

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

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

Date: 3/25/2025 1:15:01 PM

Subject: Memo for Council re: - Outdoor Management of Supportive Housing - Updated with 2024 Data

Attachments: ACCS - GM - Memo (Council) - Outdoor Management of Supportive Housing - Updated with 2024 Data (2025-03-25).pdf

Good afternoon Mayor and Council,

Please find attached a memo from Margaret Wittgens, GM, Arts Culture and Community Services regarding Outdoor Management of Supportive Housing - Updated with 2024 Data.

Key points:

- The attached memo is an update to the memo circulated November 19th "Outdoor Management of Supportive Housing."
- Staff have updated the analysis with 311 data for all of 2024.
- The analysis includes calls for service for thirty-three supportive housing buildings
- While calls are generally trending down, the vast majority of calls to 311 between 2019 and 2024 were related to abandoned garbage, concerns about animals, and homelessness around the site.
- Staff continue to work with BC Housing, Vancouver Coastal Health, community partners and other City departments to proactively address the concern as best possible.

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

Sandra Singh | Deputy City Manager

City of Vancouver

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The City of Vancouver acknowledges the unceded homelands of the x m k y m (Musqueam), S wxwú7mesh (Squamish), and Selílwitulh (Tsleil-Waututh) Nations.

MEMORANDUM

March 25, 2025

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

SUBJECT: Updated: Outdoor Management of Supportive Housing

RTS #: N/A

PURPOSE

This memo is an update to the memo circulated November 19th and includes full-year 2024 data with 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.

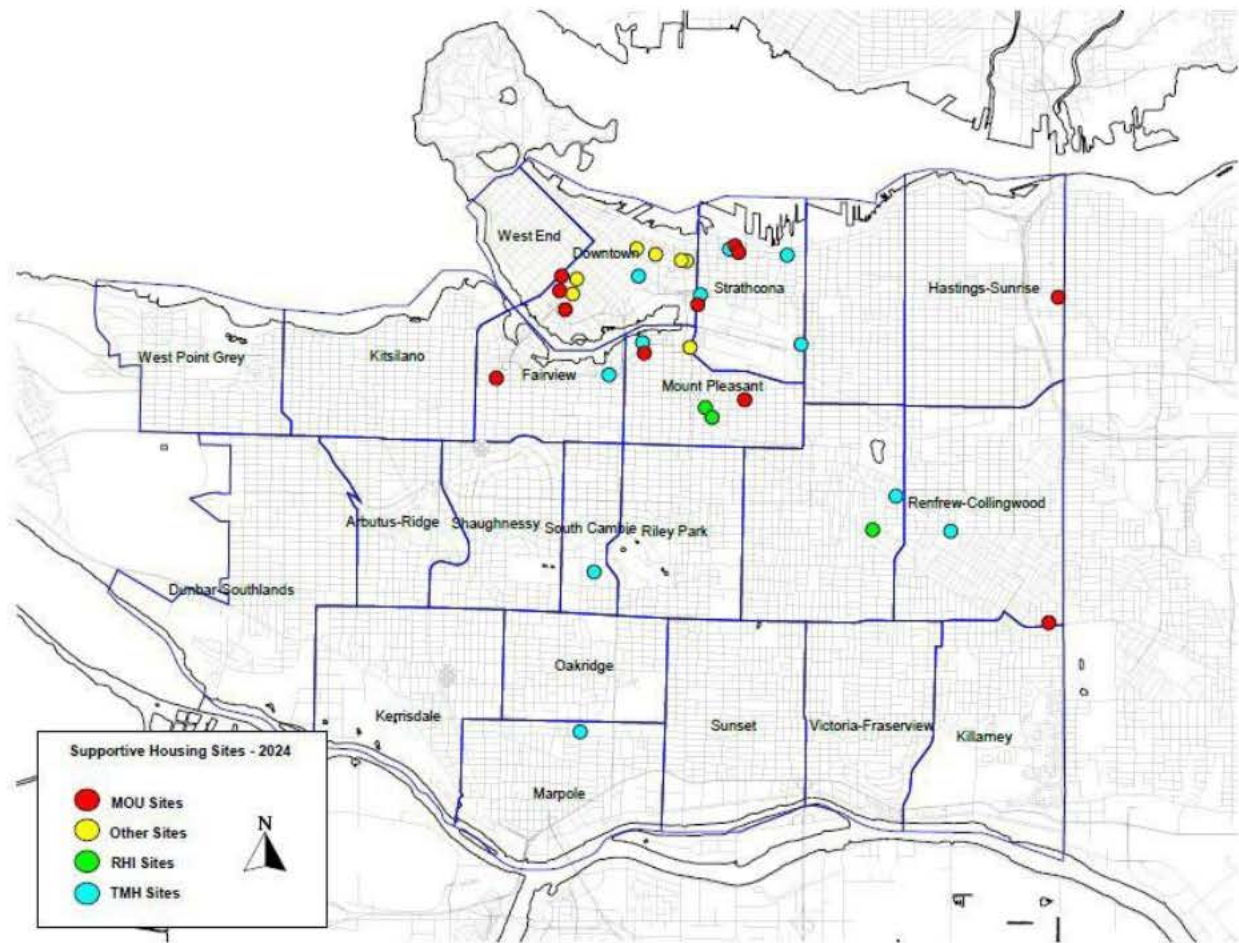
BACKGROUND

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	Grand Total
Grand Total			333	446	545	381	392	295	2,392
Howard Johnson (Luu-gat)	Downtown	1176 Granville St	110	101	103	60	57	25	456
Alexander Street Community	DTES	111 Princess St	14	26	54	35	20	33	182
Hummingbird Place	Olympic Village	265 W 1 st Ave	7	26	71	20	18	30	172
1005 Station Street	DTES	1005 Station St	21	35	58	10	26	7	157
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	10	116
Nora Hendrix Place	DTES	827 E Georgia St	10	28	14	12	21	16	101
McLaren House	Downtown	1249 Howe St	4	8	7	14	51	10	94
Kettle on Burrard	Downtown	1134 Burrard St	8	24	14	18	15	14	93
The Lux	DTES	65 E Hastings St	27	6	21	23	4	11	92
Cow-aa	DTES	435 W Pender St	2	3	6	19	18	26	74
Marguerite Ford Apartments	Olympic Village	215 W 2 nd Ave	7	13	15	11	11	9	66
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	16	58
Woodwards - singles	DTES	131 W Hastings St	5	8	16	15	8		52
The Biltmore	Mt Pleasant	395 Kingsway	7	12	17	3	8	5	52
205 Kingsway	Mt Pleasant	205 Kingsway	4	1	13	9	12	11	50
Álewem	DTES	1580 Vernon Dr	3		3	13	10	17	46
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
Kingsway Supportive Housing	Mt Pleasant	2075 Kingsway		1	6	4	20	9	40
Sarah Ross House	Renfrew-Collingwood	4480 Kaslo St	6	6	9	2	13	3	39
First Place	Mt Pleasant	188 E 1 st Ave	8	9	9	6	3	3	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	2	26
Karis Place	Downtown	1338 Seymour St	7	2	5	1	3	1	19
Naomi Place	Kensington-Cedar Cottage	3598 Copley St				5	6	6	17
Dunbar Apartments	Dunbar	3595 W 17 th Ave	3	1	1	4	2	1	12
The Lark	DTES	103 E Hastings	4	1	1	2	1	1	10
Taylor Manor	Hastings-Sunrise	951 Boundary Rd		5	2		3		10
New Beginnings	South Cambie	5095 Heather St	1	2			3	1	7
Reiderman Residence	Kitsilano	7430/7460 Heather St	1					3	4

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	Grand Total
Grand Total	333	446	545	381	392	295	2,392
ANIMALS	23	55	81	58	76	59	352
EMERGENCY TRACKING	1	6	5	2	2	2	18
FEEDBACK	21	22	30	10	11	6	100
FIRE	27	22	36	34	58	57	234
GARBAGE	87	119	153	133	117	70	679
GRAFFITI	15	24	42	26	13	12	132
HOMELESSNES	27	76	55	51	45	53	307
NEEDLES	91	65	86	35	23	4	304
OTHER	9	4	9	5		2	29
PRIVATE PROPERTY	25	50	46	24	46	26	217
STREETS	7	3	2	3	1	4	20

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)	456	Needles (304 calls) Garbage (105 calls) Graffiti removal (39 calls)	Animal concern Noise on private property Fire prevention inquiry
Alexander Street Community	182	Homelessness (57 calls) Fire (44 calls) Garbage (35 calls)	Animal concern Abandoned mattress
Hummingbird Place	172	Garbage (64 calls) Homelessness (35 calls) Needles (19 Calls)	Noise on private property City services feedback Animal concern
1005 Station Street	157	Animal concern (86 calls) Fire (21 calls) Homelessness (16 calls)	Hoarding request Fire prevention inquiry Animal services inquiry
Aneki Housing for Women	133	Garbage (99 calls) Homelessness (13 calls) Fire (7 calls)	Hoarding request Animal concern City services feedback
Chartrand Place	116	Garbage (58 calls) Homelessness (25 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	Homelessness (23 calls) Garbage (20 calls) Fire (12 calls)	Hoarding request Animal concern City services feedback
Kettle on Burrard	93	Homelessness (26 calls) Garbage (26 calls) Needles (14 calls)	Noise on private property Abandoned mattress Animal concern
McLaren House	94	Garbage (38 calls) Homelessness (25 calls) Fire (10 calls)	Hoarding request Noise on private property Fire safety hazards
The Lux	92	Garbage (40 calls) Homelessness (11 calls) Private property concern (11 calls)	Hoarding request Emergency referral Abandoned mattress
Cow-aa	74	Fire (25 calls) Animals (16 calls) Garbage (15 calls)	Abandoned non-recyclables Street Cleaning and Debris Pick Up Animal services
Marguerite Ford Apartments	66	Animal concern (29 calls) Private property concern (11 calls) Garbage (8 calls)	Abandoned non-recyclables Needle pick up Animal services inquiry
Margaret Mitchell Place	63	Homelessness (27 calls) Garbage (7 calls) Fire (6 calls)	Hoarding request Private property concern Animal concern
Metson	58	Garbage (22 calls) Private property concern (19 calls) Animals (8 calls)	Noise on private property Abandoned mattress Fire prevention inquiry
Woodwards - singles	52	Animal concern (35 calls) Private property concern (5 calls) Feedback (4 calls)	Emergency referral Garbage Homelessness
The Biltmore	52	Private property concern (27 calls) Garbage (8 calls) Graffiti (5 calls)	Abandoned non-recyclables Abandoned recyclables Animal concern
205 Kingsway	50	Garbage (18 calls) Fire (9 calls) Animal concern (8 calls)	Hoarding request Graffiti removal Animal services
Larwill Place	43	Animal concern (13 calls) Garbage (7 calls) Homelessness (5 calls)	Needles Private property concern Hoarding request
Budzey Building	42	Animal concern (17 calls) Garbage (12 calls) Fire (5 calls)	Abandoned mattress Hoarding request Needles
Álewem	46	Garbage (20 calls) Animals (12 calls) Fire (6 calls)	Homelessness Fire prevention inquiry City services feedback
Kingsway Supportive Housing	40	Garbage (11 calls) Animals (8 calls) Feedback (8 calls)	Abandoned non-recyclables Needles Homelessness
First Place	38	Needles (8 calls) Fire (6 calls) Animals (6 calls)	Abandoned recyclables Graffiti Garbage
Sarah Ross House	39	City services feedback (10 calls) Animals (9 calls) Garbage (7 calls)	Hoarding request Homelessness Emergency referral
Kwayatsut	28	Noise on private property (9 calls) Graffiti (6 calls) Garbage (5 calls)	Hoarding request Animal services inquiry Street Cleaning and Debris Pick Up
Sanford Apartments	26	Garbage (10 calls) Homelessness (6 calls) Private property concerns (3 calls)	Animal concern City services feedback Graffiti removal
Karis Place	19	Garbage (8 calls) Fire (5 calls) Feces clean up (3 calls)	Animal concern Homelessness Graffiti removal
Naomi Place	17	Garbage (7 calls) Fire (6 calls) Private property concern (2 calls)	Homelessness Hoarding request

Grand Total	Calls Between 2019-2024	Most Common Complaints (Top 3)	Other Complaints (1 - 10 calls)
Dunbar Apartments	12	Animal services inquiry (3 calls) Animal concern (2 calls) Noise on private property (2 calls)	Hoarding request Private property concern
Taylor Manor	10	Animal concern (3 calls) Fire (3 calls) Needles (1 call)	Hoarding request Fire prevention inquiry Street use violation
The Lark	10	Garbage (6 calls) Abandoned mattress (2 calls) Street Cleaning and Debris Pick Up (2 calls)	Tents/encampments, or other structures Fire safety hazard
New Beginnings	7	Animal concern (2 calls) Homelessness (2 calls) Fire (1 call)	City services feedback
Reiderman Residence	4	Animal concern (3 calls) Fire (1 call) Private property concern (1 call)	

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.

- 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 (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 then.
- 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

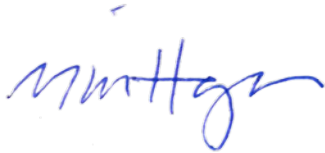
Outdoor Site Management

- 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.

A handwritten signature in blue ink, appearing to read 'margaret.wittgens'.

Margaret Wittgens, General Manager
Arts, Culture, and Community Services
margaret.wittgens@vancouver.ca