

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Singh, Sandra" <Sandra.Singh@vancouver.ca>
Date: 12/19/2018 10:15:06 AM
Subject: Responding to concerns from renters

Greetings Mayor and Council

I am writing in response to questions from Councillors regarding correspondence from renters that are experiencing challenges with their landlords. In particular, we were asked how Councillors can respond to those inquiries. To support you in responding to inquiries from renters, staff have prepared a draft email response that you can use.

I hope this helps you to respond to concerned renters.

Best

Sadhu

The City of Vancouver is very concerned about the challenges renters face in maintaining their housing. Council recently heard considerable feedback from renters regarding their concerns about the risks of being displaced from their homes and communities due to renovations and demovictions, and the challenges they face in securing and maintaining their tenancies. Council have since directed staff to report back on:

- Measures to strengthen protections for renters through improvements to City policies.
- Advocacy to partners at the Province to ensure the Resident Tenancy Act support stable tenancies and ensure evictions are used for serious, major and long-term renovations (e.g. seismic upgrades)
- The creation of a Renters Office at the City of Vancouver.

Timing: Updates from staff are expected in the new year; however, any contemplated changes to existing City policies or Provincial legislation will require a regulatory process to change and implement.

If you are a Vancouver renter with immediate concerns and questions about your existing tenancy or building, we encourage you to contact the following resources to get assistance:

- Tenant Resource and Advisory Center**
Direct support and guidance on - starting a tenancy, during a tenancy, ending a tenancy, and dispute resolution
<http://tenants.bc.ca/>
Tenant Infoline at 604-255-0546 or 1-800-665-1185.
- City of Vancouver Renter's Enquiry Line**
Information on City of Vancouver renter protection policies and help in locating building specific information.
604-673-8291
renteroffice@vancouver.ca
Phone line and email is monitored daily and staff aim to respond within 2-business days
Closed from 3pm December 24 to January 2, 2019.
- City of Vancouver, Development and Building Services Centre**
Find out about permits for your building
604-873-7611
515 West 10th Avenue, Vancouver, BC V5Z 4A8
Hours - Monday, Wednesday, Friday - 8:30am to 4:30pm
Hours - Tuesday, Thursday - 8:30am to 4:00pm
Closed from 3pm December 24 to January 2, 2019.

□ **City of Vancouver Homelessness Services:**

Focuses on connecting homeless individuals and those at-risk of homelessness to available housing, income and support services

carnegie.outreach@vancouver.ca

604-665-3318

Hours: Mon – Fri 9am-4pm

Will respond next business day for assessment and referral to appropriate service

Closed Dec 25, 26, and Jan 1. Emails and phone calls will not be monitored during this time.

□ **BC Government - Residential Tenancy Act and Residential Tenancy Board**

Information on tenant and landlord rights under the Residential Tenancy Act

<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

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](https://twitter.com/sadhuajohnston)

