

Homewood Suites by Hilton – Hamilton Downtown

40 Bay St S, Hamilton, ON L8P 0B3

(905) 667-1200

Hi Kirsten,



We are reaching out to you from Homewood Suites by Hilton Hamilton hotel located at 40 Bay Street South.

This letter is in reference to a recent CBC article “Bosses at 2 Downton Hamilton businesses say workers don’t feel safe, call for dedicated offers”

We want to address our concerns regarding crime and safety in the vicinity of our business with HPS Board. We too feel the need for police presence in downtown core and fully support the views and feeling of other downtown businesses, and would like these comments to be shared during the HPS meeting on May 23, 2023.

Homewood Suites by Hilton Hamilton has been operating for over nine (9) years now. Throughout the years we have seen an increase in crime and illegal activities in the vicinity and directly on our property.

I addressed this issue many years ago with then Ward 2 Council Jason Farr. In the past it was vehicle vandalism - sometimes smashing up to 10 cars at a time, graffiti on the building, use of hotel facilities, aggressive behavior, sleeping in stairwells, trying to get free food from our breakfast service, getting into our elevators, trying to get into our guestrooms, etc.

Since COVID the situation has worsened and hotel had to take measures for safety of staff and guests by permanently locking our entrance doors and only allowing registered or arriving guests to enter the building.

As recently as May 3, 2023 we had to contact Hamilton Police Department as two (2) individuals were ‘setting shop’ at 11:00am and doing drugs on our street level parking which is located at the side entrance to our building and also the entrance into the building complex parking garage for Homewood Suites hotel, 140 & 150 Main Street Residence. Our staff asked them to leave. They were uttering threats and physical harm at which point we contacted the Hamilton Police department to intervene.

In April 2023 another similar incident where one of our employees asked a non-patron who was loitering by our side entrance / parking area to leave the premise, they became confrontational, threats were ushered and the non-patron spit in the face of our staff member, spit entering our staff member’s mouth. Staff member reported to police and also sought medical attention.

On January 20, 2022 one of our staff members was approached by 3 transients in our P1 underground parking around 5pm. Asked to give his car keys and wallet and threatened to be shot if he did not comply. He saw one of the men pull out a gun – real or fake not sure at the time – at which point he walked back into the hotel. We had camera footage of suspects entering the parking garage which Police department responded and were able to apprehend the suspects shortly after in the downtown core.

There are just some of the incidents that come to mind as I write this letter.

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We consistently have to address non-patrons on our property. At entrances to the building, going through garbage, harassing guests, trying to enter the building, finding bullets in our underground parking. Our staff and guests dealing with abusive, aggressive and intimidating behavior from non-patrons. At times we have had to escort guests in and out of the building through side doors and away from 'potential danger'. In parking garage, breaking into vehicles, getting into our stairwells to sleep, do drugs, and pull fire alarms. Hamilton Fire Department can attest to this.

While the above comment is a 'perception of safety', the other examples mentioned are 'real safety' concerns contrary to Ward 2 Councilor Cameron Kretsch's comments.

We know that police presence in downtown will not solve the problem - that is the City Council issue to fix, but it definitely will make our staff and our guests 'feel safer'.

I appreciate the opportunity to address this with you and I hope that our voice will be heard and considered.

Sincerely,



Olivera Radisic
General Manager
Homewood Suite by Hilton Hamilton