57 | Fail to secure doors and windows from within unit | 4.3.5 | \$400.00 |
| 58 | Fail to provide for screens on windows | 4.3.6 | \$400.00 |
| 59 | Fail to provide for screens on windows in an acceptable manner | 4.3.7 | \$400.00 |
| 60 | Fail to maintain roof and related roof structures | 4.4.1 | \$400.00 |
| 61 | Fail to maintain chimneys and associated roof structures | 4.4.2 | \$400.00 |
| 62 | Fail to maintain floors, stairs, porches, verandas, decks and balconies | 4.5.1 | \$400.00 |
| 63 | Fail to provide and maintain guard | 4.5.3 | \$400.00 |
| 64 | Fail to provide for required guard on stairs | 4.5.4 | \$400.00 |
| 65 | Fail to provide for guard serving unfinished space | 4.5.5 | \$400.00 |
| 66 | Fail to provide for guard with proper openings | 4.5.6 | \$400.00 |
| 67 | Fail to provide for guard which does not facilitate climbing | 4.5.7 | \$400.00 |
| 68 | Fail to provide and maintain handrail | 4.5.8.2 | \$400.00 |
| 69 | Fail to provide for central handrail | 4.5.8.3 | \$400.00 |
| 70 | Fail to provide for proper stairs within the interior of a residential dwelling unit | 4.5.9.1 | \$400.00 |
| 71 | Fail to provide for proper residential stairs not within dwelling unit | 4.5.9.2 | \$400.00 |
| 72 | Fail to provide for proper non-residential stairs | 4.5.9.3 | \$400.00 |
| 73 | Fail to provide for proper service room stairs | 4.5.9.4 | \$400.00 |
| 74 | Fail to maintain exterior surfaces | 4.6.1 | \$400.00 |
| 75 | Fail to remove stains or defacement from exterior surfaces | 4.6.2 | \$400.00 |
| 76 | Fail to provide for temporary barricading with compatible finishes | 4.6.3 | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|--|--|--|
| 77 | Fail to maintain interior cladding and finishes of walls, ceilings and elevator cages | 4.7.1 | \$400.00 |
| 78 | Fail to maintain interior cladding and finishes from stains and other defacement | 4.7.2 | \$400.00 |
| 79 | Fail to only use habitable space for human habitation | 4.8.1 | \$400.00 |
| 80 | Fail to provide for proper interior cladding and finishes of walls, ceilings and floors for human habitation | 4.8.2 (a) | \$400.00 |
| 81 | Fail to provide for proper doors and windows for human habitation | 4.8.2 (b) | \$400.00 |
| 82 | Fail to provide for proper heating system for human habitation | 4.8.2 (c) | \$400.00 |
| 83 | Fail to provide for proper plumbing and drainage systems for human habitation | 4.8.2 (d) | \$400.00 |
| 84 | Fail to provide for proper electrical systems for human habitation | 4.8.2 (e) | \$400.00 |
| 85 | Fail to provide for a minimum floor area for human habitation | 4.8.2 (f) | \$400.00 |
| 86 | Fail to provide for a minimum headroom for human habitation | 4.8.2 (g) | \$400.00 |
| 87 | Fail to disconnect service providing light, heat, refrigeration, water or cooking facilities | 4.8.3 | \$400.00 |
| 88 | Fail to provide toilet or urinal in room intended for sleeping or preparing, consuming or storing food | 4.8.4 | \$400.00 |
| 89 | Fail to provide for minimum headroom in areas normally to be used as a means of egress | 4.8.5 (a) | \$400.00 |
| 90 | Fail to provide for a minimum headroom in areas normally to be used as a means of egress where entire area is not considered in computing the floor area | 4.8.5 (b) | \$400.00 |
| 91 | Fail to provide for minimum headroom for service rooms and service spaces | 4.8.5 (c) | \$400.00 |
| 92 | Fail to provide for minimum headroom over stairs and landings | 4.8.5 (d) | \$400.00 |
| 93 | Fail to provide for a minimum headroom where door frame is located under structural beam | 4.8.5 (e) | \$400.00 |
| 94 | Fail to provide for and maintain ventilation in habitable room | 4.8.6 (a) | \$400.00 |
| 95 | Fail to provide for natural ventilation with minimum free flow | 4.8.6 (c) | \$400.00 |
| 96 | Fail to provide for natural ventilation and exterior walls or through skylights | 4.8.6 (d) | \$400.00 |
| 97 | Fail to provide for mechanical ventilation with proper air exchange | 4.8.6 (e) | \$400.00 |
| 98 | Fail to provide for natural ventilation in every washroom | 4.8.6 (f) | \$400.00 |
| 99 | Fail to provide for mechanical ventilation in every washroom as an alternative to natural ventilation | 4.8.6 (g) | \$400.00 |
| 100 | Fail to provide for a natural ventilation in every enclosed attic or roof space | 4.8.6 (h) | \$400.00 |
| 101 | Fail to provide for required roof, eave or gable end ventilation | 4.8.6 (i) | \$400.00 |
| 102 | Fail to provide ventilation in crawlspace or non-habitable basement space | 4.8.6 (j) | \$400.00 |
| 103 | Fail to adequately ventilate accessory rooms and residential buildings with multiple dwelling units | 4.8.6 (k) | \$400.00 |
| 104 | Fail to exceed maximum occupancy of habitable floor space | 4.8.7 | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|---|--|--|
| 105 | Fail to provide for proper windows in living room, dining rooms and bedrooms to provide for natural light | 4.8.8 | \$400.00 |
| 106 | Fail to equip and maintain dwelling unit with sink provided with portable hot and cold water | 4.8.9 (a) | \$400.00 |
| 107 | Fail to provide utility outlets suitable for refrigerator and cooking stove | 4.8.9 (b) | \$400.00 |
| 108 | Fail to provide for splash back and countertop around kitchen sink | 4.8.9 (c) | \$400.00 |
| 109 | Fail to maintain kitchen appliances and fixtures when equipped | 4.8.9 (d) | \$400.00 |
| 110 | Fail to provide for a least one enclosed sanitary facility | 4.8.10 | \$400.00 |
| 111 | Fail to provide for minimum floor area within dwelling unit | 4.8.11 (a) | \$400.00 |
| 112 | Fail to provide for minimum floor area for sleeping accommodation | 4.8.11 (b) | \$400.00 |
| 113 | Fail to provide for minimum floor area for dining space | 4.8.11 (c) | \$400.00 |
| 114 | Fail to provide for minimum floor area for combined dining space | 4.8.11 (d) | \$400.00 |
| 115 | Fail to provide for minimum floor area of kitchen area | 4.8.11 (e) | \$400.00 |
| 116 | Fail to provide for a minimum floor area of kitchen area for multiple occupants | 4.8.11 (f) | \$400.00 |
| 117 | Fail to provide for minimum floor area of bedrooms | 4.8.11 (g) | \$400.00 |
| 118 | Fail to provide for minimum floor area of bedrooms | 4.8.11 (h) | \$400.00 |
| 119 | Fail to provide for minimum floor area of bedrooms | 4.8.11 (i) | \$400.00 |
| 120 | Fail to provide for an enclosed space to accommodate for water closet bathtub or shower stall | 4.8.11 (j) | \$400.00 |
| 121 | Fail to maintain multiunit security devices where equipped | 4.8.12 | \$400.00 |
| 122 | Fail to provide for sanitary and kitchen facilities based on tenant occupancy | 4.9.1 | \$400.00 |
| 123 | Fail to provide for a required floor area | 4.9.2 | \$400.00 |
| 124 | Fail to equip with cooking facilities | 4.9.3 | \$400.00 |
| 125 | Fail to be equipped with sanitary facilities | 4.9.4 | \$400.00 |
| 126 | Fail to keep all buildings free of pests | 4.10.1 | \$400.00 |
| 127 | Fail to maintain elevating devices | 5.1.1 | \$400.00 |
| 128 | Fail to maintain heating ventilating and mechanical systems | 5.2.1 | \$400.00 |
| 129 | Fail to maintain minimum temperatures | 5.2.2 | \$400.00 |
| 130 | Used portable heating as primary source of heat | 5.2.3 | \$400.00 |
| 131 | Fail to provide for multi-unit duct type smoke detector | 5.2.4 | \$400.00 |
| 132 | Fail to maintain plumbing and drainage free from leaks and freezing | 5.3.1 (a) | \$400.00 |
| 133 | Fail to supply portable hot and cold water based on occupancy served | 5.3.1 (b) | \$400.00 |
| 134 | Fail to provide for hot water at appropriate temperature | 5.3.1 (c) | \$400.00 |
| 135 | Fail to maintain provided washing machines and plumbing fixtures | 5.3.2 | \$400.00 |
| 136 | Fail to maintain air conditioners as to prevent condensation drainage | 5.3.3 | \$400.00 |
| 137 | Fail to maintain septic systems | 5.3.4 | \$400.00 |
| 138 | Fail to properly decommission septic systems | 5.3.5 | \$400.00 |
| 139 | Fail to provide for electrical outlets | 5.4.1 | \$400.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Provision Creating or Defining Offence | Column 4 Administrative Penalty Amounts |
|----------------------------|---|--|--|
| 140 | Fail to provide for electrical wall switches in required rooms | 5.4.2 | \$400.00 |
| 141 | Fail to conform to Ontario Electrical Code | 5.4.4 | \$400.00 |
| 142 | Fail to provide for and maintain lighting outlet in required rooms | 5.4.5 | \$400.00 |
| 143 | Fail to provide for and maintain access lighting | 5.4.6 | \$400.00 |
| 144 | Fail to maintain central station electrical connections as required | 5.4.7 | \$400.00 |
| 145 | Fail to maintain recreational amenity spaces and equipment | 5.5.1 | \$400.00 |

At the discretion of the Officer, fines may be doubled for any and all subsequent repeat offences.

Hello,

I have been living in a rental unit here in London for 5 years now, and the property manager refuses to maintain the property to a minimum standard. It has gone so far as to have to be ordered by the Landlord Tenant Board and the repairs still have not been carried out as instructed. On top of that, the responsibility of that maintenance has been neglected for so long that the building has slowly been boarded up, one window at a time, and not sealed properly, so that air leaks into the apartment through the window and bugs and small creatures (bats) are able to enter my unit through the holes in the screen.

I understand that there is a motion being put into place so that buildings are licensed and more appropriately maintained, and I would like to provide my address as a building that should be among those inspected initially, as it is intended to be affordable housing for lower income families, and I feel that those that are less privileged should be looked after before the less needy.

If you could please contact me and let me know that you have received this email and we can talk about the property standards that have been violated, the Order from the Landlord Tenant Board that is currently in violation, the fire codes that are being violated, and the multitude of requests from both myself and businesses to have the work done that have been neglected. I can provide copies of all the paperwork that has been submitted on my side, and I can provide pictures of the building in which I live. It is a heritage building, close to downtown, not far from the property that had a fire that has brought these changes about.

Thank you in advance for your time,

Aaron Hagen

Good afternoon,

I have reached out to many city services in regards to this matter, and every time I do, I face further retaliation from the property manager who runs the building. I am not going to let that intimidate me into being silent however.

As it stands right now, I have been in contact with Austin Malchesky of the London Fire Department, in charge of fire prevention. He has come to my building and done a fire inspection, and ordered the manager fix the errors, which had not been done.

I have been in contact with Property Standards on more than one occasion, even going so far as to look up specific code violations and include them in a detailed message, only to be told to "bring my correspondence to city hall", which I did, and I have been waiting to hear from anyone about this issue to date.

I have also been in contact with Bylaw Enforcement to try and make sure that no one else has to suffer because of the negligence, which is leading to a heritage building that should be preserved falling into disrepair. I heard through a credible source at one point that the owner here was being prosecuted by bylaw, however that has not changed the fact that they have no sense of responsibility when it comes to maintaining a safe and peaceful place to live.

As a tenant, I had my door and window stolen one morning, and that was months ago. The "replacement" that I was given was done by a restoration company (for which I am thankful), however the only reason they even came was because the police officers that woke me up to tell me what had transpired called them. Since then, I have been without a properly fire rated door, and I have a piece of plywood for a window. It has been months of notices that do not meet the RTA requirements and being put off until they can get me out of the unit.

When I stood up for my rights as a tenant the owner here started retaliating and making life difficult for me, I have proof of many of these instances.

I know that there isn't a clear way to proceed from here, I have been on this path for awhile now. I just want you to understand that there are many people I have already contacted in hopes to get an answer to this, and in the end I was forced out of my place to live, because I stood up for myself, and refused to be harassed.

The Landlord Tenant Board has issued an order to repair the unit as well, and that was not done in time. It was ordered that the unit be fixed by January 31st, and it is now February 26. I have not interfered in any way, aside from asking for proper notices from the property manager (as required by the RTA, 24 hours written notice, with a 4 hour window to do the work).

If you would like to add me to that list I would like to join so that I can have a voice. I have many ideas that might help.

And if you think that any of your associates will take my claims seriously; instead of just listening to what the landlord has to say then I would gladly ask that you send my information and all the details I have provided thus far to them.

I look forward to helping the housing situation in London become one that everyone can have a safe and comfortable place to stay.

Thank you for your time and consideration,

Aaron Hagen



"Family Built, Owned and Managed For Over 60 Years"

P.O. BOX 6000, KOMOKA, ON. N0L 1R0

Tel.: 519-472-8200

February 26, 2021

Via Email only
cpsc@london.ca

Attn: Councillor Helmer

Chair, Community & Protective Services Committee
City of London
300 Dufferin Ave
London, ON N6A 4L9

Re: Agenda Item 3.3 - Property Standards By-law Review and Motion on Residential Rental Units (Councillors Kayabaga & Salih) - Public Participation Meeting on March 2, 2021

Through the Chair and to Members of the Community and Protective Services Committee; please accept the following comments relating to Item 3.3 of the March 2, 2021 Community and Protective Services Committee Agenda; specifically, the correspondence at page 194.

Drewlo Holdings Inc. is one of the largest purpose-built rental providers in Southwestern Ontario. Over its 60-year history, Drewlo Holdings has constructed over 12,000 units in Burlington, Kitchener, London, Sarnia and Woodstock – 9,000 of which are still owned and operated by the company.

Motion – Residential Rental Units:

On behalf of Drewlo Holdings Inc., we would like to provide the following comments with respect to the motion put forward by Councillor Kayabaga and Councillor Salih regarding the *Residential Rental Unit Licensing By-law (CP-19)*. We are strongly opposed to the suggested revisions.

As highlighted by Councillor Kayabaga and Salih; apartments, stacked townhouse units and townhouses are currently exempt from the *Residential Rental Unit Licensing (RRUL) By-law*; we feel that this exemption should remain.

Multiple protections are already in place, both Provincially and Municipally. Concerns expressed regarding property standards issues can presently be addressed by the in-force *Property Standards By-law*, which applies to “all property within the City of London” (Section 2.3 Application – All Property, *Property Standards By-law CP-16*). More importantly, all concerns can be brought before the Landlord and Tenant Board (LTB), which was established to address concerns such as this. The LTB assigns residential landlords and tenants rights and responsibilities, and sets out a process for enforcement.

The *RRUL By-law* does not prescribe additional requirements beyond those stated in the motion being discussed, it merely provides the ability to license units. While there is the opportunity to apply “terms and conditions” to a license, we are unsure of what other requirements are being suggested or are desired beyond those prescribed through O.Reg 332/12: Ontario Building Code, O.Reg. 213/09: Ontario Fire Code, the City of London’s *Property Standards By-law* (CP-16), and public health regulations.

The suggested requirement of licensing all units regardless of type and providing random inspections will put an unnecessary strain on Civic resources and ultimately will push housing costs higher and higher to reflect the fees that will undoubtedly accompany licensing.

As stated above, multiple protections are already in place, both at the Municipal and Provincial level. Council should not forget the extensive work completed at the passing of the *RRUL by-law*, which determined purpose built rental (apartment units, stacked townhouse units and townhouses) should not be subject to licensing requirements.

Thank you for considering our feedback as part of the Public Meeting. If there are any questions, please do not hesitate to contact this office.

Sincerely,
DREWLO HOLDINGS INC.



Carrie O'Brien, Land Planner



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February 25, 2021

VIA EMAIL: cparker@london.ca

Chair and Members
Community and Protective Services (“CAPS”) Committee
City of London
300 Dufferin Avenue, PO Box 5035
London, Ontario N6A 4L9

Dear Chair and Members:

Re: Residential Rental Units Licensing By-law

We are the lawyers for the London Property Management Association (“LPMA”). The LPMA is committed to promoting education and professionalism among its more than 550 members. The vast majority of LPMA members are owners and operators of multi-residential rental properties, including apartment buildings and townhouse complexes. LPMA is Ontario’s oldest regional landlord association and its mandate is to educate its members to administer and manage their rental properties to meet all statutory and professional standards, including full compliance with applicable municipal and provincial laws and the provisions of the *Residential Tenancies Act* (RTA). The purpose of this submission to the CAPS Committee is to voice LPMA’s objections, on behalf of its members, to the proposal that the City embark on a process to impose mandatory licensing for all multi-residential rental buildings in the City of London and to ask that your committee reject such a proposal.

The correspondence at page 194 of the committee agenda from Councillors A. Kayahaga and M. Salih makes the allegation that landlords in London are not undertaking repairs and maintenance during the pandemic and therefore the current residential licensing by-law should be amended to include all multi-residential buildings in the City of London. The correspondence then goes on to suggest that an “anonymous hotline” is required to avoid retaliation by landlords where complaints are made and that a “random inspection program” be initiated to ensure landlords are in compliance with their maintenance obligations. LPMA asks that the members of the CAPS Committee take note that the allegations and assertions made by Councillors Kayahaga and Salih are bald allegations with no facts or evidence to support them. The allegations stem from discussions with ACORN, a Toronto based advocacy group which is more “anti-landlord” than it is “pro-tenant”. It is respectfully submitted that the facile allegations made in the Councillors’ correspondence to your Committee, and the Orwellian strategies proposed by them to address the allegations, should not form the basis for an overhaul of the landlord licensing by-law.

LPMA is of the view that a “rule of law” approach to address concerns raised by Councillors’ Kayahaga and Salih is already in place at both the municipal and provincial level. Section 20 of the RTA imposes on landlords the obligation to “maintain and repair” rental units and to comply with, among other things, “health and safety standards”. Tenants who are concerned about maintenance issues can call the City to

obtain orders for compliance or they can file an application at the Landlord and Tenant Board (LTB) for an order for repairs to be completed and an order for a rent abatement pending completion of repairs. LTB Members have no hesitation in making findings against landlords who fail to comply with their statutory obligations under s. 20. Municipal inspectors are also empowered to attend at and inspect rental units and enforce non-compliance with municipal and provincial laws. Upon request, we can provide members of your committee with decisions of the LTB to support our assertions and the scope of remedies granted. The City has its own records of enforcement engaged in by municipal staff. In summary, municipal legislation (enforcement of City by-laws) and Provincial legislation (the RTA) are in place to address maintenance and repair issues in apartments and they provide comprehensive remedies for tenants. An additional layer of regulation and bureaucracy is not required or necessary to enforce maintenance and repair obligations of landlords.

In the context of alleged “retaliation” by landlords against tenants who make complaints, be advised that there is a provision in the RTA (s. 83) which prohibits the LTB from issuing an eviction order in circumstances where the Board finds a landlord has applied for same in retaliation for the tenant having complained to any public authority or the LTB about maintenance or repair issues. Tenants in such circumstances may also apply under s. 29 RTA for a remedy in circumstances where a landlord is alleged to have engaged in retaliation against a tenant, thus interfering with the tenants’ legal interests and LTB Members have no hesitation in making findings and awarding substantial remedies (and again, we can provide many LTB decisions to support this fact). It is also a Provincial Offence (s. 234 RTA) for a landlord to engage in such conduct (fines are \$50K for individuals and \$250K for corporations).

The suggestion that there be an “anonymous hotline” would install a process at City Hall which demonstrably prone to abuse by tenants with an axe to grind against their landlord. Such a process is similar to the kind of thing we now see in the context of social media where false allegations are made anonymously to encourage conflict and inflict harm against individuals rather than foster constructive resolution of real problems. There are already many resources in place for tenants to seek recourse for real concerns about maintenance and repair, as there are protections to prevent retaliation against tenants who complain as they are fully protected under the RTA.

We also wish to draw your committee’s attention to the fact that landlords have been directed by the Province’s COVID-related Emergency Orders and regulations to continue providing the full range of life safety and housing standard services to tenants but to defer “non-urgent” maintenance during the pandemic in an effort to reduce health and safety risks to tenants and staff in multi-residential buildings. The result is that landlords must comply with provincial legislation that properly requires landlords to defer non-essential maintenance to protect health and safety of tenants in contrast to the opinion of two municipal councillors that landlords should be compelled to operate in breach of the province’s regulations and against public health recommendations. It is respectfully submitted that the Councillors’ apparent lack of knowledge of the Province’s and public health directions to multi-residential landlords with respect to deferring non-urgent maintenance during the pandemic should not form the basis for the City to initiate the creation of a comprehensive regulatory regime with collateral powers to those already in place to ensure properties are properly maintained and repaired.

The fact is that any expansion of the landlord licensing by-law will result in a license fee (“Tenant Tax”) imposed on tenants by the City to cover municipal costs of setting up the bureaucracy, hiring additional personnel, imposing new administrative requirements for landlords to complete; salary increases for new supervisors, etc. We have heard in the past that the license fee is not a Tenant Tax because it is the landlord, not the City, who passes on the cost to tenants. The reality is that landlords are like every other business operator and they pass municipal charges on to customers in much the same way that Members of Council who incur expenses (mileage, meals, hotel accommodation at conferences) on City business pass on those expenses to taxpayers. It is important for Council Members to recognize that new

“municipal charges” imposed on landlords are authorized by the RTA to be passed on to tenants by way of an Above Guideline Rent Increase (AGI) under s. 129 of the RTA. The City of Waterloo passed a particularly costly licensing by-law targeting townhomes (their staff recommended against targeting high rises as part of its by-law) and we acted for a landlord who successfully secured a 6.8% rent increase due entirely to the new municipal charges imposed by Waterloo. Upon request, we can forward that decision, which was upheld on appeal, to members of your Committee.

Each of you have constituents who live in apartment complexes and many of those apartment complexes are owned and operated by London based landlords and by professional, long standing multi-residential landlords. Most of those landlords are members of LPMA. The overwhelming majority of multi-residential landlords are professional and operate their properties to the highest standards. If you consider your own experience and feedback from your tenant constituents, we suggest you will find that there is no public outcry or concerns about the lack of maintenance and repair in multi-residential high rise or town house complexes in London. To create a massive bureaucracy with additional costs passed on to tenants amounts to unnecessary overregulation in an effort to find a few “bad apples” (assuming they are out there) whose conduct is already fully regulated and can be enforced using existing municipal and provincial laws.

LPMA requests that, after your review and consideration of this correspondence and our submission to the Committee, and after your reflection on your own experience with the quality of housing provided by landlords in London, that you reject the motion by Councillors Kayahaga and Salih to create an authoritarian regulatory regime operating collaterally to the municipal and provincial legislation already in place to address questions of maintenance and repair in London multi-residential housing.

Thank you, in advance, for your consideration of the submissions of LPMA.

Yours very truly,

COHEN HIGHLEY LLP



signature electronically affixed

Joseph Hoffer

JJH:rmh

email: hoffer@cohenhighley.com

cc: LPMA



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February 26, 2021

VIA EMAIL: cpsc@london.ca

Chair and Members
Community and Protective Services (“CAPS”) Committee
City of London
300 Dufferin Avenue, PO Box 5035
London, Ontario, N6A 4L9

Dear Chair and Members:

Re: Property Standards By-law Review

We are the lawyers for the London Property Management Association (“LPMA”). The LPMA is committed to promoting education and professionalism among its more than 550 members. The vast majority of LPMA members are builders, owners and operators of multi-residential rental properties in London. LPMA is Ontario’s oldest regional landlord association and its mandate is to educate its members to administer and manage their rental properties to meet all statutory and professional standards, including full compliance with London’s Property Standards By-laws (the By-law) as well as the provisions of the *Residential Tenancies Act* (RTA).

The purpose of this submission is to express, on behalf of its Members, LPMA’s concerns about the proposed amendments to the By-law and to ask that your Committee direct staff to report back on those provisions which for which LPMA’s concerns are raised and that it will do so following stakeholder consultation. LPMA is concerned about provisions which exceed *Building Code Act* (BCA) requirements and impose “retrofit” in existing buildings. LPMA is concerned about ambiguous terms used in the By-law which confer broad discretion on enforcement officers and create uncertainty for building owners in trying to meet their By-law obligations. LPMA also has concerns about the lack of procedural fairness relative to the issuance of orders and appeals provided for in the By-law. What follows are particulars of LPMA’s concerns warranting a further staff review and a request for stakeholder input from LPMA into completion of the By-law’s legislative process.

Section 2.1: This provision of the By-law appears to set a standard for housing that in many cases exceeds the BCA, Fire Code, Plumbing Code and Electrical Code that would have been in place at the time the property was constructed. Owners of multi-residential buildings, if forced to “retrofit” their properties, will be forced in some cases, to compel tenants to vacate rental units to enable work to be done; will be forced to seriously disrupt tenants’ use and enjoyment of their rental units in those cases where work can be done without displacing tenants; and, spend substantial sums of money which will then be passed on to tenants in the form of Capital Expenditure Applications under the *Residential Tenancies Act* (RTA). Absent valid “life-safety” grounds for deploying retrofit requirements, it is submitted that such requirements should be removed or alternative means of addressing the specific life-safety issues be explored. In addition, there is a basic legal principle which holds that in the absence of

the lawful delegation of provincial powers, a Municipality lacks legislative jurisdiction to enact and enforce retrofit and impose new standards of construction. Excess exercise of municipal jurisdiction invites legal challenges which ultimately are not a constructive way to deal with what, in our submission, are mutual goals of LPMA members and the City to ensure safe housing for tenants and homeowners. A legal review of the scope of the proposed changes, and stakeholder consultation, are warranted to ensure there is no excess of municipal jurisdiction and that a more measured approach, rather than imposing new and excessive construction requirements in older buildings, is taken.

Sections 2.2, 2.6, 4.1.2, 4.1.3, 4.2.2 are all examples of provisions that are entirely subjective in the eyes of an Inspector and do not take into account the more objective Codes that were in effect at the time the property was constructed. Such provisions create uncertainty for building owners as, in the experience of owners, one inspector may impose one subjective standard and upon review by another inspector, the “goal posts” change and, a few months or years later, yet another inspector may have a different opinion. Such subjective standards have no place in mandatory municipal enactments which impose substantial financial obligations and penalties on citizens. It is submitted that a review of the provisions in question, with stakeholder consultation, will help achieve a better legislative product from the City.

Section 4.8.6 (l): There is no definition of the term “adequate” and again, this is entirely subjective. The language of this provision should be changed so that those required to comply with the section can properly do so. The same criticism applies to Section 4.6.3: There is no definition of the term “compatible finish” and, like art, whether the finish is compatible is “in the eye of the beholder”, or beholders as the case often is with municipal inspections.

Section 4.8.11: This provision requires some additional review and consideration. It is unclear whether the City of London emergency/temporary housing for the homeless meets this definition of size. It would appear that the minimum size of 278 sq. ft. will make the provision of affordable housing more expensive and may preclude the conversion of hotel/motel rooms to Single Occupancy Residential units needed to mitigate homeless issues. In fact, there may be bachelor type suites in buildings constructed during the 70’s and 80’s, many of which are owned or funded by the London Housing Authority, which may not comply with this requirement. If these suites complied with all of the appropriate zoning and building codes of the day when they were constructed shall we just deem them illegal today? That is the potential effect of this By-law; consequently, a more detailed review of this particular provision is warranted.

Section 5.4.4 and 5.4.7: Subject to valid “life-safety” requirements, buildings should be required to comply with the Electrical Code in effect when they were constructed. As stated above, there are serious consequences for both landlord and tenant stakeholders, as well as for the City, if the legislation exceeds municipal jurisdiction and, even if it does not, the financial and daily living consequences for affected stakeholders, including tenants (who are most directly affected) are excessive.

Section 5.4.6: Does not permit motion activated lighting of common areas, a common practice for energy conservation. Energy conservation and innovation should be encouraged, not suppressed.

Section 6.2: 14 days is an arbitrary and insufficient time for an appeal. There is no provision for determining how an Order must be served. It appears that the Order may be served on a tenant (occupant) who may or may not give it to the owner but the Order would not be capable of being appealed after 14 days, even if the owner of the property was unaware of the Order. Such a provision invites judicial review on the basis of a lack of procedural fairness and natural justice owed to the parties subject to such orders.

Administrative Penalties: Given the subjective nature of many of the provisions of the By-law it would be appropriate to enact a statutory right of appeal or review of the Administrative Penalties. Note that under

the RTA, amendments were recently introduced whereby such penalties, if they result from tenant/occupant conduct, can be recovered directly from the tenant in an application to the Landlord and Tenant Board. The amendments have been given Royal Assent but have not yet been proclaimed pending amendments to the *Courts of Justice Act* which will transfer jurisdiction over such matters to the Landlord and Tenant Board. Thus, both landlords and tenants may wish to join in challenging the quantum of administrative fines levied against landlords where the conduct giving rise to the fine is due to actions of the tenant or her invitees. As a practical matter, enforcement of occupant infractions usually is levied against landlords but the new indemnification provisions of the RTA create a mutual interest for these stakeholders in seeking a remedy for excessive administrative fines. The lack of an appeal mechanism of such fines appears to be missing from the powers of the Property Standards Committee and therefore invites jurisdictional challenge on the basis of procedural fairness and natural justice. Clearly the preferred option is stakeholder consultation and review, not overreaching, hasty enactment of defective legislation.

Finally, there are numerous typographical errors to the By-law that need correction.

Based on the foregoing, it is submitted that the request of LPMA that this matter be sent back to staff for stakeholder and staff review, including legal review by city lawyers, is justified and we ask you're your Committee direct such a review.

Thank you, in advance, for your consideration of the submissions of LPMA.

Yours very truly,

COHEN HIGHLEY LLP



signature electronically affixed

Joseph Hoffer
JH:rmh
email: hoffer@cohenhighley.com

cc: LPMA

I wholeheartedly support this motion. I love downtown and the amount of derelict rentals and buildings is way too high. These landlords charge large amounts for rent, part of that rental income should be set aside for ongoing maintenance just like everyone else who owns a property. If you can't afford it, then sell the property. It's really that simple. I have been staring at boarded up windows at two homes on Lorne Avenue for years now, time city hall did something about it and stop letting landlords get away with it.

Ashley Miller

Report to Community and Protective Services Committee

To: CHAIR AND MEMBERS
COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

From: G. KOTSIFAS, P. ENG.
MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES &
CHIEF BUILDING OFFICIAL

Subject: TOW TRUCK BUSINESS & IMPOUND YARD STORAGE BUSINESS
LICENCE BY-LAW AMENDMENT
PUBLIC PARTICIPATION MEETING

Date: MARCH 2, 2021

Recommendation

That, on the recommendation of the Managing Director, Development & Compliance Services & Chief Building Official:

- a) the attached proposed by-law (Appendix 'A') **BE INTRODUCED** at the Municipal Council meeting to be held on **March 23, 2021** to amend the Business Licencing By-law No. L.-131-16, to add a new category, definition and fees related to Tow Truck Business and Impound Yard Storage Business.
- b) the attached proposed by-law (Appendix 'B') **BE INTRODUCED** at the Municipal Council meeting to be held on **March 23, 2021** to amend the Administrative Monetary Penalty System (AMPS) By-law No. A-54, to add penalties for non compliance related to Tow Truck Businesses and Impound Yard Storage Businesses.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Community & Protective Services Committee: September 10, 2019 –Information Report on Tow Truck Solicitation at Accident Scenes

Community & Protective Services Committee: December 3, 2019 –Public Participation Meeting on Business Licensing By-law

2.0 Discussion and Considerations

In recent years, there has been an increased concern with tow truck solicitation at motor vehicle accident occurrences. Several municipalities across Ontario have established towing by-laws with the municipal purpose of consumer protection.

On September 17, 2019, Municipal Council directed staff to prepare an amendment to the Business Licensing By-law to include Motor Vehicle Towing as a Class of Licence and hold a public participation meeting at a future Community & Protective Services Committee (CPSC) meeting.

Staff presented a By-law to CPSC on December 3, 2019. The purpose of the By-law was to licence tow truck operators. A regulation prohibited tow trucks from parking, stopping or standing within two hundred (200) metres of an accident on any road. Council referred the report back to staff for further consultation with stakeholders and the London Police Service.

In January 2020, further discussions were held with London Police Service and the towing industry. There was a variety of feedback from the industry specific to the setback regulation from an operational perspective.

On June 29, 2020, the Province announced that they would be establishing a task force to improve Provincial oversight of the towing industry. The task force was created to help develop a regulatory model that will increase safety and enforcement, clarify protections for consumers, improve industry standards and consider tougher penalties for violators.

The Province is mainly taking this action in response to concerns raised about incidents of criminal activity and violence in the towing industry. Consultations were held during the months of July and August. The Province consulted with the the towing industry, insurance companies,

municipalities, London Police Service and other interested agencies. Civic Administration participated in numerous meetings led by the Province.

In recent discussions with the Province, it was clarified that they still require time to propose a Province wide remedy. City staff ("staff") have been aware of the towing industry issues for quite some time and are of the opinion that it is imperative that a local solution be established. Staff are also mindful that if the Province proceeds with legislation, amendments to the recommendation contained within this report might have to be reconsidered or amended.

In July 2020, staff consulted with the towing industry to discuss the Provincial announcement and ongoing issues with vehicles being held by non local towing firms for exorbitant recovery fees.

In December 2020, January 2021 and February 2021, staff consulted with London Police Service and London Fire. Both agencies support the proposed amendments.

In January 2021, City Staff consulted again with the towing industry. The predominant issue raised by the industry is the London Police Service contract. As staff have mentioned on numerous occasions, City Administration has no role in the contract either from a procurement or administration perspective. However, some valued discussions took place regarding the proposed two hundred (200) metre accident raddius regulation.

As a result of industry discussion and feedback, a fourth industry meeting was held in February, 2021. Discussions were mostly based around the amended wording to the setback regulation , including the following additional wording: *if there is not a sufficient number of tow trucks already at the scene to deal with all vehicles that apparently require the services of a tow truck.*

Overall, this proposal was well received by the industry, but not unanimously. Mainly, this allows for a tow truck to stop, in a case where no one has yet arrived at the accident scene or if there are not enough tow trucks present and is also consistent with the *Highway Traffic Act*. (Sec 171 (2) *no person shall park or stop a tow truck on the King's Highway within 200 metres of, (a) the scene of an accident or apparent accident; or (b) a vehicle involved in an accident, if there is a sufficient number of tow trucks already at the scene to deal with all vehicles that apparently require the services of a tow truck.*)

Also, participating in towing industry meetings were government relations representatives from the Canadian Automobile Association (CAA) and the Insurance Bureau of Canada.

6.0 Summary of Staff Recommendation

1. Licence Tow Truck Business category, where at the time of application, the applicant must identify the licenced Impound Yard Storage Business.
2. Implement a regulation of a two hundred (200) metre setback from accident scene and a regulation requiring tow truck operators to follow the direction of first responders at an accident scene.
3. Establish administrative maximum towing rates.
4. Licence Impound Yard Storage Business category to ensure that once a vehicle has been towed that it is transported to a regulated facility within City limits.
5. Establish administrative maximum storage fees.
6. Establish associated administrative monetary penalties.

Conclusion

The City of London deems it to be in the public interest, having regard to both public health and safety and consumer protection, to protect persons involved in motor vehicle accidents on local roads and to ensure that local roads are kept free of obstructions and impediments at accident scenes for emergency vehicles and emergency personnel. The proposed staff recommendation to add Tow Truck Business Licence and Impound Yard Storage Business as a class of Business Licence.

Prepared by: Nicole Musicco, Coordinator, Licensing Administration & Policy
Submitted by: Orest Katolyk, MLEO (C)
Chief Municipal Law Enforcement Officer
Recommended by: George Kotsifas, P. Eng
Managing Director, Development & Compliance Services & Chief Building Official

Appendix 'A'

Bill No. --
2021

By-law No. L.-131(__)-__

A by-law to amend By-law No. L.-131-16 entitled
"A by-law to provide for the Licensing and
Regulation of Various Businesses".

AND WHEREAS section 5(3) of the Municipal Act, 2001 S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 23.2 of the Municipal Act, 2001 permits a municipality to delegate certain legislative and quasi-judicial powers;

AND WHEREAS the City deems it to be in the public interest, having regard to both public health and safety and consumer protection, to protect persons involved in motor vehicle accidents on highways and to ensure that highways are kept free of obstructions and impediments at accident scenes for emergency vehicles and emergency personnel.

AND WHEREAS it is deemed expedient to amend By-law No. L.-131-16, entitled "A by-law to provide for the Licensing and Regulation of Various Businesses", passed on December 12, 2017;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Business Licensing By-law L.-131-16 is hereby amended by adding "**Tow Truck Business**" and "**Impound Yard Storage Business**", as referenced in the attached **Schedule '20'** to the Business Licence By-law Schedule.
2. The Business Licensing By-law L.-131-16, Schedule 1 – Business Licence Fees is hereby amended by adding:
 - Tow Truck Business Licence fee of \$321.00
 - Impound Yard Storage Business Licence fee of \$321.00

Schedule '20'
TOW TRUCK BUSINESS & IMPOUND YARD STORAGE BUSINESS

1.0 DEFINITIONS

1.1 In this Schedule:

“Accident Scene”: means the general location or place where an incident or accident occurred involving a Motor Vehicle(s).

“Highway”: means a common and public highway, street, avenue, parkway, driveway, square, place, bridge, viaduct or trestle, any part of which is intended for or used by the general public for the passage of vehicles and includes the area between the lateral property lines thereof.

“Highway Traffic Act”: means the Highway Traffic Act, R.S.O. 1990, as amended.

“Impound”: means to restrain or immobilize a motor vehicle.

“Impound Yard Storage Business”: means the business of storing vehicles once they are towed from an Accident Scene.

“Local Road”: means roads contained within the boundaries of the Municipality of the City of London.

“Motor Vehicle”: means a motor vehicle as defined in the Highway Traffic Act.

“Tow Truck Business”: means the business of providing Towing Services at an Accident Scene.

“Tow Truck Operator”: means a person who operates a Tow Truck offering Towing Services.

“Towing Services”: mean the provision or use of a tow truck including the assistance of the owner, operator, driver, or any passenger of a vehicle through the use of the equipment on or used in conjunction with the tow truck for the pulling, towing, carrying, or lifting of a motor vehicle at a place located within the City of London.

“Tow Truck”: means a Motor Vehicle that is designed, modified or used for pulling, towing, carrying or lifting of other Motor Vehicles with or without the assistance of lifts, winches, dollies, trailers or any like equipment.

“Vehicle”: means vehicle as defined in the Highway Traffic Act.

2.0 LICENCE CATEGORIES:

2.1 The following categories of licenses are established:

- (a) Tow Truck Business; and
- (b) Impound Yard Storage Business

3.0 PROHIBITIONS:

3.1 No person shall operate a Tow Truck Business without a current valid licence issued under this By-law.

3.2 No person shall operate an Impound Yard Storage Business without a current valid licence issued under this By-law.

3.3 No holder of a Tow Truck Business Licence shall permit a Tow Truck to safely park, stop, stand, make or convey an offer of Towing Services, within two hundred (200) metres of an Accident Scene unless directed by a police officer, a firefighter, or person involved in the accident, or if there is not a sufficient number of tow trucks already at the Accident Scene to deal with all vehicles that apparently require the services of a Tow Truck.

- 3.4 No Tow Truck Operator parked, stopped or standing within two hundred (200) metres of an Accident Scene shall fail to immediately follow the direction of any police officer, firefighter or emergency medical services (EMS) including, but not limited to moving the Tow Truck two-hundred (200) metres from the Accident Scene.
- 3.5 No holder of a Tow Truck Business Licence shall charge or accept from any person any amount for Towing Services in contravention of the prescribed administrative regulations.
- 3.6 Every holder of a Tow Truck Business Licence shall provide Towing Services associated with a licenced Impound Yard Storage Business within the boundaries of the City of London.
- 3.7 No holder of an Impound Yard Storage Business Licence shall charge or accept from any person any amount for storage services at an Impound Yard in contravention of the prescribed administrative regulations.

4.0 POWERS OF LICENCE MANAGER

- 4.1 In addition to any other power, duty or function prescribed in this By-law, the Licence Manager may make regulations under this Schedule including:
- (a) prescribing signage that must be posted in an Impound Yard Storage Business as a condition for storing a Motor Vehicle including without limitation, the manner, form, size, location and content of such signage;
 - (b) prescribing Towing fees;
 - (c) prescribing Impound Yard Storage fees;
 - (d) prescribing hours of operation of Impound Yards Storage Business;
 - (e) prescribing the content of a registry for Tow Truck Business.

This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on , 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First reading –
Second reading –
Third reading –

Appendix 'B'

Bill No. _____
2021

By-law No. A-54-_____

A by-law to amend By-law No. A-54, as amended, being "A by-law to implement an Administrative Monetary Penalty System in London" to provide for an amended Penalty Schedule "A-5" for the Business Licensing By-law for the categories of Tow Truck Business and Impound Yard Storage Business.

WHEREAS section 434.1 of the Municipal Act authorizes the City to require a person, subject to conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality;

AND WHEREAS the Municipal Council considers it desirable to enforce and seek compliance with the designated by-laws, or portions of those by-laws, through the Administrative Monetary Penalty System;

AND WHEREAS the Municipal Council on June 25, 2019 passed By-law No. A-54, being "A by-law to implement an Administrative Monetary Penalty System in London;"

AND WHEREAS the Municipal Council deems it appropriate to amend By-law No. A-54 with respect to Schedule "A-5" for the categories of Tow Truck Business and Impound Yard Storage Business in the Business Licensing By-law,

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

1. That Schedule "A-5" of By-law No. A-54 be amended to include the following short form wording, provision creating or defining offence and administrative penalty amount.
2. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on _____, 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading –
Second Reading –
Third Reading –

Penalty Schedule for Tow Truck Business & Impound Yard Storage Businesses

1. For the purposes of Section 2 of this By-law, Column 3 in the following table lists the provisions in the Designated By-law identified in the Schedule, as amended.

2. Column 2 in the following table set out the short form wording to be used in a Penalty Notice for the contravention of the designated provisions listed in Column 3.

3. Column 4 in the following table set out the Administrative Penalty amount that is payable for contraventions of the designated provisions listed in Column 3.

Administrative Monetary Penalty System By-law for Tow Truck Business & Impound Yard Storage Businesses

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Designated Provision | Column 4 Administrative Penalty Amount |
|--------------------|---|-------------------------------------|---|
| 1 | Operate Tow Truck Business without current valid licence. | 3.1 | \$500.00 |
| 2 | Operate Impound Yard Storage Business without current valid licence. | 3.2 | \$500.00 |
| 3 | Permit tow truck to park, stop, stand, make or convey offer of services within 200 meters of accident scene. | 3.3 | \$500.00 |
| 4 | Fail to follow direction of first responder at accident scene. | 3.4 | \$500.00 |
| 5 | Charge or accept fees for towing services in contravention of prescribed administrative regulations. | 3.5 | \$500.00 |
| 6 | Fail to provide towing services associated with licensed impound yard storage business within the boundaries of the City. | 3.6 | \$500.00 |
| 7 | Charge or accept fees for storage services in contravention of prescribed administrative regulations. | 3.7 | \$500.00 |
| 8 | Fail to comply with prescribed signage at impound yard storage business. | 5.1 (a) | \$200.00 |
| 9 | Fail to comply with prescribed hours of operation at impound yard storage business. | 5.1 (d) | \$200.00 |
| 10 | Fail to comply with prescribed content of registry for tow truck business. | 5.1 (e) | \$200.00 |

At the discretion of the Officer, fines may be doubled for any and all subsequent repeat offences.

PUBLIC PARTICIPATION MEETING COMMENTS

3.4 PUBLIC PARTICIPATION MEETING – Tow Truck Business and Impound Yard Storage Business Licence By-law Amendment

- D. Cameron: See attached presentation.
- F. Ibrahim, Low Price Towing: Thank you for having me here. My name is Fadi Ibrahim, I am the owner of Low Price Towing in London. We all know that, that the part of the meeting today because people are chasing. I am with the City 100% percent against chasing but we've been telling everyone in this meeting and other meetings that people are chasing because they are trying to make an honest living. I am with the City against any people that they gouging and put pressure at the citizen that should be no. I am with the City 100% and I am so glad that they coming with pricing list this way. Every tow truck company in the City of London they will, should charge the same as others and the other thing what I need to say, citizens they do have the right to choose who they are going to go with. I am against the idea that a Police Officer call a tow truck company to the scene without he even sometimes at the scene and sometimes he doesn't even ask the citizen. You, as a Police Officer, you should ask the citizen, after you ask them about the condition of their life, if they already call for a tow truck company or not and if they say yes, then awesome, if they say not at that time he will call for a tow truck company after the citizen agreed with him. Two days ago, actually, no, three days ago, at Dundas and Clarke there was an accident happen. I was at the scene across from the McDonald's by the TD Canada Trust, the customer he's a Manager at Chrysler Dodge Jeep at AutoMall Dundas East. He choose to go with me because he know me. The Officer attend to the scene, he said I don't need nobody at the scene other than Ross Towing. This is my scene, I need everything to go with Ross. I said "Officer, that shouldn't be happening like that." The lady, right away she stopped the Officer and she said "Sir, we are not going to go with Ross, we are going to go with Low Price Towing because we had an incident that it is our vehicle has been stolen before and we ask them today to release it to us and on Friday they didn't release it and we ended Monday paying \$600." and after that the Police went to the Ambulance, tried to brainwash the citizen and he said no, he had high blood pressure and he said "No, I'm going with Low Price Towing." So, and after that, he gave me the car. We don't need that to happen, we don't need to burn bridges between us as the tow truck operator and the Police Department as we are part of the city and we all should work together as one community, one unit but we need a fair system and this is what we hoping from you to do. The only thing we are asking is a fair system, we are with you with licencing, we are with you with putting one price list and anything like that we support you because we need law, we need everybody to follow the law include us okay, and but, you know what, we not getting treated equally and everything is going to one company, one company only and that, it shouldn't be like that. Yes, there is people they are chasing but the reason why people they are chasing because they are trying to make an honest living. The problem because there is no rotation, we need a fair rotation, fair system and everybody should follow the law and the rules and anyone that doesn't follow the law and the rules, bad, he will be the one who is in trouble, not somebody else. We shouldn't be brushed with the same brush. As a professional as we know our job and we have been in the towing business for more than 20 years, we are fully licenced and we have compound, we have all the money you need and we support you but we need something from you to support us. You asking us for licencing, you asking us for more paperwork, more money, more expense, that's on top of what we are facing right now with Coronavirus. We need something from the city to tell us you know what, we need from you one, two, three but we are giving you one, two, three. You can't, like, with all my respect, ask for everything and don't give us nothing and one person, he's the one who's getting everything. That, it is an unfair system. Thank you.

- Desmond Williams, 519 Tow: Hello. Thanks for having us. My name is Desmond Williams. I own towing company 519 Tow here in London. It just seems to me like these meetings and, the same issues keep coming up so I'm going to try to make this as short as possible because we keep talking about the same things here and it's kind of getting redundant now. If you want to licence a business class like towing, you want to give us plates on our tow trucks and you want to licence the impound facilities and you want to make rules and regulations as far as rates, capped rates and for storage, for towing, that's fine and the distance law, we've already been debating this for a long time now whether it's 200 metres, 100 metres, okay, we've already been going back and forth on these so the main thing that I have to say is that if you want to licence us, like Fadi was just explaining and Dwayne had explained, you have to at least acknowledge that the RFP does coincide in some way with this which it does, that's just a fact, I know that we keep saying that we are trying to keep that separate, okay, so we're going to keep it separate somewhat. You want to licence us, you want to regulate us, well you have to offer us something for our expenses, for the fees we are incurring when we already incur tons of fees every year just to operate our business, just to keep it open. So, I think the distance law can be debated, whether it's 100, 200 metres, I mean, we would like to have no distance law but if the City's pushing for it, that's fine, we've already put in there, Nicole and Orest have already put in the Good Samaritan Law which states that it is going to follow what the *Highway Traffic Act* says, which says, per vehicle involved in an accident there's allowed to be one tow truck per vehicle that appears to meet the services of the tow involved in each collision scene and that goes, that's exempt from the distance law so that's fair, so that would mean that the first two tow trucks on scene, for a two vehicle are allowed to be there and this would prevent the issue that we are having in the city now from five or six tow trucks showing up to one collision scene when there's only two or three cars involved. You've got five or six towing companies there so it's just unnecessary and the Fire Captains are getting sick of it and the EMS Paramedics and the Police are getting sick of it and this is the Police contractor doing it and all the other companies doing it. It's everybody doing it. What I found ironic was in the last Zoom meeting, the people who were pushing for this by-law are now the ones getting upset at the rules that have come forward to make it fair. You've got the Police contractor complaining about the distance law and saying that it's encouraging first on scene, well, it's just ironic to me, it's funny to me that he would even say that because his guys are the ones that are chasing the most and this is the Police contract company who has the contract with the Police and they are the ones chasing the accidents the most and they are the ones pressuring their guys to do it the most and this came out recently in the document that you've all had. They've all been sent from somebody who used to work for them but let's keep that aside. I think the main thing is we need to have clear communication between City Council and the industry which, so far, we have actually done quite a good job of and I think we need to keep giving input to each other in order to make the laws that are fair and to help regulate the industry properly so that business can go on in a clean-cut and professional manner which I think is all everybody's goal, like Fadi was saying and Dwayne was saying, regulate the rates, follow the *Consumer Protection Act*, follow the *Repairs, Storage and Liens Act*, and have everybody follow the rules, do a good job and that's the main thing, is tow trucks, our job is to be a first responder, our job is to come to the collision scenes and clean up the accidents and tow the vehicles off the road to safety. That's our job. Fire does their job, EMS does their job, Police do their job but the problem is, is we do not want to have this law interfering and babying it for the contractor, the Police, we don't want the Police saying to us "Oh, you have to keep 200 meters back." but the other guys are allowed to come in and we don't want to have Police, like Fadi was saying, Police sometimes use their authority and try to call a tow truck for the person without even speaking to them; that can't take place. It has to be fair so that the citizen has the right to choose, if they want to chose the contractor they can do that, if they want to choose the towing company of their choice they can do

that, if they want to choose the tow truck that's available to them first available on scene that's also their right to choose as per the *Highway Traffic Act* and I think that's the main thing is consumer protection and the *Repair, Storage and Liens Act* needs to be followed, as well as the by-law, and we just don't want anything getting in between the rights of the citizen and also the rights of the business owners who operate in the city. Anyways, thank you guys for your time and looking forward to what's going to happen here.

- Sheehan Abeysena, RMS Towing: Hi there. So, I'm sorry. Can you guys here me? Perfect. Ok, so I'm the owner of RMS Towing, Sheehan Abeysena. We are in London. So, one thing I'd like to bring forward to everyone is I am with the City, I believe there needs to be regulation, I believe there needs to be restrictions and I believe the proposed by-law is quite fair as long as there is fairness with the rules imposed. So, like Desmond said, if there's two vehicles there and two tow trucks there, no one should be soliciting, no one should be bothering the customers or the people involved in the accident. Once the first responders have completed their duties, taken care of the individuals involved in the accident, and the Police have done their investigation, they should allow for a fair chance for any tow truck that is regulated by the City to tow the vehicle, gain business and obviously be respectful to everyone there. One thing I will say is, in the recent past, Desmond and I, you know, we're very good friends, we're both business owners, we work together, we have been working on gaining unity amongst all the tow companies in London. So one thing we've been doing is we've been regulating if there's a collision, if, you know, RMS shows up, or if 519 shows up, we'll tell everyone else there's a two vehicle accident, there's two tow trucks here, no one else needs to come, we don't need ten trucks on scene. Our role is to be fair, to be courteous and to clear the roads. Essentially vehicles involved in an accident, if they are left on the roads, is a danger not only to the people involved in the accident as they will be walking around the vehicles, they'll be in the middle of traffic but also it is a danger to the public. When vehicles are involved in accidents, I'd say about 75% of the time, there's a secondary accident due to that accident. So it is essential that the vehicles are cleared promptly but also the main concern that the City has is regulation. So a proposed by-law with regulated rates, regulated storage rates, regulated compounds, regulated tow trucks is essential. The 200 metre rule should be followed like Desmond said, following the *Highway Traffic Act*. So if there are two tow trucks there, and there's a two vehicle accident, the tow truck operators should not be soliciting. Once the Police are done their investigation, or the first responders are done caring to the individuals involved and they clear the vehicles to the Collision Reporting Center, or if the Police attend and do their report there, the Police should give the tow companies on the scene a fair chance, meaning the tow trucks are marked somehow, whether it be plates, stickers, markers, and they can see the trucks, they say "Ok, this truck is regulated by the City, that truck is regulated by the City" and then they go to the individuals involved and say "You can use the trucks on the scene or we can call you a tow.". I believe that's fair. That does not put a monopoly on one tow company, that does not, you know, sway the customer or the person involved towards a specific company, let's say the Police contractor. If these rules are followed, I believe London will be, you know, a role model to many other cities and I believe that, with the by-law in place, with the correct regulations, with the correct rates, and the correct rules, all the tow companies can come together and work in union.
- Mitchell, 519 Tow: No, that's fine. Thank you. In regards to this, the only thing that I see, again, as an issue that has been kind of arisen, I originally came from the tri-cities, Kitchener, Waterloo, Guelph, where they have a current by-law that they actually got rid of in the 2020 financial year because of the issues of towing. So, in that by-law pretty much was similar to the one they are putting in now. The issue that will arise, again, I have seen it firsthand, is the 200 metre rule and unfortunately the combination of the current contract until whenever that comes up for renewal with the Police Services Board. So there needs, in regards to the 200 metre rule that the City wants to have stipulated with this by-law, there has to be

some strict enforcement of it and there has to be some non-biased enforcement about it like we are currently having at this time in regards to towing in general and in to the 200 metre rule.

- James Patrick Donovan, James Patrick Towing and Repairs: I figured it out. Hello everybody. My name is James from James Patrick Towing and Repairs. I just want to touch base on a couple of little things here. My business mostly does the aftermath of what you guys are currently talking about, accident calls. So we'll pick up from said yards, 519, RMS, Clarks, all kinds of different companies and we will do work with the insurance company, sometimes often paying bills for the insurance company or on behalf and then getting rid of the vehicle afterwards where it goes to an auction house or sometimes just a scrapping and lots of other cases. So, we only do maybe, I don't chase at all and neither do any of my guys. We have 11 trucks, well, I do, plated, on the road, I employ 15 people between the shop and drivers and I'm already licenced in the City of London. That's another thing I'm talking about but to have another fee for like a plate per truck now I've got to pay which I'm not too thrilled to do in especially during Covid time, you know, x amount of dollars per truck for a company I already have licenced in the City of London that I'm currently doing business the same way that I would be doing every day. I don't see a benefit that would come my way in any shape or form and not to talk about a contract holdover or anything like that but with this 200 meter rule, there's not really much opportunity for me to get, you know, let's say, an accident happens and a Police Officer shows up and they, you know, they pull up their phones and look up the next towing company on Google but they don't, they figure, we've got lots, for whoever may be the contract holder at the time, it really doesn't open it up for any of my advertising or anything I've done in the past to give me an opportunity to get more business while incurring a hefty fee for a business I already have licenced and there's a smaller one truck operations that are in town, guys I know, not much of chasers, just go around doing hooks all day, \$50-\$60 tows, tire changes, 3 AM calls, things like that, don't probably have a yard. Are they required to get a licence? Is it only for accidents? If it's only for accidents, how are we going to get them? There's, I don't know, I think this by-law needs a lot more work than just what it sounds like to me and it's, there's nothing in there for more business to, for anybody, it seems like there's a lot more red tape and that's something I really think that municipalities need to get out of doing not adding. I mean, I get that there's a lot of, believe me, I get it, there's a lot of overpriced towing in this world but not everybody's like that actually, there's quite a bit of just reasonable priced towing that just goes on so I'm I see there's an alarm in some cases but I don't know, I would really like to see this by-law be something that's for everybody, not just, you know, one person. I'm in London, on Dundas Street so I see a lot of accidents. We just don't do a lot of chasing, I mean can think of one but it literally happened at the corner of my shop and I just happened to have one of my trucks there. Other than that there's no chasing that happens there so this by-law just cost me a pile more money and red tape that just doesn't seem very fair and a lot of other guys are like that. And that's all I have to say on that.
- Frank Rondinelli, Charterhouse Towing: Hi. How are you? Good. My name is Frank Rondinelli. I have Charterhouse Towing. Been in business about 48 years on Charterhouse Crescent. I agree with the amendment to go ahead and licence towing yards, I agree with the towing business being licenced. I'd like to see more regulations put into place so there is no chasing really and bring it back to original. When I started into this business, we had a rotation that worked very, very well, it was fair, it was taken care of, it was regulated by the towing companies and the originators in the City of London. Other than that, all I can say is if you are honest, you are straight, and you keep to rules I believe that everybody should have a chance to make a living but if people stand up and say that they don't chase and they do chase and they're just out for the dollars, ok and the inflated bills come in the way they do, then I think really, it should really be looked over again and regulated properly especially for, to make it fair across the board with the consumer, the insurance companies, the garages and the towing company

themselves. It should all be made fair. It's, we're not a big city, we all can make a living and a good living, if we just stick to the, to the actual reality of it's a tow, it's an accident and I just believe after 48 years, coming up to 50 years in business I would really like to see it go back to the way it was but you can't go backwards so you need to look at the future and that is to regulate it and make it honest and fair for everybody.

- Scott Taylor, Ross Towing: Can you hear me here? Sorry about that. I don't know what happened. Anyway, thanks very much and I will be as brief as possible especially after this delay. I'm here representing Ross Towing in my capacity as PR and if there's anything that we've learned over the past couple of months and especially this evening is that a by-law is needed, universal fees, universal specifications for impound lots, all that stuff is extremely important not only to the City but to the motorists of the city and to, even to the towing operators. So, in my capacity representing Ross, we, the one thing I wanted to say was that it seems to me over the last couple of months that you've heard almost all from the towing operators and not necessarily so much from the public, even this evening seems to be a good representation of that. So I just wanted to give them a voice and last July and August, we commissioned a survey with the nationally respected Leje Voting firm about towing and I'm going to go quickly through just a few of the results and that is again agreeing with the by-law. Most residents disagree that towing should be a first-come, first-to-tow situation with no price limit. In fact, strongly disagree with that is 65% they want this by-law, they want the universal fees and they want to know where their car is going and to have a say in where their car is going. Next, 83% of area London residents, London area residents, agree their vehicle should be towed to a safe destination and with a pre-determined cost. So we know we've talked about how that hasn't always been the case in the City and the by-law looks like it is going to fix that, so again, you have addressed a major concern with motorists in London. Two-thirds of residents agree that the tow operator should not have a criminal background, again, that's up for debate as to what would be considered a criminal background but it does prove and illustrate the fact that people want proper towing, people want to know whose towing them and finally I think this is crucial to the by-law wording, if three-quarters of residents have a negative opinion of chasers and for half it is very negative. They, chasers in this situation, is referred to as those that race to a scene of an accident or a breakdown and listen to radio scanners and that sort of thing, we all know what it is. So, the main thing is, if it's going to be a first truck to the accident situation, chasers and the chasing is going to get worse so we're hoping that is something that the Committee and Council considers with great weight going forward as far as this by-law is concerned and that's pretty much it. I just wanted to let the people have a voice as well. Thank you.

CPS Meeting March 2, 2021

Chasing has been going on for many years even before RFP came out so what has changed now. The difference is that one company has the contract and wants all the towing within the city. It has been an unfair system for many years now since the RFP was changed almost last minute in 2017. City Council states it has nothing to do with the RFP however, this by-law is a direct result of the RFP.

Our company is for a by-law to be in place but with the by-law created it needs to be fair and not continue with the monopoly by one company.

We are for a by-law but it needs amendments for a few reasons:

****pricing**** we have contracts with auto clubs and customers for set fees, how will that work?

****Will the customer have a chance to request a company before the contract holder gets the call? Will the Police still be able to insist on using contract holder even if the customer has a preferred company? It is happening now, where they are not even asked, the Police just call in the contract holder.**

What are the requirements for a Police background check?

What are the fees for licensing and will it be per driver, per truck or for the company?

If per company, will the fees be based on the number of trucks or just one overall fee?

What are the requirements for a compound?

Would the Police not have to be on scene to ask drivers if they have made their own towing arrangements?

What if you are called to an accident scene by the owner or driver of the vehicle, two car accident, you arrive on scene but there are already two trucks on site. Would we get a ticket even though we were called to the scene?

What is considered an accident? For instance does going into a ditch but no damage constitute an accident because they have left the roadway?

We have wanted some sort of licensing years ago but nothing got done about it. My question is why should we pay to do Police assisted accident towing within the city limits when they don't call us. We don't tow on behalf of the Police, we tow on behalf of our customers.

We have recovered them off the road, in gravel pits, flipped over and/or on fire with no Police or anyone else on scene. The customer calls us directly.

Recent call a dump truck roll over on the 401 and the OPP called Ross Towing right away without even talking to the trucking company, which is one of our customers.

Once we got the call from our customer we headed right out, Ross was already there. The customer called the OPP and insisted we do the recovery. OPP didn't ask the customer if they had a preference automatically called Ross.

We had the truck uprighted and cleaned up in a timely manner and the road opened again.

This happened February 9, 2021.

Appendix 'A'

Bill No.
2021

By-law No. L.-131(____)-____

A by-law to amend By-law No. L.-131-16 entitled "A by-law to provide for the Licensing and Regulation of Various Businesses".

AND WHEREAS section 5(3) of the Municipal Act, 2001 S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 23.2 of the Municipal Act, 2001 permits a municipality to delegate certain legislative and quasi-judicial powers;

AND WHEREAS the City deems it to be in the public interest, having regard to both public health and safety and consumer protection, to protect persons involved in motor vehicle accidents on highways and to ensure that highways are kept free of obstructions and impediments at accident scenes for emergency vehicles and emergency personnel.

AND WHEREAS it is deemed expedient to amend By-law No. L.-131-16, entitled "A by-law to provide for the Licensing and Regulation of Various Businesses", passed on December 12, 2017;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Business Licensing By-law L.-131-16 is hereby amended by adding the attached new Schedule "20" "**Tow Truck Business & Impound Yard Storage Business**".
2. The Business Licensing By-law L.-131-16, Schedule 1 – Business Licence Fees is hereby amended by adding:
 - Tow Truck Business Licence fee of \$321.00
 - Impound Yard Storage Business Licence fee of \$321.00

This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on _____, 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First reading –
Second reading –
Third reading –

Schedule '20'
TOW TRUCK BUSINESS & IMPOUND YARD STORAGE BUSINESS

1.0 DEFINITIONS

1.1 In this Schedule:

“Accident Scene”: means the general location or place where an incident or accident occurred involving a Motor Vehicle(s).

“Highway”: means a common and public highway, street, avenue, parkway, driveway, square, place, bridge, viaduct or trestle, any part of which is intended for or used by the general public for the passage of vehicles and includes the area between the lateral property lines thereof.

“Highway Traffic Act”: means the Highway Traffic Act, R.S.O. 1990, as amended.

“Impound”: means to restrain or immobilize a motor vehicle.

“Impound Yard Storage Business”: means the business of storing vehicles once they are towed from an Accident Scene.

“Local Road”: means roads contained within the boundaries of the Municipality of the City of London.

“Motor Vehicle”: means a motor vehicle as defined in the Highway Traffic Act.

“Tow Truck Business”: means the business of providing Towing Services at an Accident Scene.

“Tow Truck Operator”: means a person who operates a Tow Truck offering Towing Services.

“Towing Services”: mean the provision or use of a tow truck including the assistance of the owner, operator, driver, or any passenger of a vehicle through the use of the equipment on or used in conjunction with the tow truck for the pulling, towing, carrying, or lifting of a motor vehicle at a place located within the City of London.

“Tow Truck”: means a Motor Vehicle that is designed, modified or used for pulling, towing, carrying or lifting of other Motor Vehicles with or without the assistance of lifts, winches, dollies, trailers or any like equipment.

“Vehicle”: means vehicle as defined in the Highway Traffic Act.

2.0 LICENCE CATEGORIES:

2.1 The following categories of licenses are established:

- (a) Tow Truck Business; and
- (b) Impound Yard Storage Business

3.0 PROHIBITIONS:

3.1 No person shall operate a Tow Truck Business without a current valid licence issued under this By-law.

3.2 No person shall operate an Impound Yard Storage Business without a current valid licence issued under this By-law.

3.3 No holder of a Tow Truck Business Licence shall permit a Tow Truck to safely park, stop, stand, make or convey an offer of Towing Services, within two hundred (200) metres of an Accident Scene unless directed by a police officer, a firefighter, or person involved in the accident, or if there is not a sufficient number

of tow trucks already at the Accident Scene to deal with all vehicles that apparently require the services of a Tow Truck.

- 3.4 No Tow Truck Operator parked, stopped or standing within two hundred (200) metres of an Accident Scene shall fail to immediately follow the direction of any police officer, firefighter or emergency medical services (EMS) including, but not limited to moving the Tow Truck two-hundred (200) metres from the Accident Scene.
- 3.5 No holder of a Tow Truck Business Licence shall charge or accept from any person any amount for Towing Services in contravention of the prescribed administrative regulations.
- 3.6 Every holder of a Tow Truck Business Licence shall provide Towing Services associated with a licenced Impound Yard Storage Business within the boundaries of the City of London.
- 3.7 No holder of an Impound Yard Storage Business Licence shall charge or accept from any person any amount for storage services at an Impound Yard in contravention of the prescribed administrative regulations.

4.0 POWERS OF LICENCE MANAGER

4.1 In addition to any other power, duty or function prescribed in this By-law, the Licence Manager may make regulations under this Schedule including:

- (a) prescribing signage that must be posted in an Impound Yard Storage Business as a condition for storing a Motor Vehicle including without limitation, the manner, form, size, location and content of such signage;
- (b) prescribing Towing fees;
- (c) prescribing Impound Yard Storage fees;
- (d) prescribing hours of operation of Impound Yards Storage Business;
- (e) prescribing the content of a registry for Tow Truck Business.

Appendix 'B'

Bill No. _____
2021

By-law No. A-54-_____

A by-law to amend By-law No. A-54, as amended, being "A by-law to implement an Administrative Monetary Penalty System in London" to provide for an amended Penalty Schedule "A-5" for the Business Licensing By-law for the categories of Tow Truck Business and Impound Yard Storage Business.

WHEREAS section 434.1 of the Municipal Act authorizes the City to require a person, subject to conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality;

AND WHEREAS the Municipal Council considers it desirable to enforce and seek compliance with the designated by-laws, or portions of those by-laws, through the Administrative Monetary Penalty System;

AND WHEREAS the Municipal Council on June 25, 2019 passed By-law No. A-54, being "A by-law to implement an Administrative Monetary Penalty System in London;"

AND WHEREAS the Municipal Council deems it appropriate to amend By-law No. A-54 with respect to Schedule "A-5" for the categories of Tow Truck Business and Impound Yard Storage Business in the Business Licensing By-law,

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

1. That Schedule "A-5" of By-law No. A-54, being the Penalty Schedule for Business Licensing By-law be amended to include the following rows:

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Designated Provision | Column 4 Administrative Penalty Amount |
|--------------------|---|-------------------------------------|---|
| 1 | Operate Tow Truck Business without current valid licence. | 3.1 | \$500.00 |
| 2 | Operate Impound Yard Storage Business without current valid licence. | 3.2 | \$500.00 |
| 3 | Permit tow truck to park, stop, stand, make or convey offer of services within 200 meters of accident scene. | 3.3 | \$500.00 |
| 4 | Fail to follow direction of first responder at accident scene. | 3.4 | \$500.00 |
| 5 | Charge or accept fees for towing services in contravention of prescribed administrative regulations. | 3.5 | \$500.00 |
| 6 | Fail to provide towing services associated with licensed impound yard storage business within the boundaries of the City. | 3.6 | \$500.00 |
| 7 | Charge or accept fees for storage services in contravention of prescribed administrative regulations. | 3.7 | \$500.00 |

| Column 1 Item # | Column 2 Short Form Wording | Column 3 Designated Provision | Column 4 Administrative Penalty Amount |
|----------------------------|---|--|---|
| 8 | Fail to comply with prescribed signage at impound yard storage business. | 5.1 (a) | \$200.00 |
| 9 | Fail to comply with prescribed hours of operation at impound yard storage business. | 5.1 (d) | \$200.00 |
| 10 | Fail to comply with prescribed content of registry for tow truck business. | 5.1 (e) | \$200.00 |

2. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on , 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading –
Second Reading –
Third Reading –



Insurance
Travel
Roadside
Rewards

February 10, 2021

Orest Katolyk
Chief, Municipal By-law Enforcement
City of London
300 Dufferin Avenue
London ON, N6A 4L9

Sent by e-mail:
okatolyk@london.ca

Dear Mr. Katolyk:

RE: CAA's position on municipal licensing of tow trucks

The Canadian Automobile Association (CAA) is the country's largest a not-for-profit automobile association. We have been proudly helping Canadians stay safe, mobile and protected for over 115 years. CAA remains committed to voicing the concerns of our 2.5 million Ontario Members, and to being an advocacy leader on issues relating to road safety, infrastructure, and transportation.

Since 2019, CAA has met with London City Councillors Lewis, Helmer, Hillier, Pelosa and Lehman, London Police Service's Sergeant Robert Tubrett, and Nicole Musicco of your staff, regarding concerns about the towing industry. Most recently, we had the opportunity to participate in the industry consultations of January 14, 2021 and February 4, 2021 via Zoom. Based on these meetings, I am pleased to submit CAA's comments for the City of London's proposed towing by-law.

Incidents of "chasing" and of vehicles being held hostage at impound lots had been occurring in London, but were not brought to light until Councillor Shawn Lewis gave it due attention in early 2019. Chasing is a common phenomenon driven by various police forces' use of the "first available" directive, which prioritizes lane clearance and reopening roads most expeditiously. Unfortunately, structural incentives entrenched by this directive lead to dangerous driving by some tow operators rushing to the scene, and have even resulted in altercations between tow operators, in extreme circumstances.

From a consumer protection perspective, chasing preys on vulnerable motorists in a dangerous situation at the roadside. It hurts consumers directly (in the form of forced, lump-sum payments for storage services they may not have requested) and indirectly (in the form of excessive charges being billed to insurance companies, who consequently raise their premiums). Unfortunately, this practice persists because it is financially lucrative. Besides the vehicle conveyance and storage revenues, unscrupulous tow operators stand to benefit from referral fees to other services in the collision value chain, such as autobody repair shops, physiotherapy and rehabilitation services, and personal injury lawyers.

In CAA's experience, municipal tow truck licensing has not reduced occurrences of chasing or the number of vehicles being held against owners' will at impound lots, because enforcement measures have not been sufficiently robust. For example, one GTA municipality's by-law enforcement officers are plainclothes, use their own personal vehicles, and do not have the authority to stop tow trucks. In another, staff of that municipality quickly realized that the anticipated revenues from licensing fees would not be enough to recover the administrative costs of their proposed licensing system, due to the low number of anticipated obligated parties to the by-law.

CAA believes that the solution to tow truck chasing—and increased consumer protection—lies at the provincial level in the form of tow truck licensing. Currently, there is no standardized certification, training curriculum, or equipment standard for the tow industry in Ontario. The lack of provincial oversight has led to a patchwork of municipal towing by-laws, which presents in the form of inconsistent prices and processes between adjacent jurisdictions. This hurts consumers, as they would be expected to not only know the specific tow licensing by-law of the municipality(ies) they are driving through, but also to have a clear mind of it after a traumatic event such as a collision. A provincial license would prevent "policy leakage," where an obligated party can simply move their business to a municipality where they would not be subject to regulation or licensing by-laws. In addition, the province has more comprehensive resources and authorities to administer and maintain an industry licensing system than any individual municipality or patchwork of municipalities would. More

information on CAA's proposed framework for a provincial tow licensing system can be found at moresafetows.ca as well as in our August 2020 [Towing Industry Provincial Townhall Webinar](#).

We appreciate that Council and Staff are compelled to take municipal action to protect the consumer rights of London's motorists from predatory tow operators. It is difficult to justify waiting for provincial action, while the number and severity of predatory towing transactions and experiences reported by motorists continue to grow. Consequently, CAA's proposal for a towing by-law in the City of London is as follows:

- Do not create a municipal licensing system
- Duplicate the towing non-solicitation portions from the Ontario Highway Traffic Act at the municipal level. Other top-tier municipality examples include the [Regional Municipality of Waterloo By-Law Number 16-023](#) and the [York Region BY-LAW NO.R-1040-94-67](#) (which has had their non-solicitation by-law in place since 1994)
- Ensure consistent and robust enforcement of the municipal non-solicitation by-law from London Police Service and relevant OPP detachment(s). Law enforcement entities need to be active participants in the efforts and discussions in creating a municipal non-solicitation by-law, to address the concerns of the towing industry surrounding towing police contracts, because City Staff and Council are understandably not at liberty to speak on a contractual matter to which they are not party.
- Implement the non-solicitation by-law as a one-year pilot project to collect data, conduct citizen/consumer and industry studies, and to have Staff report back to Council with findings, before proceeding with adjustments after the pilot, if needed
- Support the [Ontario provincial task force](#)'s efforts to improve oversight of the towing industry. The task force's mandate is to develop a regulatory model to increase safety and enforcement for consumers and industry alike.

I would most appreciate the opportunity to meet with you and Ms. Musicco by Zoom in the coming days, to discuss this topic further. CAA looks forward to continued collaboration with the City of London, in the interest of consumer protection for London's motoring public.

Thank you for the opportunity to provide feedback, and for your considerations to the above-noted proposals.

Sincerely,



Tina Wong
Government Relations Specialist
CAA South Central Ontario (CAA SCO)
twon@caasco.ca

cc: Nicole Musicco, Coordinator, Licensing Administration & Policy (nmusicco@london.ca)
Community and Protective Services Committee (cpsc@london.ca)
City Clerk's Office (askcity@london.ca)



Insurance
Travel
Roadside
Rewards

February 26, 2021

Community and Protective Services Committee
City of London
300 Dufferin Avenue
London ON, N6A 4L9

Sent by e-mail:
cpssc@london.ca

Dear Community and Protective Services Committee,

RE: CAA's position on municipal licensing of tow trucks in the City of London

The Canadian Automobile Association (CAA) is the country's largest not-for-profit automobile club, helping Canadians stay safe, mobile and protected for over 115 years. CAA remains committed to voicing the concerns of our 2.5 million Ontario Members and being an advocacy leader on issues relating to road safety, infrastructure, and transportation.

CAA understands that London City Council has instructed staff to come up with a regulatory solution to curb the occurrences of predatory towing behaviour and to increase consumer protection. Through various stakeholder consultation sessions as well as meetings with by-law staff, councillors and London Police Service since 2019, CAA appreciates that the City cannot wait for provincial oversight of the industry and has decided to take on a municipal licensing system instead.

Based on our conversation with staff (Orest Katolyk and Nicole Musicco) on February 16, 2021, vehicle impound lots ("pounds") present a challenge to consumer protection. In many consumer complaints, vehicles in need of a tow are impounded for days against their owners' will, and then released with significant charges for storage costs, in addition to costs for the initial tow. Staff expressed that they believe pounds should be licensed, as well as tow companies. Previous by-law enforcement efforts of pounds, brought about due to Councillor Lewis' attention to the issue, centered on land use and zoning compliance requirements, but did not deter the practice of towed cars being held for excessive storage fees.

CAA does not believe that requiring tow truck companies, drivers, and/or tow trucks to be licensed municipally will reduce the occurrence of tow trucks "chasing" on London's municipal roadways. Since, per staff, the overcharging of storage fees by pounds is the central issue, it is CAA's belief that pounds should be licensed municipally. We understand that staff's perspective is that tow companies are inextricably linked to pounds, which is why they both must be licensed. CAA respectfully disagrees. Based on CAA's data, a very small, single-digit percentage of calls are for collisions. The vast majority of calls are for breakdowns, light service (i.e. battery boost, flat tire, etc.), and most of them have a preferred destination (e.g. collision reporting centre, car dealership, neighbourhood mechanic, vehicle owner's residence). In fact, half of CAA's contractors operating in the City of London do not have pounds, do not use pounds as part of their business model, and consequently do not charge storage fees. This goes to show that pounds are inextricably linked to tow companies—not the other way around—and that licensing the entity at the source of staff's consumer protection concerns (in this case, pounds) is most appropriate.

Staff shared in the February 4, 2021 tow industry consultation, as well as on CAA's meeting with staff of February 16, 2021, that the current draft of London's towing by-law includes a clause to prohibit solicitation within 200 m, *only if there are already enough tow trucks present at the collision scene*. For example, the third tow truck showing up to a two-vehicle collision would be in contravention, but the first and second tow trucks would not. CAA does not condone this modified version of the non-solicitation clause drawn from the Ontario Highway Traffic Act section 171, which prohibits tow trucks from making or conveying an offer their services within 200 m of a collision scene. **The modification presented in London's draft by-law, which allows for the first n tow trucks to make or convey an offer of their services within 200 m of a collision (where n is the number of vehicles involved in the collision in need of tow services) compels tow operators to rush to the scene, so that they are among the first n tow trucks.** There are documented cases (attached) of secondary collisions, as well as harm done to vulnerable road users, due to tow truck drivers rushing to a reported crash. Consequently, as an ardent advocate of road safety, CAA cannot support any regulation that incentivizes

tow trucks to chase collisions. We respectfully ask this Council to consider all the unintended consequences of implementing the provision as drafted.

Staff also shared with CAA that they believe an Administrative Monetary Penalty System (AMPS) will sufficiently compel compliance with a tow licensing regime at the municipal level, thereby improving consumer protection by decreasing the occurrence of unwanted vehicle storage and related overcharges. CAA, again, respectfully disagrees with this concept, as enormous enforcement resources would need to be concurrently deployed with the by-law. This is unlikely to happen: in our meeting, staff estimated that thousands of minor collisions in London annually were not attended by police, because drivers are expected to self-report at collision reporting centres (CRCs) if the damage is estimated to be less than \$2,000. Without police attendance, it would be difficult to cite a tow operator on a by-law infraction. In the same conversation, staff also confirmed that London's by-law enforcement officers do not attend collision scenes, and generally conduct by-law enforcement between 8:00 am and 4:30 pm. It is not reasonable to expect motorists who have been in a collision to participate in the enforcement of a by-law designed to protect them, by having to report not only to the CRC and their insurance company about the collision, but also to the municipality for any suspected by-law infractions by the towing company.

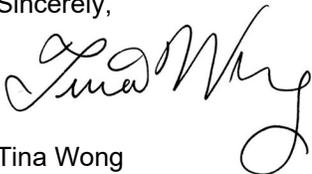
CAA believes that the solution to tow trucks chasing—and increased consumer protection—lies in provincial-level oversight of the industry. Regulating towing provincially prevents policy leakage between municipalities, and allows for stronger enforcement authorities and resources. More information on CAA's proposed framework for a provincial towing regulatory system can be found at moresafetows.ca and in our August 2020 [Provincial Towing Oversight Town Hall Webinar](#).

CAA appreciates that this Council is compelled to take action: it is difficult to justify waiting for provincial regulations, while the number and severity of predatory towing transactions and experiences reported by motorists continue to grow. However, it is also important to ensure that new policy developments do not cause unintended consequences. Therefore, CAA's proposal for a towing by-law in the City of London is as follows:

- Implement a tow truck non-solicitation clause at the municipal level, without permitting n tow trucks to make or convey an offer of towing services within 200 m of a collision, where n is the number of vehicles in need of a tow
- Ensure consistent and robust enforcement of the municipal non-solicitation by-law by London Police Service
- Implement the non-solicitation by-law as a one-year pilot project to collect data, conduct citizen/consumer and industry studies, and have staff report back to Council with findings before proceeding with adjustments after the pilot, if any
- Support the [Ontario provincial towing task force](#)'s efforts to improve oversight of the towing industry. The task force's mandate is to develop a regulatory model to increase safety and enforcement for consumers and industry alike.

Please reach out to me directly should you have any questions or concerns about the above comments. CAA looks forward to continued collaboration with the City of London, in the interest of consumer protection for London's motoring public.

Sincerely,



Tina Wong
Government Relations Specialist
CAA South Central Ontario (CAA SCO)
twon@caasco.ca

- Attachments (PDF):
1. ["Tow truck driver charged in death of Dundas woman,"](#) *Hamilton Spectator* (2018 March 18)
 2. ["Car plows into front porch during 5-vehicle collision,"](#) *CityNews* (2019 August 20)
 3. ["One person airlifted following serious collision in Whitby,"](#) *Brock Voice* (2020 March 6)
 4. ["Boy seriously hurt after being struck by tow truck in Etobicoke,"](#) *CP24* (2020 June 27)

DEFERRED MATTERS

COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

as of February 22, 2021

| File No. | Subject | Request Date | Requested/Expected Reply Date | Person Responsible | Status |
|-----------------|--|---------------------|--------------------------------------|---------------------------|---------------|
| 1. | <p><u>Proposed Accessible Vehicle for Hire Incentive Program – Update</u> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official the following actions be taken with respect to the staff report dated September 10, 2019 related to an update on a proposed accessible vehicle for hire incentive program:</p> <p>b) the Civic Administration BE DIRECTED to hold a public participation meeting at a future meeting of the Community and Protective Services Committee with respect to amending the Vehicle for Hire By-law to make the necessary changes to implement an incentive program for accessible vehicles for hire.</p> | September 10, 2019 | TBD | G. Kotsifas O. Katolyk | |
| 2. | <p><u>Special Events Policies and Procedure Manual</u> That the following actions be taken with respect to the “Special Events Policies and Procedure Manual”:</p> <p>a) the communication dated September 6, 2019 from Councillor A. Kayabaga, with respect to the “Special Events Policies and Procedures Manual” BE RECEIVED; and,</p> <p>b) the Civic Administration BE DIRECTED to review the City’s “Special Events Policies and Procedures Manual” and report back on possible amendment to the Manual to address the following matters:</p> <p>i) the disruption caused by special events being held in the evenings prior to a work and/or school day;</p> | September 10, 2019 | July 2021 | S. Stafford | |

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| | ii) the application of the same rules/restrictions that are in place for Victoria Park to Harris Park; and, iii) increased fines and penalties for special events that contravene the Manual. | | | | |
| 3. | <u>Proposed Core Area Action Plan</u> That, on the recommendation of the Managing Director, Planning and City Planner, and the City Manager, the following actions be taken with respect to the proposed Core Area Action Plan: e) the Civic Administration BE DIRECTED to report back to the Community and Protective Services Committee with respect to clarification as to proposed wording that would be included on any "Kindness Meters"; | November 12, 2019 | Q4, 2021 | G. Barrett | Implementation delayed due to COVID-19 impacts. New target date: Q4 2021 PEC Report July 14, 2020 https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=73475 |
| 4. | <u>Tow Truck Operator Licence – Business Licence By-Law L.131-16</u> That the proposed by-law, as appended to the staff report dated December 3, 2019, with respect to the addition of a new category, definition, and fees to the Business Licence By-law BE REFERRED back to the Civic Administration for further consultation with stakeholders and the London Police Services Board and a report back to the Community and Protective Services Committee no later than Q2 of 2020; it being noted that the <u>attached</u> presentation from N. Musicco, Specialist I, Municipal Policy, was received with respect to this matter; | December 3, 2019 | Q4, 2020/Q1 2021 | G. Kotisfas O. Katolyk N. Musicco | |
| 5. | <u>Swimming Pool Fence By-law - Proposed Amendments</u> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to proposed amendments to the Swimming Pool Fence By-law: a) the Civic Administration BE DIRECTED to prepare amendments to the Swimming Pool Fence By-law to modernize the regulations and enhance public safety and hold a public participation meeting at a future | February 19, 2020 | Q1 2021 | G. Kotsifas O. Katolyk | |

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| | meeting of the Community and Protective Services Committee; and, b) the above-noted staff report BE RECEIVED. | | | | |
| 6. | <p><u>Vacant Buildings By-law</u> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to the Vacant Buildings By-law:</p> <p>a) the Civic Administration BE DIRECTED to prepare amendments to the Vacant Buildings By-law to implement a registry of vacant buildings with associated fees and a proactive enforcement protocol and hold a public participation meeting at a future meeting of the Community and Protective Services Committee; and,</p> <p>b) the above-noted staff report BE RECEIVED.</p> | February 19, 2020 | Q1, Q2 2021 | G. Kotsifas O. Katolyk | |
| 7. | <p><u>Property Standards By-law - Proposed Amendments</u> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to proposed amendments to the Property Standards By-law:</p> <p>a) the Civic Administration BE DIRECTED to prepare amendments to the Property Standards By-law to modernize the regulations and enhance heritage related matters and hold a public participation meeting at a future meeting of the Community and Protective Services Committee; and,</p> <p>b) the above-noted staff report BE RECEIVED.</p> | February 19, 2020 | Q4 2020 | G. Kotsifas O. Katolyk | |
| 8. | <p><u>Suppressing Crime Through Business Licensing Regulations - Theft of Gasoline and Scrap Metal</u> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken</p> | February 19, 2020 | Q1 2021 | G. Kotsifas O. Katolyk | |

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| | <p>with respect to the staff report dated February 19, 2020 related to suppressing crime through business licensing regulations for the theft of gasoline and scrap metal:</p> <p>a) the Civic Administration BE DIRECTED to continue to consult with the affected Licensees and prepare amendments to the Business Licensing By-law to address the issues of gasoline theft and hold a public participation meeting at a future meeting of the Community and Protective Services Committee;</p> <p>b) the Civic Administration BE DIRECTED to continue to consult with the affected Licensees and prepare amendments to the Business Licensing By-law to address the issues of scrap metal theft and hold a public participation meeting at a future meeting of the Community and Protective Services Committee;</p> <p>c) the above-noted staff report BE RECEIVED;</p> <p>d) the Mayor BE REQUESTED to encourage the provincial government to review the request from the Ontario Association of Chiefs of Police, within the above-noted staff report, to implement a province-wide regulation related to pre-payment technology to counter gas theft in Ontario; and,</p> <p>e) the request for delegation, as appended to the agenda, from C. Gelin, Specialized Recycling Inc., BE REFERRED to the future public participation meeting with respect to this matter;</p> <p>it being noted that communications from J. Stewart, Canadian Independent Petroleum Marketers Association and C. Gelin, Specialized Recycling Inc., as appended to the Added Agenda, with respect to this matter, were received.</p> | | | | |
| 9. | <p><u>Short-Term Accommodations - Proposed Regulations</u></p> <p>That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to short-term accommodations:</p> | February 19, 2020 | Q1 2021 | G. Kotsifas O. Katolyk | |

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| | <p>a) the Civic Administration BE DIRECTED to amend all necessary by-laws to address short-term accommodations and hold a public participation meeting at a future meeting of the Community and Protective Services Committee;</p> <p>b) the Civic Administration BE DIRECTED to continue consulting with short-term accommodation platforms on the further collection of Municipal Accommodation Tax; and,</p> <p>c) the above-noted staff report BE RECEIVED; it being noted that a communication from G. Webster, as appended to the Added Agenda, as well as the attached presentation from N. Musicco, Specialist I, Municipal Policy, with respect to this matter, were received.</p> | | | | |
| 10. | <p><u>New Licensing and Licensing Renewal Requirements</u></p> <p>That the following actions be taken with respect to the payment of new licensing and licensing renewal requirements:</p> <p>a) the Civic Administration BE DIRECTED to defer payment of the required licence fee for new applications for Food Premises business licences under the Business Licensing By-law L.-131-15, as amended, for three months from the date of the issuance of the licence;</p> <p>b) the Civic Administration BE DIRECTED to defer payment of the required licensing renewal fee for Cab Drivers, Cab Owners, Accessible Cab Owners, Accessible Cab Drivers and Limousine Owners under the Vehicle for Hire By-law L.-130-71, as amended, for three months from the date of the expiry of the current licence;</p> <p>c) the Civic Administration BE DIRECTED to report back on other actions that could be taken to reduce the burden on other businesses that have been impacted by COVID-19;</p> <p>it being noted that these actions are being taken to ease the financial impacts on those businesses and</p> | March 31, 2020 | Q4 2020/Q1 2021 | G. Kotsifas O. Katolyk | |

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| | <p>services that have been deemed to be essential and non-essential services by the Federal and Provincial Governments; and,</p> <p>d) subject to the approval of a) and b) above, the City Clerk BE DIRECTED to bring forward the required amendments to the Business Licensing By-law L.-131-15, as amended and the Vehicle for Hire By-law L.-130-71, as amended, to implement the above-noted changes.</p> | | | | |
| 11. | <p><u>Residential Video Surveillance By-law</u> That the communication, dated July 2020, from D. Johnstone, with respect to a by-law to protect individuals being video recorded in their own private residential backyards BE REFERRED to the Civic Administration for review and a report back at a future meeting of the Community and Protective Services Committee with a delegation from D. Johnstone at that time.</p> | July 15, 2020 | Q1 2021 | G. Kotsifas O. Katolyk | |
| 12. | <p><u>Graphic, Unsolicited Flyer Deliveries to Residential Properties</u> That the following actions be taken with respect to graphic, unsolicited flyer deliveries to residential properties:</p> <p>a) the Civic Administration BE DIRECTED to investigate options to address community concerns around graphic, unsolicited flyer deliveries to residential properties and report back to a future meeting of the Community and Protective Services Committee, outlining information and options including, but not limited to:</p> <p>i) steps taken by other municipalities with respect to this matter; and,</p> <p>ii) potential amendments to the existing municipal nuisance by-law or introduction of a new by-law with respect to this matter;</p> <p>b) the communication, dated November 1, 2020, from Councillor van Holst, with respect to this matter, BE REFERRED to the Civic Administration for consideration;</p> | November 3, 2020 | Q3 2021 | G. Kotsifas O. Katolyk | |

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| | c) the delegation request by M. McCann, London Against Abortion, BE REFERRED to a future public participation meeting with respect to this matter; it being noted that a communication from M. McCann, dated October 30, 2020, with respect to this matter, was received; | | | | |
| 13. | <u>Eldon House Board of Directors Membership - M. Donachie, Board Chair</u> That the City Clerk BE DIRECTED to bring forward to a future meeting of the Municipal Council a by-law to incorporate the proposed amendments to the Eldon House Corporation by-law, as requested by the Eldon House Corporation Board of Directors as outlined in the communication dated November 24, 2020, from M. Donachie, Eldon House Corporation. | December 15, 2020 | Q1, 2021 | City Clerk | |
| 14. | <u>Housing First Emergency Youth Shelter - Request for Delegation Status - Youth Opportunities Unlimited</u> That the delegation request by T. Gillis, S. Cordes and M. Doucet, Youth Opportunities Unlimited (YOU), with respect to funding awarded to YOU in 2017, BE APPROVED for a future meeting of the Community and Protective Services Committee; it being noted that a communication from T. Gillis, S. Cordes and M. Doucet, dated January 8, 2021, was received with respect to this matter. | January 19, 2021 | Q1, 2021 | City Clerk | |
| 15. | <u>London Community Recovery Network - Ideas for Action by Municipal Council</u> That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services, the Acting Managing Director, Housing, Social Services and Deerness Home, and the Managing Director, Parks and Recreation, the following actions be taken with respect to the staff report dated February 9, 2021 related to the London Community Recovery Network and ideas for action by Municipal Council: | February 9, 2021 | TBD | C. Smith K. Dickins S. Stafford | |

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| | <p>ii) the implementation plan for item #2.3 Downtown Recovery – free transit to the downtown, as it relates to transit initiatives to the downtown, BE REFERRED back to the Civic Administration to continue working with the London Transit Commission on this matter, with a report back to a future meeting of the Community and Protective Services Committee (CPSC) when additional details are available; and,</p> <p>iii) implementation plan for item #2.3 Downtown Recovery – free transit to the downtown, as it relates to parking initiatives in the downtown BE REFERRED back to the Civic Administration with a report back to a future meeting of the CPSC when additional details are available;</p> | | | | |