



# Temporary Supported Housing at 395 Kingsway

former Biltmore Hotel



## Housing Details

BC Housing has leased the 95 rooms at the former Biltmore Hotel for six years. These rooms are scheduled to open in early 2014 and will provide housing for people who are awaiting permanent supportive housing. In 2014, 600 more permanent supportive housing units are scheduled to open in Vancouver.

Temporary and permanent supportive housing are part of the City’s Housing and Homelessness Strategy to end street homelessness by 2015 and increase affordable housing options for all our residents.

This is temporary housing and will not be operated as a shelter. All tenants will have a housing agreement and will be paying rent.

## Operations

RainCity Housing, an experienced housing operator, has been selected to operate the rooms as temporary housing. The Biltmore will be staffed by a team of support workers who have experience working with homeless and vulnerable people. One hot meal per day will be provided and the staff team will provide on-site support, as well as referrals to services such as mental health, addictions, employment and educational services.

There will also be a dedicated space for use by Vancouver Coastal Health staff from the Raven Song Clinic who will visit weekly to help people with their health needs.

The site will have an operations management plan which is similar to a “good neighbour agreement”. This includes management systems for the building as well as a phone number where the community can contact the non-profit operator 24/7 in the event an issue that requires immediate attention.

**Operations Contact:**  
To discuss any concerns or issues 24/7, contact Bronwen McRae, Program Manager at 604-655-9355 or [bdixon-noblemcrae@raincityhousing.org](mailto:bdixon-noblemcrae@raincityhousing.org)

## About the operator

RainCity Housing and Support Services Society is a grassroots organization built around compassion, purpose and a commitment to delivering progressive housing and support solutions for people living with mental illness, addictions and other challenges. Since 1982, RainCity Housing has provided shelter and housing and support for thousands of people in the Lower Mainland, becoming experts in workable, cost-effective solutions that ultimately benefit everyone in our community.

Learn more about RainCity:  
[raincityhousing.org](http://raincityhousing.org)

## Resident safety and building security

RainCity has worked with the Vancouver Police Department (VPD) and the Community Policing Centre to ensure Crime Prevention Through Environmental Design (CPTED) measures are in place. To assist with building security, video cameras have been installed in key areas throughout the building and the front door will always be locked (both tenants and guests will be let in by staff). Guests must present identification and will be required to sign in and out. No minors will be allowed in the building.

## Community safety

BC Housing, the City and RainCity are committed to community safety and are working with a variety of organizations and neighbours including local school administrators, the Parent Advisory Committee, the Community Policing Centre, the Business Improvement Association and others. The operations management plan and community advisory committee will play key roles in addressing concerns and helping to successfully integrate the building and its residents into the community.



## Community Advisory Committee

A community advisory committee (CAC) will be set up that will include members of the community working group, other individuals and organizations that are interested in joining, and representatives from RainCity, the City, Vancouver Police Department and other stakeholders. The CAC will meet on a regular basis to monitor progress and is intended to be a forum for RainCity Housing and its neighbours to freely exchange information, celebrate successes, discuss issues and, where necessary, work towards constructive solutions to issues. It is an advisory group, not a decision-making body, which fulfils its purpose by being solution-focused and responsive to community concerns.

Learn more about the draft CAC terms of reference: [vancouver.ca/biltmore](http://vancouver.ca/biltmore)

Sign up for the CAC by emailing:  
[bbriscall@raincityhousing.org](mailto:bbriscall@raincityhousing.org)

## Community notification and announcements

Creating affordable housing and ending street homeless are critical to creating healthy and vibrant communities and have been a key priority for the City of Vancouver and the Province. The project was officially announced by BC Housing in February 2013 and RainCity Housing was announced as the operator in May 2013. Renovations to the site took longer than anticipated and as a result the dates for the community meetings were not confirmed until late 2013.

In the interim, the City, BC Housing, and RainCity staff have been meeting with individuals and organizations to answer questions and provide information. In addition, a community working group has been meeting since July to ensure the project is well integrated into the community once it opens. The working group includes BC Housing, City and RainCity staff, as well as representatives from the Collingwood/Mount Pleasant Community Policing Centre, Mount Pleasant Business Improvement Association, Mount

Pleasant Neighbourhood House, Kingsgate Mall management, Mount Pleasant Cares, Vancouver Police Department, Vancouver Coastal Health, Vancouver School Board and Mount Pleasant residents.

There are a number of ways that local residents have been notified of the upcoming meetings. City staff have tracked all emails and calls regarding the Biltmore and sent a community meeting invitation letter to those that contacted the City. An invitation letter was mailed to property owners located in the geographic area bounded by 6th to 16th Avenue and Fraser to Ontario streets. Letters were also distributed throughout the neighbourhood by Community Policing Centre volunteers. The meetings were also promoted through an advertisement in the *Vancouver Courier* on January 3, 2014 and emailed to listservs and the networks of the working group members.

### Tenant selection

The goal is to build a balanced adult community of men, women and seniors with a variety of needs. This is an opportunity to provide a transition step for the homeless, those at risk of homelessness and long-term shelter users, before they move into permanent housing.

Fifty per cent of tenants will be street or sheltered homeless, 20 per cent will be at risk of homelessness and 30 per cent will come from single room occupancy hotels or other inadequate housing. Priority is being given to homeless and at-risk residents from Mount Pleasant and those who have been in shelters a long time and are ready to move into housing.

RainCity Housing is working closely with BC Housing on the tenant selection to ensure tenants will be successfully housed with minimal impacts to the community.

### Supportive housing in Vancouver

In 2014, almost 600 new permanent supportive housing units are scheduled to open as part of the ongoing partnership between the Province, Vancouver Coastal Health and the City of Vancouver. The details are listed below along with the other temporary rooms that are being opened.

**For more information:**  
[vancouver.ca/people-programs/locations-and-development-details.aspx](http://vancouver.ca/people-programs/locations-and-development-details.aspx)

**For supportive housing and social housing across the entire city, visit:**  
[app.vancouver.ca/NonMarketHousing\\_Net/default.aspx](http://app.vancouver.ca/NonMarketHousing_Net/default.aspx)

Site	Operator	Number of Units	Type of Supportive Housing	Scheduled to open
3475 East Hastings Former Ramada Hotel	Community Builders and Vancouver Aboriginal Friendship Centre Society	40	Temporary	December 2013
Biltmore Hotel	RainCity	95	Temporary	January 2014
1134 Burrard	Kettle / Family Services	141	Permanent	April 2014
111 Princess	Portland Hotel Society	139	Permanent	July 2014
2465 Fraser	Vancouver Native Housing Society / Broadway Youth Resource Centre	103	Permanent	August 2014
Taylor Manor, 951 Boundary	Kettle Friendship Society	56	Permanent	August 2014
220 Princess	RainCity	147	Permanent	September 2014
1050 Expo Blvd	127 / The Bloom Group	89	Permanent	To be determined
<b>Total</b>		<b>810</b>		

## Homelessness in Vancouver

- Around 40 per cent of the residents in Vancouver shelters have been homeless for more than a year.
- Around 40 per cent of the shelter residents are older than 45.
- One third of the shelter residents are Aboriginal.
- The majority of shelter residents are men, about 30 per cent are female.
- Almost 85 per cent of shelter residents have one or more health conditions.
- Nearly 20 per cent are employed.
- 70 per cent receive government transfers (i.e. welfare, disability, EI or pension).

## Housing and Homelessness Strategy

The City's Housing and Homelessness Strategy (2012-2021) sets out how the City will end street homelessness by 2015 and create more affordable housing choices for all citizens.

Learn more:  
[vancouver.ca/housing](http://vancouver.ca/housing)

## Contacts

### COMMUNITY ADVISORY COMMITTEE

To sign up for the community advisory committee or comment on the draft operations management plan or CAC terms of reference

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### FOR MORE INFORMATION

[vancouver.ca/biltmore](http://vancouver.ca/biltmore)



BC Housing

