



LETTER OF AGREEMENT

BETWEEN:

Ottawa Police Services Board
(hereinafter referred to as "OPSB")

and

Ottawa Community Housing Corporation
(hereinafter referred to as "OCH")

Preamble

The relationship between OPSB and the Ottawa Police Service (OPS) and OCH has been one of evolution, responding to growing legislative and regulatory requirements, increasingly complex operational environments, and changing tenant safety needs. Over time, both organizations have recognized that a more strategic and intentional approach is required to address criminal and anti-social behaviours in OCH communities and engage tenants in the work of creating healthy and safe communities.

Historically, the relationship between OPS and OCH has been defined by Agent Status agreements under the *Trespass to Property Act*, crime prevention initiatives, cooperation during criminal investigations and Landlord Tenant Board proceedings, and regular senior management meetings.

This Letter of Agreement is a demonstration and articulation of this important and dynamic relationship and a formal commitment to better serve the tenants of OCH and all citizens of the City of Ottawa through increased communication and collaboration.

The parties acknowledge that both OPS and OCH are bound by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and that any information provided one party to the other in connection with tenants of OCH is subject to disclosure in accordance with MFIPPA.

Partners

OPS' mission is *to protect the safety, security and quality of life in Ottawa.*

In order to fulfill this mission, OPS is committed to a community policing philosophy which includes:

- To move in the direction of implementing a problem-oriented policing organization.
- To move as rapidly as possible to include the community as an active partner in problem-solving and prevention.
- To re-assess the current community-based activities of the Ottawa Police, and to retain only those which advance progress in the achievement of the above priorities.

OCH's mission is to be "*a leader in the delivery of quality, affordable housing*". It undertakes this through engagement with its tenants and collaboration with its community partners in order to "*develop safe and healthy communities*".

As the largest social housing provider in Ottawa, and the second largest in Ontario, OCH provides almost 15,000 homes to approximately 32,000 seniors, parents, children, singles and persons with special needs. Like all Ontario social housing providers, OCH is required to work within a complex legal and regulatory framework which includes the Residential Tenancy Act, Housing Services Act, Trespass to Property Act, Access to Ontarians with Disabilities Act, and the Municipal Freedom of Information and Protection of Privacy Act.

Goal of this Letter of Agreement

To formalize and sustain a defined partnership between OPS and OCH that supports the building of healthy and safe OCH communities.

Objectives of this Letter of Agreement

The objectives of this Letter of Agreement are to set out a framework respecting:

- Collaboration and coordination between OPS and OCH on the creation and maintenance of healthy and safe OCH communities;
- Timely and accurate exchange of information between OPS and OCH where permissible under MFIPPA; and
- Engagement of tenants as active partners in the building of their communities.

What is a successful tenancy?

A successful tenancy is one in which tenants are able to fulfill their obligations which includes:

- Paying rent on time;
- Respecting neighbours and OCH property and make sure that their guests do too;
- Keeping the apartment clean and free of damage;
- Reporting any maintenance or pest issues quickly and work with OCH to deal with them;
- Reporting disturbances or safety concerns in their community to OCH and emergencies and criminal activities to OPS; and
- Talking to OCH if they are not sure what to do about a housing or community matter.

Key Deliverables of this Letter of Agreement

1. Maintain and strengthen the formal **Authorization and Memorandum of Understanding Regarding the *Trespass To Property Act* (RSO 1990, c. T. 21)**, providing OPS with the authority to act as an “Agent of the Landlord” on OCH property.
2. Maintain and strengthen the timely and consistent practice of communication between the OPS Communication Centre and the OCH Call Centre, especially when either agency is attending a priority call for services on OCH property.
3. Develop methods to exchange aggregate community-level data on agency calls for service to better identify and address the priority safety needs of OCH tenants and communities.
4. Maintain and strengthen OCH support to OPS criminal investigations and OPS support to OCH at Landlord Tenant Board proceedings. This will include, where necessary, education of OCH staff on the provision of evidence for the purposes of criminal investigations and OPS staff on the relevant provisions of the *Residential Tenancy Act*, including how best to support OCH legal actions at the Landlord Tenant Board.
5. Formalize a process for both agencies to identify priority communities for service and commit resources to conduct joint patrols in these communities.
6. Enhance current collaborative communication and media processes to publicly acknowledge existing and future collaborative initiatives, e.g. Multiagency Early Risk Intervention Table (MERIT), Multi-Stakeholder Approach to Problem Addresses (MSAPA), Unit Take-Over Initiative, joint patrols, etc.

Communication and Coordination

1. OPS and OCH senior management will commit to meet a minimum of twice a year to review progress of the partnership on the key deliverables, resolve any arising or outstanding operational issues, and act on any appropriate opportunities to strengthen or expand the partnership.
2. On an annual basis, the Chief of Police and the OCH Chief Executive Officer (CEO) will meet to review the overall progress of the Letter of Agreement and set broad objectives for the coming year and the overall partnership which, from time to time, will be presented to the Ottawa Police Services Board and the OCH Board of Directors.
3. OPS will appoint the Executive Officer to the Chief of Police and OCH will appoint the Executive Director, Community Development as their organizational leads for this Letter of Agreement. These individuals will be responsible for maintaining communication, resolving issues, and taking initiatives relevant to the Letter of Agreement between senior management meetings, as well as organizing the senior management and CEO-Chief meetings and setting agendas.
4. OPS and OCH will take the necessary steps to communicate the objectives and key deliverables of this Letter of Agreement to their organizations.

Termination of the Agreement

This agreement shall be in force for a period of 5 years from the date of signing. A decision by either party to not renew the agreement must be communicated to the other party sixty (60) days prior to the end of the agreement.

This agreement may only be amended by a written agreement duly executed by the parties. Either party may terminate this agreement on sixty (60) days written notice to the other.

Mathieu Fleury, Chair of the Board
Ottawa Community Housing Corporation

Date

Stéphane Giguère, Chief Executive Officer
Ottawa Community Housing Corporation

Date

Eli El-Chantiry, Chair
Ottawa Police Services Board

Date

Charles Bordeleau, Chief of Police
Ottawa Police Service

Date