

PUBLIC PARTICIPATION MEETING COMMENTS

3.3 PUBLIC PARTICIPATION MEETING – Property Standards By-law Review

- A. Darling, Neighbourhood Legal Services - My name is Allison Darling, I'm a staff lawyer here with Neighbourhood Legal Services. I wanted to say that I do support the changes to C.P. 16, particularly adding bed bugs in there regarding pests. As it stands, when we're helping a client who has issues with bed bugs, one thing goes property standards like cockroaches and I would have to contact the health unit to inspect for bed bugs. To begin, I have a question, whether or not this means that we could now send clients with bed bugs to by-law to inspect rather than the health unit. Also, I just wanted to also share concerns raised by Councillors Salih and Kayabaga, I have that there appears to be a gap in another by-law, C.P. 19, as it relates to licensing and agree that this should be revisited and wondering why apartments and stacked townhouses are not included in this definition? Then finally, is something kind of different, I would like to express concern ... regarding tenants abilities to access orders that are issued regarding bylaw infractions and that we might consider adopting a system more like Toronto where an investigation request and orders are available online and tenants are given a copy of these orders as a matter of right. As it stands right now, you know the tenants have to do a freedom of information request that is a little bit more burdensome, and so, in terms of their abilities to access this evidence it would be helpful if they were given more free access to the orders that are issued. That's all I have to say on this matter at this time.
- Ben - I'm part of Acorn and I've come to speak about tougher penalties against what we all call slumlords. I'm a family of two young girls and a handicapped wife. So, I get a little emotional when it comes my kids, but I've been after my landlord for almost two years. My house is infested, majorly infested, with mice half of my dwelling, I have a rental garage and a three bedroom house. Half of my house has no power and my garage no longer has power. I have black mold in all my bathrooms, my main toilet that my wife uses because she can't go up the stairs anymore, she can ice skate across the floor on the toilet. Every single window in my house, you can, from the outside you can push in, there is no security. My kids bedroom, I had to screw shut just so my kids wouldn't fall out of their window. I don't get any mail, I get junk mail because apparently where I live, it's a duplex now but it's supposed to be a single family dwelling, so I don't get mail I just get letters stating that the address is wrong. With all the power outages, I have no access to the fuse panel, the fuse panel is in the tenant's basement where he lives. It's been close to two years since I've had any contact with this landlord. I've had to close business because of my garage and my business was going strong. I ended up having to go on assistance because of this guy. I lost my job, I almost lost my kids because of this house. My wife might have to go live in the hospital now because this house is unsafe. Pretty much that's all I need to say. There needs to be tougher laws. I'm on the verge of losing my house, my kids, just because this landlord won't do simple repairs, or even at least, I have a degree in property maintenance, if he'd at least bring me the stuff, I'll do it myself, that doesn't even happen. I home school my kids now. I have to use a light that's plugged in into my kitchen right now just so I can have this conversation with you guys. To me, it's not fair. I've tried everything I can with this landlord and I'm about to have to go to a shelter with my kids because of this house and I can't go back to a shelter with my kids because of how we were treated last time, I just can't do it. So, I don't know what to do. I'm hoping you guys can make these laws stricter and help people. I know there are more people in this world, in London, that are dealing with the same thing, so hopefully we can get this by-law changed. Thank you.

- Devon – Hi, thank you for listening to our situations. So, I was previously living at 186 King Street, right downtown in the heart of London, so I guess I'll just get into it. So, I actually moved there in August during the pandemic because I was escaping an abusive living situation with an ex-partner, so I moved to that downtown apartment and it was supposed to be a fresh start for me. Less than a month later I realized that there was a very significant infestation of the entire building. So, obviously I immediately reached out to my building management who, by letter, and they never responded whatsoever. So, I had to continually, for months, track down these people because they don't have standard office hours and all of that, and they refused to respond to any sort of communication that's not face to face. And so, while I reached out to these people, nothing ever got done. So, while they continued to do nothing, bed bugs began to become very apparent in the entire building. I did my best to try to track down that the management to address these issues and nothing, you know, ended up getting fixed and I just saw the problem get worse and worse. So what I did was I, it was a difficult process to figure out, but I reached out to the city by-law enforcement at London and the person on the , she agreed with me that the conditions were, you know, very unhealthy, to say the least. So the by-law, for two weeks, tried to reach out to the property management who never returned their calls, so she went down there in person and shared my details as the bylaw does currently. Prior to my complaint, I believe I had had two sprayings that were done. They told me that they had done more, but it was two, so the building produced two completed work orders that were from months prior to my complaint with the by-law, and so when the by-law officer returned my call, she told me she was closing my complaint because the building had produced those two forms for months before I had actually reached out to the city. She let me know that no inspections were being done whatsoever, even before COVID was our reality. And, because the by-law needed to share my info, of course, I started to be harassed by the building almost every day. So, because I was so scared, to be quite honest, among everything else I actually had to, every time I left my apartment, I would put my phone on record, because there was no way to, you know, prove my situation other than showing the disgusting conditions of the entire building. And it got worse. I would see it in the public areas, I would see it, you know, bed bugs, roaches crawling on the floors on the walls in the laundry room, and unfortunately, I had only been living there since August, there are people who've been living there for years. And, to be quite honest, before the by-law had reached out I had a casual relationship with the building management where, you know, they said to me "oh, we do care about these issues but we aren't given the resources to take care of them", which, you know, is questionable enough, but the unfortunate thing is, I went through everything, you know, I did everything right, reached out to the by-law and instead of actually having, you know, the help I needed, my complaint was closed. And because of the violence in that building, there's a lot of it, I actually had to leave because my ex-partner had actually begun stalking me in that building and even when telling the property management there was no concern whatsoever. You know, among other maintenance issues like locks not working, you know, it was never a concern and that was one of the things I'd shared with the by-law that never got addressed, so I eventually was forced to leave. And you know it's quite a traumatic thing, so I'm really hoping that some, you know, these changes to the by-law go through, because, like the gentleman just before me, you know, there are people with worse issues and I'm sure there are people who were, you know, living in much worse conditions than he is and what he shared was horrendous to listen to. Anyways, thank you.
- Jo-Dee Phoenix – Well, with thanks to the chair for recognizing me, and also thanks to Acorn for giving me this platform. The ones on the committee that I've worked with the past know that this is an issue that's been near and dear to my heart for a very long time and I'm very grateful that I found my group of people at Acorn that share the vision and the passion that I have for this issue. So, to be

brief on this, I want to share with the committee the experience that I had ten months ago with navigating my way through the by-law of property standards and I've been given the opportunities and resources in life to be somewhat savvy with the city's policies and procedures and I found this process to be overwhelming. I try to deal with my landlords through the staff, informally, and the issues were vast, some of them included graffiti that was located on our property for years that would not be removed, open, rotting garbage that had not been picked up on garbage day probably three or four months ago that had been strewn about the property and throughout our courtyard, noxious weeds that were literally five feet tall growing in all of the flower beds on the property, discarded mattress thrown about and the absolutely most disgusting one were the piles and piles of pet waste. So, when I brought it up informally with my property manager I had to debate the validity of my concern before they'd even recognize there was a problem. I had to debate why I shouldn't be doing it myself. So, once they recognized that, you know, that it's property standards and it is their responsibility, I was told as the previous speaker, "well city by-laws not doing any inspections because of COVID". I knew that wasn't true. So, I waited ten days for a response from my property manager and received nothing. I then went ahead and put it in writing to them as is the requirement under the by-law. At the same time I sent the city, under the by-laws, a copy of the formal notice to my property manager. No response from either party for two weeks. We're now almost three weeks into this process and nothing's been done. After the two week waiting period, I reached out to the city and said "hey what are we going to do?", it took a week for a response. We're now into a month. I had no follow up, no "this is what they're doing". My complaint included pictures of every complaint I had and a detailed description as to the location on the property. Two months later a by-law officer did reach out to me and had a conversation with me and assured me that the next day they would be attending the property. They did do that, and I'm very thankful they did that. I understand that lack of resources may be a problem with the city. If that's the case it shouldn't be, and it got done. The property managers were angry with me for a little while but I don't think I should have had to wait two months to get piles of pet waste removed from the property. That's unacceptable. I'm really, really concerned that we're now having this public discussion and landlords are getting the idea here that you're not going to enforce this. Whether that's right, wrong or indifferent, is a different case but they're getting the idea that you're not going to enforce the laws that are on the books. People that are in the low to moderate income category, we don't all have the same resources and opportunity. Most of my neighbours don't know these laws exist. Once they know they exist, they have no idea, as Ben so eloquently said before me, how to navigate their way through. My personal example knowing all these things, it took two months. In conclusion, I would just like to stress to the committee that in this great city, that I have a lot of pride in and I know all of you do, there should be absolutely no way that we should be allowing sub-standard properties to exist. We all should have pride whether we rent or own, we all live in the city, we all contribute, we're all in this together. So I'm pleading with you to adopt this and to work with the community to make things better for everyone. Thank you.

- E. Pugliese, Southcrest Drive, Acorn Volunteer - I've been getting more involved with the by-law level of things that when it comes to property standards, which will be the focus today. I do think that a lot of these issues are to do with larger problems, systemic issues but I'll try to stick to the specifics as much as I can. You know I work in the not for profit sector of an employment agency so I often come across clients that might live in affordable housing or have the same issues that a lot of other Acorn members have. Fortunately, myself, I do not suffer from any immediate maintenance or repair issues, but it's things more like the fact that a massive corporation, the property manager, can hike the rent 2.2% year after year, even during the pandemic, when by the looks of it costs are not increasing for these corporations, if anything they're making more, they're cashing in, and a lot of them even are not being taxed, it even goes to that point, so it feels like this, the

whole root of the of the neglect in property standards and maintenance is just all about the fact that, you know, I think it's incentivized. If property owners ignore things, they'll probably just end up paying nothing or very little anyway, so you know, I think we need to turn it around. As a couple other people mentioned, take the onus off of the tenant who is already paying and place that on the landlord, on the property owner. You know we're just looking for a transparent system we're not here to implement this, you know, just to shame people, or to be completely negative about it. We just want it to be a system where there's more equity for tenants. We're in a system where, you know, the landlords and owners have the majority of the power in the dynamic. I'll just conclude by saying that I think that we are all aware that we have these by-laws, we have these laws, that are already there, they exist, like so many other things, we draft these and they're beautiful, they're awesome, but then they pass and they just sit there and they kind of die on the vine because no one's willing to take accountability and ownership over enforcement. So what we want is we want a really detailed accountability system where landlords and owners are the ones that are responsible for ensuring that their properties are up to code not on the tenant who's already struggling, probably paying in most of what they earn and doesn't really have the capacity or ability to take that onus on. Thanks again for listening, appreciate it.

- J. Hoffer, Cohen Highley Lawyers – I'm representing London Property Management Association. I live at 200 St. James Street in London. I rent, by the way, from a very good landlord. LPMA has been in London for over fifty years. It's Ontario's longest standing regional landlord association and it is recognized throughout the industry, in the province of Ontario, as setting exceptional standards for education of its members and compliance with all standards of care and so on and so I'm here to express concerns about property standards by-law as well as about the proposal, the motion that there be a comprehensive licensing on all buildings throughout the city of London. I won't go into any of the technical issues that have been raised by LPMA regarding the property standards by-law that you had an opportunity to review the submission, you'll see in the second paragraph that the concerns really are about the scope of the provisions exceed the building code act requirements, whether that's going to impose retrofit, and if it does, we've highlighted some of the some of the fallout that has occurred where major work has to be done, particularly by retrofit, that it displaces tenants. When work is done in the costs get passed on to tenants, and so it's really a situation of owners are as interested as anyone in life safety matters but if they're required to do retrofit, it has a lot of consequences. So, it's members are asking that there be consultation with stakeholders to address that to ensure that the scope of the by-law does not exceed the jurisdiction of the municipality. There are a number of other issues with respect the licensing by-law, there was a concern of a minimum size requirements. I'm on the board of an affordable housing development, they're all bachelor units at a converted hotel. I haven't measured the floor space, but I just think time needs to be taken to make sure that people aren't displaced because of both kinds of criteria. Another problem that was identified by members was some of the subjective terms, some of the ambiguous terms, which basically leave it to the discretion of a by-law officer and, you know, everybody can have a different opinion, so when you have to have compatible finishes nobody really knows what that means except the person making that determination but it's the owner of the property that has to meet those requirements. So, we're asking that there be some consultation with stakeholders that is an appropriate means of creating an appropriate legislative product, and so that's all I have to say about property standards. When it comes to the motion about licensing, it was interesting that the three previous speakers all spoke, not about the fact of law, but about the fact that the laws aren't being enforced. It's easy to demonise landlords and say they're all bad and the reality and I know most of you are familiar with members of London's community, you know that they make quality products, they manage properties in a high quality manner and aren't deserving of that kind of demonization. The reality is, that LPMA looks to the rule of law in order to ensure that its members are in

compliance. I've highlighted in the submission, it's a separate submission that I gave you, the provisions of the residential tenancies act which prohibits any breaches of maintenance. Chair, the remedies are there. We deal with applications from tenants all the time and those applications, if they have merit, tenants get the orders that are looking for and LPMA members have no hesitation ensuring that work, and the same applies with respect to this notion of retaliation. Section 83, section 23 and section 29 of the act address those kinds of situations. Again, if there's merit to those allegations, landlords are punished severely both by way of administrative fines and by way of remedies that the orders impose. If, in addition to that, you have a collateral set up of enforcement that is available through London's own by-law, and again, we heard the issue is enforcement, but we also heard from staff that the by-law is a maintenance focused by-law, it's there to address maintenance issues, and so it's our submission that the emphasis for council should be on enforcement of the maintenance compliance requirements of the by-law and that regard should be had to the fact that the landlord tenant board the residential tenancies act are a whole other set of rules that is accessible to tenants who are seeking a remedy. The notion of a hotline for complaints, I think you all know how readily back kind of thing is open to abuse. It's a waste of people's time and money, it serves people with an axe to grind and it's just completely unproductive. Please read the submissions that we made, consider these things carefully and objectively and that's really all, thank you.

- M. Metcalf, Vice President of External Affairs for the University Students Council at Western University - The U.S.C. represents over thirty-five thousand students and it's one of those the largest not for profit corporations in London. We support, improve and enhance the student experience at Western and collaborate with the community of London as many of our students are local residents. I am here today to discuss the new proposal put forth by Councillors Kayabaga and Salih, regarding residential rental unit licensing by-law, also known as by-law C. 19. This proposal is important to the U.S.C. as these changes are poised to address issues students face with off campus housing. Our council has voted to endorse this proposal put forth by Councillors Kayabaga and Salih. It is no surprise that housing for students, especially in the wake of the pandemic, has not always been adequate. Poor rental conditions and the lack of maintenance are common concerns that are now exacerbated by stay at home orders. Personally speaking, I have had both amazing and inadequate housing in my time as a tenant in London, Ontario. As such, this attempt to better conditions for students and Londoners will improve the overall well being and is welcomed by the U.S.C. We commend landlords who provide safe and up-to-code housing and feel it should be the norm. The proposal to amend C. 19 has the potential to improve conditions for rental units in London. At the outset, the proposal would allow tenants in townhouses and apartments in the purview of by-law C. 19. We are pleased that London is considering making these changes. The U.S.C. supports this amendment and hopes that the changes are being suggested to better improve housing in the city. Students are important stakeholders in the community, contributing to the local economy and the diversity of the city of London. Thank you for your time and thank you to Councillors Kayabaga and Salih for bringing forth the proposed changes.
- B. Amendola - I am speaking on behalf of someone who's lived in various different areas downtown. I'm also a student, and so I've had a lot of student experiences that relate to dealing with landlords. They seem to prefer students lately because they like them to come in and out quickly so that they can increase the price of the rent. I know that that's not that's not a matter we're talking about but it should be noted that a lot of people are probably thinking "why aren't these people with bed bugs or with mold or with these various issues for years and years not moving?", because they can't. My parents have been trying to move out of a condemnable house for over a year. My mother has OCPD and is suffering dearly for it but, no matter where they apply, they can't get accepted because we're poor and that's the biggest issue. I really want to argue, in regard to the gentleman who is putting

his point forward in defense of landlords, is that he sounds like he's lived in a very a good situation himself and he represents a good company, but what he might not understand is that he's a rarity, or at least he is for people who, like myself, are poor and have to go with the lower quality areas because those were where the so called affordable houses were. Though, my current landlord is doing his best to buy up all the houses around the Talbot and Central area, proceeding to flip them all as best he can, as quick as he can, so that he can change rents from between five and eight hundred to over fourteen hundred dollars. So, this is going to massively increase the homelessness issue, obviously, but another issue about all this is that other than renovating his units so that he can increase these prices, he's also just increasing the prices of unrenovated units to match the current going rate, all while making absolutely no changes, whatsoever, to the poor maintenance of the building. Just yesterday, I was arguing with him, and yes, he makes me argue, about the fact that our hallways are not clean. He sends me text messages from his workers showing me that they're telling him the work is being done, but the fact is I live in the building, I'm experiencing the footprints that aren't going away no matter how much they say they're cleaning it, I'm experiencing the smell of garbage, I'm going to the garbage and seeing it piled up and having nowhere to put my own garbage near the dumpster. He complains that he somehow included in his lease that we're supposed to bring our own garbage to the curb when this is a unit with over twenty units a building with over twenty units, so that makes no sense. He loves to argue with me about by-laws and about what he should or shouldn't be responsible for. I have to request that he spreads salt on the ice so that I don't fall. I have to request, more than once every season, for him to address safety issues regarding snow. I have to request, more than times I can count them, to simply clean the hallways. Things that I'm quite sure this gentleman who is representing landlords takes for granted. He clearly seems like a rather privileged individual. He has had good access to good housing and that's great. The matter is the impoverished don't have that. I am someone with relatively severe mental health issues and I'm just lucky that today I'm able to come in and actually speak on this front, but for the for the fact of the matter is, most people living in poverty are dealing with complex poverty, which is imposing on our mental health constantly, not only just our physical health, and that makes it ten times harder for us to be able to speak up and to be able to represent ourselves. And we are the ones being affected most by COVID and by the lack of services due to COVID issues and specifically by the current structure, where that gentleman mentioned that we have other resources such as the landlord tenancy board. I tried that. I called them and it took them three months just to give me a hearing. By the time it came up, I was in school and I didn't have time to attend to it, so I didn't actually get to follow through with that. We need more ways to hold them accountable because right now it's a reactionary system where the poor get screwed because we're either busy working or busy at school so we can't address these hearings that are put very inconvenient times, well after we've made the report. We are also treated poorly and condemned and that's where the anonymous line would actually benefit though, I understand that there's complications to that. I actually have no problem making a report with my name on it, but there are a lot of tenants who are afraid of that discrimination, afraid of walking out of the building and having someone treat them like crap because they happen to mention the crappy situation they're living in. My landlord makes me justify, on a weekly basis, that I deserve a basic standard of living and the only reason I am even able to have this unit is because I happen to have moved before there is a huge change where rents just went sky high. Again, I know that's not the issue, but the fact of the matter is it impacts the way landlords treat things and if there's one thing I really hope that you'll consider it's not just the licensing but having some kind of clause where they're not allowed to hand the cost of the licensing down to us because that's something they love to threaten us with, but they'll increase the rent anyways. They shouldn't be allowed to hand this cost over to us when the fact is it's our way of having some kind of accountability because many of us are not privileged enough

to live like that man was trying to claim landlords keep things. They just don't. We wouldn't be saying these things if they did and if the system was working we wouldn't be here, we wouldn't be saying this. So that's my main point. Thank you.

- M. Wallace, LDI - Thank you for having me here tonight just one brief, you know, I sent an email off with my presentation, basically, today, and I do apologize for not making the deadline for it to be able to be published, but, as you know, I'm with LDI and we are a membership based group and I'm the only employee, so everyone else is volunteering their time, so it takes me a little bit of time to get people to respond back and so they were still responding back past the deadline for me to be able to have this put right on the actual agenda, but I hope you received an email with the information. So we're dealing with two items here tonight under this PPM. First is the property standards by-law and, you know, when you look at it, really we don't have, we're not sure what the issues, if there are any in it. Normally, I think you would expect that, in this kind of review, that's happened on this by-law, since 1999, that's the first one in over ten years, that there should be an opportunity, and I agree with the LPMA that they should just be referred back to staff to deal with a consultation with stakeholders, with that those who are in the business, to make sure they understand what those changes are and that they apply to the Ontario Building Code, which is what most of those changes are. But we want, I think it's only fair that they have an understanding that, based what on the report in front of us, the report arrives on Wednesday, it goes to Council on the twenty-third, I think there should be some opportunity for those who are in the industry to be able to talk to staff to make sure they understand what's in the report and what the changes that are coming forward, to be able to give you any proper advice on whether they agree or disagree or any changes that might be needed to be made. The second part is Councillor Kayabaga and Councillor Salih's motion, and I fully we fully agree at LDI that you need to address tenant issues that have come to their attention and I really appreciate the effort that people have made this evening coming telling their stories about their issues are with their tenancies that they have. We understand the motion is asking staff to review the residential rental units licensing by-law with the view to possibly expanding its reach to all new existing rental units, including apartments, stacked townhouses, and townhouses. LDI concurs with the letter dated February twenty-eighth from Drewlo Lifestyle Apartments, that the Councillors intent is reasonable, but the RRUL by-law is not the right tool to use address this problem. Much of London's residential rental stock has been provided by London-based, family-owned organizations for many decades. These professionally managed companies that provide a clean and safe homes for tens of thousands of families over the years in London. These organizations continue to build and develop residential rental homes for future generations in London. The recent Council-approved annual development activity report demonstrates the tremendous growth this housing sector. Our concern is the licensing mechanism, under the residential rental units licensing by-law could add unnecessary costs to both the rental units and to the city for staffing to manage the expanded licensing regime. LDI's recommendation is to have CPS Committee, this Committee ask staff to review the issues highlighted in Councillors Kayabaga and Salih's motion, consult with the industry on options to tackle and report back, to tackle these issues, and report back to Committee. We just believe that the licensing regime is the wrong approach. Yes, it is an issue, we've heard about it tonight, we need to find a solution and we need to be part of that solution. As politicians you know, a few bad actors, whatever you want to say, ones who can really paint a bad picture, on all landlords and that is just not the case. That's not the case in London, it's not the case anywhere. There are issues that need to be tackled. Licensing everybody, we don't believe is the answer. We need to find the answer. We would like to be at the table to help, and that was our suggestion. Thank you very much for your time.
- S. Lawrence - Thank you chair-person. I'd like to thank everyone for the privilege to be here and share my story. I am a mother of two young girls who I home school,

not just due to the COVID, but even before that. We have lived at Scenic Drive, 470 Scenic Drive, for going on five years now. Every winter, we have the problem of heat, there isn't any, and what is there is substantially blown across with the arctic breezes that blow in through the broken windows. Now, these are windows that are no longer attached securely to the metal frame, the glass bends and flows. The people have tried to fix the heat, or so they claim, but the gentleman came in to bleed the systems, as they run on boilers. Even they say that one of the major problems with the heat and the at the lack of efficiency in that matter, is the windows need to be fixed. Replaced, in fact. Like I said, five winters in a row. Finally, this last month, I had the privilege of having London city by-law enforcement come out to our unit and I complied, they came in, well, they gave that the superintendent the temperature gauge to take in. I wish the by-law officer themselves could have done it, it would have been more accurate. The superintendent was so kind as to put her little finger on the instrument that's changing the heat. It was well below the twenty degrees that is called for before eleven o'clock. At times it's so cold in the room, in any of the rooms, especially the bathroom, that bathing my children I have to put a heater in the bathroom. There is no ventilation in the bathroom or in the kitchen. There's also been a problem with a lack of work order requests, action being taken on these. I'm not the only person in the building that that has these problems with Sterling Kmar, but they do not like to fill out the work orders and make sure that things are taken care of. I'm talking about things from simple maintenance from your closet door to infestations of pests, cockroaches and bed bugs. It was a year before they even came to spray our unit for the first time. We were in isolation, even before the pandemic, due to these pests, out of fear of contaminating other people we went to visit. By accident we did contaminate my senior citizen parents with the bed bugs because at the time we didn't know. This is my first experience with this. So, it ended up, back to the enforcement coming out over the heat, they came and took the first temperature, they made arrangements with myself and Sterling Kmar and the property management team to come back the next day. Sterling Kmar Property decided to be non-compliant, blaming this all of the sudden on the COVID situation, but their superintendent has no problem entering premises with no mask or protective equipment what on. We're facing eviction on Thursday as we finally have gotten up in front of the board, mind you it's on an eviction order, because we complained about the windows. When I complained about the windows, I even posted a little video to Facebook and I sent the management team the link. They were there within a day. Only one piece of glass was ever replaced. The master bedroom, which is the room I gave to my children so that they have room, is not even inhabitable at this point. The window is not secure on that wall and even if the inner windows, one can only be popped in, you can't have the both popped in and the lock. There's many more issues I would love to take the time to address, but the heating, the windows, basically vital services and pest control are not being done by Sterling Kmar. This is not the first building that has had these problems I am also aware that the CBC has done articles on the buildings they own on Mornington. Thank you for your time, Committee.

- D. Devine, 382 Hamilton Road - I moved to this location in November of 2016. When I was first shown the place, it was an absolute disaster left by the last tenant, as well, it needed major repairs to the roof, windows, entrance way. I tried to convince the property manager to have the repairs done before I moved in and they guaranteed me if I moved in as it was, repairs would begin in a reasonable amount of time come spring as most of the repairs aren't doable in the winter time. So, other than the roof, nothing was done at first. Months went by, spring came, eventually it rained so hard that it was raining in my hallway as hard as it was outside, so I sent them a video of this and his response was "oh, I thought it was okay since I hadn't heard anything", as if a roof repairs itself. Since fixing the roof, the only other thing he's actually done is small things like wall repairs, toilet repairs, but the windows and doors haven't been fixed. The furnace turns on every ten, fifteen minutes in the winter time because the draughts are so bad in here. I talk to

him about it, he'll send what he says is a contractor to do an estimate then I'll hear nothing from him again. When I asked him what happened, he claims the estimates were too high and he's been busy and I won't hear anything again and I wind up going through the same circle. The first summer I was here, I was hospitalized for a whole week with COPD flare ups caused by mold going into my living room window because of his other building that's located six feet from our building. I contacted him about this when I was in the hospital, he promised to have the building boarded up as soon as possible. It didn't happen for over a year and it only happened because police had to remove so many vagrants. Over time, I realized that the house has rodents living underneath it. They run through my house, my counters, my bed. And, I realized, as well, that the furnace is set up incorrectly so it's drawing the air in from under the building thereby pulling any airborne motes and feces particles and then pushing that into the house and this is also causing my COPD to flare every winter. We had a London enforcement officer make contact with them, he's done a few minor outside repairs, as well as get the furnace that stopped to start working a month before the end of winter last year working. Now he keeps asking me when I'll be moving out because he knows I'm trying to get out of here because of my health. When I first asked him what was the rush, he said he we wanted to renovate. I said okay well I would like to use my right, as an existing tenant, to continue living in it once it's renovated. After that you started saying that he wants to demolish both buildings and start over. I'm on ODSP, I'm having a very hard time getting into affordable housing since it's in such demand and they're so little. If he decides to evict all tenants on the grounds that demolishing, due to the maintenance costs being way too high, I could end up homeless for the first time in my life at the age of 52. That's all I wanted to say. I hope something is done about landlords like this, there's far too many of them, especially in the area that I live in, but I thank everybody for their time and I hope this will make a difference.

- J. Taylor, 69 Maitland Street - I'm sorry about the girl at Scenic Land, those guys should be in jail, that's been going on for over fifteen years I know other people that lived in that building. I've been on both sides of the coin, here, I've been a landlord and I am now just a tenant. The building I live in is slowly caving in on itself. I've texted every problem that occurred that I simply couldn't adjust myself. The only things that were immediately an emergency were ever repaired. This house has a, there's black mold completely through the attic, from a leaky roof we had a couple years ago before it got replaced, where it was raining in my living room. My big thing about this is education for low-income people. You can't say do this online, they don't have internet, a public phone is near impossible to find now. The guy next to me just got a phone three months ago. I don't know about how you cost these types of things, but sending a pamphlet or something might be an idea, in the mail so they have some readable material. The people in my neighborhood have no idea that they can go to the city for these problems. I made a complaint last year about my heat because my furnace is always ticking out. I already spent three days this winter freezing because when they do go to fix it they have some guy look at it and it's three days before somebody actually comes to fix it. There's a lot of sub-standard housing in London and there is a serious lack of affordable housing. Like the one lady was saying that the prices of rent in the city are just astronomical. I make a good living, I chose to actually live where I do, but I wouldn't move into a building where they're charging a thousand dollars a month for a one bedroom, that's just ridiculous. Education and enforcement, because there's got to be a way to hammer down on these guys a lot faster than the current system holds. Thanks.
- J. Thompson, Life Spin – Again, we welcome the opportunity to give input here into this by-law change. It's Jaqueline from Life Spin and I introduced the organization in the previous one, so I'm just going to skip right to the meat here because there's a lot to talk about. First of all, I want to draw your attention to the intent of the by-law. It states that the intent of the by-law is to provide a level of

protection and safety for tenants, occupants and surrounding neighbors by making living conditions suitable. We're going to get to that after. I just want to say that, in addition to the fines, we see there is an appeals committee, but we're not confident that the by-law changes will actually address and remedy the injustices and we would like to see that happen. We know that the municipal government also recognizes the value system of protection and safety. Why else label the intent was for the protection and safety for tenants and making living conditions suitable unless it is to acknowledge that the majority of landlords uphold hold these values as important and expect them to be addressed in, and through, public policy. We have some ideas that do not exacerbate the inequalities that exist in the world of landlord tenant relationships. There are some really good landlords out there but that's not why we're here tonight. We recognize that there's going to be no real change without strict enforcements, and again, the Municipal Act gives you the tools to make those changes and the actions that are necessary. By-law C.P. 16 permits the city to impose fines that can be made for failing to comply with the by-law and those fines also could be doubled. This is a powerful tool. By-law 54 gives city the power to make the repairs and charge the property owners with the activities done to bring the property into compliance with by-law C.P. 16. Like you do when you go on to a property and clean up someone's messy yard because the neighbours complained. You do have the power with by-law 54. We have had folks like Ben, come to us for help because the city has not enforced property standards, as requested. Families are losing their children because other levels of government enforcement don't believe these are safe places for children to be raised. Indeed, many of the conditions folks are living in cause or exacerbate other health conditions. There's an old adage that says where there's a will there's a way and we're bringing you the ways tonight so that you can protect the residents in our neighbourhoods. We're requesting that, in the event the property owner does not make repairs to bring these properties up to standard, the city immediately take measures to do so. If the repairs are so extensive that they cannot be done, the city needs to move the tenants to safe housing and the building needs to be condemned and secured. Should a relocation be deemed necessary for substantial repairs, we're asking the city to implement a mechanism to protect vulnerable tenants, such as seniors, people with disabilities, or those living on very low incomes who are among the most affected by redevelopment or renovations. This has also been done in other municipalities. The city of Vancouver recognizes that vulnerable tenants often require support to be relocated. They have implemented a tenant protection relocation and protection policy. In addition to proactive enforcement, we're requesting that consideration be given to developing an affordable housing strategy that outlines tenant protection and building acquisition with both standards and enforcement. Part of the Vancouver tenant relocation protection policy also addresses the need to protect affordable housing in our neighbourhoods. We talked about some of the neighbourhoods where a lot of the property standards are out of line and those are places where poor people can rent. The Vancouver model has a policy in it that is called the one for one replacement, where the owner is required to replace an existing dwelling unit on the site if they tear down one of those units because they're renovating them. The other issue is around the appeals. So, tenants don't have access to social equality if they can't access the institution that enforces their rights. Like Devon shared, there's fear, real fear, of reporting on property standards if you're living in substandard housing because you can't necessarily afford to move and you don't want to be harassed. This policy lacks attention to who's living in substandard conditions, the ability to pay fees to request an appeal or other property standards orders. Tenants require assistance to file an appeal are not considered, but there's also the problem that tenants don't necessarily get given a copy of the order so they can follow up with the landlord tenant board if that is where you were wanting them to go to get their rights protected. So, there is a problem with that and if a property owner does make an appeal, and the tenant believes the conditions have not been changed, how are they supposed to get that information in if they are not

given a copy of the order. We would suggest that, at the very minimum, if the property owner makes an appeal on the property standards, that they send an officer to do a full inspection of the property so that the burden doesn't fall onto the tenants to be the party responsible for enforcement. There's the issue of who can report, so we're going to go back to the intent of that bylaw here. Neighbours living next to these properties and community workers, social assistance workers, CAS workers and the like should be able to submit requests for inspection where they are aware of residents living in unsafe conditions. Remember the intent of the by-law includes surrounding neighbours. Currently, requests for inspections of clearly derelict properties are met with an automated message, "please send your landlord or property manager a dated letter or email outlining repairs that need to be conducted at your rental property and retain a copy for your records". Denying an accessible and fair reporting and appeal process for those tenants who are living in substandard conditions denies tenants rights and discourages the community at making efforts to make living conditions suitable. We're asking again that property standards the time to tenant protection, rental replacement, building repairs, in that position as part of a response of property standards by-law enforcement protocol. We need to have those properties reclaimed by the community if the owners are not responsible. We need to have those properties brought up to standards and the city has the power to do that. We need to have improved enforcement, that is why we are here tonight. Thank you.