

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
To: "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>
CC: "City Manager's Correspondence Group - DL" <CMCG@vancouver.ca>
"Bond, Abigail" <Abigail.Bond@vancouver.ca>
"Corporate Management Team \ (COV) - DL" <cmt@vancouver.ca>
Date: 11/2/2017 4:16:30 PM
Subject: Temporary Modular Housing at Heather & 59th
Attachments: 17-280-ModularHousing-BusinessCards-trim.pdf
Temporary Modular Housing Factsheet_Oct 25.pdf
17-265-Modular-Housing-Postcard-Draft10.pdf
HSG - TMH - Pearson - OMP - draft.DOCX
Temporary Modular Housing West 59th Heather Street_Factsheet.pdf

Greetings Mayor and Council-

As you know, we are pursuing our first modular project on the future Pearson Dogwood development site. We have been engaging with the community. We have been getting a lot of support from the community as well as concerns being raised about the pace of the project and the level of consultation. We have an open house this evening at Langara College. We are expecting a protest this evening associated with this meeting. We have planned accordingly to address the security concerns. We will likely host additional meetings next week to ensure that everyone has a chance to raise their concerns and questions.

I am attaching additional information on Temporary Modular Housing Site at 59th and Heather, including:

- the Development Permit postcard notification
- the Community Liaison Contact Information
- TMH General Factsheet
- TMH Heather Site specific Fact Sheet
- Draft Operations Management Plan

Please let me know if you have any questions.

Best

Sadhu

Sadhu Afochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: sadhuajohnston



TEMPORARY MODULAR HOUSING

Community Liaison

Housing First: Temporary Modular Housing

For more information

phone: 604-829-9321

email: housing@vancouver.ca

Connect with us

website vancouver.ca

city app [VanConnect](#)

twitter [@CityofVancouver](#)

facebook [/CityofVancouver](#)

phone 3-1-1 (180 languages)



**HOUSING
VANCOUVER**

vancouver.ca/temporarymodularhousing

TEMPORARY MODULAR HOUSING

The City is committed to providing the right type of housing for lower income and homeless residents in Vancouver and in partnership with the provincial government will build 600 units of Temporary Modular Housing on vacant or underused sites across the city. Temporary Modular Housing is a quick and effective way to address immediate housing needs of homeless and low-income residents.

It is expected the buildings will be approximately three storeys and contain 50 homes. All units will be self-contained dwellings with private bathroom and kitchen. They will be designated to comply with BC Housing guidelines. Accessible units will be on the ground floor. Each site will take approximately four months from permit approval to completion. Temporary Modular Housing increases the supply of affordable housing until more permanent housing can be built and is an important option providing low and moderate income residents with access to safe homes.

Benefits of Temporary Modular Housing

- Temporary Modular Housing is quicker to construct than a traditional building, re-usable and ideal for sites that are vacant while waiting to be developed
- Provides a home within approximately six months
- Is designed to meet the City's building codes
- Reduces waste during manufacturing and installation
- The modules can easily be relocated and configured to fit a range of sites
- The modules can easily be relocated and configured to fit a range of sites

220 Terminal Avenue: Vancouver's First Temporary Modular Housing Pilot Project

- This housing design provides an affordable housing opportunity for 40 people in Vancouver.
- It serves as a Temporary Modular Housing pilot as the City considers building more temporary and permanent modular housing at other sites around the city.
- Each home is a minimum of 250 square feet, and includes a bathroom and a kitchen. Four units have been designed to accommodate tenants with accessibility requirements
- The building performs and operates like any other permanent multiple dwelling building, but can be easily relocated and reconfigured in the future. A number of elements of the design allow this to happen from the way the modules are connect



vancouver.ca/temporarymodularhousing

TEMPORARY MODULAR HOUSING

THE LOT AT 650 WEST 57TH AVE IS PLANNED AS A SITE FOR TEMPORARY MODULAR HOUSING.

The City of Vancouver, in partnership with the Vancouver Affordable Housing Agency (VAHA) and BC Housing, is building Temporary Modular Housing on various sites across the city to create much-needed temporary housing for homeless residents.

Two buildings are planned for the southwest corner of 650 West 57th Ave. It is expected each building will be three storeys and contain 39 homes per building. The buildings will be in place for up to five years, with the possibility to extend another five years and will be managed 24 hours a day, 7 days a week, by an experienced non-profit housing operator.

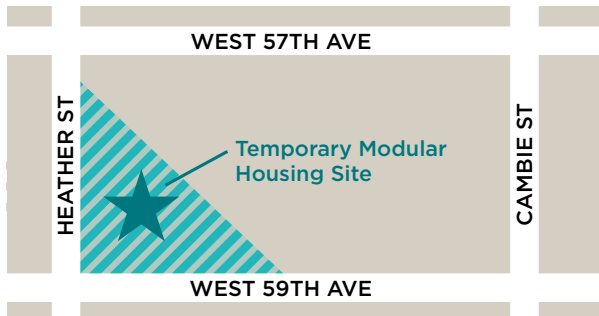


Notification Sent: October 23, 2017
Development Permit Application Number:
DP-2017-01062

HOW YOU CAN LEARN MORE

- The City and BC Housing will hold a **Community Information Session** to present plans and listen to your interests and priorities (see reverse for details)
- A Community Liaison and City staff will be present in the neighbourhood conducting walkabouts to connect with residents and businesses
- Regular, up-to-date information will be posted to the City's website:

vancouver.ca/temporarymodularhousing



TEMPORARY MODULAR HOUSING

COMMUNITY INFORMATION SESSION

The City, VAHA and BC Housing will host a Community Information Session about the Temporary Modular Housing planned for the site at 650 West 57th Ave.

Date: November 2, 2017

Open House: 6 – 7 pm

Presentation and Dialogue: 7 – 8 pm

Langara College, 100 West 49th Ave

Lecture Theatre Room A122a

PLEASE JOIN US TO

- Learn how Temporary Modular Housing will allow us to help people into homes with the right supports
- Review the plans for the site
- Share your interests and priorities with the project team
- Meet your Community Liaison

PLEASE RSVP TO THE MEETING NO LATER THAN NOVEMBER 1, 5 PM

By phone: 604-829-9275

By email: housing@vancouver.ca

Community Liaison

A Community Liaison is available to respond to Temporary Modular Housing inquiries leading up to and during construction. 8:30 am – 4:30 pm, Monday – Friday

IMPORTANT INFORMATION Please have this translated
RENSEIGNEMENTS IMPORTANTS Prière de les faire traduire
INFORMACIÓN IMPORTANTE Busque alguien que le traduzca
CHỈ DẪN QUAN TRỌNG Xin nhờ người dịch hộ
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Operations Management Plan - *DRAFT*

Temporary Modular Housing at 500-650 West 57th Avenue

Overview:

The City of Vancouver is committed to providing the right type of housing for lower income and homeless residents in Vancouver. In partnership with the Vancouver Affordable Housing Agency (VAHA) and BC Housing, the City is building 600 Temporary Modular Housing on various vacant or underutilized sites across the city to create much-needed temporary housing for homeless residents. Temporary Modular Housing is a quick and effective way to address immediate housing needs of homeless and low-income residents.

The Operations Management Plan (OMP) for the temporary modular housing project at 500-650 West 57th Avenue provides an overview of Community Builders Group commitment to operating a successful supported housing program.

Most of the residents in the housing program will be men and women who require support services. Community Builders Group is an experienced non-profit housing provider with a large portfolio of affordable supportive housing projects.

It is Community Builders Group's intent to operate the building in a manner that manages any and all impacts of the project on neighbouring residents and businesses. This management plan outlines the basic operating parameters and plans to manage any concerns raised by neighbouring residents and business owners.

Temporary Modular Housing at 500-650 W 57th Avenue

The site at 500-650 West 57th Avenue (Pearson-Dogwood) is owned by Onni and was identified as a suitable site for the provision of temporary modular housing, as it is currently vacant. A rezoning was approved on the site in June, 2017 to build a mixed-used development with approximately 2,700 residential units (including 540 affordable and 114 supportive units), as well as a community health centre and complex residential care facility with childcare, a new adult day centre, a 2.5-acre public park, and a 1.0-acre urban farm.

The temporary modular housing at 500-650 W 57th will be the second temporary modular housing project in the City of Vancouver (the first site is a 40-unit project at 1500 St.). Two buildings are planned for the southwest corner of the site. It is expected each building will be three storeys and contain 39 units, for a total of 78 homes. Each home will be around 250 square feet and contain a bathroom and kitchen, and will have shared amenity space and laundry facilities. Units will house vulnerable individuals who are homeless who are sheltered and unsheltered, and seniors with physical illness/disabilities, and will rent at the shelter component of income assistance (currently at \$375 rents). The buildings will be managed 24 hours a day, 7 days a week.

The buildings will be in place for up to five years, with the possibility of extension for an additional five years. The project is expected to open in early 2018.

Operator Mission, Vision and Values:

The Community Builders Group (www.communitybuilders.ca) is the founding member of a group of humanitarian organizations with 15 years of experience operating affordable and supportive housing in Vancouver. As a housing provider, they create and maintain a wellness-focused and cost-effective low-income housing environment. Citywide, CBG operates 8 housing projects.

CB will utilize applicable elements of their 'Whole Life Housing' plan in operating this building. This model includes supportive housing administration, building management, tenant support coordination, community resource liaison services, concurrent disorder supports, building maintenance, housekeeping services, advanced pest management, free laundry, specialized hoarding and waste management series, community cooking and tenant leadership development. CB has a mission to support communities of extreme poverty in their quest to find wellness and self-sufficiency.

Partners:

The Operator will work closely with the City of Vancouver, BC Housing, Vancouver Coastal Health, Vancouver Police Department and other community partners to ensure this building and its residents are integrated successfully into the community.

Residents:

The Operator will provide safe, secure and stable housing to 78 tenants. Priority will be given to vulnerable people living in the local neighborhood, people who are unsheltered or living in shelters, and people who are over 45 years old and people with disabilities. The City's homeless outreach team, Vancouver Coastal Health and BC Housing will work together with CB to select appropriate tenants for this building.

Supports:

The building will be staffed 24 hours a day to provide assistance to tenants and respond to concerns should they occur. Supported housing is the best option to address homelessness. Tenants will be responsible for paying rent. The supports offered will assist people towards independence and full participation in their community. Lasting individual improvements in health, social functioning, community involvement, or obtaining employment are best obtained and maintained when a person has stable, supported housing as a foundation for moving towards a better life.

Support services will be provided on site and links will be made to off-site services as appropriate. Services & supports will include the following elements:

- Each resident will develop an individualized support plan with staff.
- The Operator will outline tenant, building and community expectations and provide an orientation for all new residents.
- Shared indoor amenity space will be provided along with a separate area for quiet space.
- Assistance to tenants to cook in their own kitchens in order to become independent in their cooking, as well as linking tenants to meal delivery when needed.

- Assessment of tenants needs and provision of nutritional supports which may include grocery delivery, help with individual meal prep, training for food planning.
- All tenants with a history of substance abuse/use, will be encouraged to participate in a substance use management program.
- Enhancing developmental, problem-solving, and coping capacities of tenants.
- Linking people with systems that provide them with resources, services, and opportunities, e.g. health services.
- Other programs may include life skills training, structured volunteer work, employment preparation and employment opportunities in social enterprises and access to educational opportunities. Staff will connect residents to various partner organizations and community resources and advocate for them.
- As tenants move on to more independent housing or to permanent supportive housing, the Operator will provide a “Follow-up” program to check in and help assure the transition is successful.

Staffing:

The Operators will manage the rooms. A staffing plan will be developed that reflects the various levels of support that will be given to tenants. The building will have staff on duty at all hours of the day, seven days a week.

Safety and Security

The Operator is committed to providing a safe environment by being dedicated to continuous improvement in its health and safety program. Operator staff, management and operating policies ensure a safe and secure environment for clients. This is achieved through design and management initiatives:

- 24/7 staffing will assure that the building environment will be monitored at all times and assure a timely response to any safety or security issue.
- Residents will have a key to gain access to the building.
- The building environment will be monitored at all times by 24/7 staff Cameras that will be installed in the lobby and other strategic areas to protect the building and staff will monitor activities through the use of security cameras.
- Tenants will be encouraged not to let strangers into the building and in other strategic areas of the building in order to have a safer community.
- An incident tracking system will be implemented to ensure any negative behavior is dealt with appropriately and in a timely fashion.
- All staff will have experience of dealing with non-violent crisis intervention.
- An efficient reporting system that ensures any risk/safety/security issues are documented and reported immediately and responded to in a timely manner.
- CB has a response plan with protocols for staff to follow with respect to potential safety related events that could occur and staff are trained in these procedures.
- CB will take appropriate action to intercede in cases of vandalism or other criminal activity, up to and including reporting the incident to Police.
- Tenants will be asked to sign a crime free addendum which outlines expectations for continued residency and will form part of the lease agreement. Breach of the addendum may lead to eviction.

Good Neighbor Policy:

As a good neighborhood, CB is committed to:

- Maintaining the exterior of the building.
- Providing regular maintenance of the grounds.
- Being responsive to any concerns that may arise

One of the goals of the program will be to assist people to integrate into their community. A Community Advisory Committee (CAC), comprised of approximately 12 individuals representing various groups, will be established and meet regularly and/or as needed. Representatives from Pearson/Dogwood, Vancouver School Board, Vancouver Policy Department, local businesses, City of Vancouver, BC Housing, Community Builders, Vancouver Coastal Health and local residents will be invited to join. All concerns/suggestions will be directed to the Operator's primary contact that will facilitate workable resolutions of any issues caused by tenants that are having a negative impact on neighbours. The 24/7 emergency contact number highlighted in yellow below will be responded to by a CB staff member as soon as possible within 24 hours.

Community Relations - Staff Liaisons with Community

The primary contact for the Operator is responsible for addressing any issues related to the ongoing operation of this building. The contact information is:

Julie Roberts

Community Builders Group, Executive Director

Administration phone: 778-379-3940

24/7 Call Centre phone: 604 -910 -9730

Email contact: julie.roberts@communitybuilders.ca

Ensuring people have a place to call home

Vancouver is in a housing crisis and homeless residents have been hardest hit. Over 2,000 people across the City of Vancouver said they were homeless for the 2017 Homeless Count. People are living outside with nowhere to sleep, use the washroom, or get regular food and water. Men, women, seniors and youth are suffering both physically and mentally.

The City is taking bold action to address this immediate and urgent need with temporary modular housing, a quick-to-construct temporary building that will help homeless people off the street and into homes while more permanent housing is being built.

Temporary Modular Housing at West 59th and Heather Street

Two temporary modular buildings are planned for West 59th and Heather Street.

- Each building will be three storeys and have 39 single studios.
- 7 studios in each building will be wheelchair accessible.
- All units will be self-contained dwellings with private bathrooms and kitchens.

Our priorities for the buildings are people who are unsheltered or living in shelters, people who are 45 years and older, persons with disabilities and homeless people living in the local neighbourhood. Residents will be carefully selected by BC Housing, Community Builders and the City making sure this housing is the right fit for individuals. The temporary buildings will provide much-needed housing for up to 10 years while more permanent housing is built. Temporary Modular Housing is an important option in providing homeless residents with access to safe, secure homes.



Managing Housing Safely and Responsibly

- Applications for Temporary Modular Housing are processed through the BC Housing Supportive Housing Registry. To apply visit; **vancouver.ca/temporarymodularhousing**
- Residents will be selected by staff from BC Housing, City of Vancouver outreach team and the housing Operator
- The two buildings planned for West 59th and Heather Street will be operated and managed by Community Builders Group
- All residents will have access to health and support services



Community Builders Group

- Professional, non-profit housing operator
- 15 years of experience in Vancouver
- Specialize in supports for persons with a variety of needs
- Community Builders will manage the building:
 - 24 hours a day, 7 days a week



Share your feedback:

- The City will hold community events and meetings to identify priorities and listen to feedback
- A Community Liaison is available to respond to queries and concerns leading up to and during construction until residents move in
- Community Builders, an experienced housing operator, will establish a Community Advisory Committee to ensure open and ongoing dialogue with the community

Share your comments with the project team:

- Contact the Community Liaison at: **604 829-9321**
- Send an email to **housing@vancouver.ca**
- Up-to-date information will also be posted to the City's website at: **vancouver.ca/temporarymodularhousing**