

Corrine Rahman and City Council Members,

Good afternoon, I am writing regarding the Homeless Hub that is scheduled to open shortly at the Lighthouse Inn, located at **705 Fanshawe Park Road West**. I would like to express my concern for this project as my family and I are business operators in the Hyde Park area.

We own and operate four Tim Hortons restaurants all within 1.8 - 5 km's from the Hub's location. Our closest restaurant, located at 1229 Wonderland Road North, is only 1.8 km's which is a concern for us.

We opened our first restaurant, at 1229 Wonderland Road, almost 30 years ago and we have slowly watched as the homeless population has grown in the area. These past two years have been extremely concerning for us as we have had to deal with never-ending problems on a daily basis. Problems such as drug use on our property, vandalism inside and outside of the property, theft, camps set up on our property and many other issues. Typically, police are called to deal with these problems but their response time is lengthy as they are understandably busy. When the police are unable to respond in a timely manner, we have no other choice but to personally deal with these issues on our own. This is very dangerous to ourselves and our staff members. We have had to deal with a high turnover rate of staff in our restaurants, as our staff do not want to deal with these problems every day. Their safety is compromised and it is understandable why they terminate their employment and go to work elsewhere.

We have spent thousands of dollars on repairs to our bathrooms from graffiti, professional cleaning companies and plumbers to clean up bodily fluids and feces, bathroom locks on doors and other expenses due to the homelessness problem in our city. There have been times when our front doors needed to be locked due to the staff feeling unsafe which is unacceptable. Many of our staff members are only 15 years old and should not be subject to witnessing these events that are constantly occurring. We should all feel safe at our place of work and our customers should feel welcome and safe when they are visiting our restaurant.

I think it's wonderful that there is a plan to try to get people off of the streets and provide warm beds for all, as no one should be out on the street BUT I strongly believe we need to tackle the real problem which is the **drug problem**. Until the drug problem can be solved, people will continue to be out on the street and problems in our community will continue. We have some very ill people who need professional help, help that does not include free drugs from the numerous facilities around the city. We are just enabling the problem and the cycle continues and people do not get better, only worse and because of this problem, business owners are negatively affected, which will lead to business closures. After everything our family has done to give back to our community and all of the hard work put in over the 30 years, it is not acceptable to allow us and other Hyde Park residents and business owners, to be treated this way. This problem needs to be fixed so we can continue to strive and pass our businesses down to our children.

Thank you for taking the time to review my email. I hope we can come up with a plan to make some positive changes in our community moving forward. I have provided a file which contains some evidence of some of the situations we have had to deal with.

Please feel free to reach out to me with any questions.

Thank you,

Tanya Circelli

Tim Hortons

General Manager & Human Resources

Tanek Inc. & Mavco Inc.

519-619-9345

tanyatims@live.ca