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To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
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Date: 4/7/2020 9:03:29 AM
Subject: Renters Office Work Summary

Greetings Mayor and Council,

Below is a summary of work the Renters Office is engaging in, including data on both the Renters Enquiry Line as well as info on what we are hearing from our community partners.

- Renters Enquiry Line received more enquiries than usual, with numbers decreasing after March 25 Provincial announcement about renter protections:
 - Week of March 16: 12 enquiries
 - ⊙ Early in week – general questions about evictions, TRP/permits, finding affordable housing
 - ⊙ Later in week – increasing number of questions related to evictions during pandemic – both future evictions and pre-existing eviction notices with tenancy end March 31
 - Week of March 23: 6 enquiries
 - ⊙ Number of enquiries decreased after March 25 Provincial announcement about renter protections
 - Week of March 30: 7 enquiries
 - ⊙ Enquiries continued to be COVID-related. One individual emailed multiple times with high level of complexity.

- What we are hearing on the ground from our partners:
 - Renter Office is collecting data from Vancouver Rent Bank, TRAC and First United Advocacy on impacts of COVID on renters.
 - All partners report higher than normal levels of enquiries with many related to COVID.
 - Key issues:
 - ⊙ VRB – job loss/unemployment/inability to pay rent
 - ⊙ TRAC – eviction notices (either existing notices or questions about new notices) and concerns about inability to pay rent
 - ⊙ First United Advocacy – inability to pay rent and access to new financial subsidies
 - Critical issue: Vancouver Rent Bank
 - ⊙ VRB experiencing extremely high volume of enquiries, staff have been overwhelmed. Two Renter Office staff have joined VRB loan approval committee.
 - ⊙ VRB also experiencing difficulty receiving loan application documents because office closed and many applicants without access to internet or computer. Renter Office staff exploring whether loan applicants can drop off documents to Woodward's admin staff on Thursdays.

- Hours Renter Office staff been assisting with EOC work: (supporting Rent Bank, collecting stats, calling SROs, calling about toilet services)
 - Average approx. 25h/week in total by 3 staff
 - ⊙ Week of March 16: approx. 25 hours total
 - ⊙ Week of March 23: approx. 35 hours total
 - ⊙ Week of March 30: approx. 20 hours total

- The team also fielded calls on the disbursement of the Renter Services Grants which went out the week of March 16th which are now allowed be utilized to support emergency response to COVID-19, assisting the

target populations as outlined in the original grant application.

Please direct any questions to Sandra Singh at Sandra.Singh@vancouver.ca.

Best,
Sadhu

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Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.