

March 19, 2026

Dear Mayor Morgan and City of London Staff,

On behalf of London Cares Homeless Response Services, I want to extend our sincere gratitude for your leadership and commitment in bringing the Modular Micro Shelter project to life. This initiative represents a meaningful and timely step forward in London's homelessness response system, and we deeply appreciate the thoughtful planning, collaboration, and dedication that made it possible.

As our teams have continued to support participants on site, we have seen firsthand how well the space functions. The environment is welcoming, organized, and intentionally designed; reflecting the care invested by City staff and partners throughout development.

We also want to commend Xpera for their professionalism and the trauma-informed environment they have fostered. Their openness to collaboration with community agencies has made it seamless for our teams to work alongside them toward a shared mission. Their staff are warm, attentive, and grounded in relational practice. This project has created a community where people feel safe enough to begin exiting survival mode and focusing on connection and healing. Our frontline staff speak highly of this partnership, and participants regularly share how supported they feel.

The impact on those we've supported into these units has been powerful and immediate. Many have expressed disbelief that this opportunity is truly theirs, some saying they needed to be "pinched" to believe it. After long periods of instability, people finally have a place to rest, breathe, and rebuild. For many, this has been the critical "leg up" needed to regain their footing.

We've also seen important system benefits emerge. As an organization that works primarily with individuals with higher acuity and complex needs, we are encouraged to see transitional spaces where people can stabilize before long-term placements. With safety and consistency, true acuity becomes clearer. One participant who historically avoided traditional shelter due to trauma has now stayed every night at MMS since opening; he felt so safe he didn't lock his door after the first night. Another participant, also historically avoidant of traditional shelter spaces, slept more than twelve hours upon moving in and remained nearly full-time. In moments of grief, including the recent loss of his daughter, he would typically withdraw and distance himself from support. At the MMS community, for the first time, we are seeing him remain connected. Instead of isolating, he is accepting



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support and finding grounding through community. These are meaningful shifts that reflect the stability and sense of community the site makes possible.

Our outreach teams have seen renewed hope. Supporting people in navigating the site, transporting belongings, and identifying individuals who have been waiting for exactly this kind of opportunity. After a long period of limited options, the sense of relief, pride, and possibility has been profound.

Thank you again for your investment in solutions that honour the humanity, resilience, and autonomy of Londoners experiencing homelessness. London Cares is proud to collaborate with Xpera and the City of London on this important work, and we remain hopeful for what this community will continue to grow into. We look forward to deepening our partnership and supporting even more individuals in making successful transitions.

With respect and gratitude,
London Cares Homeless Response Services

