

**From:** [Tina Rogano](#)  
**To:** [Stevenson, Kirsten](#)  
**Subject:** Staybridge Suites Hamilton-Downtown  
**Date:** Friday, May 19, 2023 2:42:09 PM

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Hello Kirsten,

I hope this email finds you well.

I am sending this email along with our sister properties, Sheraton Hamilton and Homewood Suites Hamilton to be addressed at the next HPS meeting on May 23<sup>rd</sup>.

As my colleagues have addressed in their correspondence, we have the same concerns about the amount of crime, loitering and drug use that takes place beside, in front and in the back of our hotel.

We have an added concern as we are in partnership with Hamilton Health Sciences/Juravinski Stem Cell Program as well as Michael G. DeGroot/McMaster University Medical Centre. These guests that come to stay with us are the most vulnerable and have come from far and wide for a peaceful safe environment during their 3 month stay in Hamilton. It is a daily occurrence when someone from the street makes their way into our hotel, (even though we lock our doors 24/7) and causes havoc, anything from smoking crystal meth or crack in our lobby to other unmentionable acts throughout the hotel.

As a downtown business we should not have to lock our doors to the public out of fear and safety for our guests and of course our associates.

We are located next to the Tim Hortons on the corner of King and Caroline which is a hub for dealers and addicts who use the east side of the parking lot to deal drugs and use them, leaving needs and drug paraphernalia where the vulnerable and children frequent. They are often caught in our garage, sneaking in behind a car as they enter and then vandalizing and stealing from our guest vehicles.

As Colin Watson the General Manager of Sheraton Hamilton outlined, not only is this a horrible way to try and run a successful business in a safe manner. The message about Hamilton is that we are an unsafe and unclean city, vocalized all over social media and throughout the hospitality sector.

As the downtown revitalizes and more people move to the core I fear crime will increase and then who will want to invest in our city, something we have worked so hard to re-establish.

We NEED to ensure the safety of our guests and staff! In turn it will only benefit Hamilton as a whole and make it a place where people will want to work, visit and raise their families.

Thank you for taking the time to hear our concerns and we look forward to a positive outcome by working together for a better tomorrow.

Kind Regards,  
Tina Easto

Tina Easto | General Manager  
**STAYBRIDGE SUITES Hamilton, On**



20 Caroline St South | Hamilton | ON L8P 0B1 | Canada  
P: 905-527-1001 | F: 905-527-3001