

# Ward 2 Town Hall

CityHousing Hamilton

CAMERON  
KROETSCH  
City Councillor



Tuesday, October 14  
City Hall Council Chambers  
7:00pm to 9:00pm  
Refreshments provided

## Town Hall Agenda

- Review of concerns raised in 2023 + 2024
- Updates and plans
- Questions



# Agenda

- Recap of issues shared in 2023 and 2024
  - Role as a member of the Board
- Updates and plans
  - Ward 2 funding
  - CityHousing Hamilton
- Questions and answers

# Recap of issues shared in 2023 + 2024

- Building Security and Safety
- Evictions Process
- Organizational Structure of CityHousing Hamilton
- Cleanliness or Damage in Common Areas
- Laundry Room or Garbage Chutes Closed or Damaged
- Pests including Pigeons, Bugs, and Rats
- Accessibility

# Updates and plans - Ward 2 funding

## **95 Hess Street South**

- Repainting program - Complete
- Pigeon netting - In Progress
- Metal handrail replacement - Complete

## **155 Park Street South**

- Audio issues addressed through procurement of new mobile audio system - In Progress
- Repainting program - In Progress

# Updates and plans - Ward 2 funding

## 95 Hess Street South

- Repainting program - Complete - \$21,000
- Pigeon netting - In Progress - \$83,400
- Metal handrail replacement - Complete - \$1,500
- Internet upgrade - Complete - \$11,700
- Roof railing - In Progress - \$150,000

## 155 Park Street South

- Audio issues addressed through procurement of new mobile audio system - In Progress - Costs to be determined
- Repainting program - In Progress - \$21,000

# Updates and plans - Ward 2 funding

## **181 Jackson Street West**

- Balcony railing - In Progress - \$500,000
- Pigeon netting - In Progress - \$83,400
- Lobby floor replacement - Complete - \$11,526
- Community garden - In Progress - \$12,062.75
- Repainting program - Complete - \$21,000

## **181 Main Street West**

- Exterior stairwell repair - In Progress - \$100,000

# Updates and plans - Ward 2 funding

## **185 Jackson Street East**

- Community room flooring - Complete - \$11,300

## **191 Main Street West**

- Mailbox replacement - Complete - \$15,000
- Garbage chute replacement - In Progress - \$15,000
- Exterior furniture for main office - In Progress - \$7,000

## **200 Jackson Street West**

- Garbage chute replacement - In Progress - \$15,000
- Internet upgrade - Complete - \$11,700

# Updates and plans - Ward 2 funding

## **206 Jackson Street East**

- Hallway flooring - Complete - \$11,100
- Common area flooring and painting - Complete - \$18,000

## **226 Rebecca Street**

- Garbage chute replacement - Complete - \$19,000
- Fencing - In Progress - \$8,350 to \$16,700
- Windows - In Progress - Costs to be determined
- Kitchen renovations - Complete - \$2,500
- Community room flooring - Complete - \$12,300
- Community room upgrades - In Progress - \$25,000

# Updates and plans - Ward 2 funding

## 500 MacNab Street North

- Picnic tables and benches - Complete - \$5,000
- Accessibility ramp - In Progress - Costs to be determined

## Daisy Mart

- Air conditioning - Complete - \$40,000
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These amounts represent commitments from area rating funding from Ward 2 reserves in the amount of \$850,000 as approved through a motion I put forward, which was approved by City Council on September 5, 2024

# Updates and plans

- Building security - Ward 2
  - 1,960 units across 16 buildings or complexes
  - HPS - incidents in 2023 - 1,429
  - HPS - incidents in 2024 - 1,464
  - Increase of 3% in 2024
  - Security - 7 guards, various hours, CCTV

# Updates and plans

- Building security - 155 Park Street South
  - HPS - incidents in 2023 - 168
  - HPS - incidents in 2024 - 175
  - Increase of 4% in 2024
  - Security - 1 guard from 7am to 7pm, 7 days per week

# Updates and plans

- Building security - 181 Jackson Street West and 95 Hess Street South
  - HPS - incidents in 2023 - 695
  - HPS - incidents in 2024 - 640
  - Decrease of 8% in 2024
  - Security - 3 guards 24/7, CCTV monitoring

# Updates and plans

- Building security - 191 Main Street East and 200 Jackson Street West
  - HPS - incidents in 2023 - 264
  - HPS - incidents in 2024 - 349
  - Increase of 32% in 2024
  - Security - 1 guards 24/7

# Updates and plans

- Building security - 226 Rebecca Street
  - HPS - incidents in 2023 - 126
  - HPS - incidents in 2024 - 129
  - Increase of 2% in 2024
  - Security - 1 guard from 7am to 7pm, 7 days per week

# Solutions in place for 2025 + 2026

- **Building Security and Safety**

- Mobile security supervisor program in place
- CHH hired a Community Safety lead to develop a security program - this is being reviewed as the security program did not produce the desired results
- Crime Prevention through Environmental Design - Audits were conducted and resident feedback was sought in late 2024 and 2025 and an implementation plan is forthcoming to the Board

# Solutions in place for 2025 + 2026

- **Evictions Process**

- The Landlord and Tenant Board (LTB) through the Province, and Provincial regulations, still control how this must be done but there have been fewer complaints about this and a more streamlined process internally helped with this
- Please continue to report any issues you have with your neighbours, as often as you can, with dates, times, and any evidence you think will assist - photos, audio recordings, videos, and documentation can assist in some investigations

# Solutions in place for 2025 + 2026

- **Organizational Structure of CityHousing Hamilton**
  - After hiring a new CEO at the beginning of this term of Council, a comprehensive review of the structure of the organization was conducted
  - New positions of Chief Financial Officer, Chief Portfolio Officer, and Chief Operations Officer were introduced to modernize the organization
  - The Building Attendant positions were eliminated and a new group dedicated to tenant engagement, called Tenants First, was recently established

# Solutions in place for 2025 + 2026

- **Cleanliness or Damage in Common Areas**
  - Common areas in Ward 2 buildings are being addressed, one by one, with new flooring, repairs, and upgrades
  - Seating, including benches, have been repositioned so they're better used

# Solutions in place for 2025 + 2026

- **Laundry Room or Garbage Chutes Closed or Damaged**
  - Garbage chutes repaired in buildings where they've been an issue
  - New cleaning staff hired to assist with cleanup in these spaces so they can be reopened more quickly
  - Discussions between CHH and the laundry room folks to increase service and deal with common issues on a quicker timeline have been initiated

# Solutions in place for 2025 + 2026

- **Pests including Pigeons, Bugs, and Rats**
  - Pigeon netting being installed across Ward 2 buildings - slight delay as the balcony program at one building is interfering with completion
  - Public Health has resumed their program to help address issues with rats downtown
  - Construction wrapping up at adjacent properties
  - Cockroach infestations must be reported immediately and by all those impacted - it can take up to a year to permanently resolve issues

# Solutions in place for 2025 + 2026

- **Accessibility**

- Ramp at 500 MacNab Street North delayed - needs additional funding, which I will consider as part of my 2026 reserve fund planning
- Older buildings cannot always be brought up to code but new builds are completely Accessibility for Ontarians with Disabilities Act (AODA) compliant - 106 Bay Street North

# Questions and answers