

From: **"Mochrie, Paul"** <Paul.Mochrie@vancouver.ca>
To: **"Direct to Mayor and Council - DL"**
Date: 5/13/2022 2:24:55 PM
Subject: **Commercial Tenant Assistance Program (CTAP) Website Launch**

Dear Mayor and Council

Please see below updates on the launch of a public engagement activity on the new Commercial Tenant Assistance Program (CTAP) website. The following email is a brief summary and overview of this work, including next steps.

As part of ongoing Employment Lands and Economy Review (ELER) implementation, staff have developed and launched a new Commercial Tenant Assistance Program (CTAP) website to support commercial tenants with real estate decision making and relocation planning (www.vancouver.ca/CTAP).

- The CTAP website includes six resource guides developed with industry experts, including: commercial real estate brokers, landlords, owners, developers, business operators, BIAs, UDI, BOMA, NAIOP and Small Business BC.
- The guides are available in 6 different languages (English, traditional and simplified Chinese, Punjabi, Tagalog and Vietnamese) and focus on the following areas:
 1. **Commercial Tenant Basics**
 - What is a commercial tenant? Are there legal protections / regulations?
 2. **Commercial Lease Negotiation**
 - What is a commercial lease?
 - Notification Period, Renewal, Termination
 - Other common clauses and best practices
 3. **Relocation and finding a new space**
 - Best practices and first steps
 - Options, timing, step-by-step guide
 - Finding a new space: Making sure it is a good fit
 - Renovating your new space
 4. **Redevelopment Process: Timeline and Process**
 - Rezoning, zoning, development explained
 - The redevelopment process and timeline as a graphic
 - Information on building and development permits
 5. **Navigating City Processes**
 - Information on business permits and licences as they relate to relocation
 6. **Support, Resources, Glossary**

The website and resource guides will be made available through City permitting and zoning processes as well as through community partners such as local brokerage firms, the Building Owners and Managers Association of BC (BOMA) and the Business Improvement Associations (BIAs). CTAP website www.vancouver.ca/CTAP launched on May 11.

For further information, please contact Theresa O'Donnell, or the project lead, Chris Robertson (chris.robertson@vancouver.ca)

Best,
Paul

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̍əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and səlilwətaʔ (Tseil-Waututh) Nations.