



300 Dufferin Avenue
P.O. Box 5035
London, ON
N6A 4L9

London
CANADA

September 7, 2011

Chair and Members
Built and Natural Environment Committee

Re: Strategies utilized to communicate with residents when planning for and while conducting repair / replacement work in existing neighbourhoods.

As the City of London policies and procedures adjust to align with the new Corporate Mission "At Your Service...a respected and inspired public service partner" and the Strategic Direction endorsed by Council in December of 2010, "Effectiveness, Economy & Efficiency", I respectfully ask that the Civic Administration be requested to provide an information report to a future meeting of the Built and Natural Environment Committee setting out the strategies that are currently in place, and those that are in development to both:

1. Communicate plans and timelines for projects (road works, sidewalk repair, street light repair, etc.) with residents living in the affected neighbourhoods prior to beginning any work.

and,

2. Ensure there are open and accessible lines of communication existing between the City and residents living in the affected neighbourhoods for the duration of the projects.

I will be available to address any questions that may arise as a result of this request.

Respectfully,

Matt Brown
Councillor Ward 7