

April 8, 2026

To: City of London, Civic Administration

From: LIFE*SPIN

Re: Establishing a Tenant Assistance and Relocation Program for the City of London

LIFE*SPIN is a non-profit, registered charity that has been supporting low-income individuals and families in London since 1989. We are writing in support of Councillor Franke's Motion, as it seeks to strengthen protections for low-income tenants facing housing instability and gaps in landlord accountability. As an organization, we're always challenging unfair legislation that disempowers our community. We believe in building hope and creating community spaces where people can work together. Our front-line services deal with the immediate crisis and problems faced by low-income people, and increasingly we are seeing more people reach out with housing related issues. Even though housing related services are outside of our core advocacy services, daily we receive multiple referrals and requests from clients for support. Through our work, what we are witnessing is, landlords aren't held accountable and the repercussions fall on the low-income tenants.

While this framework is often discussed in the context of renovictions, we are seeing similar gaps in protection in other situations. For example, we are currently supporting a client receiving Ontario Disability Support Program (OSDP), who lives with their partner and infant son in a building that has recently been deemed uninhabitable by the City. This action was taken after the client themselves reported unsafe living conditions. The landlord has since become unresponsive, leaving the family without guidance or support. Despite the order to vacate, the client has been unable to secure alternative housing, due to low-income and limited options, placing them in an extremely vulnerable and uncertain situation.

A Tenant Assistance and Relocation Program could help address situations like this by ensuring that tenants are not left without options when forced to leave their homes through no fault of their own. Financial supports, relocation assistance, and clear accountability measures for landlords, would provide critical stability for households facing sudden displacement.

We have been watching the Tenant Relocation and Assistance Plan in Toronto, as a helpful example. We believe that landlords can be held accountable by providing at least four months' notice to vacate, entitling tenants to financial compensation equivalent to three months' rent for moving costs, and four months' rent for seniors, tenants with special needs, or long-standing tenants. The policy also includes rent gap assistance, where a landlord may be required to cover the difference if a comparable replacement unit costs more. Importantly, it provides tenants with a right to return to a new replacement unit in the building at similar rent, and requires landlords

to provide practical relocation support, such as leasing assistance through a dedicated contact person.

This past month, the City of London supported the 3rd Annual Tenant Support Fair at City Hall where tenants had the opportunity to connect with over 15 different organizations and gain information and resources to maintain safe and secure housing. What we continue to see is the need for more supports to keep those housed, housed. We believe that the exploration of establishing a Tenant Assistance and Relocation Program for the City of London, by end of Q1, 2027, will show the City's continued commitment to the fair treatment of low-income tenants.



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