

From: Karen Allin

Sent: Sunday, March 8, 2026 12:36:32 PM

To: Mailbox, Office of the Mayor <mayor@burlington.ca>; Galbraith, Kelvin <Kelvin.Galbraith@burlington.ca>; Kearns, Lisa <Lisa.Kearns@burlington.ca>; Nisan, Rory <Rory.Nisan@burlington.ca>; Stolte, Shawna <Shawna.Stolte@burlington.ca>; Sharman, Paul <Paul.Sharman@burlington.ca>; Bentivegna, Angelo <Angelo.Bentivegna@burlington.ca>

Subject: Safety at Indwell

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Mayor Meed Ward and Burlington Council members,

I read that you are considering a partnership with Indwell.

Since December 2023, I have done extensive research on Indwell, including talking to multiple tenants from 5 different cities. Many of the tenants raised concerns about safety.

Through Freedom of Information requests, I obtained police stats for a couple of Indwell's buildings. All 4 buildings are standard support buildings. The buildings in Hamilton are side by side and they share a common courtyard. Feel free to share this information.

Lakeshore Lofts, Mississauga

68 units

383 police calls from February 2022 to June 16, 2025

This includes:

23	Assault and Abuse	36	Assist Agency
16	Threatening	6	Assist Citizen
17	Domestic Violence	1	Assist Police
8	Fight	13	Premise Check
6	Weapons Dangerous		
1	Dangerous Conditions	1	Break and Enter
30	Disturbance	2	Theft Under
		1	Fire
10	Intoxication	2	Property Damage
3	Indecent Acts		
1	Drugs	11	Suspicious Persons or Activity
		22	Trespassing
39	Mental Health Act	22	Unwanted Person
24	Suicide Attempt		
		11	Neighbour Dispute
53	Medical Assist	3	Noise Complaint

Heartwood Apartments, Dairy Lofts and Ain-dah-ing, Hamilton

108 units

336 police calls in 2024 for all 3 buildings

This includes:

143	Ambulance	9	Theft
23	Disturbance	8	Suspicious Person
15	Resident Complaint	8	Trespassing
12	Domestic	6	Assault
11	Neighbourhood Trouble	5	Suicide
10	Fire	5	Wanted
10	Person in Crisis	3	Breach of Probation
10	Threats	3	Drug

Here are some things you need to consider:

- 1) Will you require Indwell to submit Serious Incident Reports to the City, for serious incidents such as overdoses, deaths due to overdose, suicides, intentional fires and intentional floods? If yes, will it be mandated that the reports be sent within 72 hours of a serious incident?
- 2) Will you require Indwell to notify the City and/or EMS when they house a tenant with a high risk behaviour involving intentionally setting fires?
- 3) Who will foot the bill for the potential increase in EMS calls? Do you have the personnel for this potential increase in calls?

Feel free to contact me. I do have a lot more information to share. Also, I can connect you with some former Indwell tenants, if you want to learn more about their firsthand experiences at Indwell.

Thank you for your time,

Karen Allin