

## Nareka Jacques

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**From:** J. Moore [REDACTED]  
**Sent:** Tuesday, July 30, 2024 2:13 PM  
**To:** Municipal Hall  
**Subject:** re: Aurora - Pacifica Housing

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Hi I am writing as a tenant living on East Saanich Rd. in Saanichton about the noise, filth, and continual chaos continually with the Aurora building run by Pacifica Housing. My peace and quiet is regularly on a daily basis disturbed this was something the neighborhood was promised would not be occurring as the non profit running this building would be screening and supporting the tenants living there. This was the deal with this project going forward, it's not being met to what was outlined to be the compromise. Witnessing people with high addictions, mental health related severe issues, being dropped off out here with zero services they need is not really helpful for those living there as well as the neighbors. My safety is at risk on a daily basis due to unpredictable tenants and their guests and they do not just stay in the building they roam around in other yards, property continually, many have weapons seen on them or shopping carts, leaving garbage and litter all around the block.

I am very disappointed in the district of Central Saanich not doing more to put some pressure on Pacifica Housing to do a better job, from what I observe the staff are very young women just out of school not well trained for this population nor handling the crisis level issues well at all. I never see staff addressing the daily outbursts and I never see them clearing the property of stolen shopping carts, or garbage and debris the tenants collect.

Police and ambulance calls are often daily and it seems they have little to do with these issues as well as most are out of their league to deal with as well as the laws are very lenient.

What can the city council do to have this non-profit not run this site and use the building instead for seniors as this is a family neighborhood, children and seniors are the neighbors closest to the building? My first idea would be how can we help Pacifica Housing run this better. My frustrations make this no longer a viable option as we are being put through too much every day with problems and not the peace and quiet others deserve in their homes, The opening a little over a year ago has been awful and they should lose the contract to continue running this building. What can you do about this problem? It's causing the whole block around Hovey, Prosser, Wallace and East Saanich Rd. to lose a quality and serenity most expect living in Central Saanich. I expect better from the mayor and city council. How can you enforce the agreements with the neighborhood to be properly met?

I look forward to a response soon from the mayor and council on this matter and how we can restore peace to a beautiful family oriented neighborhood.

I am waiting for your reply soon, on a very serious matter.

sincerely  
Jahnava Moore

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