

From: Lisa Sallabank Salon Entrenous <lisa@salonentrenous.com>
Sent: Saturday, October 28, 2023 10:11 PM
To: SPPC <sppc@london.ca>
Subject: [EXTERNAL] SPPC meeting Oct 31 Please add this communication to public agenda

Please include this communications in the October 31st SPPC meeting public agenda

Hello, my name is Lisa Sallabank and I'm the owner of Salon Entrenous and the building at [579 Richmond street](#).

I am writing to fully support the City staffs request for funding to support the BIAs and their members with the significant impacts of health and homelessness on our downtown.

My business has been successful for 34 years. There is nothing my business has come across even close to the challenges we have faced over the last 3 years.

Programs that the BIA has put in place have been imperative in keeping my staff, my clients, myself and my neighbours safe in these unprecedented times.

Having clean sidewalks, clear of drug paraphernalia, cigarette butts and urine is a daily requirement now and it is becoming much more challenging for businesses to have attractive, clean and welcoming sidewalks and storefronts for their consumers.

The Goodbye Graffiti team that the BIA funds has been a huge help in assisting us in maintaining store fronts, including the new power washing program that they started last year to help businesses remove bio waste and urine from their properties and in public walkways. However this service needs to be more frequent as we have not been able to keep up with increased cleaning needed downtown due to the impacts of health and homelessness. Without having more services like this, it is extremely challenging to maintain a positive image for our core.

Also BIA has also been very supportive by supplying grants for businesses for damages to windows and exteriors (which I am also currently applying for) and are critical in keeping businesses in the core. Often there are windows or building exteriors that get damaged or broken or need to be boarded up, which sends the message to our customers that our downtown isn't safe or welcoming.

Richmond Row's beautification has significantly decreased over the last 5 years because any street decor, plants and planters, are continually damaged, stolen or filled with needles, human waste, and garbage making it difficult for the BIA to continually maintain these. Hanging flower baskets, planters, Christmas wreaths and lights used to make the street look magical and many people and customers visiting Richmond Row now tell us how much the area has deteriorated and feels unsafe due to the health and homeless issues that we deal with on a daily basis.

Our beautiful Victoria Park, the top attraction of our city is now full of garbage making it hard to believe this was once the jewel of our city and provided much civic pride!! Victoria Park has been derelict for the last 3 years and it is imperative that the City of London prioritizes maintaining its cleanliness and better enforcing bylaws to remove shopping carts, tarps, ongoing encampments and belongings. These are individuals and human beings that need better support and medical care and no one should be left to their own recourse to live in our parks.

Additionally, many people have told us that they would love to live downtown, but are concerned about safety issues. Also we know some landlords are trying to attract a grocery stores and other businesses downtown but they have been told that due to the lack of residents and the large at-risk-population, they see downtown as an unappealing location for them to move.

The London Downtown BIA has helped myself and other members throughout the hardest years of our businesses lives.

I ask that you support the funding request that City staff are recommending for core area BIAs to help sustain our businesses as the health and homelessness hubs get established. Businesses can no longer afford the ever increasing costs of these impacts and social issues.

The City needs to recognize that downtown businesses have been carrying the costs of these impacts for far too long, either directly out of our pockets, through our taxes and through the BIA levy that all downtown London businesses pay into.

By approving these funds as part of the whole community response, it proves that City Council is committed to making businesses stronger and recognizes our contributions to a healthy economy and a healthy city.

Thank you.

Lisa Sallabank

Owner
Salon Entrenous
579 Richmond st
London Ontario
N6A 3G2