



300 Dufferin Avenue  
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London  
CANADA

January 23, 2026

Community & Protective Services Committee

Re: 2.2 Good Neighbour Agreements

Dear Colleagues,

In December 2025, Council referred the Housing Stability Service Procurement Framework to January's CPSC to allow potential amendments for these important contracts. These amendments are a result of serious consideration and are in response to Council's recent request for a provincial state of emergency.

The dire need for increased access to indoor spaces (bathrooms, showers, laundry, basic needs) has been clear. The lesson learned that high acuity individuals require highly supportive housing, not just housing, for them to remain housed has also been clear. There is a need for incremental improvements and reprioritization to the current offerings and contracted services.

The proposed amendments outlined below are an opportunity to:

- better align with the provincial direction and investment in the Hart Hub,
- increase accountability and transparency by providing the quarterly reports (already part of the current contracts) to Council on our agendas,
- allow the next Council to review and make their own decisions, rather than lock in longer term contracts this year

For these reasons, we are seeking your support with the following:

That part a) of the motion BE AMENDED as follows:

(a) the proposed system transformation approach and multi-year Housing Stability Services procurement framework as outlined in the December 1, 2025, staff report, BE ENDORSED **with the following amendments:**

- i) the Civic Administration BE DIRECTED to work with London Cares on a contract (for Council approval) that reallocates London Cares' outreach (\$1,896,768) and London Cares' housing stability (\$989,431) funding to provide an expansion of service to 7 days a week and longer hours (at 602 Queens);**
- ii) the Civic Administration BE DIRECTED to amend the Project Home housing first contract to change the focus from high acuity individuals to graduates of London's Hart Hub and Quintin Warner House;**
- iii) the Civic Administration BE DIRECTED to issue one year contracts with an option to renew for an additional year (pending Council approval); and**
- iv) the Civic Administration BE DIRECTED provide the quarterly reports submitted by all service providers to the Community and Protective Services Committee on a quarterly basis**

It is important that we do what we can within the scope of our municipal capacity and resources to help address this crisis. For now, that includes a willingness to make changes to what is currently provided. Changes that could improve the lives of those experiencing homelessness, impacted nearby neighbours – and respond to the many Londoners who want a change to the current approach to this crisis.

Sincerely,

Susan Stevenson  
Councillor, Ward 4

Shawn Lewis  
Councillor, Ward 2  
Deputy Mayor

Jerry Pribil  
Councillor, Ward 5

Steve Lehman  
Councillor, Ward 8