

Definitions

Human-centred design	Human-centred design facilitates complex intervention design for such issues by placing people at the centre of the problem-solving process. It allows each stage leading up to the innovation to be shaped by the needs of those we seek to serve. It is important to note that a human-centred design approach was applied to problem properties solutions due to the complexity of the challenge, the emphasis on co-creation of the strategy and use of participatory methods, as well as applicability and interest by the problem properties project team and sponsors in the development of innovative approaches to address problem properties. The process was intentionally designed to help build further trust, strengthen relationships and ensure more accountability across all involved stakeholders. The human-centred design process to develop a problem properties strategy involved research, problem definition, innovation, creativity and a continual divergence and convergence of ideas using a number of methods to understand the perspectives of internal and external stakeholders and the affected communities and determine how to best address their challenges.
Problem property	Occupied or derelict unsecured properties that have a significant detrimental impact on the health and safety of those living in and/or working on the property as well as the surrounding community. These properties have a history of recurring violations relating to development permits, safety codes, nuisance conditions, public health, fire risk, or other illegal activity/criminal offences. These properties are complex in nature, often requiring the coordination of multiple agencies and social supports to address the above-noted challenges. These properties generate extraordinary demand on services and represent an ongoing risk to the vibrancy of a neighbourhood.
Residential Inspection Safety Compliance	In 2016 and 2017, Administration created a number of coordinated teams to investigate and address various problematic files that required a multi-agency response. A joint initiative known as the Residential Living Governance Committee was formed with the goal of conducting fewer inspections, coordinating enforcement and follow up inspections and reducing the impacts of problem properties in Edmonton. The committee is composed of the

	representatives from the City, Edmonton Police Service, Alberta Health Services, and Government of Alberta. Members work together to address the most complex problem properties in Edmonton using a prioritized, coordinated and efficient approach. The committee became highly efficient and better integrated when it adopted a new governance model in January 2018 known as the community hub model and the Residential Inspection Safety Compliance team was created. The team was resourced by the agencies on their own accord, with a shared goal of addressing problem properties using a more coordinated and efficient approach. The strength of the community hub model included a weekly situation table meeting where complex files were brought forward, discussed, assessed based on risk and a coordinated response was planned. This allowed agencies to work together, learn from one another, share history, and develop an appropriate response which also included social services referrals. Properties are inspected using a prioritization model that factors in overall risk to the occupants and surrounding community, and life safety concerns. The Residential Living Governance Committee deals with problem properties that are complex in nature and involve responses from at least three agencies.
--	---