



Meeting Date: April 13, 2026

Department: Economic Development and Community Engagement/Community and Development Services

Report No.: ED-2026-04

Submitted by: Rob Lilbourne, Director of Community & Development Services
Heather Lalonde, Director of Economic Development and Community Engagement

Approved by: Rob Browning, Chief Administrative Officer

SUBJECT: 137 Frank Street Update

RECOMMENDATION: THAT: Council receive the Report ED-2026-04 and presentation for information.

STRATEGIC PLAN ALIGNMENT:

This matter is in accord with the following strategic priorities:

Economic Development:

Strathroy-Caradoc will have a diverse tax base and be a place that offers a variety of economic opportunities to current and prospective residents and businesses.

Managing the Challenges of Growth for the Municipal Organization

Strathroy-Caradoc will be an inclusive community where growth is managed to accommodate a range of needs and optimize municipal resources. We are committed to maintain operational efficiency and economies of scale through these times of change.

BACKGROUND:

Rehabilitation of 137 Frank Street was approved as part of the 2026 Municipal budget. This report, accompanied by a presentation, will provide Council with an update on the work done to date and plans moving forward. The opening of the property will provide ratepayers with modern, accessible access to municipal services and programming through a phased approach to the redevelopment project. Phase 1 will include the opening of an accessible resident service centre that will allow a one-stop centre to access services and information. On-site facilities will allow for meetings with municipal staff to serve the public through in-person and virtual services. Additional office space will be developed as part of phase one, along with an Innovation/Community space that will be developed

with future programming options. Business support with stakeholders will be accessible to the business community through boardroom availability and programming.

COMMENTS:

The 137 Frank Street Implementation Team was established to create an implementation plan that activates the Customer Service Strategy that was driven by the Service Delivery Review in early 2025.

The rehabilitation of the facility will address community needs and support local business through the relocation of Municipal Customer Service, and a meeting space to allow for in-person and virtual meetings with municipal staff, a boardroom for community collaboration and innovation/community space that is flexible and responsive to community needs.

The new space will see the transition of Customer Service from 52 Frank Street to 137 Frank Street, allowing for an accessible space with the option to expand service hours for the community. A communications plan has been created to share information with the public on the change through a variety of mediums.

As you will see in the presentation, our own forces and architects began work shortly after the budget was approved.

- Conceptual and draft site plans
- Demolition
 - Old customer service counter
 - Unnecessary cabinetry and plumbing
 - Start of the outside clean-up
- Construction of a new hot office in the lobby
- Determination of Security and IT needs

The scheduled opening of Phase 1 is in early October 2026. This is a very tight timeline; however, it is achievable. The property will be renovated through a phased-in approach within municipal budget allocations.

CONSULTATION:

Rob Browning
Rob Lilbourne
Doug Payne
Bill Dakin
Heather Lalonde
Jennifer Pereira
Rachel Mead
Melonie Carson

FINANCIAL IMPLICATIONS:

\$1 Million dollar approved 2026 Budget

ATTACHMENTS:

137 Frank Street Presentation