

Agenda Including Addeds

Community and Protective Services Committee

8th Meeting of the Community and Protective Services Committee

May 11, 2021, 4:00 PM

2021 Meeting - Virtual Meeting during the COVID-19 Emergency

Please check the City website for current details of COVID-19 service impacts.

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Members

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

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Accessibility Advisory Committee

Report

4th Meeting of the Accessibility Advisory Committee

April 22, 2021

Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance PRESENT: J. Menard (Chair), T. Eadinger, N. Judges, A. McGaw, P. Moore, P. Quesnel, D. Ruston and K. Steinmann and J. Bunn (Committee Clerk)

ALSO PRESENT: L. Livingstone; D. Baxter, A. Husain, C. Saunders, M. Stone, A. Trudell (Anova) and R. Wilcox

ABSENT: M. Bush

The meeting was called to order at 3:01 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

2.1 Update on the United Nations Safe Cities and Safe Public Spaces Initiative

That it BE NOTED that the Safe Cities London Scoping Study and 2021-2023 Action Plan presentation, dated April 22, 2021, the Safe Cities London Scoping Study, dated March 2020 and the Safe Cities London Action Plan, as appended to the Agenda, were received; it being noted that the delegations from R. Wilcox, Director, Service, Innovation and Performance and Dr. A. Trudell, Anova, were received with respect to this matter.

3. Consent

3.1 3rd Report of the Accessibility Advisory Committee

That it BE NOTED that the 3rd Report of the Accessibility Advisory Committee, from its meeting held on March 25, 2021, was received.

3.2 Municipal Council Resolution - 2nd Report of the Accessibility Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on April 13, 2021, with respect to the 2nd Report of the Accessibility Advisory Committee, was received.

3.3 Municipal Council Resolution - New Sidewalks in 2021 Infrastructure Reconstruction Projects

That the Municipal Council BE ADVISED that the Accessibility Advisory Committee (ACCAC) continues to support its previous recommendation, from its meeting held on January 28, 2021, with respect to the installation of sidewalks in the City of London; it being noted that the recommendation read as follows:

“That the following actions be taken with respect to the Memo dated January 20, 2021, from the Director, Roads and Transportation, related to the 2021 Neighbourhood Street Reconstruction Projects - Complete Streets Sidewalk Assessments:

a) the Civic Administration BE ADVISED that the Accessibility Advisory Committee (ACCAC) supports the inclusion of sidewalks on both sides of the streets listed within the above-noted Memo except in circumstances that warrant sidewalks on only one side of the street; and,

b) the Civic Administration BE ADVISED that the only instances that call for zero sidewalks on a street should be situations where the circumstances are insurmountable for the installation of sidewalks and, in those cases, the ACCAC should be consulted”;

it being noted that the ACCAC reviewed the Municipal Council resolution letter, from its meeting held on March 23, 2021, with respect to New Sidewalks in 2021 Infrastructure Reconstruction Projects.

3.4 Notice of Revised Planning Application and Public Meeting Notice - Zoning By-Law Amendment - 1701-1737 Richmond Street

That it BE NOTED that the Notice of Revised Planning Application and Public Meeting Notice, dated March 31, 2021, from C. Maton, Senior Planner, with respect to a Zoning By-law Amendment related to the properties located at 1701-1737 Richmond Street, was received.

4. Sub-Committees and Working Groups

4.1 ACCAC Sub-Committee Structure

That it BE NOTED that the Accessibility Advisory Committee (ACCAC) held a general discussion with respect to the ACCAC Sub-Committee/Working Group structure.

5. Adjournment

The meeting adjourned at 4:26 PM.

Community Safety and Crime Prevention Advisory Committee

Report

The 2nd Meeting of the Community Safety and Crime Prevention Advisory Committee
April 22, 2021

2021 Meeting - Virtual Meeting during the COVID-19 Emergency

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Attendance PRESENT: B. Gibson (Chair), J. Campbell, B. Fragis, T. Khan,
L. Krobisch, D. Luthra, D. MacRae, B. Madigan and J. Slavin.

ABSENT: I. Bielaska-Hornblower, L. Fay and B. Rankin.

ALSO PRESENT: T. Fowler, H. Lysynski, S. Maguire, O.
Nethersole - LPS, C. Noel - LPS, K. Pawelec, M. Schulthess,
A.L. Trudell - Anova and R. Wilcox.

The meeting was called to order at 12:17 PM; it being noted that
all Members were in remote attendance.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

2.1 Safe Cities London

That it BE NOTED that the presentation by R. Wilcox, Director, Service,
Innovation and Performance and Dr. A.L. Trudell, Manager of Education,
Training and Research, Anova, with respect to Safe Cities, was received.

2.2 529 Garage (Bicycle Registration Application)

That it BE NOTED that the presentation from C. Noel, Crime Prevention
and O. Nethersole, London Police Services, with respect to 529 Garage
(bicycle registration application), was received.

2.3 Community Safety and Well-Being Plan

That it BE NOTED that the presentation by K. Pawelec, Manager of
Neighbourhood and Community Initiatives and T. Fowler, Manager,
Neighbourhood Strategic Initiatives and Funding, with respect to the
Community Safety and Well-Being Plan, was received.

3. Consent

3.1 1st Report of the Community Safety and Crime Prevention Advisory Committee

That it BE NOTED that the 1st Report of the Community Safety and Crime
Prevention Advisory Committee, from its meeting held on February 25,
2021, was received.

3.2 Automated Speed Enforcement

That it BE NOTED that the staff report dated March 30, 2021 entitled "Automated Speed Enforcement - Spring Update", relating to the Automated Speed Enforcement (ASE) program and the associated Municipal Council resolution dated April 13, 2021, with respect to this matter, were received.

4. Items for Discussion

None.

5. Adjournment

The meeting adjourned at 1:30 PM.

Report to Community and Protective Services Committee

To: CHAIR AND MEMBERS
COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

From: G. KOTSIFAS, P. ENG.
DEPUTY CITY MANAGER, PLANNING & ECONOMIC DEVELOPMENT

Subject: HEALTH CANADA CONSULTATION – PERSONAL PRODUCTION OF CANNABIS
FOR MEDICAL PURPOSES

Date: MAY 11, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Planning & Economic Development:

- a) the report dated May 11, 2021 and entitled “Health Canada Consultation - personal production of cannabis for medical purposes” **BE RECEIVED**; and
- b) the Civic Administration **BE DIRECTED** to continue to consult with the Federal Government to identify challenges relating to public safety, nuisance control and Building Code compliance associated with the personal production of cannabis for medical purposes.

Analysis

1.0 Background Information

The Cannabis Act (the Act) and the Cannabis Regulations came into force on October 17, 2018. The purpose of the Act is to protect public health and public safety. The Act creates a strict legal framework for controlling the production, distribution, sale and possession of cannabis across Canada. The Act aims to accomplish three goals:

- keep cannabis out of the hands of youth
- keep profits out of the pockets of criminals
- protect public health and safety by allowing adults access to legal cannabis

Consistent with the advice of the Task Force on Cannabis Legalization and Regulation, which was mandated to consult and provide advice to the Government of Canada on the design of a legislative and regulatory framework for legal access to cannabis in Canada, the Act and the Regulations maintain a separate system to provide patients with reasonable access to cannabis for medical purposes.

The Act and the Regulations give patients that have a signed medical document from their health care practitioner the following options to access cannabis for medical purposes:

- purchase quality-controlled cannabis from a wide variety of federally licensed sellers inspected by Health Canada
- produce a limited amount of cannabis for their own medical purposes as authorized by their health care practitioner ("personal production")
- designate someone to produce it for them ("designated production")

Registration with the Minister of Health (Minister) for personal or designated production is subject to a limited number of requirements set out in the Regulations. These regulations also provide the Minister with the authority to refuse or to revoke a registration in certain circumstances where public health or public safety concerns exist.

Until May 7th, 2021, Health Canada is consulting on possible changes to the personal production of cannabis for medical purposes. Health Canada will engage with various groups across Canada, including: all interested Canadians, including Indigenous Peoples, patients and patient associations, provincial, territorial, and local governments, cannabis industry licence holders and associations, law enforcement and first responders and associations.

The intent of this consultation is to produce additional guidance on Health Canada’s administration of the personal and designated production of cannabis for medical purposes. This is one of the ways that Health Canada is supporting collective efforts to address potential misuse of Canada’s access to cannabis for medical purposes program, while preserving reasonable access for patients and healthcare practitioners who rely upon it.

After the consultation concludes, Health Canada will analyse the feedback, and produce a *What We Heard* report summarizing the feedback received, and publish that report and a final guidance document on its website. Under the *Cannabis Regulations*, Health Canada also has the authority to refuse (to issue, renew, amend) or revoke a registration for personal or designated production of cannabis for medical purposes and this guidance document will support transparency on the factors that may be taken into consideration in the use of these authorities.

Civic Administration's response to the Federal Government's request for information on the personal production of cannabis for medical purposes is attached to this report, as "**Appendix A**". The comments provided are from the perspective of public safety, nuisance control and building/planning compliance. Below is a summary of the comments contained in the Appendix:

- Once approval has been granted for the cultivation of marijuana plants for medicinal purposes, there is limited oversight from a compliance perspective to ensure that the limit on the number of approved plants is adhered to and that any neighborhood nuisances are addressed.
- Civic Administration is not aware of any phased approval process dependant on the number of plants permitted for production and the location within the municipality for the proposed production.
- A building owner or tenant may be granted a federal licence to grow/produce cannabis in situations where a building permit may not be required (i.e. no Change of Use).
- It is critical that controls and measures are put in place to ensure the safety of building occupants.
- These same controls should be implemented regardless of whether a building permit is required or not.
- Civic Administration would be open to further consultations with the Federal Government on implementing an operational and financial municipal service level agreement for compliance inspections

Prepared by: Nicole Musicco
Coordinator, Licensing Administration and Policy

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

Peter Kokkoros, P.Eng., B.A.(Econ)
Deputy Chief Building Official

Gregg Barrett, AICP
Director, City Planning & City Planner

Recommended by: George Kotsifas, P. Eng
Deputy City Manager, Planning & Economic Development

“Appendix A”

Date: April 29, 2021

To: Controlled Substances and Cannabis Branch
Health Canada, Address locator 0302B
Ottawa, Ontario K1A 0K9

From: Corporation of the City of London
300 Dufferin Avenue
London, Ontario N6B 1Z1

Re: Consultation on guidance on personal production of cannabis for medical purposes.

The City of London’s response to the Federal consultation on the guidance on personal production of cannabis for medical purposes specifically refers to question #9 in the form.

Question #9: *Please provide any additional factors you think could be considered in assessing public health and public safety concerns as it relates to refusing or revoking a registration for personal and designated production of cannabis for medical purposes.*

Compliance perspective:

Over the past several years, there have been complaints submitted to the municipality regarding odours emanating from allegedly approved medical marijuana grow operations. Once approval has been granted for the cultivation of marijuana plants for medicinal purposes, there is limited oversight from a compliance perspective to ensure that the limit on the number of approved plants is adhered to and that any neighborhood nuisances are addressed. Civic Administration is not aware of any phased approval process dependant on the number of plants permitted for production and the location within the municipality for the proposed production. For example, from a public nuisance perspective, there is a substantial difference between the production of ten plants and over 100 plants. For example, Municipal Law Enforcement Officers and London Police Services responded to a cannabis odour concern at a single detached dwelling in a residential community and found over 300 plants in various levels of production. Pre regulation, this would have been classified as an illegal grow operation, however in this case, the Federal medical cannabis licenses permitted approximately 300 plants to be grown in a single detached dwelling. The Fire Department as well as the Electrical Safety Authority also assisted in the investigation. Below are photos from this approved medical licence location.

PHOTOS: Approved medical licence location – London, Ontario:





MLEOs and Building Inspectors are most familiar with ongoing public nuisance and building related complaints in their municipality. Civic Administration would be open to further consultations with the Federal Government on implementing an operational and financial municipal service level agreement for compliance inspections where the number of plants to be grown/produced exceeds 'X'. The magnitude of plants of approved locations for the cultivation of cannabis for medical purposes is both a public nuisance and life safety issue.

Ontario Building Code perspective:

The scope of the Ontario Building Code (OBC) is to ensure the health and safety of all building occupants. A building owner or tenant may be granted a federal licence to grow/produce cannabis in situations where a building permit may not be required (i.e. no Change of Use). It is critical that controls and measures are put in place to ensure the safety of building occupants. In fact, these same controls should be implemented regardless of whether a building permit is required or not.

As such, we would propose that the following reports or items be required to be submitted to Health Canada for consideration prior to the issuance of a cannabis production licence:

For a building where the number of plants to be grown/produced exceeds 'X': (to be determined)

- The building shall be equipped with a suitable air filtration system to prevent the escape of odours from the production site to reduce the risk of alerting others to the existence and location of the production site. A qualified designer's report confirming installation and operation shall be submitted to Health Canada.
- A licensed structural engineer's report shall be submitted to Health Canada certifying the structural integrity of the building.
- A qualified designer's report shall be submitted to Health Canada certifying that the proposed use and layout does not give rise to any unsafe conditions, per the Building Code Act and does not contravene any 'applicable law' as defined in the Ontario Building Code.
- The building's owner shall submit written confirmation (i.e., copy of building permit etc.) to Health Canada certifying that any required building alterations associated with plant production, have been made under a building permit, when the issuance of a building permit is required under provincial regulation.
- The building's owner shall submit written confirmation that there are no active Building Code orders issued against the building.

City Planning perspective:

The City of London's Official Plan, *The London Plan*, identifies permitted uses, intensities, and forms of development for different areas of the City based on factors including the planned function and character of the area and the potential for land use conflicts. In Neighbourhood areas residential is the predominant permitted use, and non-residential uses may be permitted on a limited basis subject to established criteria being met. Non-residential uses will require specific zoning to be applied unless they qualify as a home occupation.

The London Plan includes that home occupations may be permitted where “the home occupation is a business activity which is clearly ancillary to the residential use of the property, is carried on entirely within the dwelling unit by a resident of the dwelling unit, and does not generate any noise, odour, traffic or visual impacts that may have an adverse effect on adjacent properties or dwelling units.” More detailed restrictions for home occupations are found within the Zoning By-law.

The scale of any facility engaged in the production of cannabis for medical purposes should be required to comply with the City's Official Plan and Zoning By-law to ensure that potential land use conflicts can be mitigated. Some facilities under Size 'X' (to be determined) may be appropriate if similar in scale and impact to a home occupation; however, facilities over Size 'X' should be considered as a “Pharmaceutical and medical products industry” as defined by the City of London Zoning By-law and permitted only in the appropriate commercial or industrial zones.

Conclusion:

The City of London would like to thank Health Canada for seeking input from municipalities. The City of London does not have any comments related to amounts of cannabis prescriptions or any criminal matters related to the applicants. The comments provided are primarily from the perspective of public safety and nuisance control.

City of London Civic Administration is open to further consultations with the Federal government on implementing an operational and financial municipal service level agreement to ensure prompt responses to public nuisance complaints, adherence to regulations on the number of plants being cultivated and implementing controls and measures, ensuring the safety of building occupants

Respectfully submitted,
City of London

COMMUNITY & PROTECTIVE SERVICES COMMITTEE

To: CHAIR AND MEMBERS
COMMUNITY & PROTECTIVE SERVICES COMMITTEE
From: GEORGE KOTSIFAS, P, ENG.
DEPUTY CITY MANAGER, PLANNING & ECONOMIC DEVELOPMENT
Subject: PROPERTY STANDARDS BY-LAW
Date: MAY 11, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Planning & Economic Development:

- a) the attached proposed by-law (Appendix A) **BE INTRODUCED** at the Municipal Council Meeting to be held on May 25, 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 May 25, 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 May 25, 2021, to amend the Administrative Monetary Penalties By-law A-54 to allow for the issuance of penalties for property standards violations.
- d) this report, summarizing further consultations on the regulations of the Property Standards By-law **BE RECEIVED** for information purposes.

Executive Summary

The purpose of this report is to provide an update of further consultations on the Property Standards By-law. Civic Administration is recommending a new Property Standards By-law providing 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

Previous Reports

Community & Protective Services Committee: Property Standards By-law Review were presented on the following dates: March 2, 2021; October 6, 2020; and February 19, 2020.

Council Resolution

At its meeting held on March 23, 2021 resolved: that the following actions be taken with respect to the Property Standards By-law Review:

a) the proposed by-law to prescribe standards for the maintenance and occupancy of property; the Hearings Officers By-law and the Administrative Monetary Penalty System By-law as they relate to the Property Standards By-law review, **BE REFERRED** back to the Civic Administration to undertake further stakeholder consultation and report back to the May 11, 2021 Community and Protective Services Committee (CPSC) with the results of the additional consultation.

b) 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;

c) 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;

Consultation Summary

Civic Administration reached out to a number of agencies and associations and in the end, consultations were held with the following:

- Western University / Fanshawe College Housing Mediation Officer
- London Development Institute
- London Property Managers Association
- Lifespin
- ACORN
- Hamilton Road BIA
- University Students Council
- London Home Buildings Association.

Although the focus of the consultation was focused on part (a) of the resolution (content of Property Standards By-law), there were some valued comments and opinions on parts (b) and (c) of the resolution which were duly noted and will be further explored. These included:

- Results of student survey on housing and other related matters indicating that less than 5% referenced maintenance issues
- Commitment to share Canada wide survey of students on housing issues (June 2021)
- Residential Tenancies Act and obligation of supply of vital utilities
- Use of email for City notification of notices and Orders
- Better education to assist marginalized tenants of Property Standards By-law process
- Streamlined process of filing complaints
- Improved process for pest control in multi unit dwellings
- Education on process of appealing Orders and tenant participation
- Improved web site for Property Standards issues
- Role of agents representing tenants
- Public access to Orders issued by City of London

Civic Administration will continue to consider these comments in preparing responses to parts (b) and (c) of the Council resolution.

With respect to the discussion on specific regulations, the following key discussions occurred.

A concern was raised that the Property Standards By-law applies to existing buildings. The property standards provisions of the *Building Code Act* (ss. 15.1 – 15.8) authorize municipalities to require that buildings and surrounding lands be maintained according to standards set out in their Property Standards By-law. Property standards do not relate to the construction of new buildings or renovations of buildings but rather to maintenance standards of existing buildings and the property upon which they are situated irrespective of when the building(s) were constructed. There may be some situations when additional works may be required in older buildings to conform to the Property Standards By-law. For example, depending on when a building was constructed, the Building Code of the day may have had different regulations or no

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:

- a) 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;
- b) 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;
- c) 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
- d) 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

- a) All repairs to comply with this by-law shall be carried out in a good and workmanlike manner for the trades concerned; and
- b) For the purposes of this section, and without limiting section 2.2, “good and workmanlike manner” includes: carried out with materials suitable and sufficient for that purpose and free from defects; carried out with a degree of efficiency and knowledge possessed by those with a skill set, competency, and standing in a particular trade and in accordance with recognized industry best practices; and where required by law, carried out by a duly qualified and/or licensed person.

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 are 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 are 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 standard 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 standard 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 – ,2021
Second reading – ,2021
Third reading – ,2021

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 – ,2021
Second reading – ,2021
Third reading – ,2021

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 – _____, 2021
Second Reading – _____, 2021
Third Reading – _____, 2021

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.

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 '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 deleted and replaced with the attached 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 – _____, 2021
Second Reading – _____, 2021
Third Reading – _____, 2021

Schedule “A-6”

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

Column 1 Item #	Column 2 Short Form Wording	Column 3 Provision Creating or Defining Offence	Column 4 Administrative Penalty Amounts
35	Fail to properly screen outside refuge storage facility with visual barrier	3.5.3 (e)	\$400.00
36	Fail to maintain outside refuge storage facility an odour controlled condition	3.5.3 (f)	\$400.00
37	Fail to provide for adequate inside refuge storage	3.5.4	\$400.00
38	Fail to maintain refuse chute system	3.5.5	\$400.00
39	Fail to frequently remove temporary refuge storage	3.5.6 (a)	\$400.00
40	Fail to store refuge temporarily in unsafe manner	3.5.6 (b)	\$400.00
41	Fail to cover temporary refuge 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

Column 1 Item #	Column 2 Short Form Wording	Column 3 Provision Creating or Defining Offence	Column 4 Administrative Penalty Amounts
76	Fail to provide for temporary barricading with compatible finishes	4.6.3	\$400.00
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.

COMMUNITY & PROTECTIVE SERVICES COMMITTEE

To: CHAIR AND MEMBERS
COMMUNITY & PROTECTIVE SERVICES COMMITTEE
From: GEORGE KOTSIFAS, P, ENG.
DEPUTY CITY MANAGER, PLANNING & ECONOMIC DEVELOPMENT
Subject: PROPERTY STANDARDS RELATED DEMOLITION
Date: May 11, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Planning & Economic Development, the attached by-law (Appendix 'A') **BE INTRODUCED** at the Council meeting on May 25, 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 location: 508 Riverside Drive.

Executive Summary

Civic Administration recommends that dilapidated buildings be demolished to address ongoing neighbourhood nuisance, safety, and quality of life issues. All associated demolition costs are 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 508 Riverside Drive. The subject building has been vacant for some time and remains unoccupied.

The City of London has taken numerous enforcement related actions to secure the building 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 this property to address squatters and trespassing issues. The subject building remains vacant and in a decrepit state. A Property Standards Order issued for the subject property remains outstanding. The associated Order is attached to this report as Appendix "B".

Photos of the subject property is included as Appendix "C" to this report.

The property owner was advised by letter of the preparation of this report, and was offered delegation status at committee.

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

Recommended by: GEORGE KOTSIFAS, P. ENG.
DEPUTY CITY MANAGER, PLANNING & ECONOMIC
DEVELOPMENT

Appendix “A”

Bill No.
2021

By-law No.

A By-law to approve demolition of abandoned building with municipal address of 508 Riverside Drive 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 an abandoned building at municipal address of 508 Riverside Drive, 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 – _____, 2021
Second reading – _____, 2021
Third reading – _____, 2021

Appendix "B"

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 21-027644
DATE ISSUED: March 31, 2021
ISSUED TO: Thames Valley Boat Club
508 Riverside Dr
LONDON ON N6H 2R7
MUNICIPAL ADDRESS: 508 Riverside Dr., London ON
LEGAL DESCRIPTION: CON 1 PT LOT 20 RP 33R3522 PART 1,2,3, 0.12AC 62.00FR D

BE ADVISED that on **November 4, 2020** 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 **April 21, 2021**.

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 **April 21, 2021**.

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 31st day of March 2021.

SHANE MADDOX
PROPERTY STANDARDS OFFICER

"SCHEDULE OF REPAIRS TO BE MADE"

Municipal Address
027644

508 Riverside Drive

File No. PV 20-

Date of Inspection

November 4, 2020

Owner

Thames Valley Boat Club
508 Riverside Dr
LONDON ON N6H 2R7

1) Non-conformance:

The roof has not been maintained and is in disrepair.

By-law Section:

4.4 Roofs and Roof Structures

4.4.1 Roof/Related Roof Structure - Maintained

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

Repair to be made:
comply

Repair all roof related structures to the main dwelling to
with the CP-16 by-law.

2) Non-conformance:

Building exterior surfaces are not maintained and are in
disrepair.

By-law Section:

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.

Repair to be Made:

Repair and maintain above requirements in accordance with
City of London Property Standards Bylaw CP-16.

Appendix "C"



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: Housing Stability for All Plan 2020 Update and Priorities for 2021
Date: May 11, 2021

Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, that this report **Be Received** for information purposes and that the following actions **Be Taken** with respect to this report that;

- a) Civic Administration **Be Directed** to submit the Housing Stability for All Plan (HSAP) 2020 Update and Priorities for 2021 to the Ontario Ministry of Municipal Affairs and Housing as the annual update to the local homeless prevention and housing plan, in accordance with the Housing Services Act, 2011 (HSA);
- b) Civic Administration **Be Directed** to circulate this report to stakeholders, agencies, and community groups including, but not limited to, Middlesex County, London Housing Advisory Committee, and the London Homeless Coalition; and,
- c) Civic Administration **Be Directed** to circulate this report to the Strategic Priorities and Policy Committee to form part of the Housing Development Corporation, London's (HDC's) 2020 annual report to the Shareholder.

Executive Summary

This report on the Housing Stability for All Plan 2020 update and appendices provide the following:

- An overview of the current housing environment in London, attached as Appendix A;
- An update on the first full year of action under the Housing Stability for All Plan (HSAP) for the calendar year of 2020 attached as Appendix B, including metrics and the status of the initiatives and plans attached as Appendix C;
- Updates from HDC that will form part of the 2020 report to Council as Sole Shareholder of HDC including details related to project initiatives associated with the creation of new affordable housing stock.

This report will be submitted to the Ontario Ministry of Municipal Affairs and Housing (MMAH) as an annual update to the local homeless prevention and housing plan required

under the Housing Services Act (HSA), 2011 from the City of London, as the designated Service Manager.

Updates in this report are specific to the HSAP and align with the City of London's Multi-Year Strategy, noting that the metrics and reporting periods for City Strategic Plans may vary.

Linkage to the Corporate Strategic Plan

Housing Stability for All: [Housing Stability Action Plan \(HSAP\)](#) for the City of London (2019) aligns with the strategic areas of focus in the 2019-2023 City of London Strategic Plan.

Strategies identified under the Strengthening Our Community strategic area of focus include:

- Establish and revitalize community housing through a Regeneration Plan;
- Increase supportive and specialized housing options for households experiencing chronic homelessness;
- Strengthen the support for individuals and families in need of affordable housing;
- Utilize innovative regulations and investment to facilitate affordable housing development;
- Create more purpose-built, sustainable, affordable housing stock in London;
- Implement coordinated access to mental health and addictions services and supports;
- Improve emergency shelter diversion and rapid re-housing practices; and
- Strengthen and support the mental health and addictions system.

Maintaining or increasing the number of shelter beds available to abused women and their children, and to homeless women and girls is a strategy identified to Create a Safe London for Women and Girls. This strategy notes that full implementation of a Housing First policy is to be contingent on availability of immediate access to safe, affordable housing.

Analysis

1.0 Background Information

Previous Reports Related to this Matter

- [Homeless Prevention - COVID-19 Response](#) (CPSC: March 30, 2021)
- [Letter of Mayor Holder to CPSC Re: 3000 Unit Challenge](#) (CPSC: March 30, 2021)
- [Transition Plan Progress Report – Housing Development Corporation, London HDC](#) (SPPC: March 9, 2020)
- [Governance Functional Review - Housing Development Corporation, London \(HDC\)](#) (Council: January 12, 2021)

- [Municipal Council Approval of the Housing Stability Plan 2019 to 2024](#) (CPSC: December 3, 2020)
- [Update on Urgent Transitional and Modular Supported Housing Development Report on July 15, 2020](#) (CPSC: December 15, 2020)
- [Homeless Prevention COVID-19 Response](#) (CPSC: October 6, 2020)
- [Housing Quarterly Report](#) (CPSC: October 6, 2020)
- [Housing Quarterly Report](#) (CPSC: July 15, 2020)
- [Housing Development Corporation, London Annual Shareholder Report](#) (SPPC: June 9, 2020)
- [Homeless Prevention COVID-19 Response and Funding Overview](#) (CPSC: April 28, 2020)
- [Canada's COVID-19 Economic Response Plan Funding Agreement](#) (CPSC: April 28, 2020)
- [Municipal Council Approval of the Housing Stability Plan 2019 to 2024...](#) (CPSC: December 3, 2019)
- [City of London Housing Services Review: Proposed Action Plan](#) (SPPC: September 16th, 2019)
- [Homeless Prevention and Housing Plan 5 Year Review and Update](#) (CPSC: June 17, 2019)

2.0 Discussion and Considerations

2.1 Overview of Housing Stability Action Plan

The HSAP¹ is a strategic framework guiding activities across the municipal housing system in support of housing stability within London and Middlesex from 2019-2024.

The HSAP report outlines four strategic areas of focus with related priority actions and measures. The strategic areas of focus are:

- Respond to the Homeless Crisis
- Create more Housing Stock
- Provide Housing Supports
- Transform the Service System

2.2 Housing Stability and Local Data

Prior to the onset of the COVID-19 pandemic, the HSAP report highlighted that London was experiencing a housing crisis related to the lack of affordable stock available to a growing population of persons living in “core housing need” (households who pay 50% or more of income on shelter costs), unstable housing conditions, or experiencing a housing/homelessness crisis.

The pandemic amplified the housing crisis in large urban centres across Canada. Over

¹ <https://www.london.ca/residents/Housing/Housing-Management/Documents/2020-01-24%20181029038-COL-Homeless-Prevention-And-Housing-Plan-Report-EMAIL-WEB.PDF>

the course of 2020, the London housing market has remained very active with increased sale, rental prices, demand, and housing construction. At the same time, the housing needs of Londoners in the low to medium earning range grew due to income loss during the pandemic and lack of available affordable housing options.

The attached Appendix A to this report provides an overview of the ongoing changes occurring within the London housing market and the impact of these on housing affordability, availability, and housing stability in London.

Civic Administration acknowledges the support of Anthony Passarelli, Senior Analyst at Canada Mortgage and Housing Corporation (CMHC) for information related to London's housing market, as provided in the attached Appendix A.

The information and data shared by CMHC along with local measures and experience will define the next steps in the HSAP priorities within the flexible framework of the strategy.

2.3 Implementation of the HSAP

In 2020, there was a significant movement on the actions in the HSAP. Civic administration worked closely across internal teams and with community partners to implement programs and projects aimed at housing stability.

In this period, approximately 70% of the actions progressed or were completed. A breakdown of the status for the total 118 actions in the HSAP plan in this period are:

- 55 actions are completed and ongoing
- 27 actions are in progress
- 36 actions have been identified with future targets

Details about the HSAP actions under the four strategic areas of focus and outcomes are included in the Appendix, including updates (Appendix B) and a list of actions underway attached as Appendix C.

3.0 Financial Impact/Considerations

There are no financial impacts at this time.

4.0 Key Issues and Considerations

4.1 Revised HSAP Priorities: Aligned Actions

The next steps of the HSAP priorities in 2021 and beyond have been heavily influenced by the housing needs that have been amplified throughout the pandemic and have become part of the local recovery plans.

The revised HSAP priorities will respond to the growing need for capital development related to the housing stock shortage. The ongoing modifications to HSAP initiatives,

based on changing local market trends and community needs, will help to:

- Reduce the loss of market based affordable housing to demand-driven housing prices;
- Identify and advance municipal tools and resources to attract and support affordable development;
- Prioritize access to new units, while retaining the essential elements of mixed housing in blended and whole communities; and
- Ensure that affordable housing actions continue to evolve and focus on the outcome of people retaining and attaining housing stability.

A focus of the next year of the HSAP will include the ongoing work related to homeless prevention and the aligning work within the City's urgent housing plans. This includes the development and rent-up of 122 Base Line Road West, 403 Thompson Road, 345 Sylvan Street, and 18 Elm Street.

The work of the HSAP requires the continuing effort of Civic Administration and community partners related to enterprise wide approaches (internally) and collaborative approaches across service providers and sectors (externally).

This work will require the continued support and aligned services of community partners, including through the London Homeless Coalition, London Housing Advisory Group, London Homeless Prevention Network, local community housing providers and advocacy agencies.

4.2 Enhanced HSAP Reporting, Communications, Advocacy, and Engagement of all levels of Government and Sectors

In order to provide a more usable and public facing platform, the HSAP reporting process would be better aligned with a webpage provided to Council and in a format where Council and members of the public can access regular updates about the implementation of the HSAP actions.

The migration to a website approach will take time to align within the revised corporate structure, priorities, and initiatives, but is anticipated to provide better overall tracking of targets and measures related to the HSAP and housing stability related policy and program changes.

4.3 Middlesex County Update

The Middlesex county content is in progress and will be separately submitted to the Province as part of our Service Manager update along with local City of London information.

Conclusion

Municipal Council will continue to receive housing stability related reporting on initiatives over the coming year. Civic Administration will work to continuously improve reporting and communications related to the HSAP initiatives and outcomes.

Civic administration and agencies will continue to implement the actions of the HSAP with an aim to increase housing stability for individuals and families. The next steps of the HSAP will focus on modified priorities based on the urgent housing plans emerging from Covid-19 and post Covid economic and community recovery.

Prepared by: **Melissa Espinoza, Program and Business Manager, HDC**
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Social Services and Dearness Home

Appendix A: Environmental Scan – Housing Stability in London

A.1 Analysis of the Local Housing Market

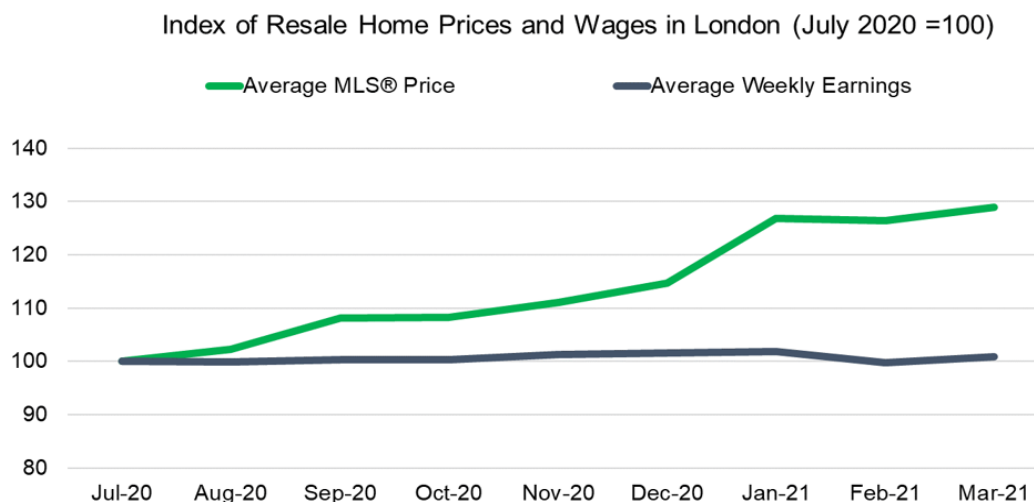
London’s housing market reflects two distinct segments:

1. An advancing market of new homes and apartments that are priced based on a housing demand for luxury or higher-end units. This market is driven in part by London’s “comparative affordability” to other Ontario centres – especially within the Greater Toronto Horseshoe Area (GTHA). These markets continue to be actively involved in London both through relocation as well as through purchase and investment within the housing commodity market; and
2. In a community with a large service sector, local incomes do not align and have not kept pace with changes in local housing ownership and rental rates. This means that a growing number of Londoners are experiencing the lack of “relative affordability” - where the cost of available housing in London far exceeds the incomes and needs of those in London who are experiencing housing needs.

A consistent message within local housing market remains around the increasing costs of housing in London in comparison to the local incomes.

The rapid and continued increase of prices in the housing resale market is considered to be indicative of the similar rental market rates, noting the rental market data is not monitored in the same manner.

Table 1: Rapid House Price Growth in London Despite Stagnant Wages



Sources: London-St. Thomas Association of Realtors, Statistics Canada, CMHC calculations
Information Assembled by CMHC

(Table 1: Rapid House Price Growth in London Despite Stagnant Wages)

What is not captured in the above data is the sales of newly constructed homes, which increases the average sale prices even beyond those reflected in Table 1 while the incomes of Londoners, as seen in the data has remained relatively flat. These same issues were already a factor in housing stability prior to the pandemic.

Shifting to the rental market, the information reflected in Table 2 portrays the incomes of renters in London and is distributed equally into 5 equal groups.

This graphic reflects that all but the highest income renters (20% of households) don't have an option of homeownership based on local housing costs.

Competing interest in rental housing means rental rates increase based on market demand with traditionally lower cost rental units rising to meet demand. This results in almost no available rental stock within these modest and lower income rental market groups that would allow tenants to maintain shelter costs under 30% of their gross income (affordability rate).

Table 2: Estimated Renter Household Income in Quintiles in London



Source: Statistics Canada, CMHC calculations

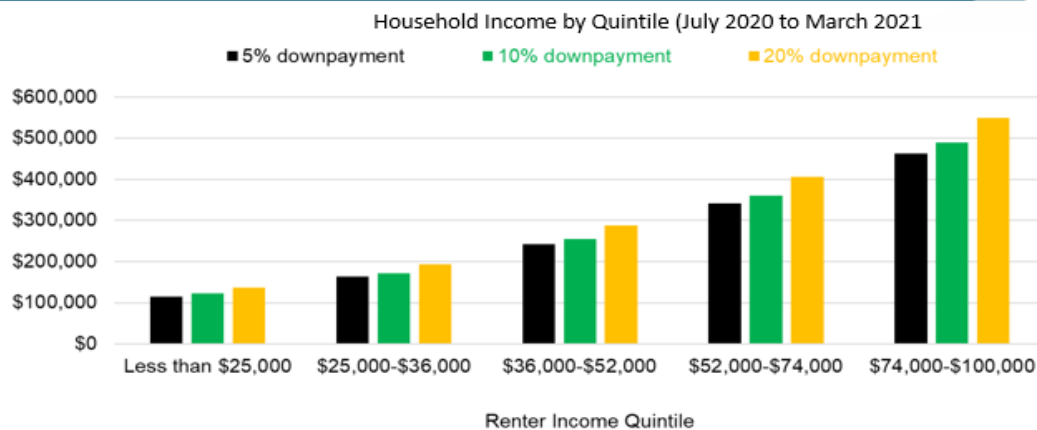
(Table 2: Estimated Renter Household Income in Quintiles in London)

“The income quintiles of renters in the primary market are assumed to mirror the overall rental market. We’re confident this is true for London, since nearly 2 of 3 renters live in the primary rental market.” Anthony Passarelli, CMHC

The current high local housing costs means that homeownership is no longer an option for most renters.

A \$500,000 home is not only hard to find, but the income required to purchase and carry the mortgage make it out of the income range of over 80% of London households based on the data available. These factors and market limitations negatively impact those in housing need, and thus the rental market as a whole.

Table 3 Estimated Housing Price By Renter Income



Sources: London-St. Thomas Association of Realtors, Bank of Canada, CMHC calculations

(Table 3: Estimated Housing Price By Renter Income)

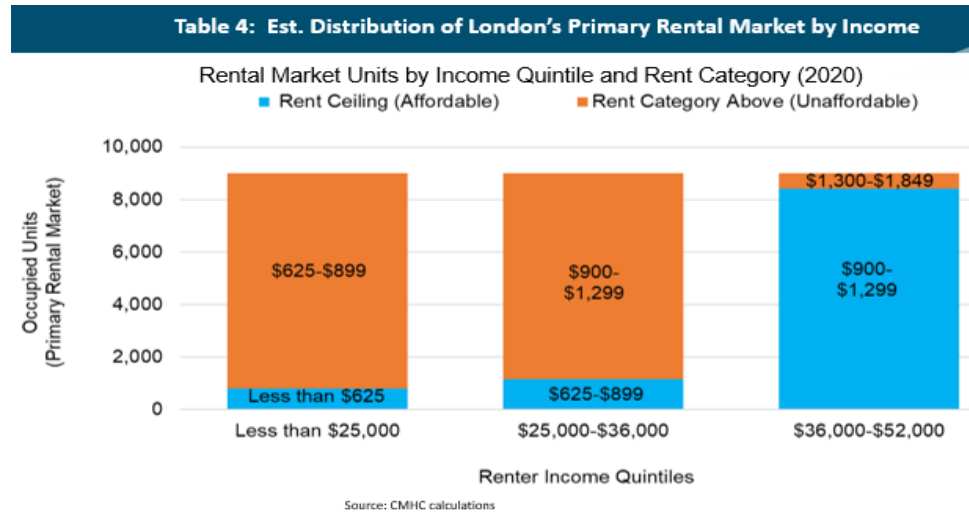
Rental market demands continue to be driven by existing homeowners moving to rental and by those coming from outside of London. This results in less movement within the rental market as a result of escalating housing prices.

“Too many higher income renters shifting down the rental ladder is a problem, since the renters with high incomes can easily outbid the renters with lower incomes. This puts strong upward pressure on rents for the mid-priced units, which then can drag up rents for units lower on the rent spectrum.” Anthony Passarelli, CMHC

The inactivity related to tenant movement at the lower end of the market and the competition for units at the upper end of the rental market reflects a housing gap. It also means that “Average Market Rent” figures, commonly used to measure the market, are more reflective of existing tenancies and not reflective of available units. Those that remain in their units are also not necessarily able to afford them.

Households with incomes of less than \$25,000 per year, require shelter costs to be less than \$625/m for housing to remain affordable (at 30% of gross income). Two out of every five renter households in London have incomes below \$36,000 (as reflected in the above

pie chart). For the thousands of Londoners in this situation, their existing housing is most often not affordable.



(Table 4 Estimate Distribution of London’s Primary Rental Market by Income)

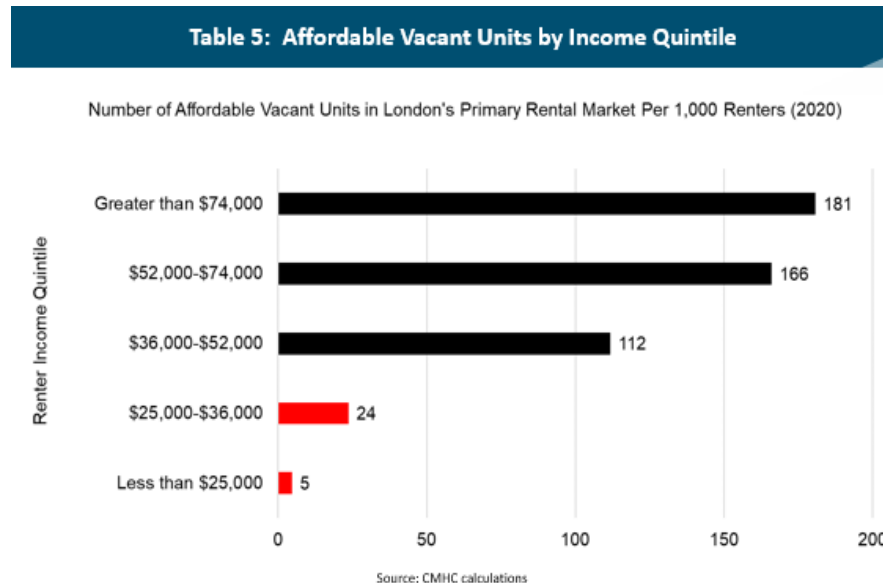
Lower income categories include persons living on fixed government incomes, seniors, youth, persons with disabilities, and populations that disproportionately experience co-occurring social, health, and employment barriers.

Those who are within these income groups and are currently seeking rental housing units, must seek either higher cost units, increasing the number of people in core housing need, or seek shared housing arrangements.

A.2 Housing Market Stock and Vacancy Challenges

The Housing Stability Action Plan (2019) reflected an estimated 3,000 unit gap in local affordable housing at the middle and lower range of the rental market. The intent was to focus new stock to the market segments and populations most in need of housing stability.

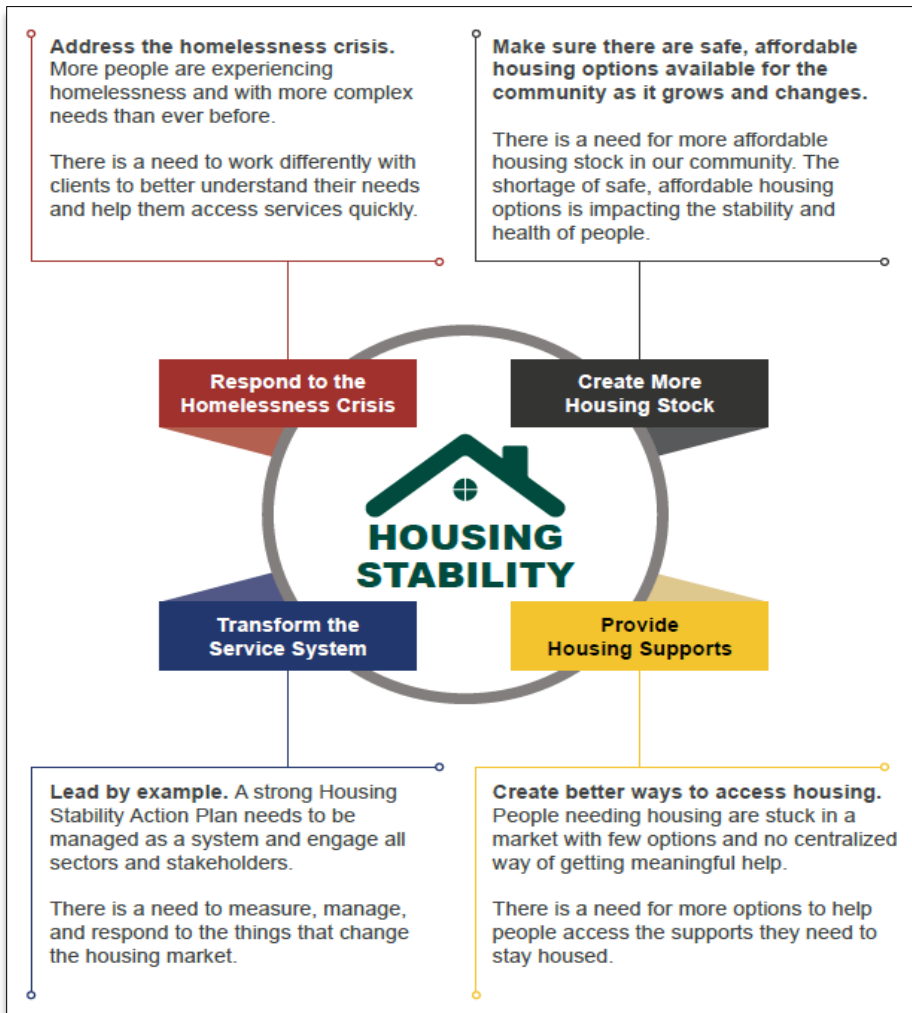
The identified need in the HSAP for 3000 units of affordable housing aligns with the market vacancies and housing needs of renters with gross earnings of up to \$52,000 per year.



(Table 5: Affordable Vacant Units by Income Quintile)

CMHC’s data reflects that, for every 1,000 renters seeking housing in the lowest income ranges (below \$36,000 gross household income), there are less than 30 units available within their affordability range. It also highlights the significant local population in core housing need due to limitations on available rental housing units that are affordable to lower income earners.

Appendix B: Housing Stability Action Plan and 2020 Update



(Reference Graphic: HSAP Strategic Action Areas)

The Housing Stability Action Plan sets a strategic vision of Housing Stability for All. Within the vision, there are four strategic areas of focus noted above. Each strategic area of focus has a goal, result, strategies, actions, and measures that will guide the work of the community now and in the future. It is important to note that these areas of focus are interconnected and must be advanced in unison to meet the objectives of the Plan.

B.1 HSAP and the COVID-19 Pandemic

Throughout the COVID-19 pandemic, the municipal housing system has and continues to provide homeless prevention, housing, and housing development services as safely as possible.

The pandemic highlighted the importance of housing stability for all Londoners given that the greatest impact of COVID-19 has been on populations that were already vulnerable, in housing crisis, in lower income employment, or within specific labour sectors. The full impact of the pandemic on the housing sector will take time to fully realize and address. The continued reporting on the HSAP will include ongoing local analysis of the housing market as these impacts are able to be better defined and addressed.

The associated recovery plans related to housing will transition from emergency level services and supports toward longer term permanent housing solutions. These will further align with other community and economic recovery plans that begin to emerge from the ongoing pandemic.

B.2 2020 Update on Strategic Area of Focus 1: Responding to Homelessness and Housing Crisis

We need to address the homelessness crisis. In London, more people are experiencing homelessness with more complex needs than ever before.

Indigenous Homelessness

In 2020, London made strides towards addressing Indigenous homelessness. In October 2020, the *Giwetashkad* Indigenous Homelessness Strategic Plan (2020-2023) was launched. The word *Giwetashkad* is an Anishnaabemowin word meaning “the circle” and describes the collaborative community-based approach through which the strategy was developed.

Since 2017, the *Giwetashkad* Advisory Committee (“the Circle”) began coming together to bring Indigenous and non-Indigenous world views together to inform London’s first Indigenous homelessness strategy.

With representation from homeless serving organizations, City of London Homeless Prevention, and Indigenous partners in the community, the Circle supported the development of the *Giwetashkad* Indigenous Homelessness Strategic Plan.

The *Giwetashkad* plan supports access to culturally appropriate housing and homelessness services for Indigenous peoples. The *Giwetashkad* Indigenous Homelessness Strategic Plan was recently endorsed in principle by Municipal Council and Civic Administration continues to work through the process of properly resourcing the plan.

Veteran Homelessness

2020 was a considerable year of achievement for London in addressing Veteran Homelessness. Since 2016, the Veteran Homelessness Advisory Committee has been gathering to better understand veteran homelessness, and more effectively utilize resources to support those experiencing homelessness.

In the Winter of 2020, Homeless Prevention adopted a data-driven and housing-focused approach to addressing veteran homelessness. In July 2020, London became the first community in Canada to achieve a Quality By Name List for Veterans, under the Built for Zero Canada program. By October 2020, London became the first community outside of the U.S. to reach Functional Zero for veterans and continues to maintain this benchmark as of April 2021.

Housing Stability Bank

The Housing Stability Bank is guided by the HSAP and the Guiding Principles of the Housing Stability Bank and operates with a responsive client-centred focus. A client-centred service approach includes fairness, respect, meeting clients’ needs and providing consistent services. The Housing Stability Bank provides financial supports to assist eligible Londoners to secure and maintain housing.

The Housing Stability Bank offers a range of services to low-income earners that include interest free loans for first and last months rental assistance, rental arrears funding, and emergency utility assistance in the form of grant, or interest free loan. An Exceptional Circumstances process is in place to assess eligibility for Londoners with income levels above the low-income threshold who demonstrate a need for the services.

In 2020/2021, \$685,000 was allocated to the Housing Stability Bank through Ontario Social Services Relief Funding to provide COVID-19 related grants. As a result of moratoriums on rental evictions the true need of this funding has not been realized at this time.

In 2020, 1,815 individuals and families were supported by the range of services that the Housing Stability Bank offers. This includes interest free loans to low-income Londoner’s to assist with housing stability during the COVID-19 Crisis.

Youth Opportunities Unlimited (YOU) Youth Shelter

Aligning with London’s Housing Stability Action Plan, the YOU Housing First shelter for youth has provided specialized interventions including: diversion from entering shelter; family reconnection; short-term emergency shelter; a priority focus on rapidly securing permanent housing with intensive in home support; and, access to service.

The 30 bed Housing First Youth Shelter opened in the summer of 2020. The shelter provides youth between the ages of 16 and 24 a safe place to sleep, eat, and shower. The Shelter supports youth by meeting their immediate needs and providing a safe and supportive environment to access housing, education, health care, employment and more. The YOU Youth Shelter allows pets which reduces barriers to accessing shelter for youth.

Coordinated Access

Coordinated Access was launched in January 2020. Coordinated Access provides supports to individuals and families experiencing, or at risk of homelessness. The team works to connect households with tailored housing supports based on their needs. The aim of Coordinated Access is to divert households from an experience of homelessness or to ensure that homelessness is resolved as quickly as possible.

Coordinated Access is a first step to ensuring that Londoners are getting connected to the right type of housing with the right type of support. Coordinated Access has engaged in community prioritization meetings, working with the community to set prioritization criteria. Prioritization criteria and matching through the Coordinated Access List ensures that we are systematically supporting priority populations and ending chronic homelessness one priority population at a time.

In 2020, Coordinated Access grew to 3 full time staff members, 2 front facing clerks and one manager overseeing the day to day operations of the program. Coordinated Access assumes 50% of the front counter space to provide in-person supports at the social service office located in the downtown core.

During its first year, Coordinated Access supported 400 new intakes of individuals and families at risk of, or experiencing, homelessness. Individuals and families were referred to Coordinated Access through various sources, including social service organizations, hospitals and corrections facilities.

Throughout the COVID 19 pandemic in 2020, Coordinated Access connected at risk and susceptible populations to the appropriate COVID 19 response sites in combination with public health guidelines and has supported discharge planning for facilities in active outbreaks including London Health Science Centre and emergency shelter operations.

Housing Support Programs

In the fall of 2020, Homeless Prevention implemented three new housing support programs aimed at supporting people with low or moderate support needs to secure and maintain housing. These programs compliment the seven existing Housing First programs which provide housing supports for people with high support needs.

The programs are offered through four organizations and are structured to ensure that there is support in place for both the program participant and the landlord.

- Rent Stability – A program aimed at providing supports for households with low support needs.
- Rapid Rehousing – A program aimed at providing supports for households with moderate support needs.
- Housing Identification Program – A housing program that supports participants of the Rent Stability and Rapid Rehousing programs to secure housing and provides ongoing landlord supports.

Head Lease Program

The Head Lease Program is a new and innovative approach that provides participants with a supportive transitional housing opportunity with supports aimed at life skills development and housing stability. In 2020, Council approved a Standard Form Occupancy Agreement and a Standard for Lease Agreement for a pilot program of up to 25 units.

This approach creates a supportive transitional housing opportunity for those who have immediate barriers to accessing permanent housing. The City enters into lease agreements with landlords. Individuals and families who are matched with housing support programs through Coordinated Access may be matched to these units based on their housing and support plans. Housing support programs will work with program

participants residing in head lease units to move towards housing stability, including attaining permanent housing.

Coordinated Informed Response (CIR)

The Coordinated Informed Response reflects the work of a coordinated cross-functional team providing a caring and compassionate response to the unpredictable and disruptive behaviours of unsheltered individuals related to experiencing in the moment crisis.

The knowledge gained through the Coordinated Informed Response will be applied so to adapt the strategies and actions to strengthen the community with a focus on building a better London for all.

The Response partners include: Atlohsa, Corporate Security, Homeless Prevention, London Cares, London Police Services, Municipal Law Enforcement, Parks, Roads and Service London.

This collaborative Response links to the City of London's Strategic Plan, the London Plan, the Homeless Prevention and Housing Plan, and the Mental Health and Addiction Strategy. Links to community plans and initiatives include the Community Drug and Alcohol Strategy, London for All initiative and other related activities such as the proposed Core Area Action Plan initiative.

During the pandemic, many traditional supports for unsheltered homeless individuals were no longer accessible. CIR supported the community with providing basic needs including adding 26 Comfort Stations to identified high need areas throughout the Core Area.

With the need to socially distant, shelters needed to relocate large portions of their occupancy, businesses needed to close their doors to sit-in services and moved to take out only, benches were removed from public spaces; creating very few places for unsheltered individuals to come in out of the cold.

In response to there being fewer options for unsheltered individuals to get out of the cold during the winter months, Civic Administration moved to create a City of London Winter Response. It was a two-pronged approach with two coffee house day spaces and two over night pop up shelters.

The Coordinated Informed Response Outreach teams were able to direct refer individuals to the Resting Spaces for day and overnight supports. This project had the capacity to shelter 62 individuals overnight and an additional 60 individuals at day spaces. A total of 75 individuals accessed overnight spaces in 2020/2021.

2020 Key Accomplishments

The following are a list of achievements in 2020 related to this initiative:

- In August, the Royal Canadian Legion partnered with the Italian Seniors Project at 1090 Hamilton Road, offering 12 affordable housing units specific to veterans. By October 2020, London became the first community outside of the U.S. to reach Functional Zero for veterans and continues to maintain this benchmark as of April 2021.
- With representation from homeless serving organizations, City of London Homeless Prevention, and Indigenous partners in the community, the Circle supported the development of the Giwetashkad Indigenous Homelessness Strategic Plan. The Giwetashkad Indigenous Homelessness Strategic Plan is currently in the process of being endorsed by City Council, with resource supports from the City of London Homeless Prevention.
- In January, London's Coordinated Access system launched, creating a single front-door for any individuals experiencing homelessness, including homeless veterans, allowing for the quick same-day identification and confirmation of possible veterans.
- In February, Homeless Prevention and London's homeless serving programs established London's homelessness Prioritization Criteria, which prioritized veterans and Indigenous individuals among others.

- In 2020 alone, the YOU Youth Shelter was able to support 119 unique individuals. Of those individuals, 21 were able to move from shelter to housing.
- One unit was secured for the Head Lease program with other units in progress to be secured in 2021.
- In July, London became the first community in Canada to achieve a Quality By Name List for Veterans, under the Built for Zero Canada program. This milestone represented a level of data quality in London on its Indigenous vets and served as the working document with which Homeless Prevention and its partners began decreasing veteran homelessness.
- The new housing support programs successfully housed 46 people.
- 15 day and 15 night additional Resting Spaces were introduced in community in 2020 through London Cares.
- Coordinated Access has a 46% successful diversion and prevention rate. This means that households were able to avoid an emergency shelter stay through connection to alternate supports and services.

Total number of Actions within this Strategic Area of Focus = 30
14 completed and ongoing, 12 In Progress, 4 Future Target

B.3 2020 Update on Strategic Area of Focus 2: Creating More Housing Stock

We need far more affordable housing stock in our community. The shortage of safe, affordable housing options is impacting the stability and health of people across our community.

This section primarily focuses on the alignment of initiatives related to the development of new affordable housing stock and is highlighted to inform Council as the sole shareholder of the Housing Development Corporation, London (HDC) of the activities and actions of HDC to advance and deliver these initiatives.

In 2020, Council approved restructuring plans, including the insertion of HDC into Civic Administration within the broader interest to better align work and resources dedicated to the HSAP and the various business areas that touch municipal housing services.

Throughout 2020, HDC continued to actively work with community partners, all governments, and the City's "SWOT team" (see App. B.4.2) to prioritize urgent housing initiatives.

Through an HDC Request for Proposal procurement process, the following two affordable housing developments were completed by not-for-profit HDC Rostered Partners which resulted in a total of 95 new affordable rental housing units being brought into stock in 2020:

- 1045 Dundas Street, London Affordable Housing Foundation (LAHF) for 41 units; and
- 1090 Hamilton Road, Italian Seniors Project (ISP) for 54 units

HDC continues to work on prioritized urgent housing sites at 122 Base Line Road West, 403 Thompson Road, 18 Elm Street, and 1958 Duluth Crescent and proposed development on City-owned lands at 345 Sylvan Street.

The following are updates to these affordable housing developments:

122 Base Line Road West

This 4-storey development will consist of 61 units, including 41 one-bedrooms, 16 two-bedrooms, and 4 three-bedroom units. The building will be built using prefabricated modular panelized construction methods led by EllisDon.

Design of the development site and building incorporate universal accessibility features and 100% of the residential units will be built to Ontario Building Code (OBC) accessibility standards for multi-residential housing.

The building features offices for a building manager and support services staff; an accessible tenant-use laundry room, a multi-purpose amenity room and an accessible

washroom. There will be secured bicycle storage that includes charging stations for personal mobility equipment.

Site amenities include outdoor leisure seating areas, a pavilion, and active recreation areas for tenant-use.

In 2020, HDC successfully rezoned the lands to provide for higher density in order to deliver more affordable units. The City of London received \$7.5M in federal grant funding under the CMHC Rapid Housing Initiative (RHI) as part of an allocation to major urban cities, which is currently supporting the development of this site. Additional investments include provincial and municipal capital funding allocations to create a fully sustainable project. The City is aligning units to future tenants using the coordinated access list to house individuals and families in urgent housing need. Targeted occupancy is December 31, 2021.



(Picture of rendering for 122 Base Line Road West)

403 Thompson Road

The assessment and due diligence activities in 2020 related to land use planning resulted in HDC receiving zoning approval to advance a 4-storey multi-residential affordable housing development, including 44 bachelor-style units. The modular building plan will be designed to incorporate universal accessibility features and 100% of units to accessibility standards for multi-residential housing.

Pre-development activities at 403 Thompson Rd., and the recent successful rezoning of the site allow for ongoing work to prepare for construction of the proposed new affordable rental apartment building.

The development will retain mature trees where possible and offer similar features and amenities to those provided at 122 Baseline. Work continues both on the building plans and the plans to match units and services to individuals with urgent housing needs.



(Picture of rendering for 403 Thompson Road)

345 Sylvan Street

The City of London purchased the property at 345 Sylvan Street, a former group home for youth. The initial intention was to use the site to provide a stabilization space for Londoners in need. While such spaces remain needed, the City and HDC staff have realigned the use of these lands to provide more urgent affordable multi-residential rental housing. 2020 planning work has resulted in a zoning application advanced for the site to support a three- storey apartment building consisting of 42 new one-bedroom affordable units.



(Picture of rendering for 345 Sylvan)

18 Elm Street

With City of London acknowledgement, HDC purchased the surplus school property (former the Holy Cross Elementary School) in 2020 and began work to prepare the site for two municipal interests: affordable housing and parkland. Collaborative work continues related to land use and site planning to deliver on these municipal interests.

1958 Duluth

HDC purchased the former St. Robert Elementary School in 2020 and began work to prepare the site for municipal interests related to affordable housing and parkland. The former school building was demolished in December 2020 and staff work continues on concept plans, potential partnerships, and other considerations that will be brought forward for further consideration in 2021.

London Middlesex Community Housing (LMCH) Regeneration

In 2020, HDC supported LMCH's assessment of townhouse sites to establish the readiness, suitability, and priority of each related to their corporate regeneration/re-imagining plans. HDC's site-by-site analysis of the portfolio was based on newly established metrics for regeneration that are adaptable to other municipal regeneration activities and aligned with local plans. These included reviews of the site's consistency (with surrounding community and local plans), capacity (to accommodate regeneration activities), compatibility (between visioning potential and related neighbourhood place types and vision), connectivity (to municipal and community infrastructure and services), complexity (of development) and cooperation (related to coordinated and collaborative efforts that may be needed to advance plans).

In 2020, these planning metrics were accepted by the LMCH Board and in combination with other site selection criteria developed by LMCH, identified three preliminary sites (Allan Rush, Limberlost and Southdale) for further consideration.

On December 17th, 2020, the Board of Directors of LMCH identified Southdale as the most viable location to start regeneration activities which now are continuing through LMCH directly and with the City as shareholder, Service Manager, and holder of the related capital budget.

Additional Activities:

In addition to the above, Civic Administration's Housing Services area established a Capital Repair and Improvement Program to provide social housing providers the opportunity to access capital funding through a centralized application process to address:

- Life safety, structural integrity, or legislative requirements;
- Long-term financial sustainability;
- Accessibility; and
- Energy savings and long-term resiliency.

Each year, Housing Services engages social housing providers to submit Capital Repair and Improvement Program applications for review and evaluation. Housing Services supported 5 social housing providers in accessing approximately \$1.9 million towards capital repairs.

2020 Key Accomplishments

The following is a list of achievements in 2020 related to this strategic area of focus. This section also constitutes part of the HDC 2020 update to Council as sole shareholder.

In 2020, accomplishments related to new development:

- Approved 165 new affordable units for development
- Achieved the first ever “in perpetuity” Bonusing Agreement for 12 units (securing there affordable units for a period of 50 years).
- Advanced development of a 61-unit Rapid Housing Initiative (RHI) prefabricated panelized modular housing project at 122 Base Line Road West, with \$7.5 million in grant funding received from CMHC through their RHI funding. Target completion date is Dec. 31, 2021.
- Supported 72 new affordable units by Indwell Community Developments at 744 Dundas through a specialized housing model – focused on housing designed and operated to support housing and related health, wellness, belonging, and stability needs of tenants.
- Purchased 2 surplus school sites, advanced demolition of the former school buildings and initiated planning to provide for the future development of new affordable housing stock.
- Supported HDC Rostered Partners in their affordable housing development funding applications which resulted in receiving \$24.3 million of government funding and additional affordable housing stock being developed in our community.
- Navigated and stacked four government funding programs to support new affordable housing developments.
- Established eight new HDC Rostered Partner agreements that may result in future affordable developments.
- Retained 24 sector/industry leader Agreements with engaged HDC Rostered Partners.
- Advanced plans for municipal investment of \$7,841,746 - leveraging an additional \$16,388,353 million in other government funding.
- Submitted planning applications related to three urgent housing sites for a total of 128 new units on municipal lands.
- HDC and City staff worked as a new enterprise-wide (SWOT) team to advance priority housing developments.

2020 Affordable Housing Development Updates:

Address	Affordable Units	Market Units	Total Units	Year Approved	Status
516 Albert St., Strathroy 1822039 Ontario Ltd.	27	4	31	2016	Completed and renting in 2018
27 Centre St. Escalade Property Corp.	46	15	61	2016	Completed and renting in 2018
356 Dundas St Indwell Community Homes	50	19	69	2016	Completed and renting in 2019
770 Whetter Ave. Homes Unlimited Inc.	50	4	54	2017	Completed and renting in 2019
45 Centre St. Escalade Property Corp.	45	37	82	2017	Projected completion in 2021
1045 Dundas St. London Affordable Housing Foundation	41	0	41	2018	Completed and renting in 2020
1090 Hamilton Rd. Italian Seniors Project	54	6	60	2018	Completed and renting in 2020
440 Clarke Rd. Zerin Development Corp.	33	32	65	2019	Projected completion in 2021
329-331 Richmond St. Youth Opportunities Unlimited	35	0	35	2019	Projected completion in 2021
744 Dundas Street Indwell Community Homes	72	0	72	2020	Projected completion in 2022

122 Base Line Road West HDC	61	0	61	2020	Projected completion December 31, 2021
403 Thompson Road HDC	44	0	44	Pending	Zoning approved April 2021; advancing plans to Site Plan Approval Q2-2021
345 Sylvan Street City of London,	42	0	42	Pending	Zoning appealed April 2021; continuing to advance plans to Site Plan Approval Q2-2021
18 Elm Street HDC	TBD			Pending	Projected completion December 31, 2021
1958 Duluth Crescent HDC	TBD			Pending	Zoning approved April 2021; advancing plans to Site Plan Approval Q2-2021
Total	550*	117**	717		

* In addition, HDC had inherited 226-230 Dundas St., 193 Clarke Road and 534 Albert St., Strathroy.

** Market units are rented at or slightly above the average rent. They maintain a relative affordability and help fund lower rents within the associated project.

Total number of Actions within this Strategic Area of Focus = 40
19 completed and ongoing, 8 In Progress, 13 Future Target

B.4 2020 Update on Strategic Area of Focus 3: Provide Housing Supports

Londoners need supports to find housing and stay housed.

Housing with supports is key to recovery for many marginalized populations. Having a place to call home means a better quality of life and success in life stabilization. Housing with appropriate supports improves the success outcomes of individuals.

Housing Stability Table

The Housing Stability Table is a new partnership-based approach with the Canadian Mental Health Association, Elgin-Middlesex (CMHA) which provides a case management venue for community agencies, housing providers and residents to come together to save high-risk tenancies within the social housing community in London-Middlesex. The Housing Stability Table focuses on combining each local agency's strengths and resources to better serve the social housing community, minimize harm and disruption and prevent evictions.

The Housing Stability Table is established with the following framework:

- Vision: Innovative, compassionate and community-based connections for the safety and well-being of the social housing community;
- Mission: Proactive intervention by community leaders in the pursuit of timely access to support services in an effort to save vulnerable tenancies;
- Values: Connection, compassion, community, respect, dignity, stability and housing as a basic human right

This partnership provides housing providers an opportunity to refer tenants that are at a high risk of eviction to additional support services in an effort to stabilize their tenancy which may include:

- Housing Advocacy – To provide services to improve and stabilize housing situations and prevent evictions;
- Additional Supports and Referrals – Mental Health and Addiction services, counselling, personal care support, hoarding concerns, etc.;
- Guest Management Concerns – Unwanted guests or guests that are contributing to putting a tenancy at risk; and
- Landlord Consultation – Providing support directly to landlord's with high risk tenancies.

Through this partnership with CMHA, the Housing Stability Table will be a focused discussion where participants collaboratively identify situations where a household currently living in social housing is at high-risk for losing their tenancy due to complex mental health challenges.

Once a situation is identified, CMHA will coordinate a joint-response among all participating agencies and community members to connect individuals and households to the appropriate and effective supports in a timely manner.

Canada-Ontario Housing Benefit (COHB)

The COHB is a jointly funded federal-provincial housing benefit program that was launched in April 2020 and locally administered and delivered by Housing Services. The purpose of the COHB program is to increase the affordability of rental housing by providing an income-tested, portable housing benefit payment directly to eligible households in housing need.

The COHB is a portable monthly housing subsidy provided directly to low-income households to assist with housing costs and allowing the monthly housing subsidy to move with households within Ontario. As a result, recipients have more flexibility to choose where they live to be closer to family, social support networks, schools, and employment opportunities.

Community Housing Bridge Program

The Community Housing Bridge Program (CHBP) is a new initiative to support households' housing stability who would otherwise face affordability challenges while they wait for an offer of social housing.

The CHBP is a portable housing subsidy that is available to households that are currently on the social housing waitlist. The portable housing subsidy is provided directly to recipients which allows the household a greater choice in where they live, while they remain eligible on the waitlist for social housing.

Housing with Supports London Middlesex Community Housing (LMCH) Pilot

A LMCH partnership lead initiative which involved Housing Services, Homeless Prevention, and Community Housing Stability Agencies to provide coordinated housing, mental health, employment, and social supports to residents of LMCH. The pilot focused on supporting the most vulnerable tenants with housing as a foundation where tenants and community partners are empowered to create a home that promotes healthy and safe communities. The pilot includes coordinated community supports such as designated housing stability works, on-site community programs with a focus on mental health, medical supports, community engagement, and basic needs.

2020 Key Accomplishments

The following are a list of achievements in 2020 related to this initiative:

- The Housing Stability Table was formalized in Q4 of 2020 which resulted in 11 household referrals and 8 households participating in receiving support services
- 377 households approved for COHB with an average monthly subsidy of \$515
- 47 households approved with an average monthly subsidy of \$176
- 20 households supported through the LMCH pilot

Total number of Actions within this Strategic Area of Focus = 32
16 completed, 4 In Progress, 12 Future Target

B.5 2020 Update on Strategic Area of Focus 4: Transform the Service System

The system needs to be easier to navigate

The Housing System needs to be a coordinated and integrated system that is easy for individuals and families to access the services and supports they need.

Over the course of 2020, new internal structures were implemented to align work related to housing services across municipal service offices and business units. These informal

structures both informed the needs related to structural and business change and supported the urgent work noted within other sections of this report.

Internally there were two tables that will continue to evolve over 2021 as additional structural changes are finalized:

1. Municipal Housing Strategy Team (MHST)

The MHST is a City/HDC/LMCH cross-functional table that ensures a common understanding of housing related strategy, policy, and business priorities. It also provides a mechanism for coordination and collaboration related to priority business within the Housing Stability for All Plan as well as other aligned municipal plans.

The MHST provides a regular mechanism related to the planning and delivery of housing services, both as Service Manager as well as within City specific services. The MHST provides key stakeholders an opportunity to connect, share and discuss housing-related initiatives and challenges and to structure working groups related to specific initiatives.

2. Strengths Weaknesses/Needs Opportunities and Threats/Risks (SWOT) Team

The SWOT team was established as a table of technical leads and experts related to the broad range of municipal services that are involved in advancing housing developments. The work is within the existing authorities and permissions of various areas of the City's Civic Administration related to building, planning, parks, finance, legal, and environmental services. The function of the team is to advance urgent housing, including the projects related to the CMHC Rapid Housing Initiative (RHI).

Under this structure and with the support of senior City staff, the SWOT Team prioritized the municipal development interests at 122 Baseline Road for expedited services. In addition, the planning and readiness of 345 Sylvan St and 403 Thompson Rd, and consideration for future developments at 18 Elm Street and 1958 Duluth are within the initial priorities of the Team.

These internal teams will continue to evolve and formalize to support community-based development plans aligned directly in support of the City's urgent housing needs.

In addition to these, community engagement continued through 2020 with other local networks. This included:

Social Housing Operational Advisory Committee (SHOAC)

SHOAC is an on-going housing provider stakeholder committee that meets regularly throughout the year to discuss and provide input on social housing operational and policy-related issues, as well as share any concerns of their residents and housing sector networks. SHOAC was a particularly valuable resource this year as the housing sector managed the many impacts of COVID-19, Housing Services Act regulatory changes, and resident's confusion related to: 1 offer of Housing Rule, Rent-Geared to Income Minimum Rent calculation, Annual Eligibility Reviews, Rent Freeze, Moratorium on Evictions, and COVID-19 related government payments.

Shared Consent

Moving towards building an integrated Human Service delivery model, many City Human Service areas have explored the opportunity to utilize a shared consent for individuals and families that access multiple human services. As a result, Social Services, Housing Services and Homeless Prevention have developed shared consent tools to better support individual and families access the support services needed and produce greater efficiency and a more streamlined client path to accessing supports.

Established a Housing Quarterly Report

A regular Housing Quarterly report was established to provide Council and the community with regular proactive updates on all housing activities across the various City service areas (including Housing Development Corporation and London Middlesex Community Housing). These quarterly reports to Council and the community focused on building a greater understanding of issues, complexities of current service realities and also demonstrate the growing and much needed connectivity between all housing and homeless prevention services to create better outcomes and resolutions for those most in need.

Housing Consortium Initiative (HCI)

The City of London, along with 7 other Housing Service Managers, continue to be active member of a joint venture in the development of a housing administration technology platform. This new system will provide Housing Services with the necessary technology to administer housing activities more effectively and efficiently, including streamlining program delivery, improving data collection and report capabilities, and facilitating a more proactive approach to program administration.

Homeless Individuals and Families Information System (HIFIS)

The Homeless Management Information System used by the City of London and participating organizations is Government of Canada's Homeless Individuals and Families Information System.

HIFIS aims to provide immediate information regarding individuals and families experiencing homelessness and engaged in services provided by homeless serving programs in London, including the City of London. Information is only shared through the informed consent of the participant. By working together and sharing information, organizations can better understand homelessness, improve services, and reduce and prevent homelessness in London.

Coordinated Access

In 2020, the shift to a Coordinated Access model created a single point of access at the City for individuals and families at risk of, or experiencing, homelessness in London. Coordinated Access supports individuals and families to access the services and supports based on their needs. Individuals and families are supported through Coordinated Access to access services and supports based on their needs, including matching to available housing support programs through London's Coordinated Access List.

In 2020, Coordinated Access formed partnerships with the health and justice sectors, including hospitals, jail and probation. An example collaboration is the No Fixed Address program (NFA), a partnership between the City of London's Coordinated Access system, Youth Opportunities Unlimited and the Canadian Mental Health Association.

NFA provides support for youth and adults accessing inpatient mental health support at the Victoria and Parkwood campuses of London Health Sciences Centre. The purpose of both programs is to stop the cycle between hospital admissions and homelessness by providing financial and housing support to patients who would otherwise be discharged into homelessness.

COVID-19 Response

A community response was activated quickly to respond to COVID-19 through provincial and federal funding. Hotel rooms were secured to provide additional spaces in the system. This allowed for distancing in emergency shelters and to have space to support individuals who would be at an elevated risk if they were to contract COVID-19. Spaces were also used to support a system response that included monitoring and isolation spaces for individuals experiencing homelessness who screened positive or received a positive COVID-19 test. There were no COVID-19 outbreaks in London's emergency shelters in 2020.

2020 Key Accomplishments

The following are a list of achievements in 2020 related to this initiative:

- The Municipal Housing Strategy Team meets monthly
- The SWOT Team meets monthly on prioritized affordable housing sites
- SHOAC generally meets bi-monthly however this frequency was increased to weekly at the beginning of the pandemic. Through the leadership of SHOAC members, Housing Services issuing 8 COVID-19 specific Housing Sector communications
- 4 Housing Quarterly Reports have been presented to Community and Protective Services Committee and Council
- 55 actions were completed with work still ongoing in 2020
- 100% of all federal and provincial funding was secured for programs and initiatives

Total number of Actions within this Strategic Area of Focus = 16
8 Completed, 3 In Progress, 5 Future Target

Appendix C: Housing Stability Action Plan Implementation Tracker Update 2019-2021

Strategic Area of Focus 1: Respond to the Homelessness Crisis.

Strategic Initiative	Actions	Key Measures	2020 YTD	Status
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.a. Triage and prioritize people system-wide to support effective and efficient use of system resources.	# of households matched to housing support programs.	573	In progress
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.b. Develop a coordinated access system that addresses the immediate needs of individuals and families.	# of public consultations and engagements with diverse local communities, including those with lived and/or living experience	1	In progress
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.b. Develop a coordinated access system that addresses the immediate needs of individuals and families.	# of programs participating in coordinated access practice	47	Completed and ongoing
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.b. Develop a coordinated access system that addresses the immediate needs of individuals and families.	Average time between coordinated entry, assessment, referral, and placement	65.75	Completed and ongoing
1.2 Create an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness.	1.2.a. Increase integration with outreach agencies and City service areas.	# of agencies and City service areas engaged	19	Completed and ongoing
1.2 Create an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness.	1.2.b. Engage partners in the Coordinated Informed Response, including those with lived and/or living experience.	# of partners engaged	2	In progress
1.2 Create an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness.	1.2.c. Move the Coordinated Informed Response from a pilot to a permanent program to rapidly house individuals and families experiencing unsheltered homelessness.	# of individuals and families housed	29	In progress
1.3 Provide the right level of support at the right time to decrease the use of	1.3.a. Increase system capacity and availability of services across sectors to meet the housing stability	# of support workers in the housing stability system	40	In progress

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
emergency services.		needs of individuals and families in crisis.			
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.a. Increase system capacity and availability of services across sectors to meet the housing stability needs of individuals and families in crisis.	# of agencies who provide supports	9	Completed and ongoing
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.b. Work with London Police Service and Emergency Medical Services to establish an engagement protocol to support individuals experiencing unsheltered homelessness.	# of protocols established with London Police Service and Emergency Medical Services	2	Completed and ongoing
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.c. Increase supports located within other sectors to prevent discharge to shelter or homelessness.	# of housing finder positions supporting health, education, and justice discharge processes	2	In progress
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.c. Increase supports located within other sectors to prevent discharge to shelter or homelessness.	# of individuals diverted from being discharged into homelessness	46%	Completed and ongoing
1.4	Prevent individuals and families from entering homelessness.	1.4.a. Improve diversion practices to better assist individuals and families to secure housing.	# of individuals and families diverted from homelessness	45.23%	Completed and ongoing
1.4	Prevent individuals and families from entering homelessness.	1.4.a. Improve diversion practices to better assist individuals and families to secure housing.	# of individuals and families rapidly rehoused within 60 days	53%	Completed and ongoing
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering homelessness.	# of evictions prevented	447	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering homelessness.	# of households connected to the Housing Stability Table	11	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering homelessness.	# of individuals and families who remain housed	880 (529 adults and 351 children)	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering	# of individuals and families rapidly rehoused	325	In Progress

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
		homelessness.			
1.4	Prevent individuals and families from entering homelessness.	1.4.c. Establish a mobile diversion and prevention team that supports individuals and families throughout the City.	# of housing finder positions supporting health, education, and justice discharge processes	2	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.c. Establish a mobile diversion and prevention team that supports individuals and families throughout the City.	# of individuals and families diverted from being discharged into homelessness	46%	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.a. Implement unique opportunities to support rapid rehousing options.	# of opportunities available (e.g. headleases, long-term motel stays, etc.)	1	In progress
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.b. Strengthen the current housing finder role.	# of housing finder positions	13	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.b. Strengthen the current housing finder role.	# of individuals and families housed by housing programs	290	In progress
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.c. Engage landlords to increase rental opportunities for rapid rehousing.	# of landlords engaged	5	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.c. Engage landlords to increase rental opportunities for rapid rehousing.	# of rental opportunities available	77	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.d. Provide financial supports to assist individuals to secure housing.	# of housing allowances provided	215	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.d. Provide financial supports to assist individuals to secure housing.	# of individuals and families assisted through the Housing Stability Bank	1815	Completed and ongoing

Strategic Area of Focus 2: Create More Housing Stock

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
2.1	Retain existing and create new affordable housing stock.	2.1.b. Develop publicly owned and available lands for affordable housing.	# of surplus municipal lands acquired		In Progress
2.1	Retain existing and create new affordable housing stock.	2.1.b. Develop publicly owned and available lands for affordable housing.	# of surplus school sites acquired	2	Completed and Ongoing
2.1	Retain existing and create new affordable housing stock.	2.1.b. Develop publicly owned and available lands for affordable housing.	# of affordable housing and modest market units	61	Completed and Ongoing
2.1	Retain existing and create new affordable housing stock.	2.1.c. Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.	# of agreements established for affordable housing using municipal policies and permissions	3	Completed and Ongoing
2.1	Retain existing and create new affordable housing stock.	2.1.c. Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.	# of private market units advanced for affordable housing through new municipal tools	32	Completed and Ongoing
2.1	Retain existing and create new affordable housing stock.	2.1.e. Explore opportunities to stimulate new affordable housing through government legislation.*	# of new affordable units created	133	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of plans approved for regeneration		In Progress
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of site plans advanced for regeneration		In Progress
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of social housing providers engaged in and advancing regeneration plans		In Progress

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of new community housing units developed		In Progress
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of affordable housing units created through regeneration		In Progress
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of official plan and zoning amendments to allow for appropriate intensification of housing regeneration sites		In Progress
2.2	Revitalize and modernize community housing.	2.2.b. Leverage funding available from all levels of government to maximize the number and affordability of new community housing units.*	\$ from other sources of funding	\$28.5M	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.b. Leverage funding available from all levels of government to maximize the number and affordability of new community housing units.*	% of depth of affordability	65%	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.c. Support long-term capital planning for social housing providers to address renovation needs	\$ amount allocated to fund capital planning	80% of capital funding allocated or targeted	In Progress
2.2	Revitalize and modernize community housing.	2.2.c. Support long-term capital planning for social housing providers to address renovation needs	# of units supported	500 units supported	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.c. Support long-term capital planning for social housing providers to address renovation needs	% decrease in the Facility Condition Index	15+%change in FCI	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.d. Help housing providers find ways of reducing operating costs through improved energy efficiency.*	# of housing providers engaged	64	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.e. Build governance capacity and enhance support to housing provider Boards of Directors.*	# of annual meetings held with agency Boards of Directors yearly to support their continued governance	10 Meetings	Completed and Ongoing

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
2.3	Increase supportive and specialized housing options.	2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.	# of strategic partnerships established	2	Completed and Ongoing
2.3	Increase supportive and specialized housing options.	2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.	# of projects advanced	2	Completed and Ongoing
2.3	Increase supportive and specialized housing options.	2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.	# of new supportive and specialized housing units created	72	Completed and Ongoing
2.3	Increase supportive and specialized housing options.	2.3.b. Work across sectors and systems to create supportive housing solutions for individuals and families at risk of or experiencing homelessness.	# of housing solutions implemented	1	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.a. Establish a network of sector leaders to develop new models of affordable housing.*	# of sector and/or industry leaders engaged	24	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.b. Combine government programs and funding to create new affordable housing supply.*	# of government programs leveraged	4	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.b. Combine government programs and funding to create new affordable housing supply.*	# of developments advanced through stacking funding	2	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.d. Support the non-profit sector in the creation of new affordable housing.*	# of non-profit housing corporations and co-operatives engaged	3	Completed and Ongoing

Strategic Area of Focus 3: Provide Housing Supports

Strategic Initiative	Actions	Metrics	2020 YTD	Status
3.1 Help individuals and families access housing stability services and solutions that best meet their needs.	3.1.a. Implement a centralized access system to assist individuals and families to meet their housing stability needs.*	# of tools and resources available to support individuals and families	1	Completed and Ongoing
3.1 Help individuals and families access housing stability services and solutions that best meet their needs.	3.1.b. Implement a rapid housing program to support local priority populations.	# of housing supplements provided	1	Completed and Ongoing
3.1 Help individuals and families access housing stability services and solutions that best meet their needs.	3.1.c. Implement a person-centred housing stability needs assessment to quickly and effectively serve individuals and families.*	Develop a new housing assessment and readiness tool	1	Completed and Ongoing
3.2 Implement coordinated access to mental health and addictions services and supports.	3.2.a. Re-engage relevant sectors to assist individuals who present with physical health, mental health, addictions, and trauma.	# of agreements established with mental health, physical health, and addictions service providers	1	Completed and Ongoing
3.2 Implement coordinated access to mental health and addictions services and supports.	3.2.b. Strengthen partnerships with the health sector to provide opportunities for continuity of care in community.	# of partnerships with the health sector	5	Completed and Ongoing
3.2 Implement coordinated access to mental health and addictions services and supports.	3.2.b. Strengthen partnerships with the health sector to provide opportunities for continuity of care in community.	# of providers engaged in the housing with supports model of care	2	In progress
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of supplements provided	638	Completed and Ongoing
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of agencies who provide supports	9	Completed and ongoing
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of facilitated housing transitions	50%	In progress

Strategic Initiative	Actions	Metrics	2020 YTD	Status
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of subsidized units	50%	In progress
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.b. Support housing providers to help tenants reach their community of choice.*	# of policies and practices implemented	2	Completed and Ongoing
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.b. Support housing providers to help tenants reach their community of choice.*	# of supports available to housing providers	1	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.a. Provide education and supports for landlords and tenants to improve housing stability.*	# of tenancy skills courses delivered to the community	1	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.a. Provide education and supports for landlords and tenants to improve housing stability.*	# of development opportunities offered to the housing provider community	2	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.b. Develop and implement an eviction prevention strategy to support housing stability.*	# of evictions prevented	8	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.c. Implement additional housing stability programs that meet the needs of individuals and families.*	# of programs across the housing stability system	2	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.c. Implement additional housing stability programs that meet the needs of individuals and families.*	# of new units made available for rapid rehousing purposes	150	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.d. Work with community housing providers to support housing stability.	# of women and children supported through the Housing First portfolio in the Violence Against Women sector	50	In Progress

Strategic Area of Focus 4: Transform the Service System

Strategic Initiative	Actions	Metrics	2020 YTD	Status
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.1.a. Articulate a clear vision for the delivery of housing stability for all.*	# of communication materials developed that articulate the housing stability system	4	Completed and Ongoing
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.1.d. Align existing priority lists and services within the housing stability system.*	# of priority lists aligned	1	In Progress
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.1.e. Maximize provincial and federal funding to meet agreement requirements and to enhance housing stability.	provincial and federal funding secured	100%	Completed and Ongoing
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.2.b. Investigate evidence-based models and practices and determine their suitability to London.	# of evidence-based models and practices implemented		In Progress
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.2.c. Evaluate progress and report annually on housing stability efforts and metrics.*	# of Housing Stability Action Plan actions completed	55 actions or 47%	In Progress
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.2.d. Establish cross-functional teams that monitor changes to the housing market and determine the needs of priority populations.*	# of enterprise wide support services	6	Completed and Ongoing
4.3 Be a local and national leader in housing stability.	4.3.a. Ensure municipal council has strong information from committees and community networks and other mechanisms to support housing stability.	# of committees and community networks were engaged with providing housing stability related information to Council	7	Completed and Ongoing
4.3 Be a local and national leader in housing stability.	4.3.b. Participate in provincial and national initiatives to solve homelessness.	# of provincial initiatives participated in	4	Completed and Ongoing

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
4.3	Be a local and national leader in housing stability.	4.3.b. Participate in provincial and national initiatives to solve homelessness.	# of national initiatives participated in	3	Completed and Ongoing
4.3	Be a local and national leader in housing stability.	4.3.c. Share results through reports, community engagement, education, and training opportunities.*	# of communication materials developed that articulate the housing stability system	4	Completed and Ongoing
4.3	Be a local and national leader in housing stability.	4.3.d. Engage individuals with lived experience and foster opportunities for peer support in the community.*	# of individuals with lived experience engaged		Future Target
4.3	Be a local and national leader in housing stability.	4.3.d. Engage individuals with lived experience and foster opportunities for peer support in the community.*	# of opportunities for individuals with lived experience to participate in the system	3	Completed and Ongoing
4.3	Be a local and national leader in housing stability.	4.3.e. Raise awareness of housing stability initiatives and efforts in the community.*	# of outreach and awareness events held		Future Target

Appendix A: Environmental Scan – Housing Stability in London

A.1 Analysis of the Local Housing Market

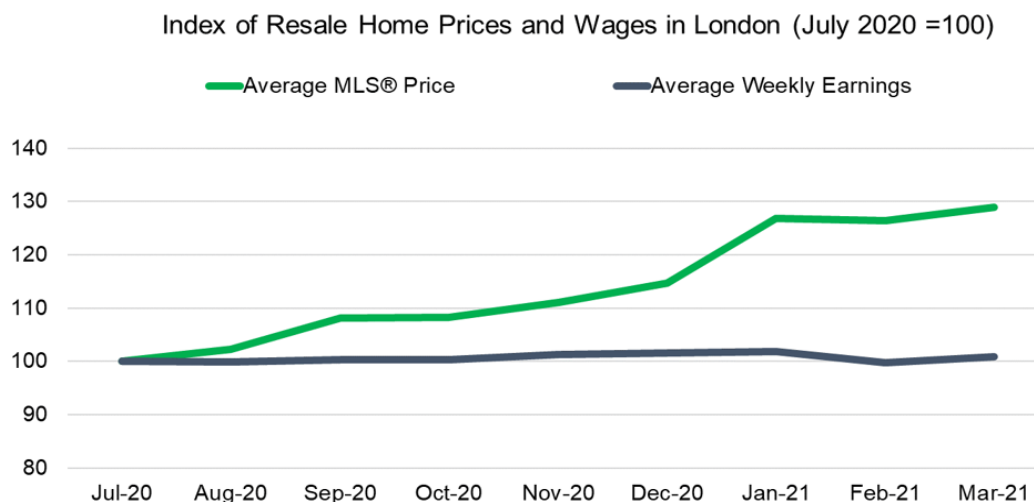
London’s housing market reflects two distinct segments:

1. An advancing market of new homes and apartments that are priced based on a housing demand for luxury or higher-end units. This market is driven in part by London’s “comparative affordability” to other Ontario centres – especially within the Greater Toronto Horseshoe Area (GTHA). These markets continue to be actively involved in London both through relocation as well as through purchase and investment within the housing commodity market; and
2. In a community with a large service sector, local incomes do not align and have not kept pace with changes in local housing ownership and rental rates. This means that a growing number of Londoners are experiencing the lack of “relative affordability” - where the cost of available housing in London far exceeds the incomes and needs of those in London who are experiencing housing needs.

A consistent message within local housing market remains around the increasing costs of housing in London in comparison to the local incomes.

The rapid and continued increase of prices in the housing resale market is considered to be indicative of the similar rental market rates, noting the rental market data is not monitored in the same manner.

Table 1: Rapid House Price Growth in London Despite Stagnant Wages



Sources: London-St. Thomas Association of Realtors, Statistics Canada, CMHC calculations
Information Assembled by CMHC

(Table 1: Rapid House Price Growth in London Despite Stagnant Wages)

What is not captured in the above data is the sales of newly constructed homes, which increases the average sale prices even beyond those reflected in Table 1 while the incomes of Londoners, as seen in the data has remained relatively flat. These same issues were already a factor in housing stability prior to the pandemic.

Shifting to the rental market, the information reflected in Table 2 portrays the incomes of renters in London and is distributed equally into 5 equal groups.

This graphic reflects that all but the highest income renters (20% of households) don’t have an option of homeownership based on local housing costs.

Competing interest in rental housing means rental rates increase based on market demand with traditionally lower cost rental units rising to meet demand. This results in almost no available rental stock within these modest and lower income rental market groups that would allow tenants to maintain shelter costs under 30% of their gross income (affordability rate).

Table 2: Estimated Renter Household Income in Quintiles in London



Source: Statistics Canada, CMHC calculations

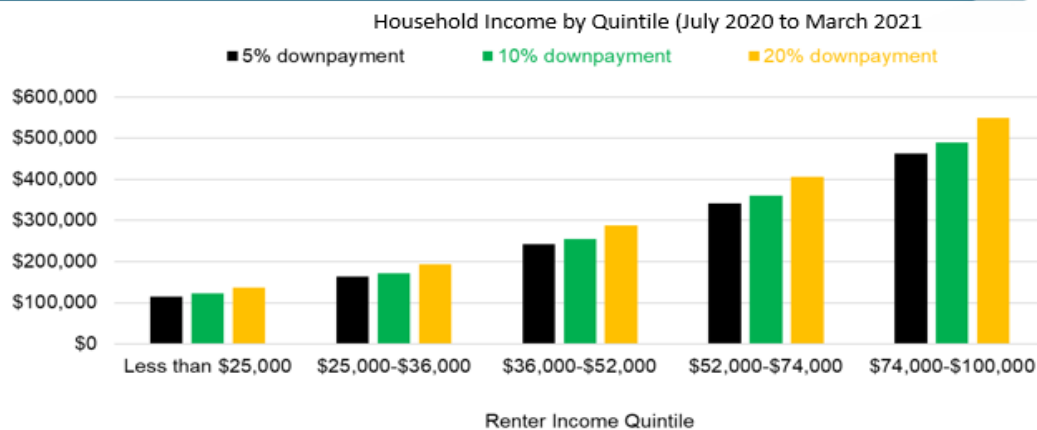
(Table 2: Estimated Renter Household Income in Quintiles in London)

“The income quintiles of renters in the primary market are assumed to mirror the overall rental market. We’re confident this is true for London, since nearly 2 of 3 renters live in the primary rental market.” Anthony Passarelli, CMHC

The current high local housing costs means that homeownership is no longer an option for most renters.

A \$500,000 home is not only hard to find, but the income required to purchase and carry the mortgage make it out of the income range of over 80% of London households based on the data available. These factors and market limitations negatively impact those in housing need, and thus the rental market as a whole.

Table 3 Estimated Housing Price By Renter Income



Sources: London-St. Thomas Association of Realtors, Bank of Canada, CMHC calculations

(Table 3: Estimated Housing Price By Renter Income)

Rental market demands continue to be driven by existing homeowners moving to rental and by those coming from outside of London. This results in less movement within the rental market as a result of escalating housing prices.

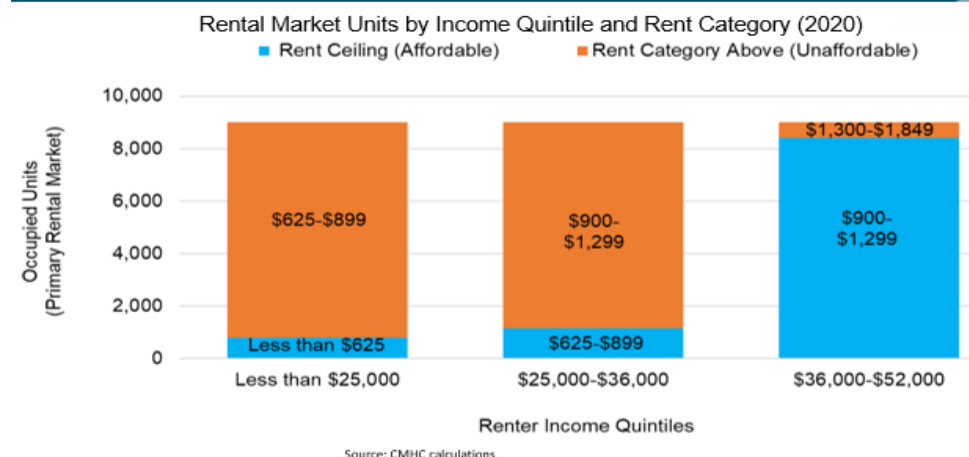
“Too many higher income renters shifting down the rental ladder is a problem, since the renters with high incomes can easily outbid the renters with lower incomes. This puts strong upward pressure on rents for the mid-priced units, which then can drag up rents for units lower on the rent spectrum.” Anthony Passarelli, CMHC

The inactivity related to tenant movement at the lower end of the market and the competition for units at the upper end of the rental market reflects a housing gap. It also means that “Average Market Rent” figures, commonly used to measure the market, are more reflective of existing tenancies and not reflective of available units. Those that remain in their units are also not necessarily able to afford them.

Households with incomes of less than \$25,000 per year, require shelter costs to be less than \$625/m for housing to remain affordable (at 30% of gross income). Two out of every five renter households in London have incomes below \$36,000 (as reflected in the above

pie chart). For the thousands of Londoners in this situation, their existing housing is most often not affordable.

Table 4: Est. Distribution of London’s Primary Rental Market by Income



(Table 4 Estimate Distribution of London’s Primary Rental Market by Income)

Lower income categories include persons living on fixed government incomes, seniors, youth, persons with disabilities, and populations that disproportionately experience co-occurring social, health, and employment barriers.

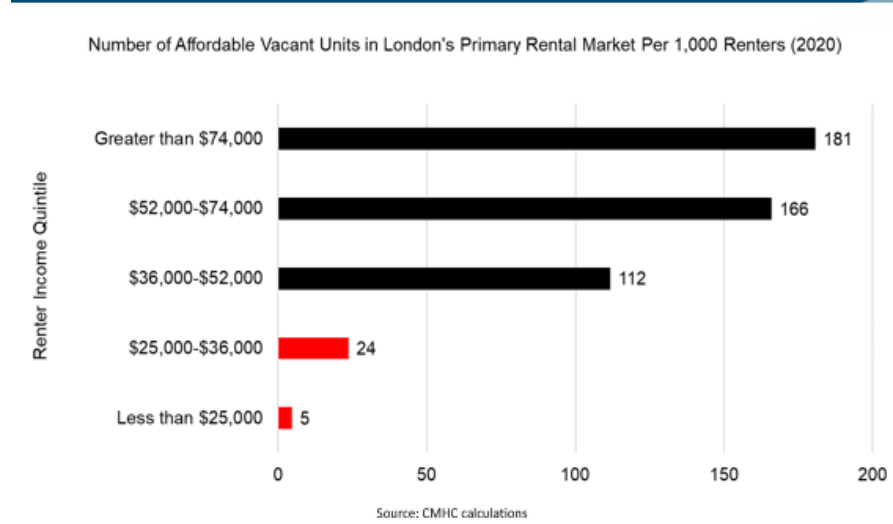
Those who are within these income groups and are currently seeking rental housing units, must seek either higher cost units, increasing the number of people in core housing need, or seek shared housing arrangements.

A.2 Housing Market Stock and Vacancy Challenges

The Housing Stability Action Plan (2019) reflected an estimated 3,000 unit gap in local affordable housing at the middle and lower range of the rental market. The intent was to focus new stock to the market segments and populations most in need of housing stability.

The identified need in the HSAP for 3000 units of affordable housing aligns with the market vacancies and housing needs of renters with gross earnings of up to \$52,000 per year.

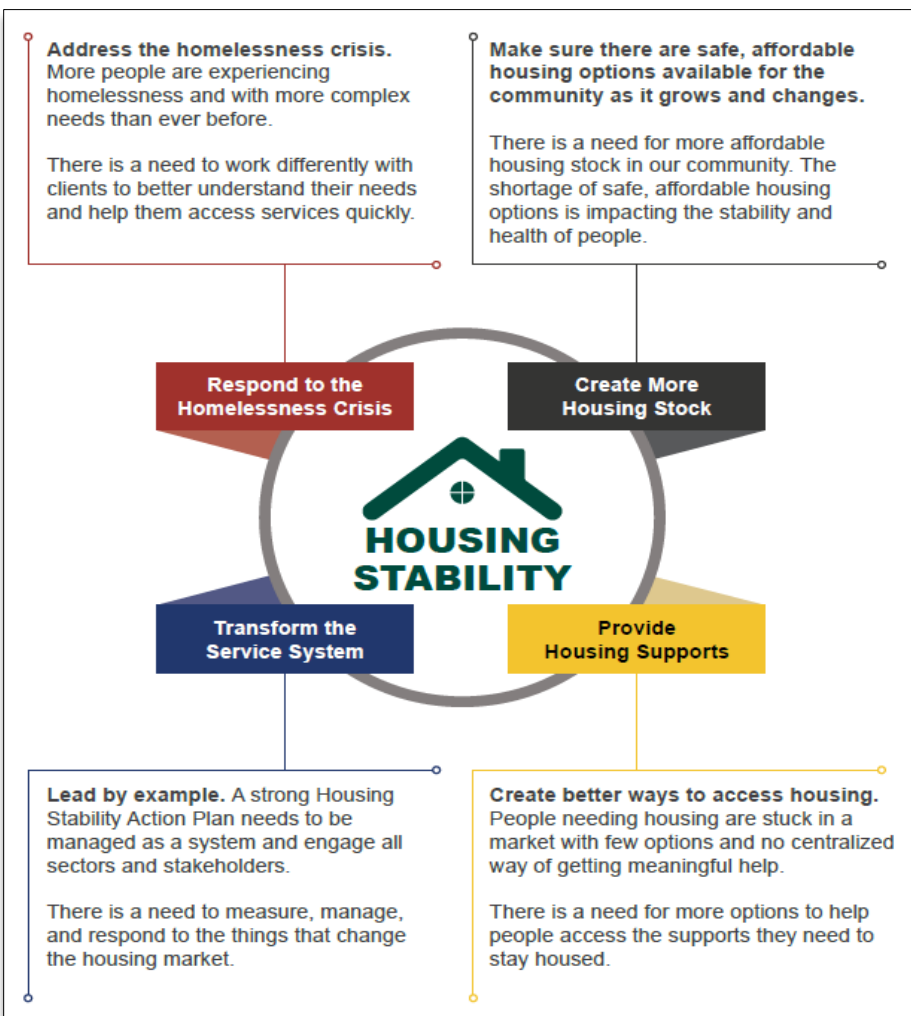
Table 5: Affordable Vacant Units by Income Quintile



(Table 5: Affordable Vacant Units by Income Quintile)

CMHC’s data reflects that, for every 1,000 renters seeking housing in the lowest income ranges (below \$36,000 gross household income), there are less than 30 units available within their affordability range. It also highlights the significant local population in core housing need due to limitations on available rental housing units that are affordable to lower income earners.

Appendix B: Housing Stability Action Plan and 2020 Update



(Reference Graphic: HSAP Strategic Action Areas)

The Housing Stability Action Plan sets a strategic vision of Housing Stability for All. Within the vision, there are four strategic areas of focus noted above. Each strategic area of focus has a goal, result, strategies, actions, and measures that will guide the work of the community now and in the future. It is important to note that these areas of focus are interconnected and must be advanced in unison to meet the objectives of the Plan.

B.1 HSAP and the COVID-19 Pandemic

Throughout the COVID-19 pandemic, the municipal housing system has and continues to provide homeless prevention, housing, and housing development services as safely as possible.

The pandemic highlighted the importance of housing stability for all Londoners given that the greatest impact of COVID-19 has been on populations that were already vulnerable, in housing crisis, in lower income employment, or within specific labour sectors. The full impact of the pandemic on the housing sector will take time to fully realize and address. The continued reporting on the HSAP will include ongoing local analysis of the housing market as these impacts are able to be better defined and addressed.

The associated recovery plans related to housing will transition from emergency level services and supports toward longer term permanent housing solutions. These will further align with other community and economic recovery plans that begin to emerge from the ongoing pandemic.

B.2 2020 Update on Strategic Area of Focus 1: Responding to Homelessness and Housing Crisis

We need to address the homelessness crisis. In London, more people are experiencing homelessness with more complex needs than ever before.

Indigenous Homelessness

In 2020, London made strides towards addressing Indigenous homelessness. In October 2020, the *Giwetashkad* Indigenous Homelessness Strategic Plan (2020-2023) was launched. The word *Giwetashkad* is an Anishnaabemowin word meaning “the circle” and describes the collaborative community-based approach through which the strategy was developed.

Since 2017, the *Giwetashkad* Advisory Committee (“the Circle”) began coming together to bring Indigenous and non-Indigenous world views together to inform London’s first Indigenous homelessness strategy.

With representation from homeless serving organizations, City of London Homeless Prevention, and Indigenous partners in the community, the Circle supported the development of the *Giwetashkad* Indigenous Homelessness Strategic Plan.

The *Giwetashkad* plan supports access to culturally appropriate housing and homelessness services for Indigenous peoples. The *Giwetashkad* Indigenous Homelessness Strategic Plan was recently endorsed in principle by Municipal Council and Civic Administration continues to work through the process of properly resourcing the plan.

Veteran Homelessness

2020 was a considerable year of achievement for London in addressing Veteran Homelessness. Since 2016, the Veteran Homelessness Advisory Committee has been gathering to better understand veteran homelessness, and more effectively utilize resources to support those experiencing homelessness.

In the Winter of 2020, Homeless Prevention adopted a data-driven and housing-focused approach to addressing veteran homelessness. In July 2020, London became the first community in Canada to achieve a Quality By Name List for Veterans, under the Built for Zero Canada program. By October 2020, London became the first community outside of the U.S. to reach Functional Zero for veterans and continues to maintain this benchmark as of April 2021.

Housing Stability Bank

The Housing Stability Bank is guided by the HSAP and the Guiding Principles of the Housing Stability Bank and operates with a responsive client-centred focus. A client-centred service approach includes fairness, respect, meeting clients’ needs and providing consistent services. The Housing Stability Bank provides financial supports to assist eligible Londoners to secure and maintain housing.

The Housing Stability Bank offers a range of services to low-income earners that include interest free loans for first and last months rental assistance, rental arrears funding, and emergency utility assistance in the form of grant, or interest free loan. An Exceptional Circumstances process is in place to assess eligibility for Londoners with income levels above the low-income threshold who demonstrate a need for the services.

In 2020/2021, \$685,000 was allocated to the Housing Stability Bank through Ontario Social Services Relief Funding to provide COVID-19 related grants. As a result of moratoriums on rental evictions the true need of this funding has not been realized at this time.

In 2020, 1,815 individuals and families were supported by the range of services that the Housing Stability Bank offers. This includes interest free loans to low-income Londoner’s to assist with housing stability during the COVID-19 Crisis.

Youth Opportunities Unlimited (YOU) Youth Shelter

Aligning with London’s Housing Stability Action Plan, the YOU Housing First shelter for youth has provided specialized interventions including: diversion from entering shelter; family reconnection; short-term emergency shelter; a priority focus on rapidly securing permanent housing with intensive in home support; and, access to service.

The 30 bed Housing First Youth Shelter opened in the summer of 2020. The shelter provides youth between the ages of 16 and 24 a safe place to sleep, eat, and shower. The Shelter supports youth by meeting their immediate needs and providing a safe and supportive environment to access housing, education, health care, employment and more. The YOU Youth Shelter allows pets which reduces barriers to accessing shelter for youth.

Coordinated Access

Coordinated Access was launched in January 2020. Coordinated Access provides supports to individuals and families experiencing, or at risk of homelessness. The team works to connect households with tailored housing supports based on their needs. The aim of Coordinated Access is to divert households from an experience of homelessness or to ensure that homelessness is resolved as quickly as possible.

Coordinated Access is a first step to ensuring that Londoners are getting connected to the right type of housing with the right type of support. Coordinated Access has engaged in community prioritization meetings, working with the community to set prioritization criteria. Prioritization criteria and matching through the Coordinated Access List ensures that we are systematically supporting priority populations and ending chronic homelessness one priority population at a time.

In 2020, Coordinated Access grew to 3 full time staff members, 2 front facing clerks and one manager overseeing the day to day operations of the program. Coordinated Access assumes 50% of the front counter space to provide in-person supports at the social service office located in the downtown core.

During its first year, Coordinated Access supported 400 new intakes of individuals and families at risk of, or experiencing, homelessness. Individuals and families were referred to Coordinated Access through various sources, including social service organizations, hospitals and corrections facilities.

Throughout the COVID 19 pandemic in 2020, Coordinated Access connected at risk and susceptible populations to the appropriate COVID 19 response sites in combination with public health guidelines and has supported discharge planning for facilities in active outbreaks including London Health Science Centre and emergency shelter operations.

Housing Support Programs

In the fall of 2020, Homeless Prevention implemented three new housing support programs aimed at supporting people with low or moderate support needs to secure and maintain housing. These programs compliment the seven existing Housing First programs which provide housing supports for people with high support needs.

The programs are offered through four organizations and are structured to ensure that there is support in place for both the program participant and the landlord.

- Rent Stability – A program aimed at providing supports for households with low support needs.
- Rapid Rehousing – A program aimed at providing supports for households with moderate support needs.
- Housing Identification Program – A housing program that supports participants of the Rent Stability and Rapid Rehousing programs to secure housing and provides ongoing landlord supports.

Head Lease Program

The Head Lease Program is a new and innovative approach that provides participants with a supportive transitional housing opportunity with supports aimed at life skills development and housing stability. In 2020, Council approved a Standard Form Occupancy Agreement and a Standard for Lease Agreement for a pilot program of up to 25 units.

This approach creates a supportive transitional housing opportunity for those who have immediate barriers to accessing permanent housing. The City enters into lease agreements with landlords. Individuals and families who are matched with housing support programs through Coordinated Access may be matched to these units based on their housing and support plans. Housing support programs will work with program

participants residing in head lease units to move towards housing stability, including attaining permanent housing.

Coordinated Informed Response (CIR)

The Coordinated Informed Response reflects the work of a coordinated cross-functional team providing a caring and compassionate response to the unpredictable and disruptive behaviours of unsheltered individuals related to experiencing in the moment crisis.

The knowledge gained through the Coordinated Informed Response will be applied so to adapt the strategies and actions to strengthen the community with a focus on building a better London for all.

The Response partners include: Atlohsa, Corporate Security, Homeless Prevention, London Cares, London Police Services, Municipal Law Enforcement, Parks, Roads and Service London.

This collaborative Response links to the City of London's Strategic Plan, the London Plan, the Homeless Prevention and Housing Plan, and the Mental Health and Addiction Strategy. Links to community plans and initiatives include the Community Drug and Alcohol Strategy, London for All initiative and other related activities such as the proposed Core Area Action Plan initiative.

During the pandemic, many traditional supports for unsheltered homeless individuals were no longer accessible. CIR supported the community with providing basic needs including adding 26 Comfort Stations to identified high need areas throughout the Core Area.

With the need to socially distant, shelters needed to relocate large portions of their occupancy, businesses needed to close their doors to sit-in services and moved to take out only, benches were removed from public spaces; creating very few places for unsheltered individuals to come in out of the cold.

In response to there being fewer options for unsheltered individuals to get out of the cold during the winter months, Civic Administration moved to create a City of London Winter Response. It was a two-pronged approach with two coffee house day spaces and two over night pop up shelters.

The Coordinated Informed Response Outreach teams were able to direct refer individuals to the Resting Spaces for day and overnight supports. This project had the capacity to shelter 62 individuals overnight and an additional 60 individuals at day spaces. A total of 75 individuals accessed overnight spaces in 2020/2021.

2020 Key Accomplishments

The following are a list of achievements in 2020 related to this initiative:

- In August, the Royal Canadian Legion partnered with the Italian Seniors Project at 1090 Hamilton Road, offering 12 affordable housing units specific to veterans. By October 2020, London became the first community outside of the U.S. to reach Functional Zero for veterans and continues to maintain this benchmark as of April 2021.
- With representation from homeless serving organizations, City of London Homeless Prevention, and Indigenous partners in the community, the Circle supported the development of the Giwetashkad Indigenous Homelessness Strategic Plan. The Giwetashkad Indigenous Homelessness Strategic Plan is currently in the process of being endorsed by City Council, with resource supports from the City of London Homeless Prevention.
- In January, London's Coordinated Access system launched, creating a single front-door for any individuals experiencing homelessness, including homeless veterans, allowing for the quick same-day identification and confirmation of possible veterans.
- In February, Homeless Prevention and London's homeless serving programs established London's homelessness Prioritization Criteria, which prioritized veterans and Indigenous individuals among others.

- In 2020 alone, the YOU Youth Shelter was able to support 119 unique individuals. Of those individuals, 21 were able to move from shelter to housing.
- One unit was secured for the Head Lease program with other units in progress to be secured in 2021.
- In July, London became the first community in Canada to achieve a Quality By Name List for Veterans, under the Built for Zero Canada program. This milestone represented a level of data quality in London on its Indigenous vets and served as the working document with which Homeless Prevention and its partners began decreasing veteran homelessness.
- The new housing support programs successfully housed 46 people.
- 15 day and 15 night additional Resting Spaces were introduced in community in 2020 through London Cares.
- Coordinated Access has a 46% successful diversion and prevention rate. This means that households were able to avoid an emergency shelter stay through connection to alternate supports and services.

Total number of Actions within this Strategic Area of Focus = 30
14 completed and ongoing, 12 In Progress, 4 Future Target

B.3 2020 Update on Strategic Area of Focus 2: Creating More Housing Stock

We need far more affordable housing stock in our community. The shortage of safe, affordable housing options is impacting the stability and health of people across our community.

This section primarily focuses on the alignment of initiatives related to the development of new affordable housing stock and is highlighted to inform Council as the sole shareholder of the Housing Development Corporation, London (HDC) of the activities and actions of HDC to advance and deliver these initiatives.

In 2020, Council approved restructuring plans, including the insertion of HDC into Civic Administration within the broader interest to better align work and resources dedicated to the HSAP and the various business areas that touch municipal housing services.

Throughout 2020, HDC continued to actively work with community partners, all governments, and the City's "SWOT team" (see App. B.4.2) to prioritize urgent housing initiatives.

Through an HDC Request for Proposal procurement process, the following two affordable housing developments were completed by not-for-profit HDC Rostered Partners which resulted in a total of 95 new affordable rental housing units being brought into stock in 2020:

- 1045 Dundas Street, London Affordable Housing Foundation (LAHF) for 41 units; and
- 1090 Hamilton Road, Italian Seniors Project (ISP) for 54 units

HDC continues to work on prioritized urgent housing sites at 122 Base Line Road West, 403 Thompson Road, 18 Elm Street, and 1958 Duluth Crescent and proposed development on City-owned lands at 345 Sylvan Street.

The following are updates to these affordable housing developments:

122 Base Line Road West

This 4-storey development will consist of 61 units, including 41 one-bedrooms, 16 two-bedrooms, and 4 three-bedroom units. The building will be built using prefabricated modular panelized construction methods led by EllisDon.

Design of the development site and building incorporate universal accessibility features and 100% of the residential units will be built to Ontario Building Code (OBC) accessibility standards for multi-residential housing.

The building features offices for a building manager and support services staff; an accessible tenant-use laundry room, a multi-purpose amenity room and an accessible

washroom. There will be secured bicycle storage that includes charging stations for personal mobility equipment.

Site amenities include outdoor leisure seating areas, a pavilion, and active recreation areas for tenant-use.

In 2020, HDC successfully rezoned the lands to provide for higher density in order to deliver more affordable units. The City of London received \$7.5M in federal grant funding under the CMHC Rapid Housing Initiative (RHI) as part of an allocation to major urban cities, which is currently supporting the development of this site. Additional investments include provincial and municipal capital funding allocations to create a fully sustainable project. The City is aligning units to future tenants using the coordinated access list to house individuals and families in urgent housing need. Targeted occupancy is December 31, 2021.



(Picture of rendering for 122 Base Line Road West)

403 Thompson Road

The assessment and due diligence activities in 2020 related to land use planning resulted in HDC receiving zoning approval to advance a 4-storey multi-residential affordable housing development, including 44 bachelor-style units. The modular building plan will be designed to incorporate universal accessibility features and 100% of units to accessibility standards for multi-residential housing.

Pre-development activities at 403 Thompson Rd., and the recent successful rezoning of the site allow for ongoing work to prepare for construction of the proposed new affordable rental apartment building.

The development will retain mature trees where possible and offer similar features and amenities to those provided at 122 Baseline. Work continues both on the building plans and the plans to match units and services to individuals with urgent housing needs.



(Picture of rendering for 403 Thompson Road)

345 Sylvan Street

The City of London purchased the property at 345 Sylvan Street, a former group home for youth. The initial intention was to use the site to provide a stabilization space for Londoners in need. While such spaces remain needed, the City and HDC staff have realigned the use of these lands to provide more urgent affordable multi-residential rental housing. 2020 planning work has resulted in a zoning application advanced for the site to support a three-storey apartment building consisting of 42 new one-bedroom affordable units.



(Picture of rendering for 345 Sylvan)

18 Elm Street

With City of London acknowledgement, HDC purchased the surplus school property (former the Holy Cross Elementary School) in 2020 and began work to prepare the site for two municipal interests: affordable housing and parkland. Collaborative work continues related to land use and site planning to deliver on these municipal interests.

1958 Duluth

HDC purchased the former St. Robert Elementary School in 2020 and began work to prepare the site for municipal interests related to affordable housing and parkland. The former school building was demolished in December 2020 and staff work continues on concept plans, potential partnerships, and other considerations that will be brought forward for further consideration in 2021.

London Middlesex Community Housing (LMCH) Regeneration

In 2020, HDC supported LMCH's assessment of townhouse sites to establish the readiness, suitability, and priority of each related to their corporate regeneration/re-imagining plans. HDC's site-by-site analysis of the portfolio was based on newly established metrics for regeneration that are adaptable to other municipal regeneration activities and aligned with local plans. These included reviews of the site's consistency (with surrounding community and local plans), capacity (to accommodate regeneration activities), compatibility (between visioning potential and related neighbourhood place types and vision), connectivity (to municipal and community infrastructure and services), complexity (of development) and cooperation (related to coordinated and collaborative efforts that may be needed to advance plans).

In 2020, these planning metrics were accepted by the LMCH Board and in combination with other site selection criteria developed by LMCH, identified three preliminary sites (Allan Rush, Limberlost and Southdale) for further consideration.

On December 17th, 2020, the Board of Directors of LMCH identified Southdale as the most viable location to start regeneration activities which now are continuing through LMCH directly and with the City as shareholder, Service Manager, and holder of the related capital budget.

Additional Activities:

In addition to the above, Civic Administration's Housing Services area established a Capital Repair and Improvement Program to provide social housing providers the opportunity to access capital funding through a centralized application process to address:

- Life safety, structural integrity, or legislative requirements;
- Long-term financial sustainability;
- Accessibility; and
- Energy savings and long-term resiliency.

Each year, Housing Services engages social housing providers to submit Capital Repair and Improvement Program applications for review and evaluation. Housing Services supported 5 social housing providers in accessing approximately \$1.9 million towards capital repairs.

2020 Key Accomplishments

The following is a list of achievements in 2020 related to this strategic area of focus. This section also constitutes part of the HDC 2020 update to Council as sole shareholder.

In 2020, accomplishments related to new development:

- Approved 165 new affordable units for development
- Achieved the first ever “in perpetuity” Bonusing Agreement for 12 units (securing there affordable units for a period of 50 years).
- Advanced development of a 61-unit Rapid Housing Initiative (RHI) prefabricated panelized modular housing project at 122 Base Line Road West, with \$7.5 million in grant funding received from CMHC through their RHI funding. Target completion date is Dec. 31, 2021.
- Supported 72 new affordable units by Indwell Community Developments at 744 Dundas through a specialized housing model – focused on housing designed and operated to support housing and related health, wellness, belonging, and stability needs of tenants.
- Purchased 2 surplus school sites, advanced demolition of the former school buildings and initiated planning to provide for the future development of new affordable housing stock.
- Supported HDC Rostered Partners in their affordable housing development funding applications which resulted in receiving \$24.3 million of government funding and additional affordable housing stock being developed in our community.
- Navigated and stacked four government funding programs to support new affordable housing developments.
- Established eight new HDC Rostered Partner agreements that may result in future affordable developments.
- Retained 24 sector/industry leader Agreements with engaged HDC Rostered Partners.
- Advanced plans for municipal investment of \$7,841,746 - leveraging an additional \$16,388,353 million in other government funding.
- Submitted planning applications related to three urgent housing sites for a total of 128 new units on municipal lands.
- HDC and City staff worked as a new enterprise-wide (SWOT) team to advance priority housing developments.

2020 Affordable Housing Development Updates:

Address	Affordable Units	Market Units	Total Units	Year Approved	Status
516 Albert St., Strathroy 1822039 Ontario Ltd.	27	4	31	2016	Completed and renting in 2018
27 Centre St. Escalade Property Corp.	46	15	61	2016	Completed and renting in 2018
356 Dundas St Indwell Community Homes	50	19	69	2016	Completed and renting in 2019
770 Whetter Ave. Homes Unlimited Inc.	50	4	54	2017	Completed and renting in 2019
45 Centre St. Escalade Property Corp.	45	37	82	2017	Projected completion in 2021
1045 Dundas St. London Affordable Housing Foundation	41	0	41	2018	Completed and renting in 2020
1090 Hamilton Rd. Italian Seniors Project	54	6	60	2018	Completed and renting in 2020
440 Clarke Rd. Zerin Development Corp.	33	32	65	2019	Projected completion in 2021
329-331 Richmond St. Youth Opportunities Unlimited	35	0	35	2019	Projected completion in 2021
744 Dundas Street Indwell Community Homes	72	0	72	2020	Projected completion in 2022

122 Base Line Road West HDC	61	0	61	2020	Projected completion December 31, 2021
403 Thompson Road HDC	44	0	44	Pending	Zoning approved April 2021; advancing plans to Site Plan Approval Q2-2021
345 Sylvan Street City of London,	42	0	42	Pending	Zoning appealed April 2021; continuing to advance plans to Site Plan Approval Q2-2021
18 Elm Street HDC	TBD			Pending	Projected completion TBD
1958 Duluth Crescent HDC	TBD			Pending	Projected completion TBD
Total	550*	117**	717		

* In addition, HDC had inherited 226-230 Dundas St., 193 Clarke Road and 534 Albert St., Strathroy.

** Market units are rented at or slightly above the average rent. They maintain a relative affordability and help fund lower rents within the associated project.

Total number of Actions within this Strategic Area of Focus = 40
19 completed and ongoing, 8 In Progress, 13 Future Target

B.4 2020 Update on Strategic Area of Focus 3: Provide Housing Supports

Londoners need supports to find housing and stay housed.

Housing with supports is key to recovery for many marginalized populations. Having a place to call home means a better quality of life and success in life stabilization. Housing with appropriate supports improves the success outcomes of individuals.

Housing Stability Table

The Housing Stability Table is a new partnership-based approach with the Canadian Mental Health Association, Elgin-Middlesex (CMHA) which provides a case management venue for community agencies, housing providers and residents to come together to save high-risk tenancies within the social housing community in London-Middlesex. The Housing Stability Table focuses on combining each local agency's strengths and resources to better serve the social housing community, minimize harm and disruption and prevent evictions.

The Housing Stability Table is established with the following framework:

- Vision: Innovative, compassionate and community-based connections for the safety and well-being of the social housing community;
- Mission: Proactive intervention by community leaders in the pursuit of timely access to support services in an effort to save vulnerable tenancies;
- Values: Connection, compassion, community, respect, dignity, stability and housing as a basic human right

This partnership provides housing providers an opportunity to refer tenants that are at a high risk of eviction to additional support services in an effort to stabilize their tenancy which may include:

- Housing Advocacy – To provide services to improve and stabilize housing situations and prevent evictions;
- Additional Supports and Referrals – Mental Health and Addiction services, counselling, personal care support, hoarding concerns, etc.;
- Guest Management Concerns – Unwanted guests or guests that are contributing to putting a tenancy at risk; and
- Landlord Consultation – Providing support directly to landlord's with high risk tenancies.

Through this partnership with CMHA, the Housing Stability Table will be a focused discussion where participants collaboratively identify situations where a household

currently living in social housing is at high-risk for losing their tenancy due to complex mental health challenges.

Once a situation is identified, CMHA will coordinate a joint-response among all participating agencies and community members to connect individuals and households to the appropriate and effective supports in a timely manner.

Canada-Ontario Housing Benefit (COHB)

The COHB is a jointly funded federal-provincial housing benefit program that was launched in April 2020 and locally administered and delivered by Housing Services. The purpose of the COHB program is to increase the affordability of rental housing by providing an income-tested, portable housing benefit payment directly to eligible households in housing need.

The COHB is a portable monthly housing subsidy provided directly to low-income households to assist with housing costs and allowing the monthly housing subsidy to move with households within Ontario. As a result, recipients have more flexibility to choose where they live to be closer to family, social support networks, schools, and employment opportunities.

Community Housing Bridge Program

The Community Housing Bridge Program (CHBP) is a new initiative to support households' housing stability who would otherwise face affordability challenges while they wait for an offer of social housing.

The CHBP is a portable housing subsidy that is available to households that are currently on the social housing waitlist. The portable housing subsidy is provided directly to recipients which allows the household a greater choice in where they live, while they remain eligible on the waitlist for social housing.

Housing with Supports London Middlesex Community Housing (LMCH) Pilot

A LMCH partnership lead initiative which involved Housing Services, Homeless Prevention, and Community Housing Stability Agencies to provide coordinated housing, mental health, employment, and social supports to residents of LMCH. The pilot focused on supporting the most vulnerable tenants with housing as a foundation where tenants and community partners are empowered to create a home that promotes healthy and safe communities. The pilot includes coordinated community supports such as designated housing stability works, on-site community programs with a focus on mental health, medical supports, community engagement, and basic needs.

2020 Key Accomplishments

The following are a list of achievements in 2020 related to this initiative:

- The Housing Stability Table was formalized in Q4 of 2020 which resulted in 11 household referrals and 8 households participating in receiving support services
- 377 households approved for COHB with an average monthly subsidy of \$515
- 47 households approved with an average monthly subsidy of \$176
- 20 households supported through the LMCH pilot

Total number of Actions within this Strategic Area of Focus = 32
16 completed, 4 In Progress, 12 Future Target

B.5 2020 Update on Strategic Area of Focus 4: Transform the Service System

The system needs to be easier to navigate

The Housing System needs to be a coordinated and integrated system that is easy for individuals and families to access the services and supports they need.

Over the course of 2020, new internal structures were implemented to align work related to housing services across municipal service offices and business units. These informal structures both informed the needs related to structural and business change and supported the urgent work noted within other sections of this report.

Internally there were two tables that will continue to evolve over 2021 as additional structural changes are finalized:

1. Municipal Housing Strategy Team (MHST)

The MHST is a City/HDC/LMCH cross-functional table that ensures a common understanding of housing related strategy, policy, and business priorities. It also provides a mechanism for coordination and collaboration related to priority business within the Housing Stability for All Plan as well as other aligned municipal plans.

The MHST provides a regular mechanism related to the planning and delivery of housing services, both as Service Manager as well as within City specific services. The MHST provides key stakeholders an opportunity to connect, share and discuss housing-related initiatives and challenges and to structure working groups related to specific initiatives.

2. Strengths Weaknesses/Needs Opportunities and Threats/Risks (SWOT) Team

The SWOT team was established as a table of technical leads and experts related to the broad range of municipal services that are involved in advancing housing developments. The work is within the existing authorities and permissions of various areas of the City's Civic Administration related to building, planning, parks, finance, legal, and environmental services. The function of the team is to advance urgent housing, including the projects related to the CMHC Rapid Housing Initiative (RHI).

Under this structure and with the support of senior City staff, the SWOT Team prioritized the municipal development interests at 122 Baseline Road for expedited services. In addition, the planning and readiness of 345 Sylvan St and 403 Thompson Rd, and consideration for future developments at 18 Elm Street and 1958 Duluth are within the initial priorities of the Team.

These internal teams will continue to evolve and formalize to support community-based development plans aligned directly in support of the City's urgent housing needs.

In addition to these, community engagement continued through 2020 with other local networks. This included:

Social Housing Operational Advisory Committee (SHOAC)

SHOAC is an on-going housing provider stakeholder committee that meets regularly throughout the year to discuss and provide input on social housing operational and policy-related issues, as well as share any concerns of their residents and housing sector networks. SHOAC was a particularly valuable resource this year as the housing sector managed the many impacts of COVID-19, Housing Services Act regulatory changes, and resident's confusion related to: 1 offer of Housing Rule, Rent-Geared to Income Minimum Rent calculation, Annual Eligibility Reviews, Rent Freeze, Moratorium on Evictions, and COVID-19 related government payments.

Shared Consent

Moving towards building an integrated Human Service delivery model, many City Human Service areas have explored the opportunity to utilize a shared consent for individuals and families that access multiple human services. As a result, Social Services, Housing Services and Homeless Prevention have developed shared consent tools to better support individual and families access the support services needed and produce greater efficiency and a more streamlined client path to accessing supports.

Established a Housing Quarterly Report

A regular Housing Quarterly report was established to provide Council and the community with regular proactive updates on all housing activities across the various City service areas (including Housing Development Corporation and London Middlesex Community Housing). These quarterly reports to Council and the community focused on building a greater understanding of issues, complexities of current service realities and also demonstrate the growing and much needed connectivity between all housing and homeless prevention services to create better outcomes and resolutions for those most in need.

Housing Consortium Initiative (HCI)

The City of London, along with 7 other Housing Service Managers, continue to be active

member of a joint venture in the development of a housing administration technology platform. This new system will provide Housing Services with the necessary technology to administer housing activities more effectively and efficiently, including streamlining program delivery, improving data collection and report capabilities, and facilitating a more proactive approach to program administration.

Homeless Individuals and Families Information System (HIFIS)

The Homeless Management Information System used by the City of London and participating organizations is Government of Canada's Homeless Individuals and Families Information System.

HIFIS aims to provide immediate information regarding individuals and families experiencing homelessness and engaged in services provided by homeless serving programs in London, including the City of London. Information is only shared through the informed consent of the participant. By working together and sharing information, organizations can better understand homelessness, improve services, and reduce and prevent homelessness in London.

Coordinated Access

In 2020, the shift to a Coordinated Access model created a single point of access at the City for individuals and families at risk of, or experiencing, homelessness in London. Coordinated Access supports individuals and families to access the services and supports based on their needs. Individuals and families are supported through Coordinated Access to access services and supports based on their needs, including matching to available housing support programs through London's Coordinated Access List.

In 2020, Coordinated Access formed partnerships with the health and justice sectors, including hospitals, jail and probation. An example collaboration is the No Fixed Address program (NFA), a partnership between the City of London's Coordinated Access system, Youth Opportunities Unlimited and the Canadian Mental Health Association.

NFA provides support for youth and adults accessing inpatient mental health support at the Victoria and Parkwood campuses of London Health Sciences Centre. The purpose of both programs is to stop the cycle between hospital admissions and homelessness by providing financial and housing support to patients who would otherwise be discharged into homelessness.

COVID-19 Response

A community response was activated quickly to respond to COVID-19 through provincial and federal funding. Hotel rooms were secured to provide additional spaces in the system. This allowed for distancing in emergency shelters and to have space to support individuals who would be at an elevated risk if they were to contract COVID-19. Spaces were also used to support a system response that included monitoring and isolation spaces for individuals experiencing homelessness who screened positive or received a positive COVID-19 test. There were no COVID-19 outbreaks in London's emergency shelters in 2020.

2020 Key Accomplishments

The following are a list of achievements in 2020 related to this initiative:

- The Municipal Housing Strategy Team meets monthly
- The SWOT Team meets monthly on prioritized affordable housing sites
- SHOAC generally meets bi-monthly however this frequency was increased to weekly at the beginning of the pandemic. Through the leadership of SHOAC members, Housing Services issuing 8 COVID-19 specific Housing Sector communications
- 4 Housing Quarterly Reports have been presented to Community and Protective Services Committee and Council
- 55 actions were completed with work still ongoing in 2020
- 100% of all federal and provincial funding was secured for programs and initiatives

Total number of Actions within this Strategic Area of Focus = 16
8 Completed, 3 In Progress, 5 Future Target

Appendix C: Housing Stability Action Plan Implementation Tracker Update 2019-2021

Strategic Area of Focus 1: Respond to the Homelessness Crisis.

Strategic Initiative	Actions	Key Measures	2020 YTD	Status
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.a. Triage and prioritize people system-wide to support effective and efficient use of system resources.	# of households matched to housing support programs.	573	In progress
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.b. Develop a coordinated access system that addresses the immediate needs of individuals and families.	# of public consultations and engagements with diverse local communities, including those with lived and/or living experience	1	In progress
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.b. Develop a coordinated access system that addresses the immediate needs of individuals and families.	# of programs participating in coordinated access practice	47	Completed and ongoing
1.1 Work collaboratively across systems to address the immediate needs of individuals and families at risk of or experiencing homelessness.	1.1.b. Develop a coordinated access system that addresses the immediate needs of individuals and families.	Average time between coordinated entry, assessment, referral, and placement	65.75	Completed and ongoing
1.2 Create an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness.	1.2.a. Increase integration with outreach agencies and City service areas.	# of agencies and City service areas engaged	19	Completed and ongoing
1.2 Create an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness.	1.2.b. Engage partners in the Coordinated Informed Response, including those with lived and/or living experience.	# of partners engaged	2	In progress
1.2 Create an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness.	1.2.c. Move the Coordinated Informed Response from a pilot to a permanent program to rapidly house individuals and families experiencing unsheltered homelessness.	# of individuals and families housed	29	In progress
1.3 Provide the right level of support at the right time to decrease the use of	1.3.a. Increase system capacity and availability of services across sectors to meet the housing stability	# of support workers in the housing stability system	40	In progress

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
emergency services.		needs of individuals and families in crisis.			
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.a. Increase system capacity and availability of services across sectors to meet the housing stability needs of individuals and families in crisis.	# of agencies who provide supports	9	Completed and ongoing
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.b. Work with London Police Service and Emergency Medical Services to establish an engagement protocol to support individuals experiencing unsheltered homelessness.	# of protocols established with London Police Service and Emergency Medical Services	2	Completed and ongoing
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.c. Increase supports located within other sectors to prevent discharge to shelter or homelessness.	# of housing finder positions supporting health, education, and justice discharge processes	2	In progress
1.3	Provide the right level of support at the right time to decrease the use of emergency services.	1.3.c. Increase supports located within other sectors to prevent discharge to shelter or homelessness.	# of individuals diverted from being discharged into homelessness	46%	Completed and ongoing
1.4	Prevent individuals and families from entering homelessness.	1.4.a. Improve diversion practices to better assist individuals and families to secure housing.	# of individuals and families diverted from homelessness	45.23%	Completed and ongoing
1.4	Prevent individuals and families from entering homelessness.	1.4.a. Improve diversion practices to better assist individuals and families to secure housing.	# of individuals and families rapidly rehoused within 60 days	53%	Completed and ongoing
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering homelessness.	# of evictions prevented	447	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering homelessness.	# of households connected to the Housing Stability Table	11	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering homelessness.	# of individuals and families who remain housed	880 (529 adults and 351 children)	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.b. Implement eviction and prevention programs to support individuals and families from entering	# of individuals and families rapidly rehoused	325	In Progress

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
		homelessness.			
1.4	Prevent individuals and families from entering homelessness.	1.4.c. Establish a mobile diversion and prevention team that supports individuals and families throughout the City.	# of housing finder positions supporting health, education, and justice discharge processes	2	In Progress
1.4	Prevent individuals and families from entering homelessness.	1.4.c. Establish a mobile diversion and prevention team that supports individuals and families throughout the City.	# of individuals and families diverted from being discharged into homelessness	46%	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.a. Implement unique opportunities to support rapid rehousing options.	# of opportunities available (e.g. headleases, long-term motel stays, etc.)	1	In progress
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.b. Strengthen the current housing finder role.	# of housing finder positions	13	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.b. Strengthen the current housing finder role.	# of individuals and families housed by housing programs	290	In progress
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.c. Engage landlords to increase rental opportunities for rapid rehousing.	# of landlords engaged	5	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.c. Engage landlords to increase rental opportunities for rapid rehousing.	# of rental opportunities available	77	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.d. Provide financial supports to assist individuals to secure housing.	# of housing allowances provided	215	Completed and ongoing
1.5	House and re-house individuals and families experiencing homelessness rapidly.	1.5.d. Provide financial supports to assist individuals to secure housing.	# of individuals and families assisted through the Housing Stability Bank	1815	Completed and ongoing

Strategic Area of Focus 2: Create More Housing Stock

Strategic Initiative	Actions	Key Measures	2020 YTD	Status
2.1 Retain existing and create new affordable housing stock.	2.1.b. Develop publicly owned and available lands for affordable housing.	# of surplus municipal lands acquired		In Progress
2.1 Retain existing and create new affordable housing stock.	2.1.b. Develop publicly owned and available lands for affordable housing.	# of surplus school sites acquired	2	Completed and Ongoing
2.1 Retain existing and create new affordable housing stock.	2.1.b. Develop publicly owned and available lands for affordable housing.	# of affordable housing and modest market units	61	Completed and Ongoing
2.1 Retain existing and create new affordable housing stock.	2.1.c. Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.	# of agreements established for affordable housing using municipal policies and permissions	3	Completed and Ongoing
2.1 Retain existing and create new affordable housing stock.	2.1.c. Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.	# of private market units advanced for affordable housing through new municipal tools	32	Completed and Ongoing
2.1 Retain existing and create new affordable housing stock.	2.1.e. Explore opportunities to stimulate new affordable housing through government legislation.*	# of new affordable units created	133	Completed and Ongoing
2.2 Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of plans approved for regeneration		In Progress
2.2 Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of site plans advanced for regeneration		In Progress
2.2 Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of social housing providers engaged in and advancing regeneration plans		In Progress

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of new community housing units developed		In Progress
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of affordable housing units created through regeneration		In Progress
2.2	Revitalize and modernize community housing.	2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.*	# of official plan and zoning amendments to allow for appropriate intensification of housing regeneration sites		In Progress
2.2	Revitalize and modernize community housing.	2.2.b. Leverage funding available from all levels of government to maximize the number and affordability of new community housing units.*	\$ from other sources of funding	\$28.5M	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.b. Leverage funding available from all levels of government to maximize the number and affordability of new community housing units.*	% of depth of affordability	65%	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.c. Support long-term capital planning for social housing providers to address renovation needs	\$ amount allocated to fund capital planning	80% of capital funding allocated or targeted	In Progress
2.2	Revitalize and modernize community housing.	2.2.c. Support long-term capital planning for social housing providers to address renovation needs	# of units supported	500 units supported	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.c. Support long-term capital planning for social housing providers to address renovation needs	% decrease in the Facility Condition Index	15+%change in FCI	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.d. Help housing providers find ways of reducing operating costs through improved energy efficiency.*	# of housing providers engaged	64	Completed and Ongoing
2.2	Revitalize and modernize community housing.	2.2.e. Build governance capacity and enhance support to housing provider Boards of Directors.*	# of annual meetings held with agency Boards of Directors yearly to support their continued governance	10 Meetings	Completed and Ongoing

Strategic Initiative		Actions	Key Measures	2020 YTD	Status
2.3	Increase supportive and specialized housing options.	2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.	# of strategic partnerships established	2	Completed and Ongoing
2.3	Increase supportive and specialized housing options.	2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.	# of projects advanced	2	Completed and Ongoing
2.3	Increase supportive and specialized housing options.	2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.	# of new supportive and specialized housing units created	72	Completed and Ongoing
2.3	Increase supportive and specialized housing options.	2.3.b. Work across sectors and systems to create supportive housing solutions for individuals and families at risk of or experiencing homelessness.	# of housing solutions implemented	1	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.a. Establish a network of sector leaders to develop new models of affordable housing.*	# of sector and/or industry leaders engaged	24	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.b. Combine government programs and funding to create new affordable housing supply.*	# of government programs leveraged	4	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.b. Combine government programs and funding to create new affordable housing supply.*	# of developments advanced through stacking funding	2	Completed and Ongoing
2.4	Attract new and engage current partners towards affordable housing solutions.	2.4.d. Support the non-profit sector in the creation of new affordable housing.*	# of non-profit housing corporations and co-operatives engaged	3	Completed and Ongoing

Strategic Area of Focus 3: Provide Housing Supports

Strategic Initiative	Actions	Metrics	2020 YTD	Status
3.1 Help individuals and families access housing stability services and solutions that best meet their needs.	3.1.a. Implement a centralized access system to assist individuals and families to meet their housing stability needs.*	# of tools and resources available to support individuals and families	1	Completed and Ongoing
3.1 Help individuals and families access housing stability services and solutions that best meet their needs.	3.1.b. Implement a rapid housing program to support local priority populations.	# of housing supplements provided	1	Completed and Ongoing
3.1 Help individuals and families access housing stability services and solutions that best meet their needs.	3.1.c. Implement a person-centred housing stability needs assessment to quickly and effectively serve individuals and families.*	Develop a new housing assessment and readiness tool	1	Completed and Ongoing
3.2 Implement coordinated access to mental health and addictions services and supports.	3.2.a. Re-engage relevant sectors to assist individuals who present with physical health, mental health, addictions, and trauma.	# of agreements established with mental health, physical health, and addictions service providers	1	Completed and Ongoing
3.2 Implement coordinated access to mental health and addictions services and supports.	3.2.b. Strengthen partnerships with the health sector to provide opportunities for continuity of care in community.	# of partnerships with the health sector	5	Completed and Ongoing
3.2 Implement coordinated access to mental health and addictions services and supports.	3.2.b. Strengthen partnerships with the health sector to provide opportunities for continuity of care in community.	# of providers engaged in the housing with supports model of care	2	In progress
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of supplements provided	638	Completed and Ongoing
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of agencies who provide supports	9	Completed and ongoing
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of facilitated housing transitions	50%	In progress

Strategic Initiative	Actions	Metrics	2020 YTD	Status
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	# of subsidized units	50%	In progress
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.b. Support housing providers to help tenants reach their community of choice.*	# of policies and practices implemented	2	Completed and Ongoing
3.3 Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.	3.3.b. Support housing providers to help tenants reach their community of choice.*	# of supports available to housing providers	1	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.a. Provide education and supports for landlords and tenants to improve housing stability.*	# of tenancy skills courses delivered to the community	1	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.a. Provide education and supports for landlords and tenants to improve housing stability.*	# of development opportunities offered to the housing provider community	2	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.b. Develop and implement an eviction prevention strategy to support housing stability.*	# of evictions prevented	8	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.c. Implement additional housing stability programs that meet the needs of individuals and families.*	# of programs across the housing stability system	2	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.c. Implement additional housing stability programs that meet the needs of individuals and families.*	# of new units made available for rapid rehousing purposes	150	Completed and Ongoing
3.4 Strengthen and enhance the delivery of housing stability services.	3.4.d. Work with community housing providers to support housing stability.	# of women and children supported through the Housing First portfolio in the Violence Against Women sector	50	In Progress

Strategic Area of Focus 4: Transform the Service System

Strategic Initiative	Actions	Metrics	2020 YTD	Status
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.1.a. Articulate a clear vision for the delivery of housing stability for all.*	# of communication materials developed that articulate the housing stability system	4	Completed and Ongoing
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.1.d. Align existing priority lists and services within the housing stability system.*	# of priority lists aligned	1	In Progress
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.1.e. Maximize provincial and federal funding to meet agreement requirements and to enhance housing stability.	provincial and federal funding secured	100%	Completed and Ongoing
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.2.b. Investigate evidence-based models and practices and determine their suitability to London.	# of evidence-based models and practices implemented		In Progress
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.2.c. Evaluate progress and report annually on housing stability efforts and metrics.*	# of Housing Stability Action Plan actions completed	55 actions or 47%	In Progress
4.1 Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.	4.2.d. Establish cross-functional teams that monitor changes to the housing market and determine the needs of priority populations.*	# of enterprise wide support services	6	Completed and Ongoing
4.3 Be a local and national leader in housing stability.	4.3.a. Ensure municipal council has strong information from committees and community networks and other mechanisms to support housing stability.	# of committees and community networks were engaged with providing housing stability related information to Council	7	Completed and Ongoing
4.3 Be a local and national leader in housing stability.	4.3.b. Participate in provincial and national initiatives to solve homelessness.	# of provincial initiatives participated in	4	Completed and Ongoing

Strategic Initiative	Actions	Key Measures	2020 YTD	Status
4.3 Be a local and national leader in housing stability.	4.3.b. Participate in provincial and national initiatives to solve homelessness.	# of national initiatives participated in	3	Completed and Ongoing
4.3 Be a local and national leader in housing stability.	4.3.c. Share results through reports, community engagement, education, and training opportunities.*	# of communication materials developed that articulate the housing stability system	4	Completed and Ongoing
4.3 Be a local and national leader in housing stability.	4.3.d. Engage individuals with lived experience and foster opportunities for peer support in the community.*	# of individuals with lived experience engaged		Future Target
4.3 Be a local and national leader in housing stability.	4.3.d. Engage individuals with lived experience and foster opportunities for peer support in the community.*	# of opportunities for individuals with lived experience to participate in the system	3	Completed and Ongoing
4.3 Be a local and national leader in housing stability.	4.3.e. Raise awareness of housing stability initiatives and efforts in the community.*	# of outreach and awareness events held		Future Target

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: 2020 Ontario Works Participant and Service Delivery Profile
Date: May 11, 2021

Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, the following report on the 2020 Ontario Works Participant and Service Delivery Profile **BE RECEIVED** for information purposes.

Executive Summary

Social Services provides financial, and employment supports for Ontario Works recipients residing in the city of London in partnership with both internal and external stakeholders. Service delivery planning and design, data collection, and economic opportunities prioritize how to best support the City of London's most vulnerable, as well as effectively equip frontline staff delivering the services. COVID-19 had unprecedented impacts on service delivery throughout 2020 that required flexibility and adaptability in response to federal, provincial, and municipal policies and public health measures. This included shifting service delivery from predominantly in-person to telephone and virtual platforms, as well as fielding frequent policy and process updates from the Ministry of Children, Community and Social Services (MCCSS). Updates and direction from MCCSS included expanding access to Emergency Assistance and introducing a discretionary Emergency Benefit to assist with covering COVID-19 related expenses. MCCSS also introduced a Recovery and Renewal Plan in response to the COVID-19 outbreak, which acknowledged system gaps and outlined key areas to address going forward. The key areas of focus intend to improve effectiveness of connecting people to supports to achieve greater independence and active participation in local communities.

Access to services and continuity of client supports remained top priorities throughout 2020. Response times for the intake phone line and eligibility determination continued to be monitored regularly and informed service delivery adjustments to ensure individuals and families received supports in a timely manner. Due to COVID-19 and the requirement to rely heavily on technology, many employment agencies were required to deliver service and curriculums virtually. City of London Social Services was able to assist with providing digital devices as part of Employment Related Expenses (ERE) to ensure clients maintained connection and engagement with agencies providing employment supports. Overall, despite uncertainties related to COVID-19, employment supports and referrals continued to strengthen successful outcomes along with individualized options for clients. The COVID-19 response was also an opportunity to expand communication channels with clients and pivot engagement strategies.

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.
- Decrease the number of London residents experiencing poverty
- Increase the number who feel welcomed and included.

Growing Our Economy

- Increase access employers have to the talent they require

- London creates a supportive environment where entrepreneurs, businesses, and talent can thrive.

Leading in Public Service

- Londoners experience exceptional and valued customer service.
- The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- 2019 Ontario Works Participant and Service Delivery Profile (CPSC December 1, 2020)
- 2018 Ontario Works Participant and Service Delivery Profile (CPSC May 28, 2019)
- 2016 Participant Profile Report-City of London Social Services/Ontario Works Program Delivery (CPSC July 18, 2017)
- Purchase of Service Agreements-Ontario Works Employment Assistance Services (CPSC December 10, 2018)
- Ontario Works Employment Innovations Bridges Out of Poverty & Circles Evaluation #2 (CPSC November 13, 2008)

2.0 Discussion and Considerations

Aligning with Leading in Public Service, specifically under the strategy of reporting on corporate performance, Schedule 1 attached to this report is intended to provide an overview of 2020 service delivery outcomes and employment supports information, including performance indicators and participant demographics. In particular, the impacts of Covid-19 and associated effects to service delivery are identified (where applicable) within the subsections of the report.

Included in Schedule 1 are key highlights from the MCCSS Recovery and Renewal Plan as well as the Life Stabilization Framework. From a service delivery perspective, summaries related to the Social Services COVID-19 response, modernization initiatives, caseload demographics and time on assistance are provided. Also included is an overview of client feedback that was gathered to inform future planning and response efforts. A synopsis of changes to Emergency Assistance and London specific figures is outlined, as well as an overview of Discretionary Benefit supports that were provided in 2020 including the Emergency Benefits related to COVID-19. In terms of employment supports provided throughout 2020, specifics related to client communications, access to technology, partnership supports and shifts in service delivery are summarized in Schedule 1. Service delivery adjustments and associated outcomes illustrate the importance of maintaining connection and meaningful engagement with clients during the COVID-19 response. This includes the shifts to Circles London programming and the responsive of volunteers to sustain continuity of supports for Leaders. Notably, employment metrics associated with the City of London Strategic Plan are included and illustrate the successful outcomes attained during such an unpredictable year.

The information on the attached Schedule 1 is inclusive of six Social Services offices that provided client service in 2020. Data and information provided in the report is extracted from MCCSS Performance Reports, the Social Assistance Management System (SAMS), Social Services Client Management System (CMS) and City of London Financial Business Supports monitoring reports. Any data referenced from MCCSS or SAMS (aside from total caseload numbers) is reflective of the City of London CMSM, which includes Middlesex County who maintained a caseload in 2020 averaging 338 benefit units.

3.0 Financial Impact/Considerations

3.1 2020 Caseload Expenditures

		2020 Budget	2020 Actual	2020 Surplus/(Deficit)
Average Monthly Caseload		11,500	10,137	1,363
Total Expenditures	Gross	\$109,020,000	\$95,967,661	\$13,052,339
	Net (0%)	1 \$0	\$0	\$0
Average Case Cost	Gross	\$790	\$789	\$1
	Net (0%)	1 \$0	\$0	\$0

Note: Net share reduced to 0%. Uploading of 100% social assistance benefit costs to the Province was fully phased in by 2018. Expenditures and Average Case cost exclude Discretionary Benefits, Repayments and Reimbursements, and Transition Child Benefit.

Conclusion

Business continuity efforts throughout 2020 prioritized client access to services and supports, as well as ensuring policies and processes were updated in accordance with ever changing provincial direction and public health measures. Overall, despite an extremely unpredictable year, Ontario Works clients were able to access essential services and supports in order to work towards life stability and employment goals. Provincially, it was recognized as part of the Recovery and Renewal Plan that there is a fundamental need to change ways services are delivered. It was acknowledged that existing policies do not define life stabilization, nor reflect the supports that are needed for clients to address barriers to employment. Going forward in 2021, life stabilization and local context will be key pillars for Social Assistance Recovery and Renewal efforts.

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



Tuesday, October 19

Finding a Great Job during the COVID-19 Pandemic

[Leads Employment Services](#), a community employment agency offering free services through Ontario Works, is designed to help individuals find and keep good jobs. Albert, whose name was changed for privacy reasons, was one of those individuals.

Albert had set himself a goal of working at Home Depot. That's when the experts at Leads Employment Services leapt into action, helping him to secure an interview and working with Albert on his virtual interview skills. Albert's determination and the help of Leads Employment Services helped him land the job. Albert is thrilled with his position at Home Depot and only has positive things to say about his great coworkers and customers.

Even at this time, good jobs are available. Albert used the free employment services offered through Ontario Works to achieve his goal.

If you want to learn more about free employment services and training offered through Ontario Works, please contact your Caseworker or Employment Support Specialist. You can learn more about Leads Employment Services by calling 1-866-955-3237 or visiting their [website](#).

Tel: 519-439-0352
Toll free: 1-866-955-3237
www.leadsservices.com

LEADS employment services
Since 1986

Please visit: www.pawlooza.com

Schedule 1

Ontario Works Participant & Service Delivery Profile

City of London Social Services administers the Ontario Works program on behalf of the Province of Ontario through the Ministry of Children, Community, and Social Services (MCCSS) as a Consolidated Municipal Service Manager (CMSM). Ontario Works is an employment assistance and financial support program focused on helping individuals and families gain and maintain sustainable employment through training, education, skill development and individualized supports. Aligning with the Ministry of Children, Community and Social Services (MCCSS) priorities to achieve improved employment outcomes for Ontario Works participants, City of London Social Services applies a local perspective when seeking ways to increase sustainable employment and assist clients in achieving financial independence. Ultimately, Social Services has the responsibility to provide service and supports that respond to the needs of Ontario Works clients residing in the London community in partnership with both internal and external stakeholders.

City of London Social Services delivers the Ontario Works program through a decentralized service delivery model. Five community-based offices and one satellite office are situated across the city providing access to employment services and financial supports. Service delivery design and resourcing decisions are informed by data, local context, and community needs. Continual evaluation and review of service delivery approach and objectives ensures planning, design and implementation best support the City of London's most vulnerable, as well as effectively equip frontline staff delivering the services.

In response to the COVID-19 outbreak in 2020, MCCSS 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 MCCSS 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.

Service Delivery

Overall, 2020 presented unique challenges for service delivery due to COVID-19 that required operational shifts and pivoting client service approaches. Within a very short timeframe, Social Services went from daily in person services within a deskside model, to predominantly telephone and online supports as of late March 2020 onward. Additionally, federal, provincial and municipal policies and direction were rapidly changing and evolving, which required flexibility and responsiveness from Social Services staff to ensure service delivery approaches remained current. In response to determining critical

service needs, London’s most vulnerable clients were able to access monthly benefit cheques and cheque encashment stamps at the Citi Plaza Social Services office where limited essential counter service was provided during provincial lock downs and emergency orders.

Aligning with MCCSS Recovery and Renewal efforts, City of London Social Services continued to explore and prioritize digital delivery solutions throughout 2020. Promotion of the MyBenefits platform was integrated into external messaging for clients as part of the COVID-19 response and provided self-service options for clients to view file information and report a select number of changes without having to contact a Caseworker. Uptake in registrations for MyBenefits increased steadily throughout 2020 with approximately 20% of the caseload subscribed by year end. Encouraging clients to register for MyBenefits will continue to be a priority in 2021 as communication enhancements, such as two-way messaging, are implemented. Additionally, in November 2020 Electronic Document Management (EDM) functionalities in were enabled through a MCCSS modernization initiative, which provided the foundation to implement digitization of incoming mail as of January 2021. London Social Services is committed to continuously improving communication and digital options available for clients in order to maximize omni-channel support and services that can be provided.

Over the course of 2020, 5416 intake appointments were conducted to complete Ontario Works applications. Compared to 2019, this reflects a 21.6% decrease in completed intake appointments, which aligns with an overall reduction in yearly caseload average of 9.2 % (Table 1 below). 2020 trends indicate within the first quarter, monthly caseload averages were similar to 2019 figures, fluctuating most between March and April with an increase of 365 cases. From April onward, cases steadily decreased with a difference of approximately 2000 cases between January and December 2020. These decreases correspond to availability of federal COVID-19 benefits for those clients experiencing job loss as a result of the pandemic. It is expected that once federal COVID-19 benefits end, service delivery agents could potentially experience an increase in caseload size, which overall provincially is estimated at 21% from current caseload figures¹.

Table 1: Caseload Averages²

2016	11,885
2017	11,952
2018	11,699
2019	11,170
2020	10,137

Figure 1 below provides an overall summary of benefit unit types when combining all Social Services locations. The 2020 caseload composition continued to reflect a greater proportion of singles without children on the City of London’s caseload. Figure 2 summarizes benefit unit size in relation to caseload, where percentages remained relatively unchanged from 2019.

¹ Ministry of Children, Community & Social Services (MCCSS) Provincial Social Assistance Caseload Forecast (September 2020)

² MCCSS Performance Report December 2020

Figure 1
Overall 2020 Caseload Composition³

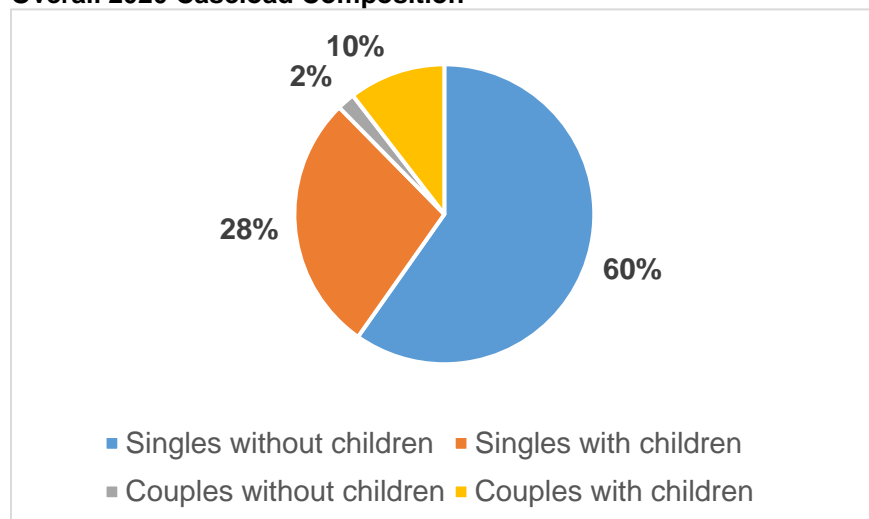
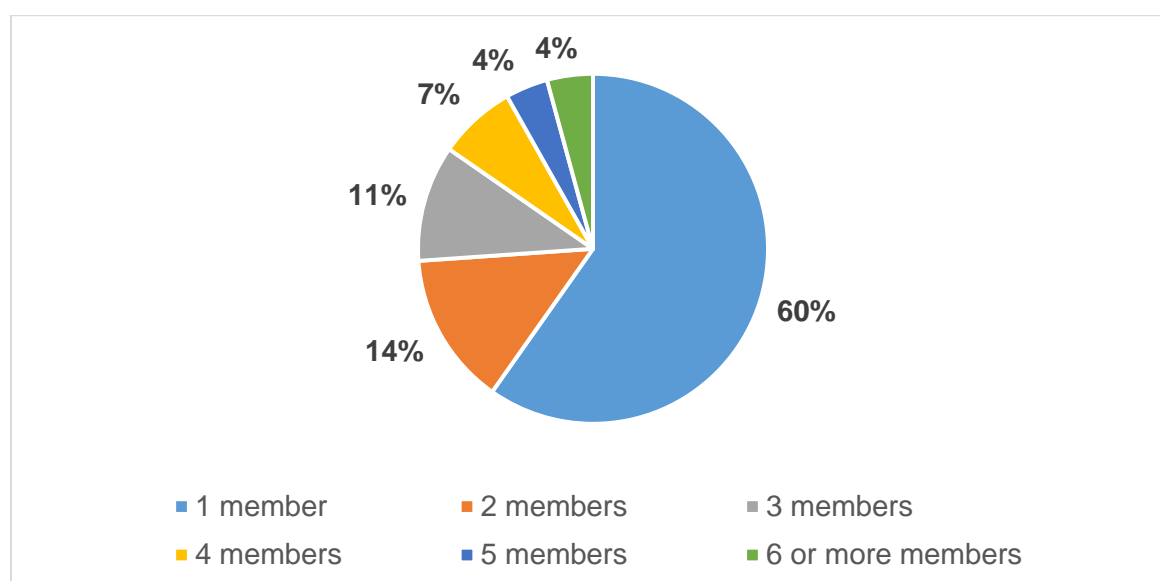


Figure 2
2020 Benefit Unit Size by Caseload Percentage Summary⁴



Client Services

Despite many changes and amendments to the way services were delivered in response to COVID-19, the percentage of applications processed within four days still managed to average 75% for 2020, meeting the 2019-2023 Strategic Plan target. This metric is part of the strategy to streamline customer intake and follow-up across the corporation, intended to improve responsiveness and ensure eligible clients receive benefits in a timely manner. Additionally, the percentage of intake calls answered within 5 minutes averaged 92% for 2020, exceeding the established Strategic Plan target of 80%.

To better understand the client experience and journey in accessing services during the COVID-19 response, a participant survey was conducted throughout November and December 2020. Each Social Service office contacted 50 clients to ask for their participation in the survey and mailed 100 letters containing the survey link. In total, 144 clients agreed to participate. The majority of respondents fell within the range of 25-44 years of age (62.24%) and were primarily single participants (36.62%) or sole support parents (34.51%). Responses indicated that overall, preferred methods of communication were telephone and email correspondence.

Table 2 below provides a summary of information gathered regarding preferred communication methods, noting the ask was to select all that apply.

³ MCCSS Performance Report December 2020

⁴ MCCSS Performance Report December 2020 & Caseload at a Glance Report 2020

Table 2: Client Survey Communication Methods Results⁵

Category	Telephone	Email	Mail
Method Used	48.95%	66.43%	9.09%
Preferred Method	36.81%	56.25%	2.08%
Future Methods	39.44%	50.00%	0.70%

Specifically related to Future Methods of communication, text message and in-person were also identified at 2.82% and 7.04% respectively. When clients were able to communicate directly with a Caseworker during the COVID-19 response, email was the method most frequently selected followed by drop boxes and telephone correspondence. A small number of clients also identified the MyBenefits platform to communicate with their Caseworker, which as part of provincial modernization efforts mentioned above, will be further enhanced and expanded throughout 2021 to improve communication options.

Overall 56.62% of respondents experienced no impact to service as a result of office and front counter closures, 24.28% indicated they were somewhat impacted and 14.71% identified direct impact from the closures. For those who indicated they were impacted by the closures, comments included confusion with communication channels available, difficulty connecting to correct contact over email, uncertainty of what email addresses to use, challenges with telephone correspondence and requests to improve electronic options. The information and comments collected from the survey are extremely valuable and will be considered as part of ongoing business continuity planning, along with client service and communication strategies going forward.

Emergency Assistance

During the Covid-19 response, MCCSS expanded access to Emergency Assistance for those facing a crisis or emergency who had no access to other supports, including those who were pending federal COVID-19 benefits. Those already in receipt of Ontario Works or ODSP were not eligible. Eligibility for Emergency Assistance continued to be based on an assessment of the applicant's ability to access other resources and meet basic living expenses and the danger to health if assistance was not issued, providing financial assistance for a period of not more than 48 days.

The provincial changes to Emergency Assistance were intended to increase flexibility for Administrators and expand access to emergency assistance in response to evolving circumstances and based on determination of need. These changes also recognized that low-income individuals and families may face multiple, discrete episodes of financial crises in a six-month period, due to evolving or unexpected circumstances, such as loss of earnings during the COVID-19 public health emergency. In addition to existing provincial Directives, the following considerations continue to be included in eligibility determination for Emergency Assistance as part of responding to impacts of the pandemic:

- How the applicant is affected by COVID-19
- Application status for Employment Insurance (EI) and Federal COVID-19 benefits
- Employment status in the past 6 months
- Unearned income

Locally in 2020, 80 Emergency Assistance cases were issued with a total of 122 beneficiaries. Peak periods occurred throughout March and April, which corresponded to the time period where many community members were awaiting eligibility determinations for the Canada Emergency Response Benefit (CERB).

Interpreter Services

As part of the COVID-19 response, interpreter services moved from mainly in-person to telephone and virtual formats. A total of 2,707 client appointments (across all types) were completed with an interpreter. Table 3 below illustrates the top five languages requiring interpreter services from 2016-2020. Additionally, City of London Social Services maintained compliance with the provincial French Language Services Directives by

⁵ City of London Social Services Client Experience Survey 2020

providing bilingual services through the customer service representative and Caseworker roles (1 bilingual complement for each position).

Table 3: Interpreter Services Top 5 Languages 2016-2020 ⁶

2016	2017	2018	2019	2020
Arabic	Arabic	Arabic	Arabic	Arabic
Nepal	Spanish	Spanish	Spanish	Spanish
Spanish	Nepal	Nepal	Nepal	Kurdish
Vietnamese	French	Kurdish	Kurdish	Nepal
Persian	Assyrian	Assyrian	Urdu	Farsi

Discretionary Benefits

The Discretionary Benefits Program is in place to provide financial assistance to those in receipt of OW and ODSP as well as low-income Londoners who meet established income eligibility criteria for items and services related to health, safety and physical well being. Services include assistance with emergency dental, dentures, eyeglasses, beds, appliances, moving costs, baby needs (cribs/car set/stroller) and utility assistance for those who have exhausted the Housing Stability Bank or other programs. Discretionary Benefits also aids with the cost of funerals, a significant community support to ensure individuals without financial means receive quality end of life services. Tables 4-6 below highlight examples and summaries of assistance that was provided in 2020:

Table 4⁷

Emergency Dental Program	2019	2020
Individual client dental services	3,192	2,143
Number of procedures completed	13,994	7,850
Purchase vouchers issued for dentures	2,276	1,452

Emergency dental includes dental services which are necessary to relieve pain or for medical or therapeutic reasons.

Table 5⁸

Purchase Vouchers	2019	2020
Non-Social Assistance Recipients	505	321
ODSP Clients	2,557	1,734
Ontario Works Clients	6,398	3,321
Total issued	9,460	5,376

The top three categories for purchase vouchers issued include Beds and Appliances (1906), Dentures (1452) and Eye Glasses (1161).

Table 6⁹

Funerals	2019	2020
Social Assistance Recipients	168	230
Non-Social Assistance Recipients	98	110
Warrants to Bury (*included in SAR & Non-SAR counts)	15*	26*
Total	266	340

Funeral coverage includes funeral service, burial or cremation and interment as chosen by the next of kin. Warrants to bury are provincially legislated.

As part of the Covid-19 response in late March 2020, a provincially driven Emergency Benefit was available to ODSP and Ontario Works recipients as a monthly discretionary benefit for those not in receipt of CERB who were seeking assistance for exceptional COVID-19 costs. The benefit was initially created as a one-time benefit for March/April and subsequently extended for May, June & July 2020. A flat monthly rate of \$100 for single person households and \$200 for couples or families was provided to all eligible benefit units.

⁶ Social Services CMS Booking System, 2020

⁷ Financial & Business Supports DB Monitoring Report 2020

⁸ Financial & Business Supports DB Monitoring Report 2020

⁹ Financial & Business Supports DB Monitoring Report 2020

Examples of expenses included:

- Personal Protective Equipment
- Cleaning supplies
- Non-medical transportation
- Food & groceries
- Transportation and delivery costs

City of London Social Services issued a total of 3,589¹⁰ provincial Emergency Benefits between March and July 2020. This included 1,934 benefits for single person households and 1,655 benefits for couples or families.

In December 2020, City of London Social Services implemented a Covid-19 Additional Benefit for Social Assistance recipients in recognition of the additional costs incurred due to a positive COVID diagnosis, self-isolation, caring for family members or other COVID-19 related needs. The eligibility period was December 1st-31st for the one-time benefit. Maximum amounts were \$100 for single person households and \$200 for couples or families. In total, 2,177¹¹ benefits were issued for the month of December with 1,103 issued for single person households and 1,074 issued for couples or families.

Time on Assistance

The Provincial vision for the Ontario Works program is “to achieve improved employment outcomes for Ontario Works participants by increasing individual employability with the goal of sustainable employment and increased financial independence ¹².” As noted above, towards the end of 2020 MCCSS released a life stabilization framework acknowledging the importance of addressing barriers to employment readiness and independence from a local perspective. Part of understanding the local context is identifying the barriers that exist to develop appropriate strategies and approaches factoring in labour market trends as well as the community supports that are available. For many clients, significant barriers exist along the employment continuum which may, impact the ability to acquire skills and training, successfully gain employment or sustain and maintain employment. Length of time on assistance is one of many indicators utilized to determine how best to support clients facing multiple and complex barriers impacting life stabilization efforts and employment options.

Figure 3 below provides a summary of time on assistance by percentage of the yearly average caseload from 2016-2020. Also provided in Table 7 below, is a summary of the average time on assistance by year from 2016-2020, which illustrates the overall percentage of caseload on assistance for greater than 12 and 24 months.

¹⁰ Financial & Business Supports Emergency Benefit Monitoring Report 2020

¹¹ Financial & Business Supports Emergency Benefit Monitoring Report 2020

¹² MCCSS 2019-2020 Service Plan

Figure 3
Time on Assistance by Percentage of Caseload¹³

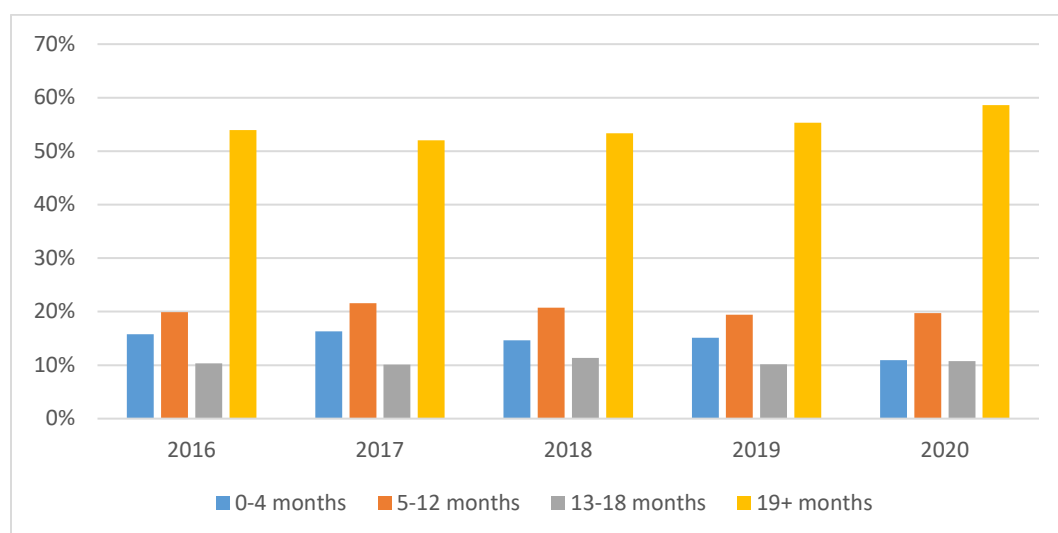


Table 7 Length of Time Assistance¹⁴

	2016	2017	2018	2019	2020
More than 12 months (% of caseload)	64%	62%	65%	65%	69%
More than 24 months (% of caseload)	45%	45%	45%	47%	50%
Average time on Assistance (years)	2.8	2.9	3.0	3.1	3.4

As evident in Figure 3 above, a significant number of clients have been on assistance for greater than 19 months with little fluctuation or decrease since 2016. Overall, between 2016-2020, average time on assistance (Table 7) has increased by 7 months with the most significant increase happening from 2019 to 2020. This increase can be mainly attributed to the impact of COVID-19 where the local labour market conditions impeded job search activities. The percentage of persons that have been on Ontario Works for less than 4 months also decreased, perhaps due to COVID-19 related financial assistance (other than Ontario Works) such as the Canada Emergency Response Benefit (CERB) and the Canada Recovery Benefit (CRB) for individuals displaced from the labour market. The compounding and unique impacts experienced throughout 2020 resulted in an increase to the average time on assistance.

Throughout 2020, Social Services placed an emphasis on sharing information regarding job and training opportunities, interventions, and innovative ways to support clients. Examples include issuing regular electronic newsletters, email blasts, cheque inserts and social media campaigns. Virtual employment information sessions were introduced as a creative and alternative method to share opportunities and provide links to services. Where required, clients were provided the necessary supports to ensure connectivity and access to technology, facilitating options for virtual services and supports.

In an effort to address the increasing number of clients on Ontario Works for beyond 24 months, Employment Support Specialists (ESS) along with Caseworkers, engaged with clients who have remained on assistance for 4 continuous years or greater. The goal was to support and assist participants in removing obstacles affecting life stabilization and the path to employment. Some of the strategies implemented include:

- Psycho-vocational assessments to provide insight into barriers to employment and/or learning success.

¹³ MCCSS Caseload at a Glance Report 2016-2020

¹⁴ MCCSS Caseload at a Glance Report 2016-2020

- Wrap around supports for clients who have been medically deferred including assistance in moving toward ODSP supports.
- “Getting Ahead” workshops designed to help participants set personal goals and establishing a plan to attain the goals. Graduates of Getting Ahead were eligible to participate in Circles London, a program developed to help participants build confidence, self-efficacy, and social capital.

Employment Supports & Outcomes

City of London Social Services responded to the shifting and ever-changing demands of 2020 by adapting services to new realities, while ensuring community connections were maintained. Similar to many fellow community members, Ontario Works clients struggled with access to childcare, home schooling, remote learning and managing the work-life balance; all of which impacted the ability to look for work and/or remain actively engaged in employment. Central to maintaining connections with employment supports, was developing new tools and strategies to actively assist individuals and families in recognizing the value of sustained participation and engagement. The changes, adaptations and newly formed strategies that emerged throughout 2020 are outlined in the four themed areas highlighted below.

Client Communications

It is important that participants in the Ontario Works program receive timely and current communication regarding monthly financial assistance and employment resources that are available. In the absence of regular in-person services during the COVID-19 response, it became increasingly important to find effective channels to communicate updates for clients. Several strategies for direct client communications were implemented in 2020 to meet this need.

A bi-weekly email-based newsletter was created (Appendix A) and distributed to over 6,000 individual addresses. Each issue profiled a client employment success story to spotlight available services and shared updated service changes, along with upcoming employment related events. Uptake of the newsletter was strong with 20-30% of recipients reading the newsletter each week. Also, purchase of service partners appreciated the opportunity to market their supports and services in such a widely distributed and positively framed way.

In addition to the bi-weekly newsletter, monthly cheque inserts, robo-calls and email blasts were utilized at various points throughout 2020 to share specific employment and participation information. As well, these communication channels were leveraged to advertise events such as virtual job fairs and training programs to all participants on Ontario Works, along with offering words of encouragement meant to promote optimism and momentum throughout the year.

Access to Technology

Throughout 2020, service provision across the community shifted to online, virtual and telephone methods. Access to these technologically dependent methods was identified early in the year as a barrier for many Ontario Works clients. The Employment Related Expense (ERE) benefit was utilized as a tool to address accessibility barriers with technology. Approximately 450 devices such as tablets, chrome books and internet service were provided through ERE assistance so individuals and families could continue to participate in employment related activities such as English as a second language classes, skilled training programs, purchase of service employment supports and job search, along with maintaining contact with Caseworkers.

Supporting Community Partnerships

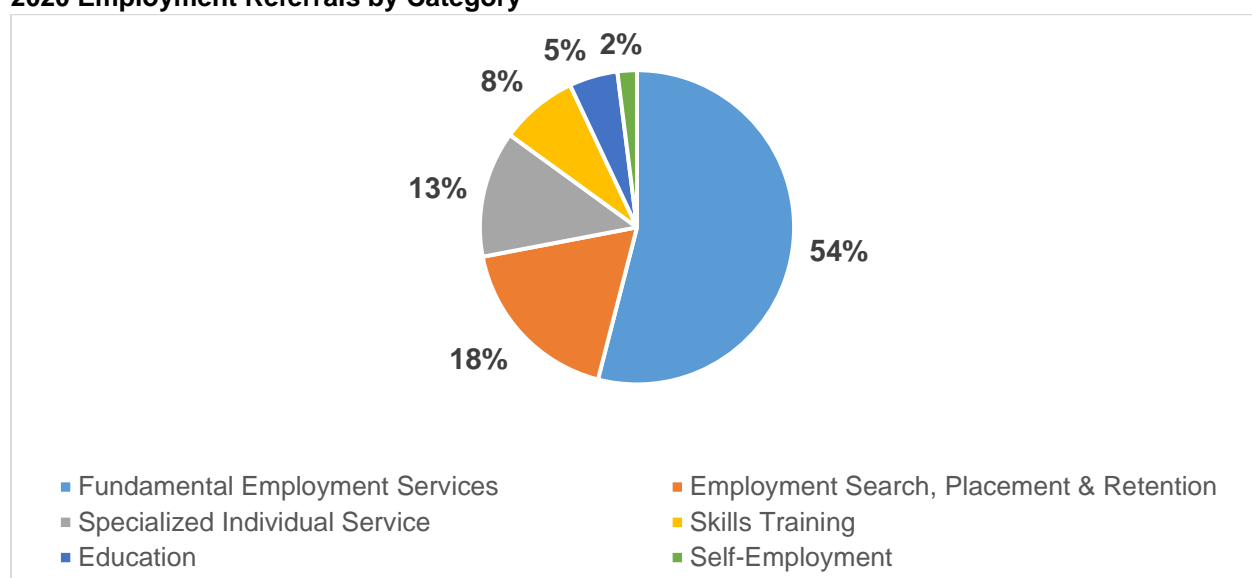
London’s unique purchase of service employment model meant City of London Social Services played a central role in supporting a pivot for employment services during the COVID-19 response. In order to share the burden of system fluctuations and ensure staffing levels were maintained to meet service capacity demands (access for clients), provisional financial agreements with purchase of service partners were implemented. The goal in doing so was to reinforce a collective commitment to providing the best

services possible throughout such an unprecedented and unpredictable time, and to ensure that if there was a surge in demand for services, those services would be there to support the clients.

The local employment service system (purchase of service and non-purchases of service agencies) responded in client-centred ways by developing virtual workshops, adapting training programs, and meeting clients online and over the phone for employment counselling sessions. Health and safety was consistently reviewed and adapted to align with public health measures and guidelines when assessing individual client needs. Employment service agencies had to limit the options for in-person supports throughout 2020, but by providing virtual services, participants in Ontario Works had access to the vital resources needed to find employment.

In terms of overall employment referrals, Figure 4 below provides a summary of over 5,000 individual referrals made in 2020 to employment service agencies by category. Introductory Fundamental Employment Services accounted for the greatest percentage of overall referrals at 54% (close to 3,000). This category of referral included common assessments, resume workshops, interview skills and career exploration. Employment Search Placement and Retention services focused on assisting employment ready individuals to take that final step to finding and retaining employment and represented 18% of referrals made in 2020. Skills Training referrals for job-specific training through employment services agencies made up 8% of referrals and Specialized Individual Services (13%) examined unique challenges, barriers, and solutions for clients, which included counselling, in-depth assessments, and evaluations.

Figure 4
2020 Employment Referrals by Category¹⁵



City of London Social Services Employment Supports Refocus

Within City of London Social Services, the Employment Supports Team also responded to changing participant needs in 2020 and shifted how service was provided. Services became more focused on direct client engagement. Employment Support Specialists (ESSs) identified a variety of strategies to support the understanding of unique client needs as well as employ a strengths-based approach.

Weekly virtual Employment Information Sessions were developed using an online platform to allow individuals participating in Ontario Works an opportunity to learn about employment benefits, local services and training opportunities available. Client feedback was generally positive and highlighted appreciation for the opportunity to ask questions, as well as speak about unique experiences with an Employment Support Specialists.

¹⁵ Social Service EA Referral Summary Report 2020

Table 8: Assessment Outcomes

Total Assessments Completed	72
ODSP Granted	54
In Appeal	6
Denied/Withdrawn	6

Tools such as psychological and vocational assessments assisted individuals, Caseworkers and purchase of service agencies to provide the correct level of assistance and support. In 2020, 72 individuals were assessed by a qualified Psychologist. As outlined in Table 8, 54 individuals (or 75%) were successfully granted eligibility for the Ontario Disability Assistance Program (ODSP).

Employment Strategic Priorities

Under the City of London’s strategic area of focus to grow the economy, two employment specific metrics are identified (Table 9 below). Both metrics were developed to support increased client participation in employment activities and exceeded the targets set for 2020. Notably, during a year where responding to a pandemic presented many unknowns and adjustments for service delivery, clients were still able to exit Ontario Works as a result of successfully finding employment. In total, 1,256 files were closed due to employment, and active files with employment earnings averaged \$899.00 monthly per case.

Table 9: Strategic Plan Employment Metrics¹⁶

Strategy	Metric	2020 Actual	2020 Target
Strategy Increase Ontario Works client participation within employment activities.	Metric % of Ontario Works cases terminated as a result of participants exiting to employment (HSSDH)	22.88%	20%
Strategy Increase Ontario Works client participation within employment activities.	% of eligible clients that have an active outcome plan (HSSDH)	91.5%	87%

Circles London

Circles London has been a key contributor to the City of London’s response to long term poverty. The primary intervention approach is to increase social capital and sense of community, with a focus on support and referrals for life stabilization. Ultimately, the goal is that every Circles Leader will move forward into economic self-sufficiency.

In 2020, Circles London pivoted service delivery in response to COVID-19 and supported a total of 75 families, including 16 new Leaders. All community-based programs were moved online for Leaders and volunteers. Training and supports were provided to 85 volunteer allies who partnered with Leaders to increase networks and assist with life stabilization. Community meals (an integral part of in-person Circles meetings), were delivered to Circles families at home by 20 volunteers. Although many families struggled throughout 2020 with obtaining basic needs as well as personal mental health, the Circles team continued to see many Leaders maintain momentum in working towards goals and milestones. This included maintaining participation in educational endeavours, online skills training, and obtaining part-time and full-time employment. The continued successes can be attributed to life stabilization strategies, and incredible commitment by Circles Leaders. Examples of successes in 2020 include:

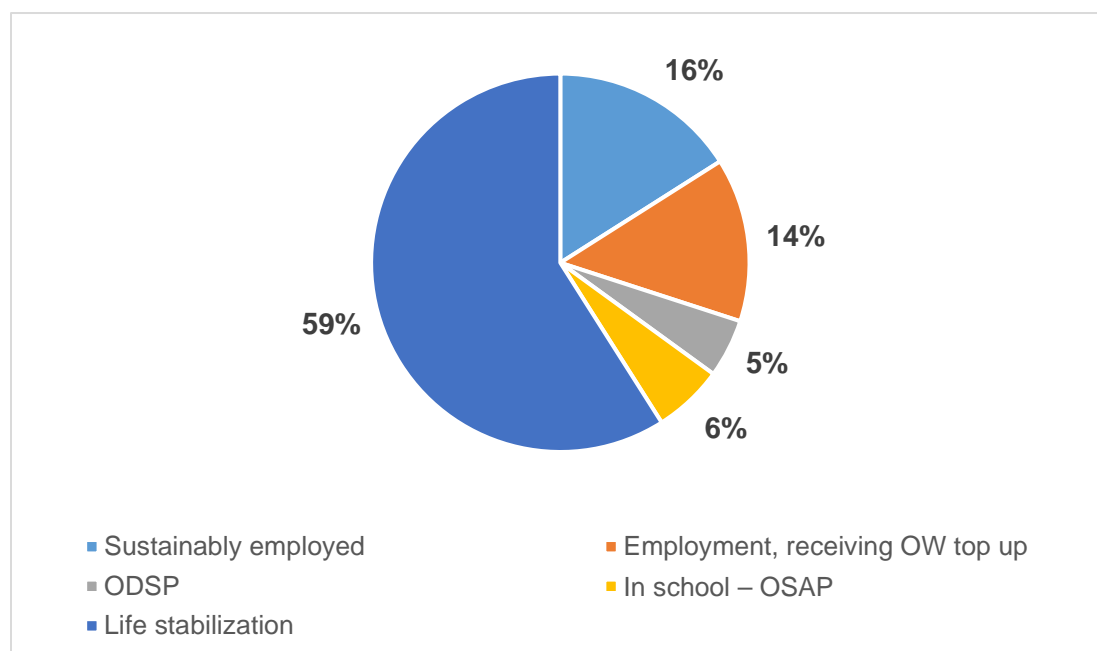
- Hiring a new Circles Youth Coach with lived experience and a previous participation in the Circles program.
- Circles Leaders attaining employment.

¹⁶ 2019-2023 Strategic Plan for the City of London: 2019 Performance Report Appendix A

- Circles Leaders graduating post-secondary education during the pandemic.
- Partnership with Purple Hands (Western student club) to continue children’s programming online for all Circles families to access.
- Circles Leaders independently preparing tax returns utilizing online volunteer clinics.
- Providing micro loans to Circles Leaders to avoid the use of predatory lenders.

In 2020, 10 Leaders graduated circles and fully transitioned off Ontario Works. Participant outcomes in Figure 5 below indicate 30% had employment earnings and either no longer required Ontario works or received a partial top up as part of continued eligibility. 59% of participants continued to work on life stabilizing activities such as skills development, employment related activities, mental health support, and addictions programming. Figure 5

2020 Circles Initiative Participant Outcomes¹⁷



Conclusion

Overall, 2020 presented both opportunities and challenges, as well as unpredictability associated with the impacts of COVID-19. Business continuity planning prioritized client access to services and supports along with equipping frontline staff delivering services with required resources and guidelines. The COVID-19 response required flexibility and adaptability with ongoing changes to federal, provincial and municipal policies and public health measures. Provincially, the Recovery and Renewal Plan for Social Assistance was introduced to address the economic realities being experienced in the province, recognizing that existing policies do not reflect the supports that are needed for clients to address barriers to employment, including life stabilization.

As a result of federal COVID-19 benefits that were available for those experiencing job loss related to the pandemic, the Ontario Works caseload experienced a steady reduction from April 2020 onward. While the average yearly caseload was reduced, those relying on supports from Ontario Works to maintain life stabilization and employment supports experienced challenges and barriers due to the impacts of COVID-19. To address associated challenges and barriers, City of London Social Services implemented a number of supports to address individual needs. This included providing digital devices to tackle accessibility barriers with technology, aimed at maintaining connection capabilities and engagement in employment activities. Despite many unknowns and adjustments for service delivery throughout 2020, clients were still able to exit Ontario Works as a result of successfully finding employment.

For City of London Social Services, 2020 demonstrated a collective ability to recognize the significant challenges faced by Ontario Works clients during the pandemic and ensure

¹⁷ City of London Circles Evaluation 2020

individualized supports and services continued to be available and adapted. Looking ahead, commitment to providing basic needs, connections to community and health supports, and life skills will be maintained, as well as evolve with MCCSS Recovery and Renewal priorities. Local context will remain a crucial element for service delivery and systems planning, including future co-design opportunities with MCCSS. Responsiveness to the needs of Ontario Works clients in partnership with both internal and external stakeholders will continue to be the priority of City of London Social Services in 2021.

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee
From: Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services
Subject: Integrated Subsidized Transit Program: Phase 1 Funding Agreement
Date: May 11, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the attached proposed by-law (Appendix A) **BE INTRODUCED** at the Municipal Council meeting to be held on May 25, 2021 to:

- a) authorize and approve a new Funding Agreement (Schedule “A” to the by-law) between the Corporation of the City of London and the London Transit Commission for the purpose of providing subsidized transit for:
 - i. individuals who are visually impaired;
 - ii. children 12 years of age and under;
 - iii. youth 13-17 years of age; and,
 - iv. individuals 65 years of age and over
- b) authorize the Mayor and Clerk to execute the Agreement;
- c) authorize the Deputy City Manager, Neighbourhood and Community-Wide Services, or their designate to approve and amend the Schedules of the Agreement authorized and approved in part a); and,
- d) repeal By-law No. L.T.C.-54-99, By-law No. A.-7744-239 and By-law A.-7494-20.

Executive Summary

This report presents a funding agreement to implement Phase I of the integrated subsidized transit model, approved in the 2020-2023 Multi-Year Budget through Business Case #15.

Linkage to the Corporate Strategic Plan

The Subsidized Transit Program is aligned with the Building a Sustainable City strategic area of focus in the City of London Strategic Plan 2019 – 2023, under the outcome Londoners can move around the city safely and easily in a manner that meets their needs.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- [2020-2023 Multi-Year Budget Business Cases](#) (December 17, 2019)
- [Income-Related Subsidized Public Transit Program for Individuals 18 Years of Age and Over Evaluation](#) (October 8, 2019)
- [Adults 18 and Over Income-Related Subsidized Public Transit Program Council By-law, Agreement, and Administration Process](#) (October 11, 2017)

2.0 Discussion and Considerations

2.1 Background and purpose

Affordable transportation enhances the quality of life for Londoners. Accessible public transit helps remove barriers that affect a person’s ability to gain and maintain employment and access health care, recreational, educational, and social activities for themselves and their families.

The City of London currently supports five distinct subsidized transit programs. These programs include:

- Subsidized transit for individuals who are visually impaired;
- Subsidized transit for children 12 years of age and under;
- Subsidized transit for youth 13-17 years of age;
- Subsidized transit for individuals 65 years of age and over; and,
- Income-related subsidized transit or individuals 18 years of age and over.

Civic Administration, in collaboration with the London Transit Commission (LTC), developed a business case (#15) as part of the 2020-2023 Multi-Year Budget process to establish a single integrated subsidized transit model that addresses customer frustration associated with five separate transit subsidy programs and reduces administrative burden.

On March 2, 2020, Council approved Business Case #15 that proposed establishing the integrated subsidized transit model in two phases:

- Phase I: Develop a streamlined and simple process for the visually impaired, children 12 and under, youth 13-17, and seniors 65+; and,
- Phase II: Incorporate the income-related transit program into the streamlined and simple process identified in Phase I.

The purpose of this report is to:

- Provide an overview of Phase 1 of the integrated subsidized transit model;
- Present for approval the Phase I subsidized transit funding agreement between the City of London and the LTC; and,
- Outline next steps for Phase II of the integrated subsidized transit model.

2.2 Phase 1 of the integrated subsidized transit model

Civic Administration worked with LTC staff to develop the Phase I subsidized transit funding agreement to support the following outcomes:

- Individuals who are visually impaired ride the bus for free (100% subsidy);
- Children 12 years of age and under ride the bus for free (100% subsidy);
- Youth 13 to 17 years of age have the ability to purchase a subsidized monthly bus pass (36% subsidy); and,
- Individuals 65 years of age and over have the ability to purchase a subsidized bus fare (25% subsidy).

In Phase I, LTC will continue to provide transportation at reduced fares to meet the above outcomes. The City of London will provide a grant to the LTC to cover the costs of providing transit subsidies rather than paying monthly invoices, as is current practice. The LTC will complete outcome and financial reporting on a quarterly basis, with projected costs being reconciled annually and subsequent funding adjusted to reflect actual costs incurred.

2.3 Phase I subsidized transit agreement

The Phase I subsidized transit agreement is provided in Appendix A, below. The agreement has been developed with input from Legal, Risk and Finance, and in coordination with the LTC.

3.0 Financial Impact/Considerations

Annual funding to support the integrated subsidized transit model was approved through the 2020-2023 Multi-Year Budget. For the Phase I subsidized transit agreement, a pro-rated amount of \$765,058 will be allocated for seven months of program delivery in 2021 pending Council's approval of the agreement.

4.0 Next Steps

Contingent on Council approval, Civic Administration will implement the Phase I subsidized transit funding agreement with the LTC.

Over the next year, Civic Administration will work with the LTC to develop the second phase of the integrated subsidized transit model. This phase will add the income-related transit

subsidy to the integrated subsidized transit model, significantly streamlining the process for transit riders while further reducing administrative burden.

Conclusion

The integrated subsidized transit model will support affordable transit for Londoners in a way that is simple and easy to access while reducing the administrative burden for both the City and the LTC. The subsidized transit agreement outlined in this report is a major step toward making transit easier to access for Londoners.

Prepared by: Alexis Kampman, Specialist II Municipal Policy and Kristen Pawelec, Manager, Neighbourhood and Community Initiatives

Submitted by: Trevor Fowler, Manager, Neighbourhood Strategic Initiatives and Funding

Recommended by: Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services

Appendix A: By-law to Support Subsidized Transit Program

Bill No.
2021

By-law No. A.- _____

A by-law to approve a new Funding Agreement between The Corporation of the City of London and the London Transit Commission, authorize the Mayor and City Clerk to execute the Agreement and the Deputy City Manager, Neighbourhood and Community-Wide Services, or designate, to approve and amend the Schedules of the Agreement, delegate authority under the new Agreement, and repeal By-law No. L.T.C.-54-99, By-law No. A.-7744-239, and By-law A.-7494-20

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;

WHEREAS the City has the capacity, rights, powers, and privileges of a natural person for the purposes of exercising its authority pursuant to the provisions of section 9 of the *Municipal Act, 2001*, S.O. 2001, as amended;

AND WHEREAS s. 107 of the *Municipal Act, 2001*, S.O. 2001, c. 25, provides that a municipality may make grants, on such terms and conditions as to security and otherwise as the council considers appropriate, to any person, group, or body, including a fund, within or outside the boundaries of the municipality for any purpose that council considers to be in the interests of the municipality;

AND WHEREAS the London Transit Commission is a body corporate and a local board continued under By-law No. A.-6377-206;

AND WHEREAS pursuant to the provisions of Section 14 of By-law No. A.-6377-206, the parties desire to enter into an arrangement for the Commission to provide transportation at reduced fares;

AND WHEREAS the Council of The Corporation of the City of London wishes to repeal by-laws related to subsidized transit fares for visually impaired individuals, children 12 years of age and under, youth 13 to 17 and seniors 65 years of age and older in their entirety;

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

1. By-law No. L.T.C.-54-99 being a by-law to authorize the London Transit Commission to reduce the fare amount for individual bus trips for seniors aged 65 and over, to approve an agreement with the London Transit Commission for the City to provide a grant to reimburse LTC for the costs of the reduced fare amount, and to authorize the Mayor and City Clerk to execute the agreement is hereby repealed.
2. By-law No. A.-7744-239 being a by-law to approve an agreement with the London Transit Commission for the establishment of a Youth Bus Pass for individuals 13 years of age up to and including 17 years of age, and to authorize a grant to the London Transit Commission for such purpose, and to authorize the Mayor and City Clerk to execute the agreement is hereby repealed.

3. By-law No. A.-7494-20 being a by-law to approve an agreement with the London Transit Commission for free bus transportation for individuals 5 years of age to and including 12 years of age, and to authorize a grant to the London Transit Commission, and to authorize the Mayor and City Clerk to execute the agreement is hereby repealed.
4. The Funding Agreement between The Corporation of the City of London and the London Transit Commission, attached as Schedule A is hereby approved.
5. The Mayor and the City Clerk are hereby authorized to execute the above-noted Agreement.
6. The Deputy City Manager, Neighbourhood and Community-Wide Services or their designate is hereby delegated the authority to approve and amend the Schedules of the above-noted Funding Agreement.
7. The authority of the Deputy City Manager, Neighbourhood and Community-Wide Services or their designate to act under section 4 of this By-law, is subject to the following:
 - i. such actions are consistent with the requirements contained in the Funding Agreement approved in section 2 above;
 - ii. such actions are in accordance with all applicable legislation;
 - iii. such actions do not require additional funding or are provided for in the City's current budget; and,
 - iv. such actions do not increase the indebtedness or liabilities of The Corporation of the City of London.
8. This by-law shall come into force and effect on the date it is passed.

PASSED in Open Council on May 25, 2021.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading – May 25, 2021
Second Reading – May 25, 2021
Third Reading – May 25, 2021

DRAFT
THIS AGREEMENT MADE THIS X DAY OF May, 2021

BETWEEN

London Transit Commission
(“the Commission”)

AND

The Corporation of the City of London
a municipality incorporated under the laws
of the Province of Ontario:
(“the City”)

WHEREAS the City has the capacity, rights, powers, and privileges of a natural person for the purposes of exercising its authority pursuant to the provisions of section 9 of the *Municipal Act, 2001*, S.O. 2001, as amended;

AND WHEREAS s. 107 of the *Municipal Act, 2001*, S.O. 2001, c. 25, provides that a municipality may make grants, on such terms and conditions as to security and otherwise as the council considers appropriate, to any person, group, or body, including a fund, within or outside the boundaries of the municipality for any purpose that council considers to be in the interests of the municipality;

AND WHEREAS the Commission is a body corporate and a local board continued under By-law No. A.-6377-206;

AND WHEREAS pursuant to the provisions of Section 14 of By-law No. A.-6377-206, the parties desire to enter into an arrangement for the Commission to provide transportation at reduced fares as per the schedules attached, and for the City to provide grants to the Commission to cover the costs of providing such transportation at reduced fares;

AND WHEREAS Municipal Council resolved at its budget meeting March 2, 2020 that additional investments as outlined in Business Case 15 for the Subsidized Transit Program 2020 – 2023 BE APPROVED;

NOW THEREFORE in consideration of the mutual covenants contained herein the parties agree as follows:

1. DEFINITIONS

1.1 In this Agreement and all Schedules to this Agreement, words will be defined in accordance with the applicable legislation, unless otherwise defined in an Schedule. In this Agreement:

“**Funding Year**” means the period commencing on the Effective Date and ending on the following December 31.

“**Funds**” means the money the City provides to the Commission pursuant to the Agreement.

“**Base Funds**” means the base amount of funding the City will provide the Commission under the Agreement as set out in Schedule “A”.

“**Notice**” means any communication given or required to be given pursuant to the Agreement.

“**Program**” means the undertaking described in Schedule “B”.

“**Reports**” means the reports described in Schedule “E”.

2. SCHEDULES FORMING PART OF AGREEMENT AND SCOPE OF AGREEMENT

2.1 The following Schedules form part of this Agreement:

Schedule A:	Program Specific Information and Addition Provisions
Schedule B:	Program Description
Schedule C:	Budget
Schedule D:	Payment Schedule
Schedule E:	Reports

3. TERM

3.1 This Agreement shall take effect on signing by both parties and will continue until it is replaced or superseded by a subsequent agreement or until it is terminated pursuant to the termination provisions of this Agreement. The completion of obligations under a Schedule to this Agreement does not terminate any obligations or the validity of this Agreement or any of the other Schedules.

4. THE COMMISSION/CITY RELATIONSHIP

4.1 The City will pay funding to the Commission, in accordance with this Agreement, for the purposes of implementing the Program.

4.2 If funding is allocated for the Program during the City's public annual or update budgeting process, the amounts will be reflected in the applicable Schedule(s) hereto.

4.3 The amount, if any, shall be determined by the City on an annual basis, based on ridership projections, at intervals as identified by the City in consultation with the Commission.

4.4 The Commission, in fulfilling its obligations under this Agreement, shall be solely responsible for all of its statutory obligations, including but not limited to the payment of CPP, WSIB, and taxes.

4.5 The parties hereto are each independent of the other and this Agreement shall not operate to create a partnership, joint venture, employment arrangement, master servant relationship or any other similar relationship between the City and the Commission or between the City and any employees, agent or contractor of the Commission.

5. TERMINATION

5.1 This Agreement may be terminated by either party, for any reason, only within sixty (60) days of the annual City budget approval and upon giving sixty (60) days' notice, in writing, without penalty or cause.

5.2 If an event of default or non-performance occurs, the City may, at any time and in its sole discretion, take any of the following actions:

- (a) initiate any action the City considers necessary in order to facilitate the successful continuation or completion of the Program;
- (b) provide the Commissions with an opportunity to remedy the Event of Default;
- (c) suspend the payment of Funds for such period as the City determines appropriate;
- (d) reduce the amount of the Funds;
- (e) cancel further instalments of Funds;
- (f) demand from the Commission the payment of any Funds remaining in the possession or under the control of the Commission;
- (g) demand from the Commission the payment of an amount equal to any Funds the Commission used, but did not use in accordance with the Agreement; and,

(h) terminate the Agreement at any time, including immediately, without liability, penalty or costs to the City upon giving Notice to the Commission in accordance with section 12.

5.3 Each of the following events will constitute an event of default or non-performance:

- (a) in the opinion of the City, the Commission breaches any representation, warranty, covenant or other material term of the Agreement, including failing to do any of the following in accordance with the terms and conditions of the Agreement:
 - (i) carry out the Program;
 - (ii) use or spend Funds; or
 - (iii) provide, in accordance with Schedule E, reports or such other reports as may have been requested.
- (b) the Commission makes an assignment, proposal, compromise, or arrangement for the benefit of creditors, or a creditor makes an application for an order adjudging the Commission bankrupt, or applies for the appointment of a receiver;

5.4 Consequences of Termination on Notice by the City. If the City terminates the Agreement pursuant to either section 5.1 or 5.2, the City may take one or more of the following actions:

- (a) cancel all further instalments of Funds;
- (b) demand from the Commission the payment of any Funds remaining in the possession or under the control of the Commission; and
- (c) determine the reasonable costs for the Commission to wind down the Program, and do either of the following:
 - (i) permit the Commission to offset such costs against the amount the Commission owes pursuant to section 5.3; and,
 - (ii) subject to section 4, provide Funds to the Commission to cover such costs.

6. INDEMNIFICATION

6.1 The Commission undertakes and agrees to defend and indemnify the City and hold the City harmless, at the Commission's sole expense, from and against all claims, demands, suits, losses, costs, damages and expenses that the City may sustain or incur by reason of:

- (a) any breach of this Agreement by any of the Commission's, the Commission's employees, any subcontractor of the Commission, or persons for whom the Commission is responsible for (including volunteers);
- (b) any loss or misuse of funds held by the Commission, the Commission's employees, any subcontractor of the Commission, or persons for whom the Commission is responsible for (including volunteers);
- (c) the acts or omissions of the Commission, the Commission's employees, any subcontractor of the Commission, or persons for whom the Commission is responsible for (including volunteers) in performing the services or otherwise carrying on the Commission's business, including any damage to any and all persons or property, whether deliberate, accidental or through negligence, and all tickets, fines and penalties;
- (d) any claim or finding that any of the Commission, the Commission's employees,

any subcontractor of the Commission, or persons for whom the Commission is responsible for (including volunteers) are employees of, or are in an employment relationship with, the City or are entitled to Employment Benefits of any kind;

- (e) any liability on the part of the City under any statute (including but not limited to the *Income Tax Act* or an employment benefits statute), to make contributions, withhold or remit any monies or make any deductions from payments, or to pay any related interest or penalties by virtue of any of the following being considered to be an employee of the City, from Commission: the Commission's employees, any subcontractor of the Commission, or persons for whom the Commission is responsible for (including volunteers); and,
- (f) any and all claims, assessments, charges, taxes, or other penalties or demands which may be made by the Canada Revenue Agency, the Minister of National Revenue or other official of the Government of Canada, requiring the Corporation to pay income tax, charges or penalties under the *Income Tax Act* (Canada) in respect of any claims, demands and amounts payable in accordance with the contract which may be made by, on behalf of, or related to Services Canada Skills Development and Human Resources Development Canada or by any other government agency under any applicable statute and regulation with respect to any amounts which may in the future be found to be payable by the City on the Commission's behalf.

7. LIABILITY INSURANCE

7.1 The Commission undertakes and agrees that throughout the term of this Agreement, the Commission shall maintain:

- (a) general liability insurance on an occurrence basis covering the Commission, its officers, servants, contractors, and agents for an amount not less than Five Million (\$5,000,000.) dollars to cover any liability resulting from anything done or omitted by the Commission or its employees, agents or participants, with respect to the services it provides and shall include the City as an additional insured, such policy to include non-owned automobile liability, personal liability, personal injury, broad form property damage, contractual liability, owners' and contractors' protective, products and completed operations, contingent employers liability, cross liability and severability of interest clauses and further this policy will not contain an exclusion of coverage relating to physical, sexual or emotional abuse claimed against the Commission; and,
- (b) automobile insurance for any owned or leased vehicle used by the Commission for the provision of services in an inclusive limit of not less than Five Million (\$5,000,000.) dollars against statutory liability and accident benefits.

7.2 In addition, the Commission shall furnish the City with evidence of Crime, Employee Dishonesty or Bond A policy or equivalent Fidelity Bond in the amount not less than the minimum amount set out in the chart below. The City shall be shown on the Policy as a named Obligee with respect to any loss or misuse of funds held by the Commission as described in this Agreement.

Amount of Funding	Minimum Crime Insurance Limit
Less than \$30,000	\$5,000
\$30,001 - \$100,000	\$25,000
Greater than \$100,000	\$100,000

7.3 The Commission shall submit prior to signing this Agreement and thereafter on an annual basis, and prior to insurance expiry, a completed standard Insurance Certificate (Form #0788, or as amended from time to time), which provides for a minimum of thirty (30) days' notice in advance of cancellation of such insurance.

7.4 Failure to procure and maintain any insurance under this Agreement or Schedules

shall constitute a default under this Agreement.

8. PUBLICATION, CONFIDENTIALITY, EMPLOYEES AND AGENTS

- 8.1 The Commission shall treat all confidential and proprietary information communicated to or acquired by the Commission or disclosed by the City in the course of carrying out the Program provided for herein in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. No such information shall be used by the Commission on any other project without the prior written approval of the City.
- 8.2 The Commission shall require each of its employees and agents, who work under this Agreement or who have access to confidential information of the City, to comply with the requirements of this Agreement with respect to confidentiality.

9. ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) TRAINING

- 9.1 The Commission shall ensure that it and all of its volunteers, employees or agents, if they deal with members of the public under this Agreement, receive training about the provision of services to persons with disabilities in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations.

10. INTELLECTUAL PROPERTY

- 10.1 Where the Commission develops a work or a product under this Agreement, the Commission hereby assigns to the City, and confirms that the Commission has assigned all, and not less than all, of its right, title and interest throughout the world, including reversionary interests and rights of renewal and other rights, in and to the copyright and all other rights in the work and in the product including the right to create derivative works which modify or alter the work and the product in any manner whatsoever.
- 10.2 Where the Commission develops a work or a product under this Agreement, the Commission hereby waives the whole of its moral rights in the work and in the product.
- 10.3 Where the Commission develops a work or a product under this Agreement, the Commission;
- (a) represents and warrants that the use of the work or product does not violate any copyright or infringe third party intellectual property rights;
 - (b) covenants that the use of the work or product will not violate any copyright or infringe third party intellectual property rights;
 - (c) agrees to indemnify the City of any liability, injury or damage, including legal costs or expenses incurred by the City as a result of any breach or alleged breach of a term, warranty, representation or covenant in this Agreement by the Commission;
 - (d) agrees that the indemnities herein set forth shall survive in perpetuity; and,
 - (e) agrees not to institute any action against the City on the grounds that the use of the work or product constitutes an infringement of its moral rights.

11. RELATIONSHIP OF AGREEMENT TO SCHEDULES

- 11.1 Where there is a conflict between the terms or obligations of the Agreement and a Schedule, the more restrictive term shall apply.
- 11.2 A default under any of the Schedules also constitutes a default under the Agreement.
- 11.3 In accordance with the By-law authorizing this Agreement, the ability to edit the terms of the Schedules has been delegated to the Deputy City Manager, Neighbourhood and Community-Wide Services or their designate.

12. NOTICE

- 12.1 Any notice, report, direction, request or other documentation required or permitted to be given to either party hereto shall be in writing and shall be given to the contact as indicated in the applicable Schedule.
- 12.2 Notice with respect to the terms of this Agreement (as distinct from a notice required under a Schedule) shall be in writing and shall be given by personal service or by mailing by registered mail, with postage thereon fully prepaid, in a sealed envelope, to be addressed as follows:
- If for the City:
- To: The City Clerk
Address: 300 Dufferin Avenue
London, Ontario N6A 4L9
- If for the Commission:
- To: London Transit Commission
Address: 450 Highbury Ave N.
London, ON, N5W 5L2
- 12.3 Either party may by notice in writing, advise of a new address for notice, which shall then be used by the party to whom it is addressed.
- 12.4 Any notice, report, direction, request or other document delivered personally in accordance herewith shall be deemed to have been received when given to the addressee on the day of delivery. Any notice, report, direction, request or other document mailed as aforesaid shall be deemed to have been received by and given to the addressee on the second (2nd) business day following the date of mailing, provided that for such purposes no day during which there shall be a strike or other occurrence which shall interfere with normal mail service shall be considered a business day.

13. CONFLICT OF INTEREST

- 13.1 The Commission shall disclose in writing to the Deputy City Manager any outside interest and commitments that may generate a conflict of interest before commencing work under this Agreement and thereafter upon any such outside interest or commitment coming to the Commission's attention. "Conflict of Interest" means a situation in which the interests of the Commission or the Commission's staff or any outside interest or commitment of the Commission comes into conflict, or appears to come into conflict, with the interests of the City and includes both non-pecuniary and pecuniary interests (direct or non-direct). The Deputy City Manager shall review the conflict promptly after disclosure by the Commission and shall give the Commission notice in writing of their determination as to whether any outside interest or commitment raises a potential conflict of interest with respect to the Commission's commitments identified in the Schedules to this Agreement, and the decision of the Deputy City Manager shall be final. Disclosures of conflicts by the Commission to the Deputy City Manager shall be kept confidential except to the extent necessary to review, consider and resolve any conflict and as permitted by the *Municipal Freedom of Information and Protection of Privacy Act*. A conflict of interest may be resolved by the Commission amending its obligations under one or more Schedules to this Agreement, or by terminating one or more Schedules to this Agreement, upon the written direction of the Deputy City Manager or by the termination of the contract in accordance with section 5.

14. COMMUNICATIONS REQUIREMENTS

- 14.1 Unless otherwise directed by the City, the Province, and the Government of Canada, the Commission will:
- (a) acknowledge the support of the City and the Province (where applicable) for the Program; and,
 - (b) ensure that the acknowledgement is in a form and manner as directed by the City or the Province (where applicable).

14.2 The Commission will indicate, in any of its Program-related publications, whether written, oral, or visual, that the views expressed in the publication are the views of the Commission and do not necessarily reflect those of the City.

15. FUNDS AND CARRYING OUT THE PROGRAM

15.1 Funds Provided

The City will:

- (a) Provide the Commission with Funds based on projected costs for the purposes of carrying out the Program, in accordance with the applicable Schedule(s) attached hereto;
- (b) Notwithstanding the applicable Schedule(s), Projected costs will be reconciled annually and funding adjusted to actual costs incurred each year;
- (c) provide the Funds to the Commission in accordance with the payment plan attached to the Agreement as Schedule "D"; and,
- (d) deposit the Funds into an account designated by the Commission provided that the account:
 - (i) resides at a Canadian financial institution; and,
 - (ii) is in the name of the Commission.

15.2 Limitation on Payment of Funds

Despite section 17.1:

- (a) The City is not obligated to provide any Funds to the Commission until the Commission provides the certificates of insurance or other proof as the City may request;
- (b) the City will adjust the amount of Funds it provides to the Commission in any Funding Year based upon the annual reconciliation process.

15.3 Use of Funds and Carry Out the Program

The Commission will do all of the following:

- (a) Carry out the Program in accordance with the Agreement;
- (b) use the Funds only for the purpose of carrying out the Program;
- (c) spend the Funds only in accordance with the Budget; and,
- (d) not use the Funds to cover any specific cost that has or will be funded or reimbursed by any third party, ministry, agency or organization of the Government of Ontario.

15.4 Interest Bearing Account

If the City provides Funds before the Commission's immediate need for the Funds, the Commission will place the Funds in an interest-bearing account in the name of the Commission at a Canadian financial institution.

15.5 Rebates, Credits and Refunds

The Commission will report to the City any rebates, credits or refunds received in relation to the programs in this Agreement for the purposes of annual reconciliation.

15.6 Schedules

In each Funding Year subsequent to the first Funding Year, new Schedules A, B, C, D, and E (the “**Schedules**”) to the Agreement shall be established according to the following process:

- (a) the City shall provide the Commission with draft Annual Schedules intended to replace Schedules A, B, C, D, and E to the Agreement; and,
- (b) upon receipt by the City of approval of the draft Annual Schedules by the Commission, the draft Annual Schedules shall be deemed to be Schedules A, B, C, D, and E in relation to the Funding Year to which they apply.

15.7 When Annual Schedules Not Ready Prior to Beginning of Funding Years

In the event the Annual Schedules are not finalized prior to the beginning of the new Funding Year:

- (a) the City may continue to provide Funds to the Commission in accordance with the Payment Plan set out in Schedule “D” for the previous Funding Year;
- (b) if the City decides to continue to provide Funds, base funds for the previous Funding Year shall be increased by the additional amount of Funds flowed pursuant to 15.8(a).
- (c) if the City decides to provide Funds, the Commission shall continue to carry out the Program described in Schedule “B”, use the Funds in accordance with the Budget set out in Schedule “C” and provide Reports in accordance with Schedule “E” applicable to the previous Funding Year;
- (d) until such time as the Annual Schedules are finalized or this Agreement is terminated.

16. REPORTING, ACCOUNTING AND REVIEW

16.1 Preparation and Submission

The Commission will:

- (a) submit to the City all Reports in accordance with the timelines and content requirements as provided for in Schedule “E”, or in a form as specified by the City from time to time;
- (b) submit to the City any other reports as may be requested by the City in accordance with the timelines and content requirements specified by the City;
- (c) ensure that all Reports and other reports are completed to the satisfaction of the City; and,
- (d) ensure that all Reports and other reports are signed on behalf of the Commission by an authorized signing officer.

16.2 Record Maintenance

The Commission will keep and maintain:

- (a) all financial records (including invoices) relating to the Funds or otherwise to the Program in a manner consistent with generally accepted accounting principles; and,
- (b) all non-financial documents and records relating to the Funds or otherwise to the Program.

16.3 Disclosure

To assist in respect of the rights set out in section 17.3, the Commission will disclose any information requested by the City, any authorized representatives, or any independent auditor identified by the City, and will do so in the form requested by the City, any authorized representative, or any independent auditor identified by the City,

as the case may be.

16.4 No Control of Records

No provision of the Agreement will be construed so as to give the City any control whatsoever over the Commission's records.

16.5 Auditor General

For greater certainty, the City's rights under Article 17 are in addition to any rights provided to the Auditor General pursuant to section 9.1 of the *Auditor General Act* (Ontario).

17. GENERAL PROVISIONS

17.1 Assignment

Neither party may assign this Agreement without the prior consent in writing of the other.

17.2 Entire Agreement

This Agreement and Schedules constitutes the entire Agreement between the Parties with respect to the subject matter contained herein and supersedes all previous agreements, arrangements or understandings between the parties whether written or oral in connection with or incidental to this Agreement.

17.3 Time

The Commission shall perform its obligations with respect to the Program expeditiously to meet the requirements of the City and shall complete any portion or portions of the Program in such order as the City may require.

17.4 Waiver

The failure of either party at any time to require performance by the other party of any provisions shall in no way affect the full right to require such performance at any time thereafter, nor shall waiver by either party of any breach of the provisions be taken or held to be a waiver of any succeeding breach of such provisions or as a waiver of the provision itself.

17.5 Applicable Law

This Agreement shall be construed and enforced in accordance with the laws of the Province of Ontario and Canada and the parties hereto hereby agree to the jurisdiction of the Courts of Ontario.

17.6 Circumstances Beyond the Control of Either Party

Neither party shall be responsible for damage caused by delay or failure to perform under the terms of this Agreement resulting from matters beyond the control of the parties including but not limited to strike, lockout or any other action arising from a labour dispute, fire, flood, act of God, war, riot, or other insurrection, lawful act of public authority, or delay or default caused by a common carrier which cannot be reasonably foreseen or provided against.

17.7 Survival

All representations and warranties and obligations of confidentiality and indemnification and the reporting requirements pursuant to this Agreement shall survive termination or expiry of this Agreement.

17.8 Joint and Several Liability

Where the Commission is comprised of more than one entity, all such entities will be jointly and severally liable to the City for the fulfillment of the obligations of the Commission under the Agreement.

IN WITNESS WHEREOF the parties have caused to be executed, this Agreement SIGNED SEALED AND DELIVERED;

The Corporation of the City of London

Date

Ed Holder, Mayor

Date

Catharine Saunders, City Clerk

London Transit Commission

Date

Per:
Signature

Print Name, Title
I have authority to bind the Corporation

Date

Witness Signature

SCHEDULE "A"
PROGRAM SPECIFIC INFORMATION AND ADDITION PROVISIONS

Base Funds	\$765,058
Term of Agreement	June 1, 2021 to December 31, 2021
City Contact information for program specific information	<p>The Corporation of the City of London 300 Dufferin Avenue, PO Box 5035 LONDON, ON N6A 4L9</p> <p>Attention: Deputy City Manager, Neighbourhood and Community-Wide Services</p> <p>Fax: (519) 661-5793</p> <p>Email: csmith@london.ca</p>
Commission contact information for program specific information	<p>London Transit Commission 450 Highbury Ave N. London, ON, N5W 5L2</p> <p>Attention: _____</p> <p>Fax: _____</p> <p>Email: _____</p>

Additional Provisions:

The Commission will operate in accordance with the policies, guidelines and requirements of the City, as communicated to it.

**SCHEDULE “B”
PROGRAM DESCRIPTION**

B1.0 PHASE I FUNDING OBJECTIVES

One Integrated Affordable Transit Program that supports subsidized transit for Londoners:

- will reduce the current administration of the program both for the City and the Commission; and,
- will be based on measurable outcomes and will have a permanent budget that sustains the program.

The Commission will provide transportation at reduced fares to meet the funding objectives and the City will provide grants to the Commission to cover the costs of providing such transportation at reduced fares for the following:

- (a) Individuals who are visually impaired ride the bus for free (100% subsidy);
- (b) Children 12 years of age and under ride the bus for free (100% subsidy);
- (c) Youth 13 to 17 years of age have the ability to purchase a subsidized monthly bus pass (36% subsidy); and
- (d) Individuals 65 years of age and over have the ability to purchase a subsidized bus fare (25% subsidy).

B1.1 Expectations

- (a) The Commission is responsible for the management, operation, and administration of the Integrated Subsidized Transit program as outlined in this agreement.
- (b) The Commission shall provide to the City, from time to time, such information in addition to the service data elements as required for the City to fulfill its municipal policy and standard setting responsibilities.
- (c) Outcomes and metrics will be reviewed annually and the City and Commission will review projected ridership and costs, and will adjust future budgets accordingly.

B2.0 COMMISSION GOVERNANCE

B2.1 The Commission must have governance structures and accountability processes to properly administer and manage public funds and to provide services to clients.

B3.0 SUBSIDIZED TRANSIT PROGRAM

B3.1 Program Management
The Commission shall:

- (a) Align planning, programming, and operations with the current City of London Strategic Plan.
- (b) Inform the City of London of any permanent or significant operating changes to the program throughout the year prior to implementation.
- (c) Deliver the Program in accordance with By-laws established

B4.0 MEASUREMENT

B4.1 The Commission shall provide measurement and reporting for the following data elements (**mark with an x all that apply**): (See below: Data Elements and Definitions).

Data Elements	
X	Number of Visually Impaired Passes sold at 100% subsidy
X	Number of Child Passes sold at 100% subsidy
X	Number of Youth Passes sold at 36% subsidy
X	Number of Senior Tickets sold at 25% subsidy
X	Total cost of Visually Impaired Passes sold at 100% subsidy
X	Total cost of Child Passes sold at 100% subsidy
X	Total cost of Youth Passes sold at 36% subsidy
X	Total cost of Senior Tickets sold at 25% subsidy

The Commission shall: Use data collection templates and tools provided by the City of London, and report data to the City of London in a manner deemed acceptable by the City of London when requested.

Data Elements and Definitions

<p>Name: Number of Visually Impaired Passes sold at 100% subsidy Definition: Number of passes sold at 100% subsidy to individuals that qualify as visually impaired.</p>
<p>Name: Number of Child Passes sold at 100% subsidy Definition: The number of passes sold at 100% subsidy to children 12 years of age and under.</p>
<p>Name: Number of Youth Passes sold at 36% subsidy Definition: The number of passes sold at 36% subsidy to youth 13 to 17 years of age.</p>
<p>Name: Number of Senior Tickets sold at 25% subsidy Definition: Total number of passes sold at 25% subsidy to individuals 65 years of age or older.</p>
<p>Name: Total cost of Visually Impaired Passes sold at 100% subsidy Definition: The total subsidy cost of passes sold at 100% subsidy to individuals that qualify as visually impaired.</p>
<p>Name: Total cost of Child Passes sold at 100% subsidy Definition: The total subsidy cost of passes sold at 100% subsidy to children 12 years of age and under.</p>
<p>Name: Total cost of Youth Passes sold at 36% subsidy Definition: The total subsidy cost of passes sold at 36% subsidy to youth 13 to 17 years of age.</p>

SCHEDULE "C"
BUDGET

2021 Seven Month Allocation

2021 Subsidized Transit Program:	City of London Contribution
Total Subsidized Transit Program Allocation	\$ 765,058

SCHEDULE "D" PAYMENT

In 2021, the grant will be payable as follows, subject to the Commission's compliance with the provisions of this Agreement:

- 1) First payment of grant funds to be paid within 30 days of the execution of this Agreement in the amount of \$255,019;
- 2) Second payment of grant funds to be paid within 30 days of receiving 1st Quarterly Report as described in Schedule E satisfactory to the City in the amount of \$255,019;
- 3) Third payment of grant funds to be paid within 30 days of receiving 2nd Quarterly Report as described in Schedule E satisfactory to the City, in the amount of \$255,020.

The City may adjust the entitlement and the resulting grant payments to reflect forecasted or actual under-spending that is reported in Quarterly Reports described in Schedule E.

SCHEDULE "E"
REPORTS

The Agency must provide the following submissions to the City as per the following cycle:

Report Type	Description	Due Date
Quarterly Report	Quarter to date and year to date outcome and financial reporting of data elements	July 16, 2021 October 15, 2021 January 21, 2022

Report to Community and Protective Services Committee

To: Chair and Members,
Community and Protective Services Committee

From: Cheryl Smith, Deputy City Manager, Neighbourhood and
Community-Wide Services

Subject: London Fire Department Emergency Repairs

Date: May 11, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the following report on London Fire Department Emergency Repairs **BE RECEIVED** for information.

Executive Summary

This report updates Council on emergency repairs undertaken on two fire engines to prevent interruptions to the level of service provided by the London Fire Department.

Linkage to the Corporate Strategic Plan

Strengthening our Community

The London Fire Department Emergency Repairs are aligned with the following strategic area of focus and outcome from the City of London Strategic Plan 2019-2023:

- Strengthening our Community – Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city.

Analysis

1.0 Background Information

1.1 Context

The London Fire Department (LFD) relies on having a number of spare vehicles available to replace front-line vehicles that require maintenance. Without an adequate number of spare vehicles, the level of service could be impacted. LFD works to mitigate this type of situation by having all apparatus regularly serviced by the LFD Mechanical Division and by placing large apparatus on a 20-year lifecycle schedule.

The two spare engines that required emergency repairs to the frame rails were built in 2007. These frame rails were made of steel. Since 2016, fire apparatus have been tendered by the LFD to include galvanized frame rails, which are expected to withstand the daily wear and climate conditions.

2.0 Discussion and Considerations

2.1 Severity of Issue Leading to Emergency Repairs

In October 2020, after conducting an annual Ministry of Transportation inspection on these two engines, the Mechanical Division identified that there was significant frame rail rot present. After being notified, the manufacturer conducted a detailed analysis. Their findings resulted in the LFD taking these two engines out of service until repaired

or replaced. The current lifecycle standard for all large vehicles is 20 years (17 years front-line plus three additional years as a spare). It should be noted that there is a wait time of about 18 months to purchase and outfit new vehicles of this size and capacity. Therefore, in the interest of maintaining a consistent level of service, Civic Administration met with Purchasing to explore immediate next steps.

Based on Section 14.2 of the Procurement of Goods and Services Policy (see below), the Deputy City Manager, Neighbourhood and Community-Wide Services provided approval to have these two engines urgently repaired.

Section 14.2 of the Procurement of Goods & Services Policy

Procurement in Emergencies

For the purposes of this section, “Emergency” means an event or occurrence that the City Manager or Managing Director deem as an immediate threat to:

- Public health;
- The maintenance of essential City services; or
- The welfare and protection of persons, property, or the environment; and the event or occurrence necessitates the immediate need for goods or services to mitigate the emergency and time does not permit for a competitive procurement process.

In the event of an Emergency the City Manager or Managing Director and their respective delegates, Fire Chief or a Deputy Fire Chief, or Chief Building Official or Deputy Chief Building Official, are authorized to enter into a purchase agreement without the requirement for a formal competitive process.

A list of pre-qualified suppliers will be used to select the suppliers, whenever possible.

Where the procurement cost to mitigate the Emergency is anticipated to exceed \$50,000, there must be a notification sent (e-mail contact is acceptable) to the Manager of Purchasing and Supply (or delegate). The steps taken to mitigate the Emergency must always be clearly documented regardless of amount and where the aggregate costs for a single supplier are in excess of \$50,000, the emergency procurement shall be reported by the responsible Managing Director to Committee and City Council (including the source of financing) at the next scheduled meeting following the event.

2.2 Details of Repairs

Following approval of these urgent repairs, the recommendation was to have Engine 21 repaired at Dependable Emergency Vehicles and Engine 24 repaired at Chief’s Heavy Truck Collision to expedite the needed work and return these vehicles to the road to prevent an impact on the level of service.

On April 19, 2021, Engine 21 was shipped to Dependable Emergency Vehicles. There are an estimated 450 hours of work required to complete the frame rail replacement. This work includes lifting the body and cab, removing ancillary equipment, replacing the frame rails, and then reassembling the apparatus.

On May 4, 2021, Engine 24 was shipped to Chief’s Heavy Truck Collision. There are an estimated 450 hours of work required to complete this frame rail replacement as well.

3.0 Next Steps

LFD will continue to have all vehicles regularly inspected and serviced by its Mechanical Division. There are seven more apparatus in the fleet with steel frame rails that are showing similar issues to Engines 21 and 24 and will likely need service before the current lifecycle is complete. Plans are being made to mitigate these expenses. These plans include scheduling lifecycle replacements to minimize expenses, organizing

processes to ensure vehicles that require repair are serviced in a timely manner, and maintaining vehicles for a period of time after expense to ensure a return on investment.

In addition, LFD is in the process of drafting the Fire Master Plan, which will go to the Community and Protective Services Committee in September 2021. This 10-year Plan provides an overall vision, direction, and guidance for Council to make decisions about service improvements and enhancements through fire hall locations, fleet configuration, and any other elements that affect the delivery of fire services to match the growing needs of the community. As part of the development of this Plan, Civic Administration is reviewing the current lifecycle of all fire department vehicles.

4.0 Financial Impact/Considerations

The cost of repairs for Engine 21 is estimated at \$79,032.00 +HST and the cost of repairs for Engine 24 is estimated at \$74,612.59 +HST. The funding for these emergency repairs will be accommodated within LFD's 2021 operational budget.

Conclusion

Emergency repairs to Engines 21 and 24 as per Section 14.2 of the Procurement of Goods and Services Policy were required to minimize the impact to service levels to maintain essential City services.

Prepared by: Katerina Barton, Manager, Finance and Planning, Fire Services
Submitted by: Lori Hamer, Fire Chief
Recommended by: Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services

c: John Freeman, Manager, Purchasing and Supply, Finance Supports
Doug Drummond, Financial Business Administrator, Finance Supports

To the CPSC,

I am writing to request an opportunity to address the CPSC.

As you know, London is in the grips of a global pandemic and is suffering the effects of climate change.

Children are being home-schooled, we have been asked to suspend all but the most essential activities, and governments are committing billions of dollars to rapidly decarbonize our economy.

Despite this, our municipal by-laws protect the provision of cosmetic lawn care and the use of gas-powered leaf blowers by defining them as "essential services." Therefore, even in the midst of a lockdown and a global climate crisis, gas powered leaf blowers are emitting noise in excess of 85dB, carcinogens, and greenhouse gases into our communities everyday.

This policy is out of keeping with the needs of our community in 2021.

I therefore am requesting an opportunity to address the CPSC and begin a discussion about how we can get our municipal policies and by-laws to better align with the needs of our community in this time of crisis.

Thank you

J Bruce Morton

--

J Bruce Morton, PhD

Professor, Department of Psychology

Principal Investigator, Brain and Mind Institute

Core Faculty, Neuroscience Graduate Program

Director, Cognitive Development and Neuroimaging Laboratory

University of Western Ontario

London, Ontario

CANADA

N6A 3K7

May 6, 2021

To: Mayor and Council Members City of London
From: Tony DiGiovanni Executive Director Landscape Ontario
Re: Proposed Leaf Blower Ban

Dear Mayor and Council Members,

Leaf Blowers are a very important labour saving tool not only for the landscape profession but for homeowners, the construction industry and the parks and works departments. In fact the Parks Department is the largest user of leaf blowers in the London area.

Much can be done to reduce the negative impacts based on education and courteous use. It is the inappropriate use of leaf blowers that cause the problem. Landscape Ontario along with a London based company called “Greenius” has produced a training video to help professionals understand how to use leaf blowers properly. You can find the video here:

<https://www.youtube.com/watch?v=4sljqQq5cU0>

You may also be interested to know that Echo and Stihl, the two largest manufacturers of leaf blowers reside in London. You may want to reach out to them as well. Both companies keep producing blowers that are a lot quieter and cleaner. Both offer battery powered blowers that significantly reduce the amount of noise. I predict that the issue will be solved within the next 5 years because manufacturers are continually improving their products.

Landscape Ontario members are in the service industry and take pride in promoting professional practices. We will take responsibility for dealing with complaints through education and direct intervention. If the company is a member of Landscape Ontario we will provide them access to the training module. Usually through communication and empathy complaints can be resolved.

Council may also consider encouraging the leaf blower users to upgrade their blowers to the newer, quieter models or battery operated units. Landscape Ontario is pleased to work with the City in any effort to resolve this issue.

I hope this information helps. Below you will find some notes on the financial implications of a Leaf Blower Ban

The Financial Impact of the Leaf Blower Ban

The financial consequences of a leaf blower ban would affect many diverse constituents. The following is a brief summary of those who would be negatively impacted.

1. The Horticultural Industry

The Horticulture industry utilizes leaf blowers as a labour saving and useful tool for their grounds maintenance operations. Industry estimates suggest that landscape firms can save up to 30% of their labour costs by using leaf blowers in their routine maintenance.

2. The Paving Industry

The paving industry uses leaf blowers to prepare worn asphalt surfaces before application of new asphalt. It is a useful and effective tool that is far more efficient than sweeping. Considering the amount of asphalt renovation and sealing that goes on both on municipal roads and private properties, the impact on the paving industry could far exceed the financial impact on the horticultural industry.

3.

4. Municipal and Nonprofit Institutions

Municipalities, cemeteries, parks systems, Ontario Hydro, School Boards and all public institutions use leaf blowers as a labour saving tool. The cost of maintaining these large-scale properties without the use of leaf blowers is astronomical. Your own city staff can estimate the financial impact for the Parks & Works Department.

5. Homeowner's Utilizing Grounds Maintenance Services

More homeowners utilize grounds maintenance services and therefore approve the use of leaf blowers on their property than the vocal minority attempting to ban their use. A leaf blower ban would mean higher maintenance costs.

6. Homeowners Who Own Their Own Leaf Blower

The leaf blower has increased in popularity with the do-it-yourself homeowner. Millions of dollars worth of leaf blowers are purchased each year. The financial impact on this group is the cost of the leaf blowers and the increase in labour.

7. Manufacturers, Their Employees and Distributors

The design, manufacture, sales and distribution of leaf blowers contribute millions of dollars to Canada's economy. A ban on leaf blowers would affect the entire production chain and would impact other communities in Ontario and Canada. Again we are dealing with millions of dollars not to mention loss of livelihood for many families.

8. The Taxpayer

Leaf blowers save the taxpayer thousands of dollars in reduced municipal labour costs. The city would be in the best position to estimate the increased labour costs for their parks and works departments.

This brief summary is a conservative and incomplete estimate on the financial impact of a leaf blower ban and does not consider the astronomical cost of enforcing a leaf blower ban.

Leaf blowers are a noisy but legal power tool. No one enjoys the noise generated by leaf blowers. However with increased education, consideration and the introduction of newer, quieter technologies the problem of leaf blower noise can be minimized without considering a drastic, expensive and unenforceable leaf blower ban.

Yours sincerely,



Tony DiGiovanni
Executive Director
Landscape Ontario

There is a lack of appropriately located spaces for the city to offer support services, as such I would look for support for consideration of the following motion:

In addition to the work that is currently underway, the Civic Administration BE DIRECTED to report back at its earliest opportunity to identify potential spaces that may be acquired and utilized for the purpose of support services, as well as potential funding sources for this action.

Councillor M. van Holst

DEFERRED MATTERS

COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

as of May 3, 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	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	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.	<p><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:</p> <p>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";</p>	November 12, 2019	Q4, 2021	G. Barrett	<p>Implementation delayed due to COVID-19 impacts. New target date: Q4 2021</p> <p>PEC Report July 14, 2020 https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=73475</p>
4.	<p><u>Short-Term Accommodations - Proposed Regulations</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 short-term accommodations:</p> <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>	February 19, 2020	Q1 2021	G. Kotsifas O. Katolyk	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
5.	<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> <p>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;</p>	November 3, 2020	Q3 2021	G. Kotsifas O. Katolyk	
6.	<p><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 Dearness 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:</p>	February 9, 2021	TBD	C. Smith K. Dickins S. Stafford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<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>				
7.	<p><u>Affordable Housing Units in London</u> That the following actions be taken with respect to the creation of affordable housing units in London: a) the Civic Administration BE DIRECTED to expedite the development of needed 3,000 affordable housing units as set out in “Housing Stability Action Plan” (HSAP) to be in place in five years, instead of ten years as set out in the Plan; and, b) the Civic Administration BE DIRECTED to report back to a future meeting of the Community and Protective Services Committee with an implementation plan, inclusive of financial impacts, that sets out the best supports for the development of affordable housing units; it being noted that a communication from Mayor E. Holder, with respect to this matter, was received. (2021-S14)</p>	March 30, 2021	TBD	K. Dickins	
8.	<p><u>Animal By-law PH-3</u> That the communication, dated April 1, 2021, from Councillor M. Cassidy, with respect to By-law PH-3, being "A by-law to provide for the regulation, restriction and prohibition of the keeping of animals in the City of London", BE REFERRED to the Civic Administration for review and a report back at a future meeting of the Community and Protective Services</p>	April 20, 2021	TBD	G. Kotsifas O. Katolyk	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	Committee related to revisions or updates that could be made to the by-law; it being noted that a communication from K. and K. Beattie, as appended to the Added Agenda, with respect to this matter, was received.				