

From: Popeyes Hamilton <info@popeyesstore.ca>
Sent: Friday, June 14, 2024 2:46 PM
To: Thomas Allen [REDACTED]
Cc: Steve Kulakowsky [REDACTED]; Smith, Steve [REDACTED]; Core Urban Inc. Accounting [REDACTED]; David Sauve [REDACTED]; Francis Zanetti [REDACTED]; Ward2@hamilton.ca <Ward2@hamilton.ca>; cameron.kroetsch@hamilton.ca <cameron.kroetsch@hamilton.ca>; [REDACTED] abuck@hamiltonpolice.ca <abuck@hamiltonpolice.ca>; hasnain.khan@hamilton.ca <hasnain.khan@hamilton.ca>; joey.mccullough@hamilton.ca <joey.mccullough@hamilton.ca>; liesl.thomas@hamilton.ca <liesl.thomas@hamilton.ca>
Subject: Safety Concerns and Request for Increased Support

Dear Thomas,

I hope this email finds you well.

As dissociation regarding the challenges faced by businesses due to the homeless population, I wanted to update you on a recent concerning development.

Since our discussion, our store has unfortunately experienced two significant incidents:

- On Friday, June 7th, an individual experiencing homelessness was observed using the restroom facilities (urinate) outside the front of the store door in an unintended manner. The store manager contacted the local authorities, but unfortunately, they were unable to respond at that time. To ensure a safe and welcoming environment for all customers, the manager politely requested the individual to relocate. This situation caused some frustration.
- A stabbing involving a homeless individual occurred within our store premises. The police collected the video footage from us. We informed this incident to **Kelly Booth** and gave her Police incident #
- One of our employees was assaulted by a group of homeless people outside the store. When he finished his shift and went home. They assaulted him because he called the police because their concerning behaviour (they were disturbing the customers in the store for money)
- On weeks ago, our store experienced a theft incident. A group of three individuals used pepper spray to obscure the cashier's view and subsequently stole money from her. We have provided the relevant security footage to the police department.
- The store managers have raised concerns regarding the back alley door. They report that the back door is left open for extended periods throughout most days. Unfortunately, this has resulted in another instance of a missing green waste bin from the alley. Attached are a few reference photos for your review.
- Additionally, staff & customers are frequently getting harassed for money & all the other issues. which creates an unwelcome atmosphere.

The safety of our staff and customers is paramount, and these incidents highlight the increasing difficulty of operating a safe business environment. We raised our concerns to these departments. Please see the list below.

1) . **Ward 2 councillor Mr Cameron Kroetsch's office**

- Phone: [905-546-2197](tel:905-546-2197)
- Email: ward2@hamilton.ca
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2) .**The Hamilton Business Centre**

- Name - Mr. Keith
- [REDACTED]

3) .**Downtown Hamilton BIA (Business Improvement Area)**

- Name - Emily Walsh
- [REDACTED]
- Email - info@downtownhamilton.org

4). **Patrol Officer Department**

- Name - Kristian Nicolecta
- [REDACTED]

5). **Crime Management**

- Name - Alex Buck (Manager)
- (905)540-5093
- Email - abuck@hamiltonpolice.ca

We would like to express our sincere appreciation to **Officer Kristian** for recently visiting our store. His presence contributes significantly to maintaining a safe and secure environment for both our employees and customers. To further enhance security measures, we respectfully request the possibility of increased patrols in the area surrounding our store.

As discussed, securing a meeting with the city mayor, **Andra Horwath**, would be highly beneficial. Her involvement and influence are crucial in addressing the challenges faced by businesses in our area and implementing solutions for a safer environment.

We believe a collaborative approach with the city's support is essential.

I would be grateful if you could assist us in scheduling a meeting with **Mayor Horwath**.

Thank you for your time and continued support.

Sincerely,

Ali M. Gardezi



info@popeyesstore.ca