

Ward 2 Town Hall

CityHousing Hamilton

CAMERON
KROETSCH
City Councillor

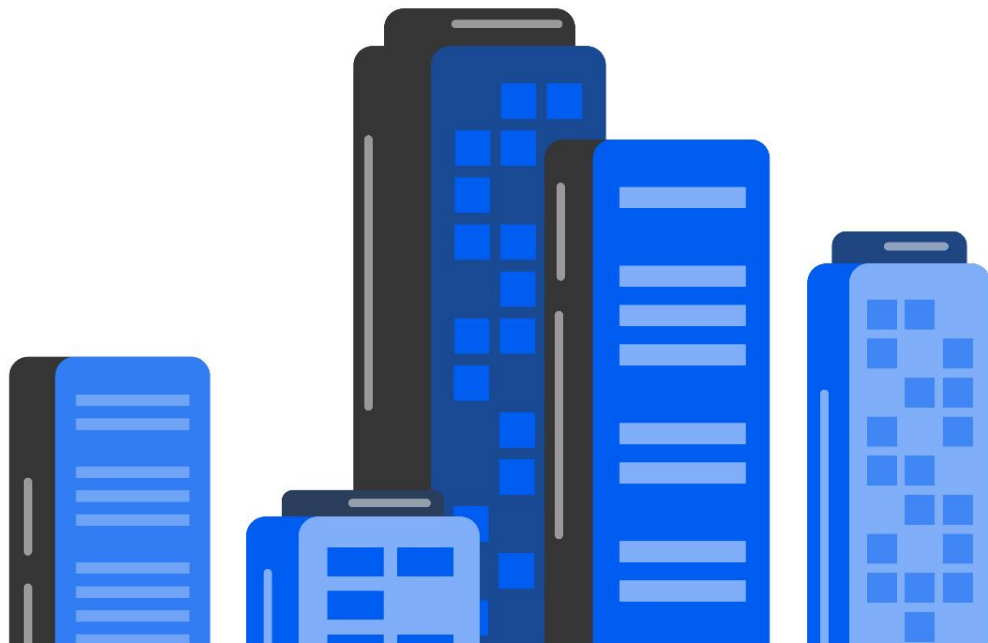
WARD 2



Saturday, May 25
City Hall Council Chambers
11:30am to 2:00pm
Lunch provided

Town Hall Agenda

- Review of concerns raised in 2023
- Updates and plans
- Questions



Agenda

- Recap of issues shared in 2023
- Solutions in place for 2023 + 2024
- Plans for 2024 and beyond
- Questions and answers

Recap of issues shared in 2023

- Building security
- Harassment from neighbours or visitors
- Senior status in some buildings
- Lack of confidence in CHH staff
- Cleanliness or damage in common areas
- Food insecurity

Recap of issues shared in 2023

- Pests including pigeons, rats, mice, bed bugs, and cockroaches
- Elevators in need of repair or unavailable
- Laundry room or garbage chutes closed or damaged
- Accessibility issues
- Front door buzzer or intercom system not working
- Lack of video cameras for security purposes

Solutions in place for 2023 + 2024

- Building security
 - **Vanier Towers** - there are **Tier 1** and **Tier 2** guards - not between 5:00pm and 10:00pm
 - **226 Rebecca Street** and **155 Park Street South** - overnight security

Solutions in place for 2023 + 2024

- Building security
 - Mobile security supervisor
 - CHH hired a Community Safety lead to develop a security program
 - Crime Prevention Through Environmental Design (CPTED) audits being conducted for each building

Solutions in place for 2023 + 2024

- Harassment from neighbours or visitors
 - Reporting this to CHH staff is very important, including detailed notes and any **documented** evidence; it takes time to proceed through the process
 - Future security will assist with this

Solutions in place for 2023 + 2024

- Senior status in some buildings
 - The status of these buildings remains in tact, but there is no way, yet, to completely prevent younger family members moving in as caregivers
 - CHH staff are looking into this to see what restrictions can be put in place (legal challenges)

Solutions in place for 2023 + 2024

- Senior status in some buildings
 - CHH staff recognize that elder abuse is something that can happen and if there's something happening it needs to be **documented** in as much detail as possible

Solutions in place for 2023 + 2024

- Lack of confidence in CHH staff
 - Significant changes in leadership through a new CEO, Adam Sweedland, and a new Community Safety lead who was recently hired to address safety concerns

Solutions in place for 2023 + 2024

- Cleanliness or damage in common areas
 - Pilot for additional cleaning staff in 4 buildings to address issues in hallways and stairways and all of these buildings are reporting an improvement
 - Some seating has been returned to its original place (191 Main Street West)

Solutions in place for 2023 + 2024

- Food insecurity
 - Funding from Ward 2 to assist with expanding the Golden Hearts Food Cupboard (226 Rebecca Street) - \$2,500
 - Funding from Ward 2 to a new food insecurity initiative funded from cell tower rentals

Solutions in place for 2023 + 2024

- Pests including pigeons, rats, mice, bed bugs, and cockroaches
 - Pigeon feces cleaned up in common areas
 - No long term solution - requires follow through from all residents and there is not 100% compliance
 - **Document** any instances of food put out for pests

Solutions in place for 2023 + 2024

- Elevators in need of repair or unavailable
 - This has been mostly resolved but most buildings will need to see elevator repairs in the next few years - the only way to balance this is to close one elevator down to repair it and leave the other one open (some work put off due to COVID and not being able to shut down elevators)

Solutions in place for 2023 + 2024

- Laundry room or garbage chutes closed or damaged
 - Resolved through the addition of new cleaning staff
 - Some challenges with the contractor who operates the laundry machines; CHH staff working on a better way to work with them

Solutions in place for 2023 + 2024

- Accessibility issues
 - CHH Board is currently going through a major planning process to discuss how to address this in future builds
 - Some older buildings cannot be made compliant

Solutions in place for 2023 + 2024

- Front door buzzer or intercom system not working
 - No known issues related to these systems not working at present
 - Concerns with door access and a “concierge” - doors will require maglocks (funding from Ward 2 can assist with this, if possible - Fire Department)

Solutions in place for 2023 + 2024

- Lack of video cameras for security purposes
 - Missing or inactive cameras were replaced - monitoring continues on a building by building basis
 - Working toward an integrated system to help with the perceptions of safety (not necessarily good for law enforcement purposes)

Solutions in place for 2023 + 2024

- Ward 2 Funding
 - Ward 2 Team is working with CHH staff to come up with a list of improvements to be funded and implemented during this term of Council
 - There are many capital infrastructure needs - equity is an important consideration

Solutions in place for 2023 + 2024

- Ward 2 Funding
 - Preliminary list of items (to be confirmed) -
 - Maglocks; upkeep of common areas (including better windows, general upkeep of surfaces, and electric heaters); community garden at Vanier Towers; potential heat pump pilot

Plans for 2024 and beyond

- CHH organizational restructuring (high level)
- CHH Board development strategy
- Equity analysis
- Improvements to security, cleaning, legal resources, and tenant support
- Evaluation of the in house cleaning pilot
- Completion of the security plan and CPTED audits
- Funding from Ward 2 area rating

Questions and answers