

# CITI PLAZA

March 24, 2025

City of London – City Council  
300 Dufferin Ave, 2<sup>nd</sup> Floor  
London, ON  
N6A 4L9

Re: 5<sup>th</sup> Meeting of the Community & Protective Services Committee March 17<sup>th</sup>  
**Point 2.11 - Additional Emergency Shelter and Day Drop-in Space Update Report**

Attention: City Council

I am writing to address a pressing issue that has significant implications for Citi Plaza and the broader business community in Downtown London. As you know, Citi Plaza is a beautiful 625,000 square foot center with ample parking and large floor plates that are ideal for office leasing. Unfortunately, since COVID-19, we have not leased a single square foot of new space and have lost over 144,000 square feet—25% of our property—due to safety concerns stemming from the opioid crisis and homelessness issues in the area.

This continual contraction is simply not sustainable. We have tried everything including submitting an unsolicited bid for an Interim City Hall that could benefit both of us, while you convert the present location to residential. So far that has gone unanswered.

The presence of homeless individuals without access to daytime drop in services creates an uncomfortable environment for patrons and leads to vandalism, property destruction, theft, and other disturbances—not conducive to business operations. If this issue remains unaddressed, businesses like Citi Plaza will bear the brunt of these consequences.

Citi Plaza contributes over \$2.4 million in taxes annually yet finds itself spending over a million dollars on security measures just to ensure safety for our tenants and patrons. In 2024 alone, we incurred costs exceeding \$100k due to vandalism (broken windows, bio waste clean-up), parking equipment damage, thefts (building materials), and fire-related incidents—all attributable to homelessness.

It is imperative that we do not allow these challenges to be downloaded onto our doorstep without action from the city. We empathize with those experiencing homelessness; however, businesses can no longer remain silent about the negative impacts we are facing when City does not fund services such as these.

While \$610k may seem significant funding for drop-in services, it represents a mere 0.000432% of a \$1.4 billion city budget. We respectfully urge you to continue supporting these essential services.

On a positive note, I would like to express our gratitude regarding police funding; we have noticed improvements from increased foot patrols and new constables as well as the new open drug confiscation policy. Thank you for your commitment to enhancing public safety through funding London Police Services.

Lastly, I want to address an important matter regarding our downtown area. I urge all of you who feel disconnected from this vital part of our community to reconsider your perspective.

Consider how many of your constituents rely on jobs in the downtown sector, utilize public transit that passes through this area, attend shows at the Grand, or enjoy Knights games and concerts in the core. It is imperative that you keep these factors in mind when voting on issues related to downtown.

I strongly encourage you to support initiatives aimed at enhancing safety in our downtown area. Your constituents deserve to feel secure while engaging in these activities.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bonnie Wludyka', with a stylized flourish at the end.

Bonnie Wludyka  
Senior Property Manger  
Citi Plaza London Inc.