



300 Dufferin Avenue
P.O. Box 5035
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CANADA

May 27, 2024

Dear Colleagues,

As your representatives on the board of LMCH, we wanted to take the opportunity, as you consider the appointment of new member to the board, and with the Annual Shareholders Meeting approaching next month, to share with you some important information about the ongoing efforts to improve conditions and provide affordable housing for our tenants.

There has been an unfortunate narrative in the community, particularly with regard to pest control, that LMCH is not doing everything it can to address tenant concerns. It is critical in our view that Council understands that is not the case. As a landlord, LMCH takes pest infestation concerns seriously, and we expend considerable resources combatting this issue.

However, what council, the media, and the public are missing is that there is a component of tenant responsibility in successfully addressing this issue, and that non-compliant tenants are playing a role in preventing a more successful pest management response. It is incumbent on Council to understand that Tenant refusals to allow entry despite proper notice being given and/or tenants failing to prep their unit for treatment, leads not only to non-treatment of that individual unit, but also creates the opportunity for any infestation to spread to other units, especially in our high-density sites.

We wish to draw Council's attention to the following updates received by the board at our May 2024 meeting with regard to the scope of this problem.

Integrated Pest Management Update

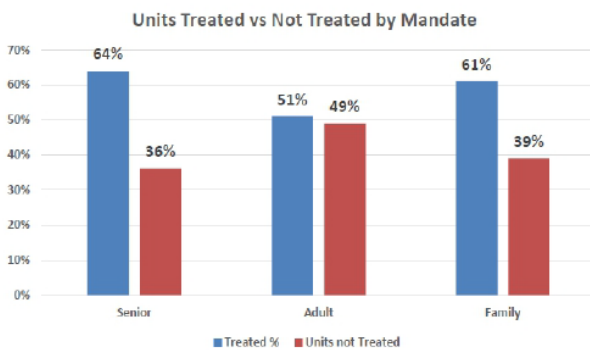
PSH Committee

Units Treated vs Requested - Mandate				
Mandate	Cycle in Progress	Total Active Units	Treated %	Units not Treated
Senior	295	464	64%	36%
Adult	245	481	51%	49%
Family	140	229	61%	39%

Integrated Pest Control Program Challenges

Throughout the treatment cycle, there are circumstances that arise which prevent the pest control service provider from properly treating a unit. LMCH has been tracking the following categories preventing treatment which include, "No Access", "Tenant Refusal", "Not Prepped", and "Escalated". These are defined as follows:

- No Access:**
Pest control vendor was unable to gain access to a unit because a member of LMCH was unable to provide access or proper notice was not given to the tenant within the appropriate timelines.
- Tenant Refusal:**
Tenant refused entry after receiving proper notice from LMCH staff.
- Not Prepped:**
Tenant has received proper written notice from LMCH staff with pest preparation documentation and they did not properly prepare their unit for pest treatment. This results in either no treatment or only a partial treatment being completed.
- Escalated:**
Units in this category have been escalated to management as the tenant has denied access or refused treatment more than once.





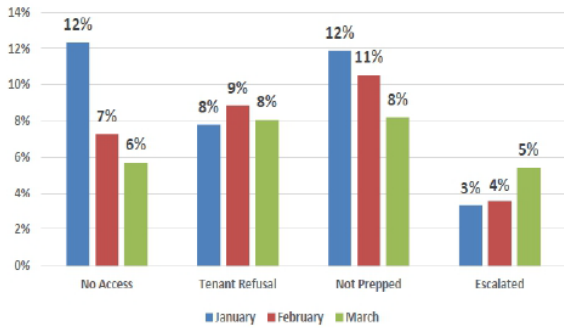
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Integrated Pest Management Update

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Q1 2024 - Reason for Non-Treatment



Integrated Pest Control Program Challenges

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Tenant has received proper written notice from LMCH staff with pest preparation documentation and they did not properly prepare their unit for pest treatment. This results in either no treatment or only a partial treatment being completed.
- 4) Escalated:**
Units in this category have been escalated to management as the tenant has denied access or refused treatment more than once.



We trust Council will recognize that when 49% of units go untreated in our Adult buildings, and close to 40% in each of our Family and Seniors units, because of non-compliance issues with tenants, it is a significant barrier to treating pest infestations effectively. When multiple non-compliance occurrences force an escalation, LMCH may be left with no choice but to issue N5 eviction notices. That is not the preferred approach, and management does make every effort to work with tenants to achieve compliance, that can take considerable time, and unfortunately allows for the infestation to spread, creating a feedback loop that requires previously treated units to be treated again.

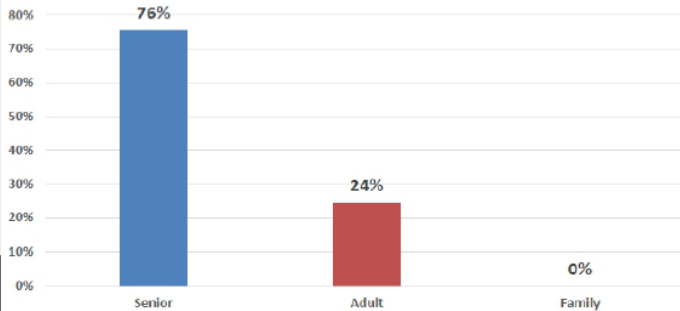
It is important Council is aware of this challenge when responding to tenants in their wards, advocates, or providing comment to the media.

We also want to draw to Council's attention the fact that LMCH does offer support to tenants who require assistance with prepping a unit for treatment by engaging various 3rd party companies. The majority of tenants who utilize this assistance are our senior tenants. This is expected as requirements to move furniture away from walls and floorboards, is typically more challenging for our senior tenants.

Integrated Pest Management Update

PSH Committee

Unit Preps Received by Tenants



During Q1 2024, 41 LMCH tenants requested support preparing for a pest control treatment. LMCH engages with various 3rd party company to prepare in advance for the treatment required. Each request for assistance is assessed by LMCH and if a tenant has a disability and are incapable of prepping their unit themselves or with the help of friends and family, LMCH will provide this service.

Our senior tenants requested a total of 31-unit preps which is 76% of all unit preps in the quarter. The other 24% of unit preps were requested by our adult tenants. These numbers accurately speak to the challenges our senior tenants have in prepping their units independently.

Unit Prep Received by Tenants

Mandate	January	February	March	Q1 2024	Q1 2024 %
Senior	10	8	13	31	76%
Adult	7	2	1	10	24%
Family	0	0	0	0	0%
Total	17	10	14	41	100%

148





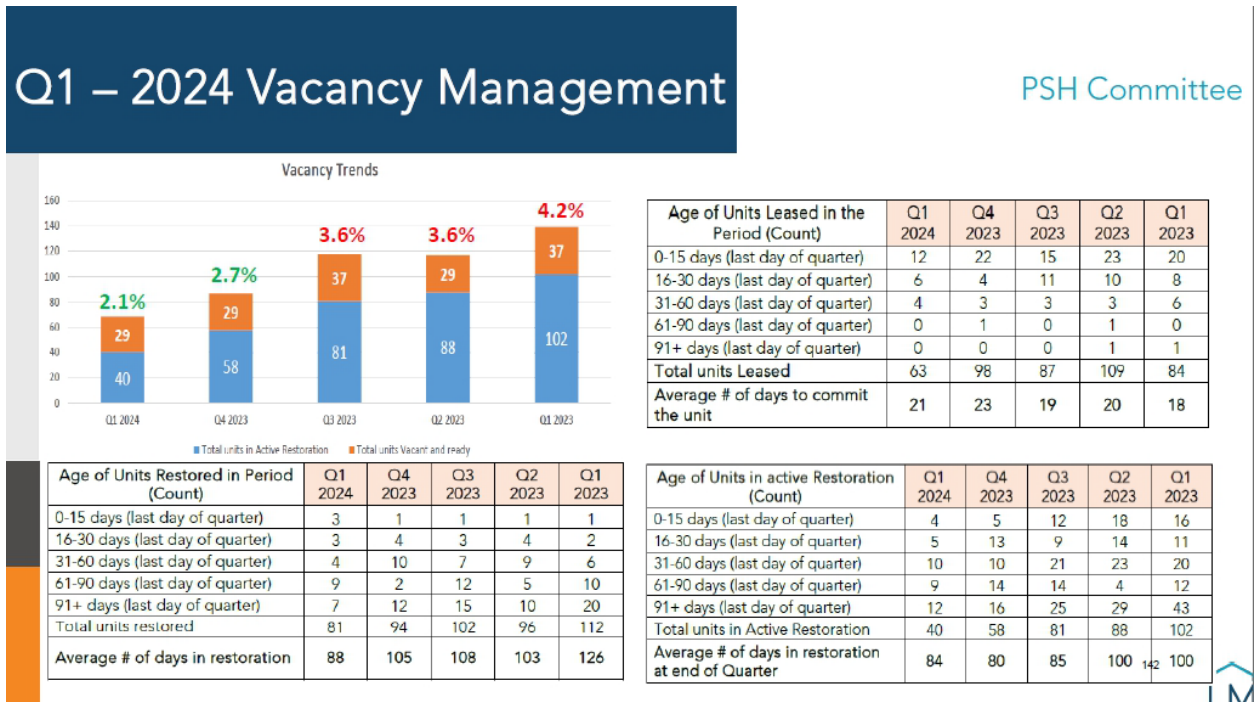
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We hope highlighting this information provides a better understanding of the very real challenges in pest control in our public housing stock and the critical role of tenants themselves have to play in achieving success.

Finally colleagues we want to close on a positive note and share the substantial improvements LMCH has made with regard to our vacancy management. While the average number of days in restoration may still seem high, that continues to reflect the reality that some units have very substantial damage to repair when they become vacant. However, in comparison to Q1 of 2023 vs. Q1 of 2024 the average time in restoration has decreased by more than a full month!

We wanted to take the opportunity to draw Council’s attention to this as we believe LMCH staff and contractors deserve to be recognized for their hard work to achieve this improvement, ensuring we have units ready for those who need them sooner.



We hope colleagues find this information helpful in understanding both some of the challenges, but also some of the progress that is being made by the team at LMCH.

Sincerely,

Shawn Lewis
 Deputy Mayor, Ward 2

Hadleigh McAlister
 Councillor, Ward 1