

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: 7/15/2019 10:26:48 PM
Subject: Vanness TMH: Support for responding to residents
Attachments: COM - ACCS - 2303 - 2355 Vanness Avenue - Briefing note.pdf

Greetings Mayor and Council,

Information on the next proposed Temporary Modular Housing project at 2303-2355 Vanness has been sent to neighbours (see Fact Sheet & Notification to Community Info Session attached) and we expect you will receive emails and feedback from community members. As requested, we have drafted some general information you may want to provide if residents reach out to you. There is a long and short answer depending on the enquiry.

I would note it's important that residents are encouraged to directly participate in the engagement process currently underway to have their voices and opinions heard. The project partners will be presenting the proposed project to the neighbours at a Community Information Session currently planned for July 30th. Once a Development Permit application is submitted to the City in August, we will host another Community Information Session in September with more details of the project. The drop-in Community Info Sessions will have staff from the project partners available to answer questions and provide more information.

Also attached is a copy of the Briefing Note that was sent to you all last week regarding the proposed TMH project at Vanness, it includes messaging and FAQs.

RESIDENT RESPONSE TEMPLATES

1. OPTION #1 (short):

Thank you for reaching out, I have passed along your comments to the project team and they will be responding to you directly. There will be opportunities to provide feedback at the public drop-in Community Information Session on July 30th at the Italian Cultural Centre (4-7pm). The project team will be there to share more information about the proposed project, I encourage you to attend and learn more about the tenancing process and how the buildings will be managed.

For more information and to subscribe for updates, please visit: www.vancouver.ca/temporarymodularhousing.

2. OPTION #2 (detailed):

Thank you for reaching out. There are a number of social and supportive housing buildings across the City that have been operating smoothly for many years in neighbourhood ☞for more info see here: <https://vancouver.ca/people-programs/locations-and-development-details.aspx>. Research studies have shown than an investment of \$1 in supportive housing translates to \$4-\$5 savings in social and economic costs. Research has also shown that this type of housing creates positive outcomes not just for the supportive housing residents but also for local neighbourhoods and communities.

These proposed temporary modular homes would provide safe and affordable housing for local people who have been living outside or in shelters. For many future residents, these homes will enable them to live safely and with dignity for the first time in a long time. They will also have access to support services to improve their personal, emotional and physical well-being. The building would be staffed 24/7 with an experienced non-profit housing operator to provide support to the tenants living there as well as to ensure the building is well maintained on the outside. They would operate the building safely and responsibly so that the new building is smoothly integrated into the community.

To learn more about the proposed project, provide feedback and speak directly with staff from the project team, there will be a public drop-in Community Info Session on July 30th at the Italian Cultural Centre, 4-7pm. You should be receiving an invitation in your mail next week.

For more information and to subscribe for updates, please visit: www.vancouver.ca/temporarymodularhousing.

Hopefully, these proposed response templates are helpful. If you have any additional questions, please feel free to contact Sandra Singh at sandra.singh@vancouver.ca or 604.871.6858.

Best,
Sadhu

Sadhu Afochs Johnston | City Manager
Office of the City Manager | City of Vancouver
604.873.7627 | sadhu.johnston@vancouver.ca

Pronouns: he, him, his

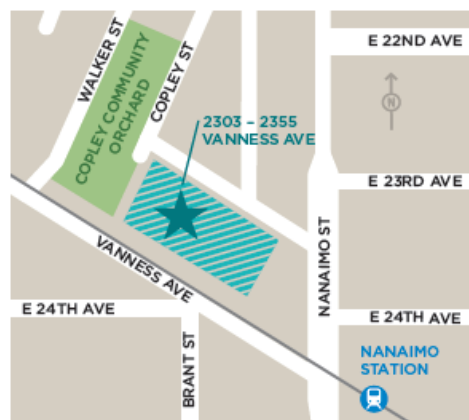


The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

Briefing note: Temporary Modular Housing 2303 - 2355 Vanness Avenue

Project Specific Details

- One building, three storeys
- Approximately 50 single studio units (320 sq.ft per unit)
 - All units are self-contained dwellings with a private bathroom and kitchen, for single occupancy.
- Building design includes indoor and outdoor amenity space with a commercial kitchen
- Minimum of 10 per cent of the units would be wheelchair accessible
- The building would be managed 24 hours a day, seven days a week by an experienced non-profit operator, which would be selected by BC Housing
- Support services, based on individual needs, will be available to all tenants and could include referrals to health services, life skills training, connections to community groups and volunteer opportunities



Exact location within the marked area above is yet to be determined.

Key Messaging - TMH full project (high level talking points)

- Vancouver is facing a housing crisis and people experiencing homelessness continue to be the hardest hit.
- Housing people who are experiencing homeless continues to be a top priority for the City - the 2019 Homeless Count found more than 2,200 people in Vancouver are without a home. Hundreds of people are living outside with nowhere to sleep, use the washroom or get regular food and water.
 - The homeless count saw a two per cent increase in individuals experiencing homelessness from 2018 - this is consistent with last year's increase and shows that actions by the City and senior levels of government, such as temporary modular housing, are making an impact at slowing the growth. However, homelessness is still at its highest level in Vancouver since the count began in 2002.
 - Over time, the proportion of individuals who said they were homeless for more than one year is growing (56 per cent in 2019) highlighting the challenges individuals face securing safe and affordable housing.
- Temporary modular housing has provided immediate relief for hundreds of people experiencing homelessness in Vancouver.
 - In September 2017, the provincial government provided funding for 600 temporary modular homes in Vancouver, allowing the City and the Province to take bold action on urgently needed housing for people who

are experiencing homelessness. In a year and a half, over 600 new homes were approved, constructed and opened.

- All of the temporary modular buildings are operating smoothly in neighbourhoods across the city. Residents are thriving in their new homes and connecting with the services they need to live successfully.
- Funding from the B.C. government announced in April 2019 will provide more temporary modular homes across the province, with approximately 50 additional new homes in Vancouver. The site at 2303 - 2355 Vanness Ave is being considered as a potential location.
- Temporary modular housing is constructed quicker than permanent housing (in about three months on site) and provides immediate relief to hundreds of people living without a home.
- The building would be in place for three to five years, with the possibility to extend another five years
- Each site has an operations management plan (OMP) available online that describes how the housing will be managed including:
 - 24/7 dedicated onsite staff
 - Description of services provided
 - Measures for safety and security
 - emergency procedures protocol
 - A 24/7 phone number to the buildings for the public
- Each site is subject to a development permit and building permit application process. The City will hold two community information sessions. Feedback gathered from the community engagement will inform the Director of Planning's consideration of the development permit, and also provide BC Housing and the non-profit operators with community feedback on the plan for how the buildings will be managed and operated.
- The City, BC Housing and the non-profit housing operators are committed to ensuring that the temporary modular housing is managed safely and responsibly.

FAQ

Q: Why was this site chosen?

This site was chosen for a number of reasons, all of which would allow the City and BC Housing to construct this urgently needed housing as quickly as possible and help people into housing. The site is currently vacant, has the space to accommodate the building, can connect to water, sewer and hydro, and is close to public transit which would allow residents to connect with services in the community.

Q: Will the building impact the Copley Community Orchard?

If approved, the proposed building would be on the land next to the Copley Community Orchard. We don't anticipate the building would impact the Orchard and look forward to working with neighbours and community members towards good

stewardship of the site and the community as a whole. We'll be listening to the interests and concerns of community members and working closely with them to address those concerns.

Q: What about the blueway close to this site?

We do not envision that the proposed site would impact the future of the nearby blueway, because the building would be temporary.

Q: What are the future plans for this site?

The station areas around Nanaimo and 29th Avenue Stations are being recommended for study as opportunities for early action under the City-wide Plan, pending Council approval.

Q: Who will live in this new building?

The new homes are prioritized for local people experiencing homelessness.

Residents apply through BC Housing. Tenants are selected through a coordinated process that ensures tenants' needs are well matched to the levels of services provided in the building.

Q: This year's Homeless Count showed there are even more people experiencing homeless people than previous year's, why should we have more temporary modular housing buildings if they didn't make any difference?

The 2019 Homeless Count saw a two per cent increase in individuals experiencing homelessness from 2018 - this is consistent with last year's increase and shows that actions by the City and senior levels of government - such as temporary modular housing - are making an impact. However, homelessness is at its highest level in Vancouver since the Count began.

With temporary modular housing, we've been able to move nearly 600 people into safe, stable homes with support services. We also know that homelessness is an ongoing challenge facing our city and we need continued investments in affordable social and supportive housing. It's also important to note that in last year's count 52 per cent of those counted reported being homeless for less than a year, showing there many new people are falling into homelessness and that housing security is very vulnerable for people with very low incomes.

Q: How are the temporary modular housing buildings in Vancouver currently running?

Temporary modular housing has provided immediate relief for hundreds of people experiencing homelessness in Vancouver. All temporary modular housing buildings are operating smoothly in neighbourhoods across the city.

An evaluation of the temporary modular housing program, led by BC Housing and developed in consultation with the City of Vancouver, aims to measure the outcomes of TMH on three main areas - tenants, the neighbourhood, and broader society. Staff will be reporting to Council with the results later in 2019.

Q: What are the locations of the temporary modular housing buildings from phase one?

- Reiderman Residence: 7430 and 7460 Heather Street (77 homes)
 - Chartrand Place: 1131 Franklin Street (39 homes)
 - Aneki Housing for Women: 525 Powell Street(39 homes)
 - Sarah Ross House: 4480 Kaslo Street (52 homes)
 - Margaret Mitchell Place: 2132 Ash Street (52 homes)
 - tə cecəw (The Beach): Little Mountain 137 East 37th Avenue (46 homes)
 - Larwill Place: 610 and 620 Cambie (98 homes)
 - New Beginnings: 5077 and 5095 Heather Street (98 homes)
 - Hummingbird Place: 265 West 1st Avenue (52 homes)
 - Nora Hendrix Place: 258 Union Street (52 homes)
- TOTAL = 605 homes

Q: Who can the community contact if there is an issue with the building?

If approved, once the building opens, a 24/7 phone number to the non-profit housing operator will be available. In addition, a Community Advisory Committee will be established with representatives from the community which will be the avenue to hear any continuing concerns and suggestions, and foster a positive reception for new residents.

Residents can contact the community liaison at 604-829-9321 to share their comments. This line will be in place throughout construction until the building opens, if it is approved.

Q: What kind of support systems will be in place for tenants?

The non-profit housing operator would provide support services to the tenants 24/7, including life skills training, volunteer work, employment preparation and connections to community-based programs.

Q: How long will the building be at this location? What does ‘temporary’ mean?

The temporary modular homes will be on this site for three to five years and then will be reassessed at that time. It is possible that the Development Permit could be extended for up to another five years if future timelines allow.

Q: What else is the City doing to address homelessness?

- The City is also taking the following actions to address homelessness in Vancouver
 1. Homelessness Outreach team
 - The City’s Homelessness Services Outreach Team connects with people who are sleeping outside to offer help in accessing income, housing and other services.
 - In 2018 the City’s Homelessness Services Outreach Team served approximately 5,180 residents.
 - The Outreach Team also secured housing for 930 residents that were homeless or at-risk of homelessness in 2018.

2. Shelter

- Temporary and permanent shelters save lives by connecting people to important health and social services, and we're encouraged to see less people experiencing homelessness as unsheltered.
- More than 900 year-round, permanent, shelter beds are available across the City.
- The City and the Province work together to open temporary shelter beds across the city during the winter months, this year nearly 300 additional shelter beds were made available
- Thanks to an investment by the Province, nearly 240 temporary shelter beds opened during the winter months will remain open until March 31, 2020.
- Since 2017, the City has opened warming centres in City-run facilities to respond to periods of extreme weather that threaten the life-safety or people sleeping outside. This winter (2018-2019), the City and non-profit partners made 100 warming centre spaces available for people to come inside to get warm, and have a dry place to sleep.

3. Permanent social and supportive housing

- The City continues to approve and open new affordable homes to respond to the housing crisis and homelessness. In 2018, more than 500 new social and supportive homes opened in Vancouver. The City expects more than 600 social and supportive homes to open across the City in 2019.
- As part of the Housing Vancouver Strategy, the city has a target of approving 12,000 new units of permanent social and supportive housing over the next 10 years.
 - Based on the Housing Vancouver Annual Progress Report and Data Book, between January 1, 2017 and December 31, 2018, 3,640 social and supportive housing units were approved.