

Report to Planning and Environment Committee

To: Chair and Members
Strategic Priorities and Policy Committee

From: Scott Mathers, MPA, P.Eng.
Deputy City Manager, Planning and Economic Development

Subject: Targeted Actions to Increase London's Housing Supply:
Supporting Council's Pledge for 47,000 Units by 2031

Date: April 16, 2024

Recommendation

That, on the recommendation of the Director, Planning and Development, the following actions **BE TAKEN** with respect to the Targeted Actions to Increase London's Housing Supply:

- a) That the "Targeted Actions to Increase London's Housing Supply: Supporting Council's Pledge for 47,000 Units by 2031" report attached hereto as Appendix "A" **BE APPROVED** by Municipal Council; and,
- b) That this staff report **BE RECEIVED**.

Executive Summary

The purpose of this report is to seek Municipal Council approval of the Targeted Actions to Increase London's Housing Supply ("Targeted Actions") report, which is in support of the Municipal Housing Pledge of 47,000 new housing units and Council's February 2023 direction to develop an action plan for housing supply. The Targeted Actions are the result of twelve (12) Housing Supply Reference Group meetings between the City and development industry partners. The Targeted Actions document identifies the actions, timelines, development tracking and reporting methods associated with different categories of housing units across various development application processes. The Targeted Actions document also includes goals, tracking of the housing supply pipeline, the responsibilities and advocacy with the private sector development industry, as well as alignment of these actions with the private sector development industry's priorities for increasing housing supply.

Linkage to the Corporate Strategic Plan

London's Targeted Actions will contribute to achieving the Housing Pledge and will contribute to the Strategic Plan area of focus for Housing and Homelessness:

- The City of London demonstrates leadership and builds partnerships to increase quality, affordable, and supportive housing options that promotes access to a range of quality, affordable, and supportive housing options that meet the unique needs of Londoners.
- A well-planned and growing community that promotes faster/ streamlined approvals and increasing the supply of housing with a focus on achieving intensification targets.

Analysis

1.0 Background

As identified in the October 31, 2023 Housing Pledge Update report to Strategic Priorities and Policy Committee, Civic Administration and development industry partners have been working to develop the Targeted Actions to increase housing supply,

consistent with the February 2023 Council direction. The development of these Targeted Actions has been through the work of the Housing Supply Reference Group.

The Reference Group was established for the purposes of identifying and providing feedback on the roles, responsibilities, actions, and reporting required to facilitate the acceleration of new housing units through the planning and development applications processes. The Targeted Actions are in support of the London’s Housing Pledge of 47,000 new units. The Housing Supply Reference Group has met twelve (12) times since March of 2023.

The results of this group’s collaborative work is the document on Targeted Actions to Increase London’s Housing Supply, attached to this report as Appendix ‘A’. The Targeted Actions document is also summarized below.

2.0 Summary of the Targeted Actions

The following is a summary of the Targeted Actions report.

- The overarching goals of the Targeted Actions are to:
 - Increase the housing supply to support Council’s pledge for 47,000 units or more by 2031.
 - Ensure shared accountability for the municipal and development industry roles in the housing marketplace.
 - Ensure that housing units move forward efficiently through the approval pipeline.
- Through the Reference Group, Industry priorities were also identified. The Targeted Actions report is consistent with those priorities and lists the key industry proprieties to increase housing supply.
- Six (6) categories of housing units are identified, based on their status within the planning and development application process (also called the development “pipeline”). The categories are:

1	Unserviced Lands	Units on lands that require major water, sewer, stormwater or road servicing.
2	Serviced Lands	Units on lands with major servicing provided.
3	Council Approved Units	Units Council has approved through Zoning By-law Amendments and Draft Plans of Subdivision.
4	Approved Lots and Blocks	Units in registered subdivisions as individual building lots or multi-unit blocks.
5	Open Site Plans and Condominiums	Units in open site plan and open condominium applications.
6	Permits and Inspections	Units in building permit applications submitted to the City’s building division.

- Methods and timing of reporting for each category of unit in the pipeline are identified. These include reporting through the Growth Management Implementation Strategy (GMIS); Vacant Land Inventory updates; Building and Development Reports to Council; and through reporting on related City initiatives.
- Shared Housing Advocacy based on housing policy issues is also identified. The shared responsibility for advocacy is between the development industry and City in working with partners in other levels of government.
- The Targeted Actions report includes a graphic showing the Unit Pledge Supply of units in each of the six (6) “buckets” of development category. This is as a baseline, with number of units as of December 31, 2023. Ongoing reporting and monitoring

will update Council on the tracking of supply of units in the various development application processes in the pipeline.

- Then, for each category of units there is a separate list of the policy, incentive, or continuous improvement actions to be taken. For each action a timeline is also identified.

3.0 Next Steps

The Targeted Actions report concludes with a list of Next Steps to continue monitoring of development tracking and to facilitate the actions. These next steps include:

- Undertaking the various actions and initiatives highlighted in the document.
- Implement the business plans approved in the Multi-Year Budget and resource the actions and initiatives.
- Undertake regular reporting on outcomes and supply.
- Review actions as part of annual work plan updates and industry partner consultations (Targeted Actions as a flexible and responsive “living document”).
- Continue ongoing monitoring and reporting of units in the development applications process and land available to meet market demand for new units.
- Monitor macro-economic conditions and housing market trends.
- Continue ongoing consultation with development industry and community partners, including through established Reference Groups, GMIS Update consultations and Land Needs consultations.

4.0 Aligning Priorities

4.1 Affordable Housing and Amenities

The Targeted Actions report identifies the actions and initiatives to be undertaken in support of achieving the housing supply pledge of 47,000 or more new units. While affordable housing units are included within this 47,000 unit pledge, the Targeted Actions are not specific to creation of affordable housing. The Roadmap to 3,000 Affordable Units report provides more detail on the City’s approach and initiatives that are specific to affordable housing development.

4.2 Community Amenities

The Targeted Actions of this report are to support creation of new housing units. Other municipal investments, such as in neighbourhood amenities and community facilities, will be needed in support of the increased housing units in order to create complete communities. Future budgeting, work plan, and City resource allocations will be required in association with developing these neighbourhood amenities. Future Development Charges studies will undertake an evaluation of the public amenities and facilities needed to support new growth.

4.3 Climate Emergency Action Plan

The London Plan was also developed with climate action in mind. Strategic Direction #4 of The London Plan calls for the city to “become one of the greenest cities in Canada”, supported by various actions. The policies of The London Plan include practicing and promoting sustainable forms of development, implementing green infrastructure and low impact development strategies, and directing development through a city structure and growth framework that focuses on infill and intensification as means to support the creation of complete communities.

The *Targeted Actions to Increase London's Housing Supply* includes various policy initiatives and process improvements to support achievement of the 47,000 unit target. The City will include a Climate Emergency lens in its implementation of the various Targeted Actions. For example, this will include evaluation of increased infill (height and density) opportunities through a London Plan policy review, evaluation of approach to servicing in a review of the Growth Management Implementation Strategy, and a land needs assessment which examines alternative directions for growth.

5.0 Recognition

Finally, it is important to recognize the hard work and commitment of the members of the reference group. The group members provided important and meaningful input that was incorporated throughout the final housing supply actions document. The group was a significant time commitment including 24 hours of meetings and many more hours reviewing materials and providing comments. The members of the Reference Group included:

- Adam Carapella, Tricar Developments
- Ali Soufan, York Developments
- Carrie O'Brien, Drewlo Holdings
- Dr. Jason Gilliland, University of Western Ontario
- Jared Zaifman, London Home Builders Association
- Jim Bujouves, Farhi Holdings Corporation
- Julian Novick, Wastell Homes
- Marco Palumbo, Palumbo Homes
- Michael Frijia, Southside Group
- Mike Wallace, London Development Institute
- Phil Masschelein, Sifton Properties
- Stephen Stapleton, Auburn Developments
- Britt O'Hagan, City of London
- David Turvey, City of London
- Heather McNeely, City of London
- Justin Adema, City of London
- Kyle Wylding, City of London
- Peter Kavcic, City of London
- Scott Mathers, City of London
- Travis Macbeth, City of London

Conclusion

The purpose of this report is to seek Council endorsement for the Targeted Actions report, which identifies the various actions and initiatives to be undertaken to facilitate the acceleration of new housing unit construction in support of the Housing Target of 47,000 new units. These actions work in parallel to the Housing Accelerator Fund initiatives being undertaken by the City to advance housing supply.

The report was developed through the work of the Housing Supply Reference Group, comprised of City staff and development industry partners.

The Targeted Actions report is intended to be a living document. Based on changes to the housing market, funding opportunities, or housing or planning policies, the Targeted Actions report may be updated to modify actions or timelines in response. The report also identifies several key considerations and assumptions, which may also be subject to updates based on changing conditions or changing housing needs of the London community.

Budget, work plan, and resource allocations for the individual actions and initiatives identified in the report will be confirmed through the multi-year budget process.

Prepared by: Travis Macbeth, MCIP, RPP
Manager, Planning Policy (Growth Management)

Reviewed by: Justin Adema, MCIP, RPP
Manager, Long Range Planning

Recommended by: Heather McNeely, MCIP, RPP
Director, Planning and Development

Submitted by: Scott Mathers, MPA, P. Eng.
Deputy City Manager, Planning and Economic
Development

TM/tm

Appendix 'A': Targeted Actions to Increase London's Housing Supply

Appendix 'A': Targeted Actions to Increase London's Housing Supply

Targeted Actions to Increase London's Housing Supply: Supporting Council's Pledge for 47,000 Units by 2031



Prepared By: Housing Supply Reference Group



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1. Background

In response to housing supply issues, in October 2022, the Province assigned London a Municipal Housing Target of 47,000 new units to be built in 10 years. The City of London Council endorsed a Municipal Housing Pledge to demonstrate commitment to act in support of achieving the Provincial Target.

A Housing Supply Reference Group, Customer Service and Process Improvement Reference Group, and an Affordable Housing Reference Group was established to facilitate collaboration between partners in housing development. The Housing Supply Reference Group has been tasked with identifying priorities and actions to improve housing supply in London. One of the key discussion points during these meetings has centered on the need to ensure a sufficient supply of developable lands is available to meet the long-term housing demands.

The City's new "Housing Open Data Initiative" was initiated through these discussions. London will be the first city to provide detailed GIS data related to housing, approved development lands, and vacant developable lands. This data is being made available in the spirit of accountability and collaboration. The data will be hosted on the City's Open Data platform. The hope is that this data will be used by industry, academic, and community partners to drive further innovation in the field of housing.

Housing Supply Goals

The overarching goal of these Targeted Actions is to demonstrate community leadership in addressing the housing affordability and supply crisis that is facing the London community. Through these Targeted Actions the objectives are to:

- Increase the housing supply to support Council's pledge for 47,000 units or more by 2031.
- Ensure shared accountability for our roles in the housing marketplace.
- Ensure that housing units move forward efficiently through the approval pipeline.

1.1. Background: Purpose

The purpose of this document is to provide targeted actions to support every phase of the housing pipeline. These actions were developed given the following considerations:

- To highlight the most important targeted actions. Further actions or changes to these actions will be made to reflect changing market conditions or new legislation.
- Actions, resources, and shared accountabilities will continue to be reviewed to ensure they reflect changes in policy and the needs of the community.
- The Planning and Development and Building Services Division work plans will be updated to support these changes and initiatives.

This document includes a figure of the Housing Supply Pipeline developed as a simplified representation of a series of technically complex processes. The following notes provide further details regarding this figure.

- The Housing Supply Pipeline figure includes housing unit values as of December 31, 2023.
- Units identified in these categories are a “snapshot in time”, which will be update through ongoing monitoring and reporting.
- Once Council approves subdivision or zoning applications there remains additional processes including site plan approval and the building permit process prior to a housing unit being built.
- Units in development applications are known units within a development application process, or estimates based on approved Zoning permissions. These values are the maximum number of units and the actual values may be lower based on site constraints and constructability.
- Number of units reflect changes based on developers’ applications or Council approvals, as applications move through development processes.
- The Housing Supply Pipeline includes lands and units across the whole development process, which can take several years to move from vacant land to the construction and occupancy of units.
- Building permits are reflective of buildings rather than individual housing units. A permit for a high-density apartment building can represent 200 units or more.

1.2. Background: Industry Partner Priorities

During the Housing Supply Reference Group discussions, the following key priorities were identified by the London development industry partners:

- Increase the supply of land for residential land uses.
- Create a more modern, flexible Zoning By-law law that implements the policy framework of The London Plan.
- Provide programs and incentives to continue redevelopment and growth opportunities.
- Provide opportunities for a variety of housing types and choice to address affordability.
- Enhance performance measurement and development application tracking.
- Reduce approval times and streamline planning and building processes.

The actions presented in the following sections have been developed to address these industry priorities.



2. Housing Supply Updates

Unit Category	Report Type	Timing
Un-serviced Lands	Growth Management Implementation Strategy (GMIS)	Annual Update (Q2)
	Annual Development Report	Annual Update (Q1)
Serviced Lands	GMIS	Annual Update (Q2)
	Annual Development Report	Annual Update (Q1)
Council Approved	Unit Reporting to PEC	PEC Meeting Cycles
	Annual Development Report	Annual Update (Q1)
Approved Lots & Blocks	GMIS	Annual Update (Q2)
	Annual Development Report	Annual Update (Q1)
Open Site Plans & Open Condominiums	Annual Development Report	Annual Update (Q1)
Permits & Inspections	Building Update Reports	Seasonally (Jan, Jun, Sept)
	Annual Development Report	Annual Update (Q1)

Note: Additional reports tracking building and development, which are not listed above may also be provided to Council to inform decision-making.

3. Shared Housing Advocacy

Below are examples of shared advocacy between the City and the Development Industry in working with other levels of Government. Additional advocacy items may arise. The advocacy approach will be based on responses to the policy or issue to be addressed.

Federal

- Review of Stress Test Policy for mortgage qualification:
 - Should be reviewed under current interest rate environment.
 - Industry: allow for greater affordability and ability particularly for first-time buyers to enter the ownership market.
 - City: allow for more movement from the housing rental market to the housing ownership market to provide more opportunity for rental units to become available.
- Removal of HST from new home purchases:
 - Would equalize the HST tax treatment between resale and new homes.
 - Industry: Improve the affordability of a new home purchase and bring fairness to the housing ownership market.
 - City: Improve affordability for new homes including townhouses and high-rise condominium, support intensification and encourage the industry to build more to meet City targets.
- Mortgage amortization length:
 - Would improve affordability in housing ownership market.
 - Industry: Would promote the ownership of housing by improving household cashflow.
 - City: Improve affordability for new homes including townhouse and high-rise condominium, support intensification and encourage the industry to build more to meet City targets.

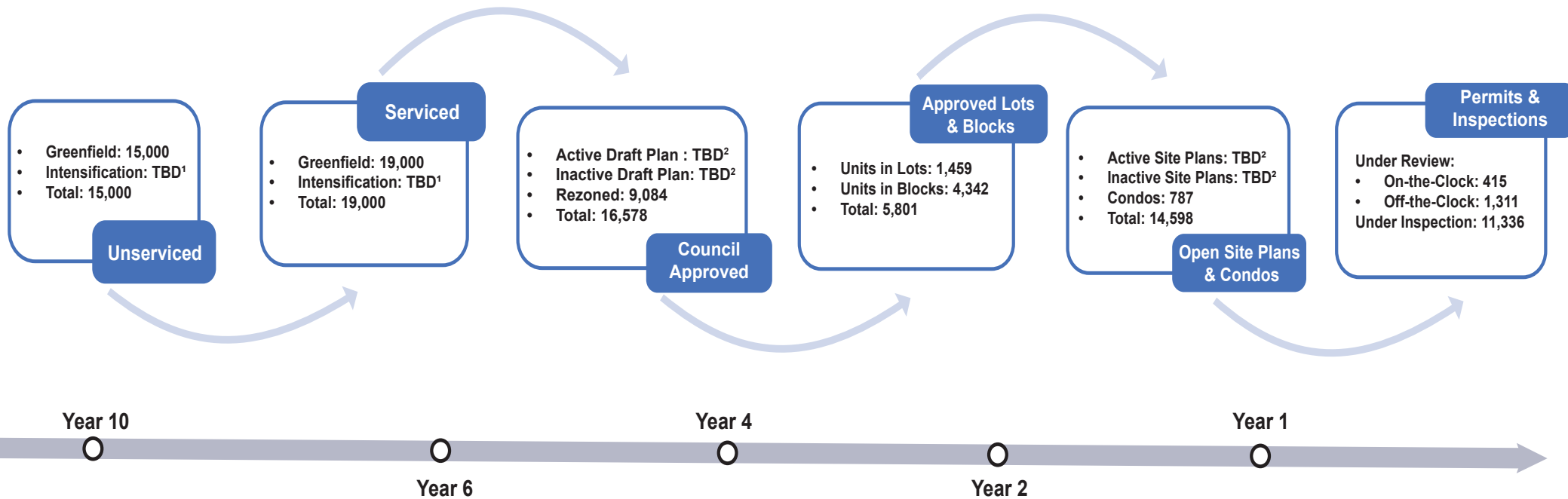
3. Shared Housing Advocacy: Continued

Provincial

- Develop a program to support lost Development Charge (DC) revenue through phase-in and affordable housing discounts and exemptions:
 - Province stated it would make municipalities whole for any lost DC revenue due to provincial legislation.
 - Industry needs to avoid any delay in infrastructure spending based on delayed DC revenue.
 - City needs revenue for infrastructure program funding to meet growth needs and achieve housing targets.
- Pass regulations and any other changes to implement intent of improving Conservation Authorities Act in relation to a Conservation Authority's core responsibilities:
 - Province has introduced changes through legislation but must complete the regulation requirements to implement the changes.
 - Industry highlights Conservation Authorities are still a hurdle to the ability to build homes faster.
 - City needs clarity on the role of the Conservation Authorities to improve the application process review and comment timing.
- Improve funding model for school boards to acquire land in a timely fashion.
- Undertaken Land Transfer Tax review, including a review of housing price thresholds; review of eligibility for rebate; and, provide an exemption for not-for profit housing providers.

4. Development Pipeline

47,000 Unit Pledge: Development Pipeline December 31, 2023



The categories above represent units based on land area and units within development applications. The units based on development applications are the known units within application processes, or assumptions based on Zoning. These categories of units correspond to what is called the development “pipeline”.

¹ Missing data for intensification is being determined as part of the “Intensification Inventory” initiative.

² Missing data for active and inactive categories (Draft Plan and Site Plans) will be determined as part of the “Actively Pursue Approved Areas” initiative.

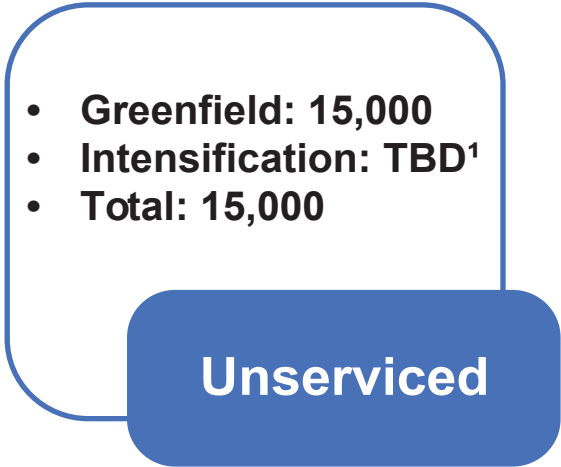
5. Unserviced Lands

Units in lands that require major water, sewer, stormwater, or road servicing.



Housing Units

(2023)



¹ Missing data for intensification is being determined as part of the "Intensification Inventory" initiative



Required to Move Units Forward



Unit Categories

Greenfield Units | 15,000

Includes the number of units in greenfield areas that require provision of major sewer, water, stormwater or road servicing to support the new growth.

Intensification Units | TBD

Includes the lands available for housing redevelopment within the built city that require infrastructure upgrades to provide adequate water, sewer, or stormwater servicing to develop in the short term.

Actions

Update GMIS Process | Ongoing to Q1-2025

The Growth Management Implementation Strategy (GMIS) provides flexibility to allow for timing adjustments of greenfield growth projects and is updated annually. To ensure it continues to act as a robust implementation tool, a review will be completed to ensure it aligns with the goals of the 47,000 unit targets, including consideration of intensification and new targets for serviced housing supply.

Land Needs Review | Ongoing to Q3-2024

The Land Needs study is currently underway and will confirm the supply of developable lands will meet the demand of housing moving forward. This analysis will also include consideration of housing supply contingency to ensure an appropriate supply to is available in the short and long-term.

Housing Supply Review | Every 5 years or less

Moving forward ensure that at the beginning of every 5-year period there is a 25-year supply of land for housing. Previously only a 20-year supply was required. Ongoing monitoring of growth rates will determine if there is a need to complete a review of population projections and an official plan review before the 5-year period.

Intensification Inventory | Ongoing to Q4-2024

Develop an inventory of lands with housing redevelopment possibilities. This inventory would be merged with the current vacant land inventory which currently only includes greenfield areas.

Monitoring



Committee Reporting
Annually (GMIS)
Open Data Portal (VLI)



4
Actions



Own
Rental
Affordable

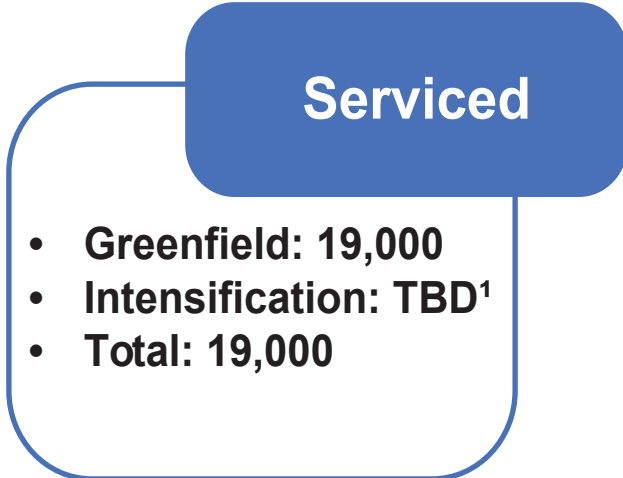
6. Serviced Lands

Units in lands with major water, sewer, stormwater, and road servicing provided.



Housing Units

(2023)



¹ Missing data for intensification is being determined as part of the "Intensification Inventory" initiative



Required to Move Units Forward



Unit Categories

Greenfield Units | 19,000

Includes the number of units in greenfield areas that have the required major sewer, water, stormwater or road servicing.

Intensification Units | TBD

Includes the lands available in priority areas for housing redevelopment within the built city that have the required water, sewer, or stormwater servicing to develop in the short term.

Actions

Continuous Improvement & Innovation | Ongoing

Seek opportunities to advance serviced lands (greenfield and intensification sites) into development applications processes. Consult with development industry on opportunities. Remove redundant processes whenever possible (for example, review of draft plan conditions, and review of holding provisions).

Explore Incentive and Disincentive Opportunities | Q2-2024 to Q2-2025

Explore regulatory, financial, and policy opportunities that promote bringing serviced lands forward for development.

Intensification Inventory | Ongoing to Q4-2024

Develop an inventory of lands with housing infill, intensification, and redevelopment possibilities. This inventory would be merged with the current vacant land inventory which currently shows primarily greenfield areas.

ReThink Zoning | Ongoing to Q4-2024

Accelerate major changes that support the City's Housing Accelerator Program and identify common issues with current zoning by-law resulting in minor variance or zoning by-law amendment applications and removing unnecessary regulations where possible.

Escalation Protocol | Q2-2024 to Q3-2024

An escalation protocol will be developed to ensure that applications do not become stalled during periods in the housing supply pipeline not governed by mandatory statutory timelines.

Monitoring



Committee Reporting
 Annually (GMIS)
 Quarterly (ReThink)
 Open Data Portal (VLI)



5
 Actions



Own
 Rental
 Affordable

7. Council Approved

Units Council has approved through Zoning By-law Amendment applications and Draft Plans of Subdivision.



Housing Units

(2023)

- Active Draft Plan: TBD²
- Inactive Draft Plan: TBD²
- Rezoned: 9,084
- Total: 16,578

**Council
Approved**

² Missing data for active and inactive categories (Draft Plan and Site Plans) will be determined as part of the "Actively Pursue Approved Areas" initiative



4 Years to Home Construction

Required to Move Units Forward



Unit Categories

Rezoned | 9,084

Includes the number of units approved by Council through the approval of Zoning By-law Amendment applications.

Active and Inactive Draft Plans | TBD

Includes draft approved plans of subdivisions. Once Council approval is achieved, the applicant leads the move toward site plan application or subdivision registration processes. Inactive category identifies applications with no advancement. Defining "active" and "inactive" will be in consultation with the Development Industry.

Actions

ReThink Zoning | Ongoing to Q4-2024

Preparation of new zones in key intensification areas that incentivize redevelopment through as-of-right zoning for high-density developments. Permitted heights of The London Plan are also to be reviewed in support of the City's Housing Accelerator Program.

Reporting to Council | Every PEC Cycle

Reporting number of new units in Zoning and Draft Plan of Subdivisions approved by Council and being considered/recommended for approval, as part of each Planning and Environment Committee meeting.

Actively Pursue Approved Areas | Q2-2024 - Beyond

City to actively pursue applications with approved units that meet the definition of "inactive" which have not proceeded to the next stage of the development application process for over two years.

CIP Incentives Review | Ongoing to Q3-2024

Review of Community Improvement Plans for new incentive programs or amendment to existing incentive programs, that encourage new Affordable Housing units and units in close proximity to the planned Rapid Transit system.

Monitoring



Committee Reporting
Quarterly (PEC Meetings)
Part of VLI, Pledge, HAF



4
Actions



Own
Rental
Affordable

8. Approved Lots & Blocks

Units now in registered subdivisions as individual building lots or multi-unit blocks.



Housing Units

(2023)

Approved Lots & Blocks

- Units in Lots: 1,459
- Units in Blocks: 4,342
- Total: 5,801

Unit Categories

Units in Lots | 1,459

Includes the number of units that have already been approved by Council and are now in registered subdivisions as an individual building lot.

Units in Blocks | 4,342

Includes the number of units that have already been approved by Council and are now in registered subdivisions as a multi-unit block. Unit counts for blocks based on Zoning.

Actions

Monitoring and Awareness | Ongoing

The number of approved lots and blocks in registered plans are monitored by the City of London through the Vacant Land Inventory (VLI). Through public reporting, encourage public awareness of City's housing monitoring and the VLI, including the information on this category of approved units.

Continuous Improvement & Innovation | Ongoing

Seek opportunities to advance serviced lands (greenfield and intensification sites) into development applications processes. Consult with development industry on opportunities. Remove redundant processes whenever possible.



Required to Move Units Forward



Monitoring



Committee Reporting
 Annually (GMIS)
 Open Data Portal (VLI)



2
 Actions



Own
 Rental
 Affordable

9. Open Site Plans & Condominiums



Units in open Site Plan applications and Condominium applications

Housing Units

(2023)

- **Active Site Plans: TBD²**
- **Inactive Site Plans: TBD²**
- **Condos: 787**
- **Total: 14,598**

Open Site Plans & Condos

² Missing data for active and inactive categories (Draft Plan and Site Plans) will be determined as part of the "Actively Pursue Approved Areas" initiative

Unit Categories

Active and Inactive Site Plans | TBD

Includes the number of units in open site plan applications. Site Plan is required for developments greater than 10 units. The Inactive Site Plans category identifies open site plan applications with no advancement in activity. Defining "inactive" will be in consultation with the Development Industry.

Condominiums | 787

Includes the number of open Condominium applications.

Actions

Continuous Improvement & Innovation | Ongoing

Seek opportunities to advance serviced lands (greenfield and intensification sites) into development applications processes. Consult with development industry on opportunities. Remove redundant processes whenever possible.

Monitoring and Awareness | Ongoing

Through public reporting, encourage public awareness of the supply of units in the category of open site plans and condominiums, including active and inactive applications.

Explore Incentive and Disincentive Opportunities | Q2-2024 to Q4-2024

Explore regulatory, financial, and policy opportunities that promote bringing serviced lands forward for development.



Required to Move Units Forward



Monitoring



Committee Reporting
Open Data Portal (VLI)



3
Actions



Own
Rental
Affordable

10. Permits & Inspections

Units in Building Permit Applications submitted to the City's Building Services Division



Housing Units

(2023)

Permits & Inspections

Under Review:

- On-the-Clock: 415
- Off-the-Clock: 1,311

Under Inspection: 11,336

Unit Categories

On-The-Clock | 415

Off-The-Clock | 1,311

Includes units in building permit applications submitted to the City's Building Services Division. Units are divided into "On-The-Clock" and "Off-The-Clock" categories.

Actions

Process Mapping and Review | Q4-2024

Undertake a building and housing process mapping and review project. This review will provide the baseline for future continuous improvement work.

Continuous Improvement & Streamlining | Ongoing

Building Services Division enhancements to increase capacity, staffing, improve processes, and create hub to enhance customer service. Ongoing work with the Customer Service and Process Improvement Reference Group to identify and prioritize process improvements.

Off-The-Clock Permit Focus | Q3-2024

Review of the off-the-clock permits: provide a report to Council with recommendations and actions made to reduce the number of off-the-clock permits. Report off-the-clock permits as part of regular Building reporting.

Reporting Metrics and Targets | Q3-2024

Simplifying and updating the monthly metrics and targets of building permits issued and building and plumbing inspections conducted. Future reporting on strategies to reduce the number of off-the-clock permits.

Escalation Protocol | Q2-2024 to Q4-2024

An escalation protocol will be developed to ensure that permits do not become stalled during periods not governed by mandatory statutory timelines.



Required to Move Units Forward



Monitoring



Committee Reporting

Seasonal (Building Metrics Reporting)



5

Actions



Own

Rental

Affordable

11. Next Steps

- Recommend Council approval of the *Targeted Actions to Increase London's Housing Supply*.
- Undertake the various actions and initiatives highlighted throughout this document.
- Implement the business plans approved in the Multi-Year Budget and resource the actions and initiatives highlighted in this document.
- Undertake regular reporting on outcomes and supply.
- Review actions as part of annual work plan updates and industry partner consultations maintaining the *Targeted Actions to Increase London's Housing Supply* as a flexible and responsive “living document”.
- Continue ongoing monitoring and reporting of units in the development application process, and the land available to meet market demand for new units.
- Monitor macro-economic conditions and housing market trends leveraging Canada Mortgage and Housing Corporation and local industry knowledge.
- Continue ongoing consultation with development industry and community partners, including:
 - Customer Service and Process Improvement Reference Group
 - Affordable Housing Reference Group
 - DC Study Community Reference Group
 - GMIS Update Community Consultations; and
 - Consultation on Land Needs Assessment of The London Plan.

