

TO:	COMMUNITY AND NEIGHBOURHOODS COMMITTEE MEETING ON APRIL 12, 2011
FROM:	G. KOTSIFAS, P. ENG. DIRECTOR OF BUILDING CONTROLS AND CHIEF BUILDING OFFICIAL
SUBJECT:	MUNICIPAL LAW ENFORCEMENT AND ENVIRONMENTAL & ENGINEERING SERVICES DEPARTMENT EFFORTS RELATED TO STUDENT HOUSING

RECOMMENDATION

That, on the recommendation of the Director of Building Controls this report **BE RECEIVED** for information purposes.

BACKGROUND

London is a municipality containing both a University and College which contribute to a population growth in excess of 45,000 students during the school year. The educational, cultural and economic spinoffs of hosting educational facilities of higher learning offer positive contributions to municipalities. At the same time, in all Town and Gown Communities, the annual influx and exodus of students poses challenges and it is the responsibility of City staff and all other interested parties to maintain community standards and balance when addressing students in the community.

INFORMATION

MUNICIPAL LAW ENFORCEMENT SERVICES (MLES) INITIATIVES

Enforcement Initiatives

Since the mid 1990's MLES has enforced in the area north of Victoria St. extending to the Thames River, and from Waterloo St. east to the Thames River proactively compared to reactively, seeking out contraventions of the City of London's Clearing of Land By-law (garbage issues, furniture, inoperative vehicles, long grass and weeds on private property). In this same area for approximately five years, MLES have partnered with Environmental & Engineering Services Department (EESD -Parking Enforcement) and proactively seek out parking infractions that occur on private property and the City boulevards.

In addition, for the past four years extensive proactive enforcement on private property has taken place in the Fleming, Thurman, Prosperity Crt. subdivision just east of Fanshawe College. Additionally, MLES and ESSD (Solid Waste Management) work together to keep these areas clean both on private property and city property.

Proactive enforcement means that at least once a week a Municipal Law Enforcement Officer (MLEO) or a team of Officers attend the area to monitor the condition of the area and take action where necessary.

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Notification of a by-law contravention is forwarded to the property owner. It is MLES practice to send the property owner a Clearing of Land Order, requesting compliance to the by-law within two weeks of the date of the Order. Following the compliance date the MLEO conducts a re-inspection and takes enforcement action when necessary. To avoid enforcement action delays on repeat offences, the Order sent to the property owner indicates that while he/she is in ownership of the property any further offences within a 12 month period will be subject to enforcement action taking place **without further notice**. Therefore a second, third, (etc.) complaint received within 12 months of the original Order **will go straight to enforcement action**. In the Fleming subdivision at the end of August for the past several years, a Notice is hand delivered to each dwelling in the subdivision, and another is mailed to the owner as well. This Notice is also in effect for a 12 month period. (See attachment)

In 2010 MLES contracted 626 property clean ups. Approximately 75% of the clean ups took place in student housing areas (both proactive and reactive areas).

Due to the high volume of clean ups, in 2010 (May – August), in addition to our contracted “clean up” crew, an additional two person summer student crew was hired to cut grass and remove garbage mainly in the student housing areas. When this crew is not undertaking clean ups, they are removing graffiti from City property. This same initiative is planned for the summer months of 2011.

Each September and April, MLES partners with London Police Service (LPS) on Project LEARN (Liquor Enforcement and the Reduction of Noise) which ensures that MLES will be present in the two proactive areas to remove furniture, refuse, building materials and any other items that might be burned or inappropriately used during outdoor social events. MLES attend weekend shifts with LPS (9pm – 2am). When required, staff from EESD assist in these activities as well.

MLES takes initiatives towards noise concerns during Orientation week at UWO and FC. For the past two years we have had MLEO's on site for “O Week” events at the university and college. The MLEO takes decibel readings to ensure that noise levels do not exceed the limitations of the by-law. No charges have resulted or have been necessary during these events. UWO and FC representatives have cooperatively partnered with MLES producing positive results.

In an effort to ensure safety of the occupants of rental units and to allow City officials to have direct contact with the property owners and/or property management companies, the City implemented the Residential Rental Units Licensing (RRUL) by-law which applies to all rental housing in accordance with the by-law regulations.

Education Initiatives

With the introduction of new by-laws such as PS-112, Regulation of Off Street Parking By-law, which came into effect July 26, 2010, MLES provides a grace period for education purposes where written warnings are given for three weeks prior to any enforcement action being taken. (See attachment)

When the RRUL By-law was passed, the effective date was six months later. Much education, media communication and public awareness was provided prior to the effective date.

Periodically throughout the years, at the onset of the school year, UWO Housing Mediation Services has invited MLES to attend on campus student “question/answer” sessions related to by-law enforcement and property standards. MLES partners with UWO and FC by providing literature on neighbourhood expectations. UWO and FC coordinators insert this literature into the student welcome packages that is supplied to each new student during orientation week.

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Quarterly MLES takes part in the "Students in the Community" group organized and hosted by FC representatives. This group includes LPS Community Oriented Response Unit representation, Campus Police, Campus Security, Student Union representation, UWO and FC Housing Mediation Services and Fire Prevention representation.

The Manager of By-law Enforcement is an active participant of the Town and Gown Association of Ontario (TGAO). He has been a Board Member since 2007 and has held the position of president of TGAO since 2010. The TGAO is dedicated to improving the quality of life in those municipalities that host post secondary institutions by promoting and supporting activities that ensure cohesive communities that are safe, healthy and enjoyable. Its mandate is to:

- collect and disseminate information such as education, research and best practices;
- identify issues and develop solutions to problems of common interest;
- work with all levels of government to effect change; and
- provide a template for organizational structure in Town and Gown communities which facilitates communication and action on local issues.

**ENVIRONMENTAL ENGINEERING SERVICES DEPARTMENT
(EESD) INITIATIVES
Other Environmental Services Department Initiatives**

Parking Enforcement actions, garbage collection (move in and move outs) and recycling challenges in traditional student areas are well known and in many cases predictable. Staff plans are based on a combination of predictable situations although there is flexibility to deal with unpredictable situations. Additional services provided to deal with these situations include:

- an extra garbage collection vehicle is used to help remove many of the larger piles that appear between pickups. This is an unscheduled service and is adjusted according to circumstances. This may include providing some service on the weekend. Depending on the number of incidents and timing of regular garbage pickup, an additional vehicle may be required.
- EESD and Community Services staff work closely with Glenn Mathews and off-campus housing teams in managing challenging areas around UWO and Fanshawe College. This includes both garbage and litter. For example, a number of large roll-off bins are placed in strategic locations near UWO and FC to provide a location for some move out debris. These costs are paid for by UWO and FC.
- EESD staff communication with tenants and property owners regarding garbage and recycling pickup, increases during this period. Depending on the situation, it is either direct communication with the property owners and tenants or working through MLES team.

CONCLUSION

City of London MLES and EESD along with many other departments, London Police Services – COR Unit, members of Council, related agencies and community representatives continually work towards maintaining community standards and balance related to students in the community. Recognizing the importance of welcoming students into the community and ensuring that safe housing accommodations are met, MLES and EESD actions positively contribute to quality of life in our community.

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ACKNOWLEDGEMENTS

This report was prepared with assistance from Orest Katolyk, Manager of By-law Enforcement and Jay Stanford, Director, Environmental Programs & Solid Waste.

PREPARED BY:	
H. CHAPMAN, COORDINATOR, MUNICIPAL LAW ENFORCEMENT SERVICES	
PREPARED AND RECOMMENDED BY:	REVIEWED & CONCURRED BY:
G. KOTSIFAS, P.ENG. DIRECTOR OF BUILDING CONTROLS AND CHIEF BUILDING OFFICIAL	PAT McNALLY, P.ENG. GENERAL MANAGER OF ENVIRONMENTAL & ENGINEERING SERVICES & CITY ENGINEER

Cc: Pat McNally, P. Eng., Executive Director, Planning, Environmental and Engineering Services
 Jay Stanford, Director, Environmental Programs & Solid Waste
 Shane Maguire, Division Manager, Parking and Traffic Signals



London
CANADA

Notice – By-Law Violations

August 31, 2010

All properties on Fleming Drive, Prosperity Court, Thurman Circle and Farnborough Crescent

Due to activities including the burning of furniture and the lack of proper containment and regular removal of domestic waste throughout the aforementioned neighborhood, as a property owner/occupant you have now been put on Notice that any Clearing of Land By-law PW-9 violations found on your property will be dealt with immediately.

This includes the immediate removal and disposal of all indoor furniture located outside of the dwelling (on the lawn, driveway, porches and or decks)

Section 3.1 indicates no person shall within the City of London fail to clear land of refuse (including grass and weeds in excess height of 20cm)

The expense of doing this work, plus an administration fee may be recovered in a like manner as municipal taxes.

Should By-law PW-9 violations occur at this address in the next 12 months, you as the assessed property owner will receive no further notice prior to enforcement action being taken.

Furthermore by notice of this letter, you are advised that garbage on the road allowance before 6p.m. the night prior to the collection day is in contravention of the Waste Collection By-law WM-12 and will be removed by City crews and the property owner invoiced the full cost of collection. Please refer to your Waste Reduction & Conservation Calendar or the City website at www.london.ca for complete details on all aspects of garbage and recycling practices, including collection day for this zone.

Should you have any questions concerning this notice or the impending action noted in this letter, please contact me at 519-661-2500 extension 2364 between 8:30 a.m. and 10:30 a.m. weekdays, or leave a message at any time.

Municipal Law Enforcement Officer

cc: Occupant
The Corporation of the City of London
Building Division, Room 710
Office: 519-661-4660 Fax: 519-963-5080
mpellizz@london.ca www.london.ca



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P.O. Box 5035
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IMPORTANT NOTICE – PARKING VIOLATION

Please be advised that a parking violation has been observed in the fashion this motor vehicle has been parked in a residential area. In accordance with By-law PS-112 (A By-law to Regulate Off-street Parking, Standing and Stopping of Motor Vehicles in Residential Areas within the City of London) passed by Municipal Council on July 26, 2010, this motor vehicle is parked in violation with one or more of the parking space requirements listed below:

Parking Space Requirements

The following Parking Space requirements apply to any Parking Space under By-law PS -122:

- o a Parking Space shall only be accessed directly via a Driveway located on the same Lot, or directly via a street or lane;
- o a Parking Space shall not include any part of a City sidewalk
- o a Parking Space shall be comprised of a stable surface that does not produce dust or loose particles
- o where a Parking Space is located on a Front Yard or Boulevard, as those terms are defined in the City's Residential Front Yard and Boulevard Parking Policy, it shall comply with the City's Residential Front Yard and Boulevard Parking Policy
- o a Parking Space shall conform to the requirements contained in any applicable City by-law, including but not limited to the City's Zoning By-law

This notice is a **warning** and we request that this motor vehicle be moved to conform to the requirements of By-law PS-112. Should violations occur in the future, parking tickets may be issued.

Municipal Law Enforcement Officer

Date