

From: "[Singh, Sandra](mailto:Sandra.Singh@vancouver.ca)" <Sandra.Singh@vancouver.ca>

To: "[Direct to Mayor and Council - DL](#)"

Date: 11/19/2024 1:30:12 PM

Subject: Memo: Outdoor Management of Supportive Housing

Attachments: ACCS - GM - Memo (Council) - Outdoor Management of Supportive Housing (2024-11-19).PDF

Good afternoon Mayor and Council,

In light of a recent communique BC Housing sent the City of Nanaimo declining to enter into Good Neighborhood Agreements or have Community Advisory Committee moving forward, staff received a Council query for the following information:

- a map of Vancouver supportive housing sites and an analysis of 311 calls to see which sites we receive calls about;
- any sites we are working on and extent of that work; and
- what we have done recently with new Supportive Housing sites related to CACs and neighbour relations.

In responding to this request, given the large number of supportive housing buildings in Vancouver serving a diverse range of tenants (120 buildings), staff identified 33 supportive housing buildings that are most likely to experience outdoor management issues and focussed their information gathering and analysis on these buildings. The attached memo from General Manager of ACCS Margaret Wittgens summarizes the requested information and highlights other tools the City uses to lever work from BC Housing related to the outdoor management of their sites.

Should Council have any further questions please contact Margaret directly at margaret.wittgens@vancouver.ca and she will ensure questions are addressed through the weekly Q&A.

Thank you,

Sandra

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The City of Vancouver acknowledges the unceded homelands of the x̱m̱ ḵ y̱ m̱ (Musqueam), S̱wx̱w̱ú7mesh (Squamish), and Selilwitulh (Tseil-Waututh) Nations.

MEMORANDUM

November 19, 2024

TO: Mayor & Council

CC: Paul Mochrie, City Manager
Armin Amrolia, Deputy City Manager
Karen Levitt, Deputy City Manager
Sandra Singh, Deputy City Manager
Katrina Leckovic, City Clerk
Maria Pontikis, Chief Communications Officer, CEC
Teresa Jong, Administration Services Manager, City Manager's Office
Trevor Ford, Chief of Staff, Mayor's Office
Mellisa Morphy, Director of Policy & Deputy Chief of Staff, Mayor's Office

FROM: General Manager, Arts, Culture and Community Services

SUBJECT: Outdoor Management of Supportive Housing

RTS #: N/A

PURPOSE

In light of a recent communique BC Housing sent the City of Nanaimo declining to enter into Good Neighborhood Agreements or have Community Advisory Committee moving forward, staff received a Council query requesting the following information:

- a map of Vancouver supportive housing sites and an analysis of 311 calls to see which sites we receive calls about.
- any sites we are working on and extent of that work.
- what we have done recently with new Supportive Housing sites related to CACs and neighbour relations.

This memo summarizes the requested information and highlights other tools the City uses to lever work from BC Housing related to the outdoor management of their sites.

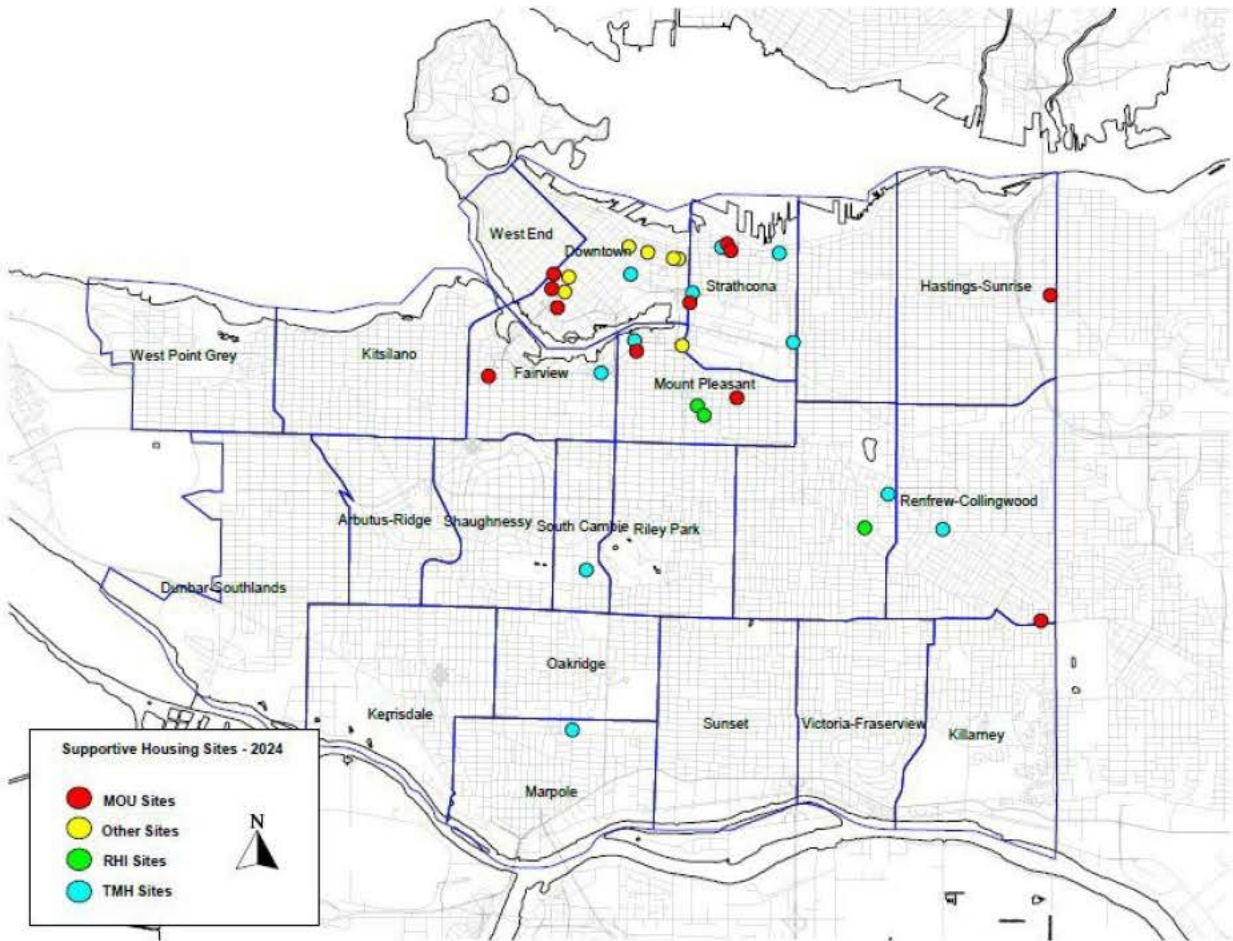
BACKGROUND

Map of Supportive Housing Sites in Vancouver

A total of thirty-three supportive housing sites were included in the analysis. These included supportive housing sites delivered under the following programs:

- [Memorandum of Understanding \(MOU\) sites with BC Housing](#) (2007)
- [Temporary Modular Housing \(TMH\)](#) program with BCH (2016)
- [Rapid Housing Initiative](#) (RHI) with CMHC providing capital and BC Housing providing operating subsidies, (2022)
- and other non-program linked sites.

As shown in the map below, the sites span more than 10 neighbourhoods predominantly in the north central area of the city.



DISCUSSION

311 Call Data

311 data was used to illustrate how many calls were associated with the buildings. The data pulled for analysis includes reports when the caller provided the address of a supportive housing building or gave the name of the building. Table 1 below, includes the number of calls for each building. A heat map was generated and shows the most calls in **red**, fewer calls in **orange**, and the fewest calls in **yellow** and **green**.

As shown, the overall total number of calls is trending downwards.

Table 1: 311 Calls for Services

Name	Neighbourhood	Address	2019	2020	2021	2022	2023	2024	Total
Grand Total			333	446	545	381	392	239	2,336
Howard Johnson (Luu-gat)	Downtown	1176 Granville St	110	101	103	60	57	23	454
Alexander Street Community	DTES	111 Princess Ave	14	26	54	35	20	20	169
Hummingbird Place	Olympic Village	265 W 1 st Ave	7	26	71	20	18	22	164
1005 Station Street	DTES	1005 Station St	21	35	58	10	26	5	155
Aneki Housing for Women	DTES	190 Alexander St	15	20	24	42	23	9	133
Chartrand Place	DTES	1131 Franklin St	12	48	20	17	9	6	112
Nora Hendrix Place	DTES	827 E Georgia St	10	28	14	12	21	16	101
Kettle on Burrard	Downtown	1134 Burrard St	8	24	14	18	15	13	92
McLaren House	Downtown	1249 Howe St	4	8	7	14	51	8	92
The Lux	DTES	65 E Hastings St	27	6	21	23	4	8	89
Cow-aa	DTES	435 W Pender St	2	3	6	19	18	23	71
Marguerite Ford Apartments	Olympic Village	215 W 2 nd Ave	7	13	15	11	11	8	65
Margaret Mitchell Place	Olympic Village	2132 Ash St	19	22	9	6	3	4	63
Metson	Downtown	1060 Howe St	7	10	9	2	14	13	55
Woodwards - singles	DTES	131 W Hastings St	5	8	16	15	8	1	53
The Biltmore	Mt Pleasant	395 Kingsway	7	12	17	3	8	5	52
205 Kingsway	Mt Pleasant	205 Kingsway	4	1	13	9	12	10	49
Larwill Place	Downtown	610 Cambie St	11	12	9	10		1	43
Budzey Building	DTES	220 Princess Ave	1	10	10	6	6	9	42
Álewem	DTES	1580 Vernon Dr	3		3	13	10	12	41
Kingsway Supportive Housing	Mt Pleasant	763 Kingsway		1	6	4	20	9	40
First Place	Mt Pleasant	188 E 1 st Ave	8	9	9	6	3	3	38
Sarah Ross House	Renfrew-Collingwood	4480 Kaslo St	6	6	9	2	13	2	38
Kwayatsut	Mt Pleasant	2465 Fraser St	4	2	13	4	3	2	28
Sanford Apartments	Kitsilano	225 W 2 nd Ave	5	4	6	8	1		24
Karis Place	Downtown	1338 Seymour St	7	2	5	1	3	1	19
Naomi Place	Kensington-Cedar Cottage	3598 Copley St				5	6	4	15
Dunbar Apartments	Dunbar	3595 W 17 th Ave	3	1	1	4	2	1	12
Taylor Manor	Hastings-Sunrise	951 Boundary Rd		5	2		3		10
The Lark	DTES	103 E Hastings	4	1	1	2	1		9
New Beginnings	South Cambie	5095 Heather St	1	2			3		6
Reiderman Residence	Kitsilano	7430/7460 Heather St	1					1	2

Most Common 311 Calls for Service

The vast majority of calls to 311 that cited a supportive housing building/address between 2019 and 2024 were related to abandoned garbage, concerns about animals, and homelessness around the site.

Table 2: Most Common Types of Call for Service

GROUP	2019	2020	2021	2022	2023	2024	Total
Grand Total	333	446	545	381	392	239	2,336
GARBAGE	87	119	153	133	117	63	672
ANIMALS	23	55	81	58	76	44	337
NEEDLES	91	65	86	35	23	3	303
HOMELESSNESS	27	76	55	51	45	37	291
FIRE	27	22	36	34	58	46	223
PRIVATE PROPERTY	25	50	46	24	46	24	215
GRAFFITI	15	24	42	26	13	12	132
FEEDBACK	21	22	30	10	11	4	98
OTHER	9	4	9	5			27
STREETS	7	3	2	3	1	4	20
EMERGENCY REFERRAL	1	6	5	2	2	2	18

There are limitations with the 311 data including:

- some callers may be more likely to associate an issue with a supportive housing building, even if the operator/building is not the cause of the issue.
- 311 staff may assign the call to the closest address (which may implicate the housing site).

311 Calls –Detail on Types of Calls for Each Building

Table 3 below, provides a summary of the top three reasons for calls regarding each supportive housing building. As shown, the vast majority of calls were related to abandoned garbage, concerns about animals and homelessness around the site.

Table 3- Top Reasons for Calls to Each Site

Grand Total	Calls Between 2019-2024	Most Common Complaints (Top 3)	Other Complaints (1 - 10 calls)
Howard Johnson (Luugat)	454	Needle Clean up (226 calls) Abandoned Non-Recyclables (64 calls) Graffiti Removal (32 calls)	Animal concern Noise on private property Fire prevention inquiry
Alexander Street Community	169	Tents/encampments, or other structures (49 calls) Hoarding request (28 calls) Abandoned non-recyclables (20 calls)	Animal concern Abandoned mattress
Hummingbird Place	164	Abandoned non-recyclables (50 calls) Tents/encampments, or other structures (32 calls) Needle clean up (19 Calls)	Noise on private property City services feedback Animal concern
1005 Station Street	155	Animal concern (79 calls) Tents/encampments, or other structures (16 calls) Abandoned non-recyclables (8 calls)	Hoarding request Fire prevention inquiry Animal services inquiry
Aneki Housing for Women	133	Abandoned non-recyclables (66 calls) Abandoned mattress (30 calls) Tents/encampments, or other structures (13 calls)	Hoarding request Animal concern City services feedback
Chartrand Place	112	Abandoned non-recyclables (44 calls) Tents/encampments, or other structures (23 calls) Graffiti removal (15 calls)	Animal concern Abandoned mattress Request for fire reinspection

Grand Total	Calls Between 2019-2024	Most Common Complaints (Top 3)	Other Complaints (1 - 10 calls)
Nora Hendrix Place	101	Tents/encampments, or other structures (23 calls) Abandoned non-recyclables (12 calls) Noise on private property (10)	Hoarding request Animal concern City services feedback
Kettle on Burrard	92	Tents/encampments, or other structures (26 calls) Needle clean up (14 calls) Abandoned non-recyclables (13 calls)	Noise on private property Abandoned mattress Animal concern
McLaren House	92	Abandoned non-recyclables (30 calls) Tents/encampments, or other structures (25 calls) Animal concern (5 calls)	Hoarding request Noise on private property Fire safety hazards
The Lux	89	Abandoned non-recyclables (28 calls) Tents/encampments, or other structures (11 calls) Noise on private property (10 calls)	Hoarding request Emergency referral Abandoned mattress
Cow-aa	71	Hoarding request (23 calls) Animal concern (10 calls) Tents/encampments, or other structures (8 calls)	Abandoned non-recyclables Street Cleaning and Debris Pick Up Animal services
Marguerite Ford Apartments	65	Animal concern (23 calls) Private property concern (8 calls) City services feedback (7 calls)	Abandoned non-recyclables Needle pick up Animal services inquiry
Margaret Mitchell Place	63	Tents/encampments, or other structures (27 calls) Abandoned Non-Recyclables-Small Case (5 calls) Needle Clean Up Case (5 calls)	Hoarding request Private property concern Animal concern
Metson	55	Private property concern (12 calls) Abandoned non-recyclables (11 calls) Animal concern (6 calls)	Noise on private property Abandoned mattress Fire prevention inquiry
Woodwards - singles	53	Animal concern (28 calls) Animal services inquiry (7 calls) Private property concern (5 calls)	Emergency referral City services feedback Abandoned non-recyclables
The Biltmore	52	Noise on private property (20 calls) Graffiti removal (5 calls) City services feedback (4 calls)	Abandoned non-recyclables Abandoned recyclables Animal concern
205 Kingsway	49	Abandoned non-recyclables (7 calls) Street Cleaning and Debris Pick Up Case (6 calls) Animal concern (4 calls)	Hoarding request Graffiti removal Animal services
Larwill Place	43	Animal concern (12 calls) Abandoned non-recyclables (5 calls) Tents/encampments, or other structures (5 calls)	Needle clean up Private property concern Hoarding request
Budzey Building	42	Animal concern (14 calls) Abandoned mattress (5 calls) Abandoned non-recyclables (5 calls)	Abandoned mattress Hoarding request Needle clean up
Álewem	41	Animal concern (11 calls) Abandoned non-recyclables (8 calls) Abandoned recyclables (7 calls)	Tents/encampments, or other structures Fire prevention inquiry City services feedback
Kingsway Supportive Housing	40	Animal concern (7 calls) Abandoned non-recyclables (5 calls) City services feedback (5 calls)	Abandoned non-recyclables Needle clean up Tents/encampments, or other structures
First Place	38	Needle clean up (8 calls) Graffiti removal (4 calls) Hoarding request (4 calls)	Abandoned recyclables Animal concern Animal services inquiry
Sarah Ross House	38	City services feedback (10 calls) Animal concern (8 calls) Abandoned non-recyclables (6 calls)	Hoarding request Tents/encampments, or other structures Emergency referral
Kwayatsut	28	Noise on private property (8 calls) Graffiti removal (6 calls) Abandoned non-recyclables (3 calls)	Hoarding request Animal services inquiry Street Cleaning and Debris Pick Up
Sanford Apartments	24	Abandoned non-recyclables (8 calls) Tents/encampments, or other structures (4 calls) Noise on private property (3 calls)	Animal concern City services feedback Graffiti removal
Karis Place	19	Abandoned non-recyclables (4 calls) Hoarding request (4 calls) Feces clean up (3 calls)	Animal concern Tents/encampments, or other structures Graffiti removal
Naomi Place	15	Abandoned non-recyclables (6 calls) Private property concern (2 calls) Hoarding request (1 call)	Tents/encampments, or other structures
Dunbar Apartments	12	Animal services inquiry (3 calls) Animal concern (2 calls) Noise on private property (2 calls)	Hoarding request Private property concern

Grand Total	Calls Between 2019-2024	Most Common Complaints (Top 3)	Other Complaints (1 - 10 calls)
Taylor Manor	10	Animal concern (3 calls) Abandoned non-recyclables (1 call) Needle pick up (1 call)	Hoarding request Fire prevention inquiry Street use violation
The Lark	9	Abandoned non-recyclables (2 calls) Abandoned mattress (2 calls) Street Cleaning and Debris Pick Up (2 calls)	Tents/encampments, or other structures Fire safety hazard
New Beginnings	6	Animal concern (2 calls) Hoarding request (1 call) Abandoned recyclables (1 call)	City services feedback
Reiderman Residence	2	Animal concern (2 calls)	

PRIVATE PROPERTY: Complaints of violations of private property bylaw, primarily the Standards of Maintenance and Noise bylaws.
EMERGENCY REFERRAL: Instances where 311 transferred a caller to 911, 211, 811, BC Crisis Line, or VPD non-emergency.
FEEDBACK: Comments from the public that was submitted through a general feedback form.

- Staff are not actively engaged in any particular buildings at this time. Should staff be made aware of any issues, we work with BC Housing, Vancouver Coastal Health, community partners and other City departments to address the concern as best possible.

Building Community and Neighbourhood Relations through Community Advisory Committees Community Advisory Committees (CACs)

- As a condition of regulatory approvals, supportive housing operators must submit an Operations Management Plan (see documents for examples here: [New permanent supportive homes in Vancouver | City of Vancouver](#)) and create a Community Advisory Committee and post minutes of the meetings.
- The purpose of a CAC is to provide the project team and a broad cross-section of the community with a mechanism to:
 - Build and maintain positive relationships amongst the community, the building operators and the program partners
 - Facilitate information sharing and dialogue
 - Identify and resolve any issues, opportunities and concerns related to building operations.
- There is typically interest in the CAC when a building opens but the frequency of meetings declines over time as the housing/tenants integrate into the neighbourhood. COVID also paused all in person CAC meetings and interest has waned in reconnecting since them.
- The City of Vancouver is involved in 32 CACs for the supportive housing buildings listed above. The status of each is:
 - 17 current and meeting on an as-needed basis
 - 7 dormant
 - 8 retired

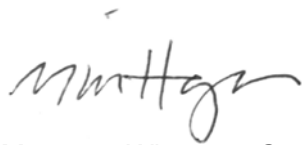
Outdoor Site Management

- BC Housing is responsible for the non-profit housing operator, who in turn is responsible for managing the building and supporting the tenants. If problems with a supportive housing site arise, City staff work with BC Housing, the Operator and community partners to resolve these issues.
- City staff proactively engage BC Housing on building related issues in order that they can support their housing providers to resolve any issues. This might include BC Housing providing more funding for staffing, or funding renovations to address an operational issue or outstanding orders.

- The City also has by-law tools it can deploy should further action be warranted. The City will issue orders for non-compliance (e.g, Standards of Maintenance Bylaw or Fire By-law) which can be referred to prosecution, resulting in fines. As an option of last resort, the City could revoke a business license for continued non-compliance. This would be very challenging to implement given these are tenanted buildings, providing deeply affordable housing

FINAL REMARKS

If Council requires further information, please feel free to contact me directly at margaret.wittgens@vancouver.ca and we will provide response through the weekly Council Q&A.



Margaret Wittgens, General Manager
Arts, Culture, and Community Services

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