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Sent: Thursday, November 16, 2023 4:24 PM

To: SPPC <sppc@london.ca>

Cc: Woolsey, Heather <hwoolsey@London.ca>

Subject: [EXTERNAL] SPPC Meeting - NOV 21 - Public MTG ITEM # 3.1 Fees & Charges - Added Agenda

Clerk's Office Team – Please post to public record & distribute to full SPPC (Full Council) as added agenda for Agenda Item # 3.1 - Fees & Charges with my full approval.

Mayor Morgan (Chair) – SPPC – Council Members . Please consider this added agenda as feedback and recommendation going forward on the % increases proposed for the “ Renewal - Residential Rental License “ contained in this 331 Pg . report.

- The proposed increase is \$15 over next 3 calendar years based on a base rate of \$ 55 in 2024 which I just paid. This starts with a \$5 increase for year 1 – a 9.1 % increase .
- Please respect that most existing (renewal) residential licenses (not high rises) have been under Provincial Rental Control umbrella for over 6 – 7 years with a range of approved increases from 1 % - 2.5 % increase max per year.
- No one is moving in this residential category except the annual migration of Fanshawe & UWO Students a 20 % slice of the market only. We can't pass this level of rental license increase on with rent increases .
- I know many at City Hall expect a large increase in the now annual 5500 Residential Apartment Licenses based on “ More Homes More Housing “ initiatives and same as the 1980's the massive increase in residential mortgage payments . Add a unit and save your house ! Please do not discourage this with increases here as the added volume of licenses will pave the way to more revenue.
- No disrespect to License Office Staff , but believe me the current “ License Renewal Business Process “ is snail mail paper only business process with all the hall marks of a 2001 not 2023 – 24. I have to WRITE MY CREDIT CARD ## on the Rental Renewal form to submit or dictate same on the phone to staff or burn carbon & come to pay @ debit card . I can book a round of golf with more “ variables “ in less than 1 minute with greater credit security. This is not becoming of “ Well Run City “ .

RECOMMENDATION GOING FORWARD :

- Approve not more than a 2.5 % increase annually going forward the high range of the Provincial Rental Increase band for years.
- I ask one Councillor to motion an action item for City of London staff to move the “ Residential Rental License Renewal “ process to the “ Citizens Portal “ just like our Building License Approval process and automate this simple process . The License Office has had the vendor software by their account for over 3 years just like other cities , but they can't get priority air time it appears @ the senior business / software staff to implement . THIS IS EXACTLY WHAT ASSESSMENT VALUE GROWTH should be used , improving our well run city & empower your people to improve customer service , quality & efficiency.

THXS for your consideration >. Chris Butler