



Subject: Ongoing Concerns Regarding Transition House Client Conduct and Property Impact

Dear Madison,

I'm writing again to express serious ongoing concerns regarding the behavior of Transition House clients in front of my building, which continues to negatively impact my property, my tenants, and my business image.

There is a noticeable lack of visible street-front security presence, particularly in the early morning hours. Clients routinely gather directly in front of my building and on my front steps — smoking in groups, using drugs, drinking alcohol, and leaving behind considerable litter including food wrappers, cigarette butts, beverage containers, and even personal apparel such as hats and gloves.

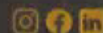
I understand that Transition House permits smoking in designated outdoor areas, such as its rear patio. However, it appears that many clients are choosing not to use these designated spaces. Instead, they congregate just a few meters away in front of my building. This behavior not only violates the intent of your Code of Conduct — which prohibits disruptive behavior, loitering, and substance use — but also unfairly shifts the impact onto neighboring properties. Some clients have even indicated they prefer not to be associated with Transition House, which seems to be a factor in why they gather on my frontage instead.

**Grand Hall  
Executive Offices**

304 Division Street, Cobourg Ont  
K9A 3H3

**@Scott Davis**

Personal privacy (MFIPPA s.14)



## GRAND HALL

Foot traffic frequently cuts across the northwest corner of my property, degrading landscaping and causing property damage. In addition, deliveries, pickups, and even police interactions routinely occur directly in front of my building rather than at Transition House. The optics of regular police presence in front of my business are especially problematic.

Security response has been inconsistent. Calls are often met with voicemail, and in some cases, no follow-up occurs. For example, on April 9th, I observed a client on camera dumping a bag of popcorn in my front garden. After confronting him through my doorbell system, he retrieved the bag — yet the remaining mess was not cleaned, and my call to Transition House yielded no response.

I have also previously called regarding security concerns and was met with what felt like frustration or indifference from staff. This lack of coordination and accountability is incredibly frustrating.

I would appreciate clarification on the following:

1. What are the hours and frequency of security patrols at street level? Are they random or on a fixed schedule?
2. Where is the designated smoking area, and what enforcement is in place to ensure clients are using it?

**Grand Hall  
Executive Offices**

304 Division Street, Cobourg Ont  
K9A 3R3

**@Scott Davis**

Personal privacy (MFIPPA s.14)



## GRAND HALL

3. What steps are being taken to prevent loitering directly in front of neighboring properties like mine?
4. Is there a designated space for pets to relieve themselves? My front gardens are being used regularly for this purpose.
5. Why are deliveries, pickups, and even police vehicles not directed to Transition House's own frontage or rear?
6. How are violations of your Code of Conduct — including smoking outside designated areas, drinking, drug use, and disruptive behavior — being addressed when they occur offsite but in association with the shelter?

I understand that Transition House serves a vital community function, but that should not come at the continued expense of neighboring property owners or businesses. I am asking for proactive communication and immediate action to address these concerns — including improved enforcement of your Code of Conduct among clients and better coordination with your security team.

Thank you,  
Scott Davis

Owner

**Grand Hall  
Executive Offices**

304 Division Street, Cobourg Ont.  
K9A 3H3

**@Scott Davis**

Personal privacy (MFIPPA s.14)

