



Safety Audit Report Card

Date: November 10 2009, 7:00p.m. – 8:00p.m.

Area Audited: Tandridge Crescent (Albion Road- Arcot Boulevard)
Ward 2, Etobicoke North
Neighbourhood 4, Rexdale-Kipling

The Community Safety Audit was organized by residents of Toronto Community Housing (TCHC) on Tandridge Crescent, in the Albion Road and Arcot Boulevard area. Eight women ages 25 to 60+ participated in the safety audit walkabout and 6 participants completed the surveys. The participants represented members of the neighbourhood. This audit was led by Charmaine Roye, who is one of the tenant representatives at 75 Tandridge Crescent. The group conducted the safety audit of their neighbourhood because they want to see changes made in their community so all individuals can feel safe. This is the first time residents of the area conducted a METRAC safety audit. Furthermore, METRAC was invited by the residents to discuss the Community Safety Audit and to participate in the audit walkabout. Residents plan to continue to address safety concerns of the community, and expressed interest in continuing to work with METRAC.

The Rexdale-Kipling Neighbourhood predominantly consists of working age people (ages 25-64) and children¹. The neighbourhood is fairly diverse, with 41.8% of the population being visible minorities; however there has not been an increase in diversity since 2006². Approximately 1/5 of the neighbourhood population has a household or individual income above \$100,000 but more significantly there is a lot of poverty in the neighbourhood. 47.1% of families are living with low-incomes³. This area is family oriented.

(See Appendix B for more statistics on the neighbourhood's demographics)

¹ http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa04.pdf

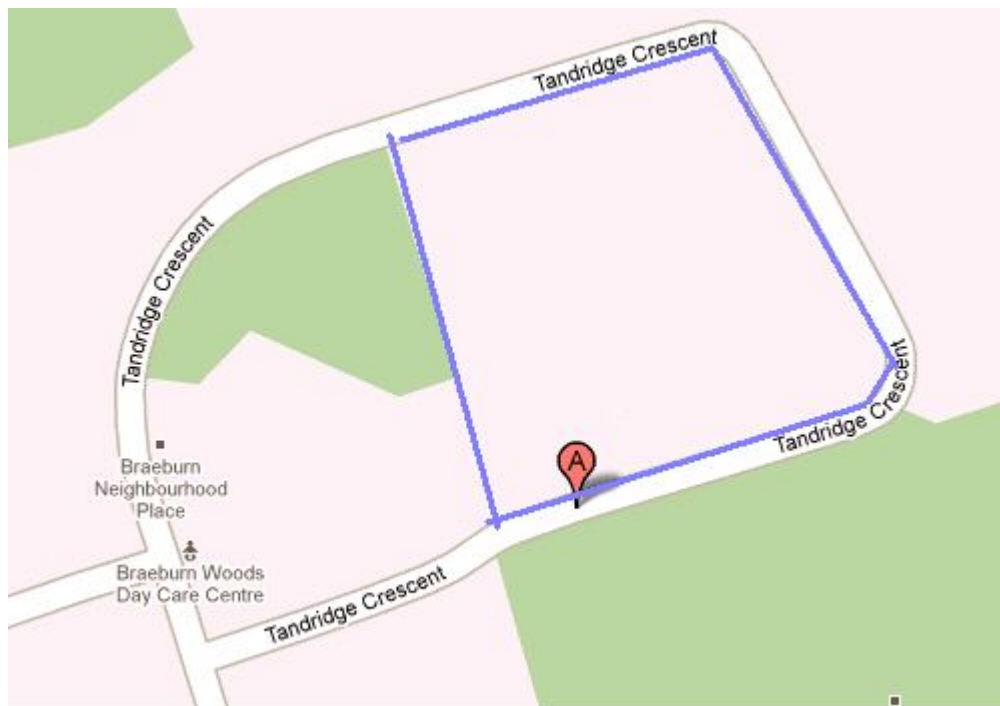
² http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa4.pdf

³ http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa4.pdf

A.OVERVIEW OF SAFETY AUDIT RESULTS – Physical Environment

METRAC's Safety Audit examines how social and physical environments can make an area safe or unsafe. METRAC defines safety as *'freedom from the threat, fear, and experience of all kinds of violence, oppression, and discrimination.'* The physical environment includes lighting, signs, sightlines and the isolation of an area. These features are so common that people usually don't notice them. But the design of alleyways and buildings and the overall care and maintenance of the neighborhood can impact how safe people feel. Small changes in the physical environment can increase peoples' sense of safety.

Audit Route Map



represents the 75 Tandrige Cres

The average rating for each area of the audit is in the table below.

1. Poor	2. Substandard	3. Ok	4. Good	5. Very good
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Safety Audit Report Card	Scale				
OVERVIEW – overall sense of safety in the area.	1.8				
LIGHTING – the ability to see and be seen clearly.	1.7				
SIGNS AND MAPS - knowing where you are reduces fear of being attacked or getting lost.	1.4				
ISOLATION - people tend to feel safer when others are around.		2.4			
SIGHTLINES - clear views ahead and all around, not blocked by bushes, walls or fences.		2.5			
MAINTENANCE - dirty and untidy areas make people feel no one cares and no one will come if they need help.		2.5			
ACCESSIBILITY - it is easy to move around the area.		2.5			
SECURITY - the security systems works and security staff treat everyone the same way.		2.5			

The area was generally considered to be unsafe and in great need of improvement. The participants noted the following safety concerns:

LACK OF LIGHTING

- Back of 75 Tandridge Crescent needs lighting.
- The playground behind 75 Tandridge needs improved lighting; ideally white lights would be installed.
- There needs to be lighting in Summerlea Park, which curves around behind the townhouses. The park is pitch black at night.
- There are few lights in the middle of the townhouse court, and often the lights do not work.
- Some of the lights are on motion-sensors, but are not accurate and often do not turn on when one walks towards them. (i.e. light in front of Townhouse #916).
- There needs to be lighting on the north side of Townhouses # 954-960, as the backyards are not visible at night and there is a common space adjacent to the backyards.
- Townhouses' addresses are not visible at night.

SIGNAGE

There is a significant need for increased signage throughout the entire area. Specific signs are needed:

- To direct people to where specific buildings are located. There is only one entrance for the Tandridge Crescent Townhouses, so it can be confusing to visitors; a map including all the building addresses would be very helpful.
- To differentiate between visitor and tenant parking, since there has been issues of visitors parking in tenant parking spaces.

MAINTENANCE

There have been many issues with poor general maintenance within the area. Some issues identified are:

- There are no garbage bins around 75 Tandridge Crescent
- During the winter, snow is not plowed at all stairwells and sidewalks throughout Tandridge Crescent area.
- There are broken sidewalks and steps on stairwells.
- A fence is needed between the ravine and the playground in Summerlea Park behind Townhouses #1020-1030.
- Underground garage entrance is not secure; people can get trapped in the underground garage.

ACCESSIBILITY

There are many issues with accessing the building. Some issues identified are:

- There are no ramps at the front of the building.
- Vehicles tend to block handicap parking spots.
- Many tenants do not have access at the back entrance of the building (2nd floor entrance or through underground parking), and have to walk all the way around to the front door. The laundry room is considered to be a fire hazard since the door must remain locked and vents do not work. There are bars on the windows, which leaves only one exit and is very unsafe in case of fire.

SECURITY

There are many concerns about the security guards as residents are unclear about the roles of security. Based on their understanding of security guards, the residents identified some issues:

- Security is only sometimes present.
- Security responds slowly to calls.
- Based on past experiences, residents do not have confidence that security comes when called to resolve issues within the areas.
- Unsure if security cameras are monitored and if they are working.
- As a result of some tenants not having access to the back entrance, the door is often left ajar, which creates a major security concern as anyone can then enter the building.

B.OVERVIEW OF SAFETY AUDIT RESULTS – Social Environment

As the second component of the safety audit, participants filled out the Social Environment Survey. Here are the results:

Incidents of racism and discrimination have occurred in the area on the street, in parks and in elevators. Newcomers with accents, people of colour, people with lower economic status, and people with disabilities are targeted.

While 50% of the participants heard or witnessed incidents of discrimination, 67% of the participants personally experienced discrimination and/or harassment. These results show that the social environment is having a major affect on people's sense of safety including fear, isolation, and a lack of community support. Acts of discrimination were in the following forms: phone calls, glances/stares, written comments, at jobs and in housing. The most common form of harassment was verbal discrimination. Some participants have experienced crimes, where they have been robbed of their belongings; it was not clear if these crimes were based on discrimination.

Of those who disclosed their personal experiences, 50% of the participants told family and friends. The other half of the participants disclosed to police, a teacher, employees, colleagues, or neighbours.

There are a number of services needed in the area. They include: health care centres, recreation centres, youth centres, libraries, police, food banks, and cultural-specific services.

C. KEY HIGHLIGHTS

Comments from participants:

- “(Property Managers)...treat us like parasites”
- (“Property Managers)...treat us like bums because we live in Metro Housing”

In public spaces, the safety needs of different groups sometimes overlap and can seem to conflict. For example, youth hang around stairwells and hallways in buildings, as they see it a safe place to be, resulting in older residents feeling unsafe since they also use these areas on a regular basis.

However, it is important to examine these different and sometimes conflicting safety concerns and see where they are coming from. ***It’s important to remember that all the residents living in the area are a part of the neighbourhood and should feel free and safe to use the space.*** The Safety Audit is a tool that can help people communicate across their differences to come to a common place of understanding where everyone’s voices are heard and everybody feels safe. A space should not be made ‘safer’ for some at the expense of others, and safety for the most vulnerable, marginalized people is just as important as safety for the more powerful people.

Five issues stood out in the audit as being of great importance. They are listed below along with possible means to address these issues:

1. Property Management

During a discussion, it was stated by many residents that property managers are unhelpful and rude to tenants. When residents ask questions, report repairs or state concerns about their apartments, property managers do not provide residents with proper information. Many times repair requests go missing and no action is taken. Even if they do respond to needs, they take an excessively long time. In addition, residents feel as though they are disrespected and not taken seriously by property managers because they live in public housing and are judged for being low-income. Residents also stated that many of the tenants are newcomers to Canada who do not speak English, and therefore may not understand the legalities of their leases and rights as tenants. In addition, heating is not consistent within 75 Tandridge Crescent; when half the building is hot the other half is cold. The temperature is centrally controlled, resulting in many tenants have freezing apartments or apartments that are so hot & dry causing severe nose bleeds. Tenants stated that they have spoken to their property managers and nothing has been done to mend this issue. (*social*)

Recommendations:

- Contact Rexdale Community Legal Clinic to do workshops in the buildings to discuss tenant’s rights and responsibilities. These workshops are free of charge. (Contact information is listed under Community Contacts).
- Contact the TCHC Health Promotion Officer for West district to discuss the health concerns resulting from issues with heat

2. Adequate Security Services

The current security guards do not meet the needs of residents; either their services need to be strengthened or a new company should be hired to provide security for the area. The residents stated that they are unsure if security is working in the area, as security does not show up when called (*social and physical*)

Recommendations:

- Set up a meeting with the TCHC Community Safety Officer to discuss security's role and presence in the building.
- Ensure security cameras are working and mirrors are in place.
- Install emergency phones or public telephones in the underground garage.

3. Addressing Nighttime Safety: Lighting

As there is not enough lighting in the area, many of the residents feel unsafe at night. The issue of lighting should be addressed to the TCHC Community Safety Unit Officer and/or Operations Unit Manager (*physical and social*)

- Address the issue of inadequate lighting, as well as maintenance of lights, with Community Safety Unit Officer and Operations Unit Manager, Barry Thomas so they are able to address the issue to Property Managers. They can also address the issues to the City of Toronto which is responsible for ensuring proper lighting in public and TCHC property management for lighting in private spaces.
- Schedule a meeting, or send a letter to the Albion-Islington Square Business Improvement Area to ask for assistance with increasing the lighting to commercial streets in the area. (They are committed to making the neighbourhood safer and more accessible to pedestrians; contact information listed under Community Contacts).

4. Cleanliness of Neighbourhood

Maintenance is an important aspect of safety. Not only can low maintenance lead to direct physical concerns (i.e. glass in the parking lot, broken locks & windows) it also leads people to believe that no one cares about the space, and therefore the well-being of those using that space. (*physical*)

Recommendations:

- It is important that the property manager be made aware of the need for additional garbage bins. They should be encouraged to contact the City Councillor to ask for garbage bins. This could be done through a petition, a letter from the Operations Unit Manager, Barry Thomas (Contact information listed in City Contacts).
- The oversize garbage crate (in the tenant parking lot) needs to be maintained; the doors were open and there was broken glass all around it. This is especially important as children walk by there to and from school.

5. More Services

Social & community services are one of the best proven ways of decreasing violence and in turn increasing safety in a community. Residents identified a major lack of services in the area, especially ones for youth and women. (*social*)

Recommendations:

- Bring other concerned members of the community together to form a neighbourhood association group to strategize and discuss service needs in the area. This issue is important for discussion among community members because these individuals are experts in their own experiences and are aware of what services they need.
- Meet with existing service providers to talk about what other services are needed and learn more about what services they already provide.
- Make other residents more aware of the local services; organize a community fair where you invite local groups to have a table and give out information about their services.
- Meet with your City Councillor to talk about funding for additional services.
- Get youth involved in any discussions about services, and in the design of youth-specific services.

It is important to connect with the municipal government to address the physical changes and the general public around the social safety of the area. Some ideas on how to do so can be found in *Section E: Strategies for Following-up on Results*.

D. RECOMMENDATIONS

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
Priority 1: Poor Lighting		
<ul style="list-style-type: none"> • Outside 75 Tandridge building • Within the backyards of Townhouses # 954-960 and 1020-1030 • Unable to see townhouse addresses at night • In playground behind 75 Tandridge • In Summerlea Park 	<ul style="list-style-type: none"> • You may contact TCHC Community Safety Unit Officer to address the lighting needs • Report burnt out streetlights to Toronto Hydro • Ask your local Business Improvement Area to install additional lighting in any commercial areas. Write the BIA a letter or set up a meeting. • Ask TCHC Operations Unit Manager to address the issue of either changing the number plates of houses or increase the street/sidewalk lighting. 	<p>Toronto Hydro Phone: 416-542-3195 Website: www.torontohydroenergy.com/street_form.asp</p> <p>Albion-Islington Square Business Improvement Area 925 Albion Road, Suite 100, Etobicoke, Ontario M9V 1A6 Phone & Fax: 416-743-3267 Email: albion.islington.bia@gmail.com Website: www.albionislingtonsquare.com</p> <p>TCHC Operations Unit Manager Barry Thomas 2765 Islington Ave, Toronto, ON M9V 1A0 Phone: (416) 981-5500</p>

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
Priority 2: Services for Children, Teenagers, and Youth		
<ul style="list-style-type: none"> • Have more activities for teenagers other than basketball. • Children, Teenagers, and Youth constantly hang out in the stairwells of 75 Tandridge Crescent, resulting in some residents feeling unsafe in the building. It also points to the fact that youth may not have anywhere safe to hang out. 	<ul style="list-style-type: none"> • Contact your City Councillor to discuss the benefits of having more youth programs within the Tandridge Crescent area. For example, you may discuss the opportunity of having programs within the building can bring elements of education and bring the Tandridge Crescent community together. • Also contact the TCHC youth engagement worker within the area about creating more programs for youth. 	<p>City Councillor Rob Ford 100 Queen Street West, Suite C40 Toronto, ON M5H 2N2 Phone: 416-397-9255 Email: councillor_ford@toronto.ca</p>
Priority 3: Maintenance		

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
<ul style="list-style-type: none"> • Everything is very inaccessible • Sidewalks and stairwells are falling apart • Windows of apartment buildings are broken • Vents do not work in Laundry Room • The general maintenance of both the inside and outside of the building is very low 	<ul style="list-style-type: none"> • Need to install or fix the following: <ul style="list-style-type: none"> – Ramps (to get into buildings and on sidewalks for those in wheelchairs and have strollers) – Have more than one automatic Doors – Fix sidewalks • For sidewalk repairs and making ramps, contact the Toronto Department of Transportation • Residents recognized there is currently 1 man who is responsible for the outdoor maintenance. They feel there should be more people hired to do indoor & outdoor maintenance 	<p>Toronto Transportation Customer Service Phone: (416) 338-9999</p> <p>City Councillor Rob Ford (see above for contact details)</p> <p>Operations Unit Manager (see above for contact details)</p>

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
Priority 4: Building Heat (Health & Safety Concern)		
<ul style="list-style-type: none"> • Half of the building heats up, while the other half does not. This is a safety concern because the half of the building that overheats causes tenants to have nosebleeds. • Furnaces are old and do not properly circulate heat throughout the building 	<ul style="list-style-type: none"> • Replace furnaces. • Speak to Operations Unit Manager about the need for replacing windows and furnace. Ask Operations Unit Manager to forward concerns to property managers. • Contact energy supplier to discuss the long term financial benefits of replacing furnaces. 	<p>City Councillor Name: Rob Ford (see above for contact details)</p> <p>Toronto Hydro Electric System 14 Carleton Street Toronto, ON M5B 1K5 Phone: 416-542-3100 Customer Care Phone Line: 416-542-8000 Fax: 416-542-3452 or 416-542-3429</p> <p>Operations Unit Manager (see above for contact details)</p>

CONTACT INFORMATION

Appendix A lists other contact information for city repairs.

1. City Contacts

City Councillor Rob Ford

100 Queen Street West, Suite C40
Toronto, ON M5H 2N2
Phone: 416-397-9255
Email: councillor_ford@toronto.ca

Toronto 3-1-1 (formerly Access Toronto)

Phone: 311 | If outside Toronto: 416-392-CITY (2489) | TTY customers: 416-338-0889
Email: 311@toronto.ca | Website: www.toronto.ca/311/

- Provides information on who to contact for any services in the city government

Toronto Hydro (for streetlights)

Phone: 416-542-3195 | Website: www.torontohydroenergy.com/street_form.asp

Toronto Hydro Electric System

14 Carleton Street, Toronto, ON M5B 1K5
Phone: 416-542-3100
Customer Care Phone Line: 416-542-8000
Fax: 416-542-3452 or 416-542-3429

City of Toronto Customer Transportation Services

Sidewalk Repair/ Adding Ramps
Phone: (416)-338-9999

Park Supervisor (for Summerlea)

Barry Latanville (Wards 2,4, Eglinton Flats, James Gardens)
416-394-2487

2. Toronto Community Housing

TCHC: General Inquiries

General inquiries
Toronto Community Housing
Phone: (416) 981-5500

TCHC Operations Unit Manager

Barry Thomas
2765 Islington Ave, Toronto, ON M9V 1A0
Phone: (416) 981-5500

3. Local Community Services

Albion-Islington Square Business Improvement Area

925 Albion Road, Suite 100, Etobicoke, Ontario M9V 1A6

Phone & Fax: 416-743-3267

Email: albion.islington.bia@gmail.com | Website: www.albionislingtonsquare.com/

Albion Neighbourhood Services: Albion Boys and Girls Club

86 Guided Crt, Ste 10, Toronto, ON, M9V 4K6

Phone: 416-746-9143 | Fax: 416-746-0651

Email: ans@albionservices.ca | Website: www.albionservices.ca

*Community programs and recreation at various locations * spring and summer day camp -- 6-14 years * breakfast clubs * after school clubs 6-14 years * homework club * parent support and education * leadership training * community development * van based youth outreach * violence prevention * special events * We Can Do It Too! -- off-site recreation programs for children 6-12 years * transportation provided.*

Braeburn Neighbourhood Place

75 Tandridge Cres, Unit 108, Toronto, ON, M9W 2N9

Phone: 416-745-3113 | Fax: (416) 745-9108

Email: sadore@braeburn.net

*Social, recreation, education and health programs * parent and child programs * parenting resource library * toy library * community garden * Braeburn Boys and Girls Club -- includes homework club. **Food Bank** -- by appointment only, identification required * member of Daily Bread Food Bank. **Children** -- children's breakfast club * nutritious snack program * after school recreation programs * day camp * licenced child care. **Youth** -- arts and crafts * gym and movie nights * workshops and seminars * leadership development program.*

Dejinta Beesha

8 Taber Rd, Toronto, ON, M9W 3A4

Phone: 416-743-1286 | Fax: 416-743-1233

Email: info@dejinta.org | Website: www.dejinta.org

Somali Multi-Service Centre -- settlement, integration, orientation * form filling * counselling * information and referral -- employment, immigration, housing, legal aid, education, children's aid, social assistance * translation and interpretation * accompaniment to court, correctional services, landing interview, social services * after school program * advocacy * community development * mental health program * seniors program * participates in CAP (Community Access Program) -- free Internet access.

Highfield Community Enrichment Project

Highfield Junior School, 85 Mount Olive Dr, Toronto, ON, M9V 2C9

Phone: 416-394-4635 | Fax: 416-394-6151

*Language Services: English ; Gujurati ; Hindi ; Punjabi ; Tamil ; Urdu ; West Indian dialects. Programs that promote healthy child development * school-based nutrition programs * parent/caregiver and preschool child drop-in at the Family Resource Centre (same address) * toy and book library * kindergarten readiness program * student enrichment program with family visits * parenting skills workshops * adult-based educational sessions * volunteer program * all programs held at Highfield Junior School*

Rexdale Community Health Centre

8 Taber Rd, Toronto, ON, M9W 3A4

Phone: 416-744-0066 | Fax: 416-744-1881

Email: reception@rexdalechc.com | Website: www.rexdalechc.com

Language of Service: *English ; Hindi ; Italian ; Punjabi ; Somali ; Spanish ; Twi ; Urdu ; cultural interpreters available for other languages. Community health centre * primary health care including well women services * 24 hour on-call service for registered clients * health education workshops * health promotion * nutrition counselling * prenatal and postnatal care * prenatal nutrition program * chiropodist * youth HIV/AIDS preventive education * anonymous HIV testing * sexual health clinic including family planning, sexuality * speech and language programs and services for preschool children * multicultural seniors program * parent and child program * parenting workshops * diabetes support group * women's support groups * youth drop-in and leadership programs * dental clinic for seniors and children * advocacy * community development * client information, assessment and referral * no Ontario Health Insurance required for general services.*

Rexdale Community Legal Clinic- Woodbine Centre

500 Rexdale Boulevard, Suite 100, Toronto, ON, M9W 6K5

Phone: 416-741-5201 | Fax: 416- 741- 6540

Website: <http://www.rexdalecommunitylegalclinic.ca/>

Provide legal service to low-income communities to the northern end of Etobicoke. This work is done by lawyers and community legal workers. They provide assistance to housing problems and tenant rights. Employment Insurance, welfare/Ontario Works, Ontario Disability Support Program, Canada Pension Disability, Workers Compensation, and Immigration and refugee law.

Salvation Army: Community and Family Services: Etobicoke Family Services

2152 Kipling Ave, Toronto, ON, M9W 4K9

Phone: 416-743-1282 | Fax: 416-743-3144

Website: torontosalvationarmy.ca

*Emergency material assistance including food, clothing, household effects as available * counselling and referrals * support program for newcomers * moms support group * Christmas assistance program * residential summer camp for children.*

Toronto Public Library: Albion Branch: Adult Literacy Program

1515 Albion Rd, Toronto, ON, M9V 1B2

Phone: 416-394-5173 | TTY: 416-395-5596 | Fax: 416-394-5185

Adult Literacy Coordinator: Deborah Cox

*One-on-one tutoring in basic reading, writing and number skills * volunteer tutors work with learners to help them reach their literacy goals * service available at 9 locations.*

Thistletown Community Services Unit

246 Jamestown Cres, Toronto, ON, M9V 3M8

Phone: 416-745-2822 | Fax: 416-744-1622

Email: thistletown2008@hotmail.com

*Drop-in * information and referral * counselling * family support program includes **Moms and Tots**, parent empowerment workshops, parent relief * nutrition program * food recovery * community garden * literacy program * support for families * housing help including form filling and applications for subsidized housing * job postings * participates in CAP (Community Access Program) -- free Internet access * sewing and stitching classes * small business development * youth leadership development * workshops * outreach * volunteer training. **Food Bank** -- Wednesday 11 am-3 pm, Thursday 10 am-3 pm * by appointment only, identification required * member of North York Harvest Food Bank.*

vpi Inc: Employment Assessment Centre: North Etobicoke

1123 Albion Rd, 2nd Fl, Toronto, ON, M9V 1A9

Phone: 416-741-5690 | Fax: 416-741-7984

Email: frankkelly@vpi-inc.com | Website: www.vpi-inc.com

*Employment assessment and counselling for persons returning to work * barriers to employment explored and action plan developed and implemented * referral to appropriate employment service or vocational training program. **Second Career Strategy** -- support to recently laid-off unemployed workers who require long-term training for employment in high-skill, high-demand occupations.*

YWCA Toronto: Employment and Skills Development: JUMP Program: Etobicoke

222 Dixon Rd, Ste 207, Toronto, ON, M9P 2S5

Phone: 416-964-3883 | Fax: 416-964-9492

Website: www.ywcatoronto.org

***Language of Service:** English; Punjabi; Spanish; Urdu. Group and one-on-one counselling, life skills workshops * information and referral to essential services including health care, housing, school, recreation, transportation, banking * one-on-one English tutoring * homework help * career counselling and employment assistance * resource centre -- access to computers, internet, fax * art programs, events, field trips * TTC tokens and occasional child minding provided * volunteer opportunities.*

E. STRATEGIES FOR FOLLOWING UP ON RESULTS

Here is a list of possible follow-up actions in response to the Safety Audit results:

1. **Municipal Services:** Contact your municipal offices to report any public infrastructure that need repairs. (See the City Contacts information above)
 - For example: set up a meeting with the Parks Supervisor to discuss concerns and share ideas for changes to make the park safer.
2. **Community Services:** If your group has identified social concerns (*i.e. discrimination*), connect with community services & organizations in the area to build partnerships to increase the overall sense of community that is lacking. Organize a public meeting with representatives from various groups and talk about how you can work together to address the local safety issues. See the contact information above to find some possible connections.

Sometimes the formal systems are not adequate enough to address our concerns and protect our right to safety & equity. When these avenues fail to solve the problem, it is important for communities to organize together to use their collective political, economic and social power.

3. **Media:** If your complaints to the city go unheard, consider taking your story to the media. You can get the media involved for an event or simply if the conditions in your neighbourhood are exceptionally dangerous. This would work especially well if it is used with a demonstration or picket or any visual display of community organizing.
 - Send a **press release** and call your local newspapers and TV & Radio news stations. The press release should be simple, accurate and brief. On the top of the page write: FOR IMMEDIATE RELEASE or PRESS RELEASE, the headline of the event, and the date. Then give a brief description of what you want a reporter to cover; include who, what, where, when, why, and how. Make sure to do a follow-up call after you send out the press release. Editors see hundreds of press releases and you want to make sure that yours is memorable.
 - **Toronto Star's "The Fixer Column"**. They are interested in hearing about what's broken and damaged in your neighbourhood. Go to www.thestar.com/thefixer and click on the Submit a Problem link. Or call them at 416-869-4823.
4. **Petition:** A simple way to show that your community is organized and cares about the issues at hand is to present the city with a signed petition of all the problems and demands stating what you would like the city to do (*i.e.* build more shelters & affordable housing so people don't have to sleep in parks)

5. Other Strategies

- Starting a violence prevention group in the neighbourhood
- Starting a safety committee in your area
- Having community events
- Hold Townhall Meetings
- Conducting letter and writing campaigns

Resources for Community Organizing

United Way, Action for Neighbourhood Change Resources

<http://unitedwaytoronto.com/whoWeHelp/neighbourhoodStrategy/resources.php>

The Citizen's Handbook: A Guide to Building Community, published by the Vancouver Citizen's Committee

<http://www.vcn.bc.ca/citizens-handbook/>

Basics of Tenant Organizing by the (U.S.) National Training and Information Center

<http://www.tenant.net/Organize/orgbas.html>

Information about Harm Reduction Principles and Practices:

- <http://www.canadianharmreduction.com/> (Canada)
- <http://www.harmreduction.org/> (USA)

APPENDIX A: City of Toronto Contact Information for Community Repairs

http://www.toronto.ca/services/pdf/whose_job_is_it.pdf

How can we help?

Call the local Municipal Licensing & Standards Office (ML&S):

- North York District: 416-395-7011
- Toronto and East York District: 416-397-9200
- Scarborough District: 416-396-7071
- Etobicoke York District: 416-394-2535

To report:

- A-frame/portable signs
- Abandoned appliances
- Property in general disrepair or hazardous condition

City of Toronto
www.toronto.ca
access.toronto@toronto.ca
416-338-0338

tabia
Toronto Association of
Business Improvement Areas
* Business Improvement Areas (BIA)
www.toronto-bia.com
416-889-4111

Broken traffic signals
416-397-8723

Broken/missing street signs
416-397-8723

Decorative lighting
Contact your local BIA*

Broken phone booth
6-1-1

Hanging baskets
Contact your local BIA*

Damaged bus shelter
1-866-827-8725

Remove A-frame/
portable signs
See ML&S box

Sidewalk repairs
416-338-9999

Leaking fire hydrant
416-338-8888

Graffiti
416-338-0338

Repair street light
416-542-3195

Street banner
Contact your local BIA*

Repair mail box
1-800-267-1177

Repair parking meter
416-393-7275

Repair newspaper boxes
416-338-9999

Litter on street/sidewalk/garbage bin full
416-338-0338

Request new bike posts, report
damaged posts/abandoned bikes
416-392-9253

Damaged recycling bin
416-259-3200

Fix a water main
416-338-8888

APPENDIX B: Demographics of Rexdale-Kipling

According to Statistics Canada, the demographics for Rexdale-Kipling Neighbourhood are as follows:

Age:

- Children 0-14, 18%
- Youth 15-24, 12%
- Working Age, 25-64, 52%
- Seniors, 65+, 18%

Language:

- 68.01% of this population speaks English as their “home language”
- Spanish, Punjabi, Croatian, Polish, and Urdu are the top 5 home languages after English and French

Social Identity:

- Same rate of recent immigration as the city average; the largest recent immigrants populations are from Southern Asia and South America, West Asia and The Middle East
- 41.8% of the people in the area identify as visible minorities (the rate is higher than the city average)

Housing

- 45% of dwellings are rentals, 55% of dwellings are owned

Family Status

- 32% of adults are single (never been married)
- 47% are legally married
- 5% are in a common-law relationship

Income

- Average household income- \$78, 095
- Median household income- \$ 67,658
- 2.0% of people have a household income of less than \$10, 000
- 8.7% of the population have a household income of less than \$50,000
- 23.4% of the population have a household income of 100,000 and up

Source: The City of Toronto. 2006 City of Toronto Neighbourhood Profiles: Rexdale-Kipling: Neighbourhood 4. Retrieved from http://www.toronto.ca/demographics/cns_profiles/cns4.htm