

HOUSING VANCOUVER ENGAGEMENT SUMMARY

JULY 2017



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EXECUTIVE SUMMARY

INTRODUCTION: HOUSING VANCOUVER

Vancouver is a vibrant city full of diverse, connected communities. Today, however, our neighborhoods are at risk, as housing in Vancouver is becoming increasingly unaffordable for our residents.

In many ways, affordability has already changed the fabric of our City, with Vancouver residents forced to make difficult choices about whether to stay or leave the City. We know that Vancouver's housing crisis means many people who work and study in Vancouver cannot afford to live here.

Vancouver's housing crisis is rooted in global trends facing cities around the world. In global cities – London, Paris, Sydney, Hong Kong, San Francisco, and Vancouver – local residents are seeing housing prices escalate beyond what they can afford based on their incomes. These trends are the result of many factors, including rising global capital flows into local real estate markets, as well as high levels of local, regional, and national investment in housing.

The rising cost of housing has serious implications for our economy, if young people, families, and local workers can no longer afford to live and work here in Vancouver. Rising housing prices are also a threat to the City's economic, social, and cultural diversity.

In response to the housing crisis, the City is resetting its *Housing and Homelessness Strategy* to better meet the needs of Vancouver's people. *Housing Vancouver* will be the City's new 10-year strategy to improve housing affordability by creating the right types of homes to meet the needs of the people who live and work in Vancouver. As Vancouver grows, new housing should respond to our incomes, families, and lifestyles.

HOUSING VANCOUVER PUBLIC CONSULTATION

On March 28th 2017, Vancouver City Council approved six emerging policy directions for the Housing Vancouver strategy. These six policy directions were the culmination of months of research and collaboration with partners around the world, all to address the key challenge of how to address the impact of rising housing prices on Vancouver's local residents.

As a next step, Council directed Staff to consult broadly with Vancouver residents on the six emerging directions. This consultation will be divided into two phases – the current Phase I in May-July 2017 (Emerging Directions), and Phase II (Draft Strategy) in Fall 2017.

The objective of Phase I was to seek feedback on the Housing Vancouver draft values and emerging policy directions and test and verify priorities; to create opportunities to answer questions and provide clarity on critical issues, including the role of the City and its partners at other levels of government in addressing housing affordability; and to ensure broad and diverse participation in our process to ensure all perspectives are represented. The objective of Phase II will be to consult with the public and key stakeholders on a draft Housing Vancouver strategy, to be presented to Council in late 2017.

The initial phase of public consultation ran from May – July 2017. A customized engagement process was created to enable as many citizens as possible to provide feedback in a variety of ways, including in-person dialogues and open houses to enable deep discussion on themes, criteria and policy/ plan or area specific concerns and opportunities, and online engagement to allow people to participate at their convenience. In all cases, qualitative, open feedback was welcomed and included as part of the body of feedback to be analyzed.

- > **Two Talk Vancouver public surveys** – one survey for Vancouver residents, and a second survey for residents who do not live in Vancouver, either because they used to live here and chose to leave, or because they work or study in Vancouver but cannot afford to live here.
- > **Two public events** – Staff hosted two major public events for Housing Vancouver - the Housing Vancouver launch event and open house on May 26th at Robson Square, and The Big Conversation workshop event on June 17th. The Big Conversation was our cornerstone event, which brought together nearly 200 local residents – half renters, and half owners – to share their housing challenges and provide feedback on the Housing Vancouver emerging directions.
- > **City of Vancouver Advisory Committees** – Housing policy staff presented the Housing Vancouver emerging directions to three City Advisory committees: the Renters' Advisory Committee, Seniors' Advisory Committee (including a representative from the Persons with Disabilities Advisory Committee), and the Children, Youth and Families Advisory Committee.
- > **Embedded and Targeted Consultation** – Housing policy staff were available for the public at eight open house events for existing planning programs in the months of May and June, and also received feedback from key stakeholders through targeted consultation meetings.

This report articulates the approach, activities, methodologies, areas of learning, key outputs and findings that will help shape the Housing Vancouver Strategy. The report also includes a wealth of source material and resources appended to provide the full documentary evidence of how we arrived here.

Over 10,000 people participated in this process. Details about these events are available in Appendix A of this engagement report.

WHO WE HEARD FROM – HIGHLIGHTS

The Housing Vancouver Phase I engagement process drew participation from a broad and diverse set of Vancouver residents. Of particular note was the significant level of participation from renters and people in insecure or unstable housing, as well as young people and families under 40 years old. The Big Conversation event also drew a substantial number of people participating in a City engagement process for the first time – an indicator of the significant public interest in dialogue around Vancouver’s housing challenges and solutions.

The following are highlights of key groups represented across the Housing Vancouver Phase I engagement process:

<p>Talk Vancouver Survey - Vancouver Residents</p> <ul style="list-style-type: none"> • 8,425 respondents • 64% renters; 3% insecurely housed (living with family, temporary housing) • 29% families – 44% of whom are also renters • 63% under 40 years old 	<p>Talk Vancouver Survey - Non-Vancouver Residents</p> <ul style="list-style-type: none"> • 1800 respondents • 76% live in Metro Vancouver • 50% families • 44% left Vancouver in the last 4 years • 40% renters; 54% owners
<p>Big Conversation Event</p> <ul style="list-style-type: none"> • 175 participants • 48% attending a City event for the first time • 42% renters; 24% living at home or struggling with housing • 53% under 40 years old • Seniors and people with disabilities 	<p>Key stakeholders</p> <ul style="list-style-type: none"> • City of Vancouver Housing Re:Set Creative Advisories • Mayor’s Housing Advisory Committee • City of Vancouver Citizen Advisory Committees: Renters, Seniors, People with Disabilities, and Children, Youth, and Families • 30Network launch event – young renters, students, workers • Urban Development Institute • Streetohome

When asked whether there are groups that should be specifically targeted for focused engagement in this and subsequent processes, respondents pointed out the following groups:

- > Disability access
- > Urban aboriginal residents
- > Newcomers to Canada
- > More representation from those navigating low-income housing and homelessness
- > More place-based consultation

In addition to the focused consultation and outreach in Phase I, Staff will ensure representation from these and additional groups in Phase II of our Housing Vancouver Strategy consultation. Details about the demographics of our engagement participants are available in Appendix A of this engagement report.

WHAT WE LEARNED

1. People love living in Vancouver, and are making trade-offs to stay.

Vancouverites love living the City, and value its diverse neighborhoods and people, amenities and features, and proximity to jobs and school. As a result, they are making real and significant trade-offs so they can afford to stay in the city. We asked Vancouver residents about the aspects of their housing situation they are least satisfied with, and heard the following:

Top tradeoffs for Vancouver residents:

- **Renters:** Space/number of bedrooms (43%), rent too high (69%), no pets (33%)
- **Families:** Compromising on space (51%) Spending on housing instead of other needs (49%); Renting instead of owning (47%); living in an apartment instead of a ground-oriented home (33%);
- **Struggling with housing/temporary or unstable:** Couch surfing/living with family; not enough space (38%); housing is temporary (28%)
- **Owners and seniors** have limited options to downsize in City – but are more secure in their current housing than renters; Space (48%), mortgage/housing costs too high (49%)

2. Renters are uncertain about whether they can afford to live in Vancouver in the near future.

When we asked Vancouver residents whether they think they'll still be living in Vancouver in the next 3-5 years, we heard that many residents are uncertain about their future in the City, in large part because of housing. Vancouver renters in particular are facing significant uncertainty – with 67% of renters surveyed stating that they will not be living in Vancouver in 3-5 years or that they don't know. Vancouver owners are more likely to stay, but over one third – 34% - also told us that they likely will not be living in Vancouver in 3-5 years or that they didn't know.

What are the main factors that would lead Vancouver residents to leave the City?

- Affordability – 88% of renters
- Can't afford desired neighborhood (63%)
- Looking to own (60%)
- Need more space (56%)
- Need pet-friendly housing (49%)

3. Affordability and the goal of owning a home are key reasons why former Vancouver residents chose to leave the City.

We talked to former Vancouver residents who chose to leave the City in recent years, and asked about the impact of housing on their decision to leave and possibly return to Vancouver.

When we asked former Vancouver residents about the reasons why they chose to leave, we heard that affordability was a primary driver – but that other factors played in as well, including desire for more living space and the desire to own a home rather than rent.

Why did former Vancouver residents decide to leave Vancouver?

- 71% of respondents left because they needed housing affordable to them
- 51% left because they couldn't afford to live in their preferred neighborhood
- 47% were looking for housing with enough space for themselves and their families

- 45% were looking to purchase a home (61% of owners, 24% of renters)

We also learned that former Vancouver residents who recently left the City would like to move back to Vancouver, but say it is unlikely due to housing issues.

- > **70% of respondents** would like to move back to Vancouver (67% of owner respondents, 78% of renters)
- > 62% of respondents think it's **very unlikely they will move back** to Vancouver in the next 1-3 years (74% of owners, 49% of renters)
- > 84% would move back for the **right type of ownership options** they could afford
- > 45% would move back for the **right type of rental options** they could afford

4. When it comes to the role of housing in the City, Vancouver residents value affordability, diversity, security, and connectedness.

We asked Vancouverites to tell us what they think about the draft values proposed as a foundation for the new Housing Vancouver strategy. The draft values are:

DIVERSITY: Housing should respond to the diversity of people and households who call Vancouver home.

SECURITY: Housing is about 'homes first' and security of tenure, and is an important foundation for stability, security and a sense of belonging in the City.

AFFORDABILITY: All residents need access to housing options within their means that meet their needs.

CONNECTION: The right mix of homes leads to vibrant communities, with strong connections between people, places and communities.

When asked to rank values according to level of importance for the City, affordability was selected as top value by 66% of survey respondents. Affordability was also the priority value for participants at the *Big Conversation* event. However, all four draft values were met with support across the board from participants. We heard in qualitative responses and verbal feedback that Vancouver residents believe that security of tenure and affordability are key foundations for a City that is diverse, vibrant and connected.

When asked whether any values or principals were missing, residents identified equity as a key value they believe ought to be prioritized in City actions. Specifically, we heard concerns from residents about growing inequity between older and younger generations, and between current renters and owners generally, in terms of their ability to access economic opportunities in the housing market.

5. Vancouver residents have serious concerns about equity in the housing market, security of tenure for renters, and access to housing for the most vulnerable people in the City.

When asked about the most significant housing challenges facing Vancouver today, respondents identified several key issues:







- > **Serious concerns about renters' rights**, including mis-use of fixed-term tenancies and notices to end tenancy due to renovations, discrimination against families and low-income or vulnerable tenants, and short-term rentals taking away needed rental housing.

- > **State of housing emergency for low-income and vulnerable residents in the City**, particularly for those currently homeless or at risk of homelessness, people with disabilities and special care needs, Aboriginal residents, and refugees.
- > **Global investment pressure** seen as a key driver of un-affordability and change that must be addressed by government
- > **Not enough rental housing**, and concerns about affordability of existing rental in the context of high demand and extremely low vacancy rates.
- > **Limited opportunities to own** for current renters or current owners looking for options to increase space for families, or down-size for seniors.
- > **Changing preferences don't match what is available in City**– There is a strong preference for moderate-density forms like low- and mid- rise rental apartments, and mid-rise homes and townhouses for owners. Many residents feel that these forms ought to represent a greater share of housing the City, and feel the City's significant single-family housing stock represents an outmoded form of living that is increasingly out of reach for younger generations.







6. Vancouver residents believe the emerging policy directions endorsed by Council in March 2017 will have an impact on themselves, their families, and people in the City of Vancouver.

Overall, survey respondents and participants in the Big Conversation event expressed support for the six emerging policy directions for Housing Vancouver endorsed by Council in March. In particular, there was broad support for prioritizing creating the right supply of housing in locations across the City, security and protection for renters, and addressing homelessness. Residents and non-residents were asked whether they think the six priorities would have an impact on themselves and their families, and other people in the City of Vancouver:

Do you think any of these priorities will have an impact on you and your family?

	Create more of the right type of housing	74%
	Security and protection for renters	55%
	Prioritize delivery of affordable housing projects	40%
	Diverse neighbourhoods	39%
	Provide City land for housing	36%
	Addressing Homelessness	15%

Do you think any of these priorities will have an impact on other people that reside in the City of Vancouver?

	Create more of the right type of housing	61%
	Security and protection for renters	48%
	Addressing Homelessness	47%
	Prioritize delivery of affordable housing projects	41%
	Provide City land for housing	38%
	Diverse neighbourhoods	33%

In open-ended feedback and in-person conversations, Vancouver residents had many questions about how the priorities identified by Council will be carried out through specific policies. Specific questions included:

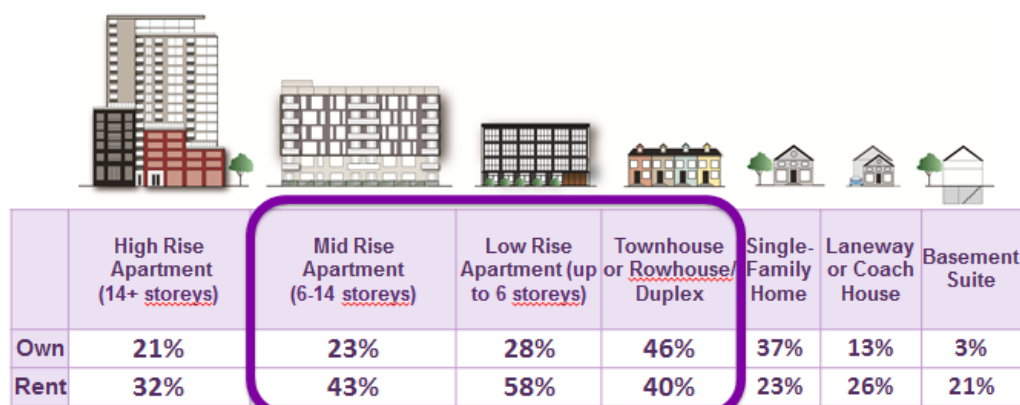
- What specific costs will be considered 'affordable' for market and non-market rental housing, and how that affordability will be secured over time in the context of strong demand for housing and rising prices.

- Whether and how additional density will be used as a tool to introduce affordability and new housing forms, and how density will be distributed across Vancouver neighborhoods.
- How transit and job accessibility will be incorporated into plans for new housing, density, and infrastructure.
- How low-income seniors, people with disabilities, and vulnerable renters will be protected from the impacts of redevelopment in Vancouver's existing rental housing stock, and how the City will work with the Province to secure and increase renters' rights.
- How the City will respond to the housing emergency for Vancouver's homeless population and address the links between homelessness and health outcomes.

7. Vancouver residents are willing to make and see changes in order for the City to remain diverse, affordable, and accessible to all.

Across Vancouver residents living in all types of housing, participants expressed a desire to see a greater diversity of housing forms across the City, especially townhomes and low- and mid-rise apartment forms.

Given your budget and housing preferences, what types of housing would you be looking for in this next move?



Source: Talk Vancouver Housing Survey, n=8425



8. Vancouver residents have high expectations for action for all levels of government.

Participants in all of the Housing Vancouver engagement events expressed high expectations for action on the part of all levels of government. There was limited patience for government 'passing the buck,' with respondents calling on the City, Province, and Federal government to work together to address affordability concerns.

Specifically, Vancouver residents called on the City and partners to address concerns about investment demand driving price growth, and to prioritize equity between generations and tenures through planning and taxation policy. Residents also called for partnership between all levels of government to invest in the current and future supply of affordable housing.

APPENDICES

Appendix A: Summary of Feedback Received

Appendix A summarizes the TalkVancouver Survey, Open Houses, and additional Public Consultation that took place following Council endorsement of a proposed Empty Homes Tax.

1. Introduction
 2. TalkVancouver Survey
 - a. Vancouver residents
 - b. Non-Vancouver residents
 3. *The Big Conversation* consultation event
 4. City Advisory Committees
 5. Additional Consultation: Embedded Consultation in CoV Planning Events, Focused Consultation with Specific Stakeholders, and Additional Events
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1. Introduction

Following Council endorsement of emerging directions for a new Housing Vancouver Strategy on March 23rd, Staff launched a series of public engagement opportunities to seek public feedback on the emerging directions, including key policy and implementation considerations for shaping the final Strategy.

There were two TalkVancouver surveys (for Vancouver residents and non-residents, respectively) seeking public feedback on core values for the Housing Vancouver strategy and the Council-approved emerging directions. Staff also sought direct feedback from the public through a large public workshop event called ‘The Big Conversation,’ a launch event at Robson Square, embedded consultation in concurrent Planning consultation processes, targeted consultation with key stakeholder groups, and presentations to key City of Vancouver Advisory Committees. These activities and events are described in detail in the following sections.

In total, nearly 10,000 people responded to the two TalkVancouver surveys, nearly 200 attendees participated in the Big Conversation workshop, and several hundred more participated via our additional engagement opportunities. Detailed analysis of the TalkVancouver Survey is available in Appendix B (quantitative responses) and C/D (qualitative responses).

1.1 Notification of Housing Vancouver Engagement Activities

Notification and promotion of the Housing Vancouver survey and events took place through multiple avenues, including social media promotion, emails, and media advisories. There was also targeted outreach to specific groups in order to ensure diverse participation in the Big Conversation, as described in section 3.1

Type of Promotion	Total	Reach / Opens
Facebook Posts	19	112,239
Facebook Ads	3	135,269
Twitter Posts	70	987,378
Daily Hive Blog Post	1	
Daily Hive Social Media	3	64,665
Print Ads	4	429,721
Housing Vancouver Events	2	
Housing Vancouver Listserv Emails	1	201
Media Advisories / News Releases	8	N/A

2. Talk Vancouver Survey of Vancouver Residents and Non-Residents

The purpose of the TalkVancouver Survey was to seek public feedback on key elements of the Council-endorsed emerging directions for a new Housing Vancouver strategy.

Two surveys were provided for the public – one for Vancouver residents and a separate survey for non-Vancouver residents, who either previously resided in the City then left, or who work or study in Vancouver but do not currently reside there. 8,425 Vancouver residents and 1,800 non-Vancouver residents took their respective Housing Vancouver surveys, for a total of 10,225 respondents.

A summary of who we heard from and what we heard in both surveys is available in sections 2.2 and 2.3 of this appendix. In-depth analysis of survey responses is available in Appendix B (quantitative responses) and C (qualitative responses).

The online survey for Vancouver residents ran from May 10th to June 23rd, 2017, and was available in English and Chinese. Printed surveys were also available in English at in-person events and open houses. The online survey for non-Vancouver residents ran from June 9th to June 23rd, and was available in English. No paper surveys were available for the survey of non-Vancouver residents.

2.1 What We Heard – Talk Vancouver Survey of Vancouver Residents

Who We Heard From: 8,425 Respondents

- Tenure: 64% renters, 30% owners, 3% co-op, 3% other (living with family, couch surfing, homeless)
- Household Type: 23% singles ; 35% couples; 29% families (43% of families own, 44% of families rent); 8% roommates
 - o 74% of families have children under 17 at home (72% of owning families, 81% of renting families)
- Age: 21% 20-29 (6% owners, 25% renters); 42% 30-39 (36% owners, 45% renters); 20% 40-49 (28% owners, 17% renters); 10% 50-59 (15% owners, 8% renters); 7% 60+ (14% owners, 5% renters)
- Income: 17% earn <40k (6% owners, 21% renters); 30% earn 40-80k (18% owners, 36% renters); 31% earn 80-150k (36% owners, 29% renters); 14% earn over 150k (25% owners, 9% renters)

What We Heard – Quantitative Survey Findings

- What type of housing are respondents currently living in?
 - o Renters: 17% in basement suites, 41% older apartment, 14% newer apartment
 - o Owners: 30% condo, 36% single-family home, 14% townhouse or rowhouse
 - o Families: 35% in single-family home; 13% in townhouse or row house; 13% in older apartment
- How long have respondents been in their current housing?
 - o Renters: 22% <1 year; 55% 1-5 years; 14% 6-10 years; 7% 11-20 years
 - o Owners: 7% <1 year; 33% 1-5 years; 24% 6-10 years; 21% 11-20 years
 - o Families: 11% <1 year; 42% 1-5 years; 21% 6-10 years; 17% 11-20 years
- How long have respondents lived in Vancouver?
 - o Renters: 4% <1 year; 24% 1-5 years; 23% 6-10 years; 20% 11-20 years; 28% over 20 years
 - o Owners: 1% <1 year; 8% 1-5 years; 13% 6-10 years; 22% 11-20 years; 56% over 20 years
 - o Families: 2% <1 year; 11% 1-5 years; 15% 6-10 years; 17% 11-20 years; 9% over 20 years
- Are respondents satisfied with their housing situation?
 - o 56% of renters not very satisfied
 - Key issues with current housing situation: rent too high (69%); not enough space or bedrooms (43%); housing doesn't allow pets (33%); poor relationship with landlord/property management company (25%); housing in poor condition or unsafe (24%); currently being evicted due to renovations (20%)
 - o 19% of owners not very satisfied
 - Key issues with current housing situation: mortgage and other costs too high (49%); not enough space or bedrooms (48%); housing isn't kid-friendly (10%)
 - o Families making key trade-offs to stay in the City
 - 47% renting instead of owning; 33% living in a higher-density form instead of a ground-oriented form; 24% living on a busy street instead of a quiet street; 49% spending income on housing instead of other needs; 51% living in a smaller space than desired
- What is the housing future for survey respondents?

- Likelihood of moving in the next 1-3 years: 69% of respondents very or somewhat likely to move in the next 1-3 years – 40% of owners and 84% of renters; 61% of families
- Preferred tenure in next move: 41% looking to rent, 43% looking to own; 6% looking for co-op housing
 - Renters: 54% looking to rent, 5% looking for co-op; 30% looking to own
 - Owners: 83% looking to own; 6% looking to rent; 2% looking for co-op
- Likelihood of living in Vancouver in the next 3-5 years:
 - 56% respondents respond no or don't know; 34% of owners, 67% of renters
- Key factors driving decision to leave the City of Vancouver
 - Renters: Need housing affordable to income (88%); need housing with enough space (56%); can't afford to live in desired neighborhood (63%); looking to purchase a home (60%); need housing that can accommodate pets (49%)
 - Owners: need housing affordable to income (39%); need housing with enough space (33%); can't afford to live in desired neighborhood (28%); other (26%)
 - Families: Need housing affordable to income (67%); need housing with enough space (56%); Need housing that is kid-friendly (39%)
- What type of housing would respondents be looking for in next move, given budget and housing preferences?
 - Renters: Low rise apartment (58%); mid-rise apartment (43%); townhouse or rowhouse (40%); high-rise apartment (32%); laneway or coach house (26%); basement/secondary suite (21%)
 - Owners: Townhouse or rowhouse (46%); single-family house (37%); low-rise apartment (28%); mid-rise apartment (23%); high rise apartment (21%); laneway or coach house (13%)
 - Families: Townhouse (50%); Single-family home (44%); low-rise apartment (34%); mid-rise apartment (22%); high-rise apartment (17%)
- Housing Vancouver Values and Priorities
 - Majority strongly agree that stated values are the right values
 - Diversity: 64% strongly agree, 92% strongly or somewhat agree
 - Security: 69% strongly, 94% strongly or somewhat agree
 - Affordability: 82% strongly agree, 94% strongly or somewhat agree
 - Connection: 58% strongly agree, 93% strongly or somewhat agree
 - 66% rank affordability as top value – 46% of owners, 75% of renters; next top value is security (34% of owners, 51% of renters); next is diversity (35% of owners, 41% of renters)
 - Top priorities for Housing Vancouver - % of respondents who agree this is a key priority for themselves and their families / for people in the City
 - Create more of the right type of housing: 74%/61%
 - Renters: 31%/31%
 - Owners: 58%/38%
 - Accommodate changing communities: 39%/33%
 - Renters: 31%/31%
 - Owners: 58%/38%
 - Security + protection for renters: 55%/48%
 - Renters: 68%/52%
 - Owners: 29%/41%
 - Provide City land for housing: 36%/38%
 - Prioritize delivery of affordable housing projects: 40%/41%
 - Addressing Homelessness: 15%/47%
- Awareness of current CoV Housing Initiatives – what % of respondents are very or somewhat familiar of the following initiatives?
 - Rental 100 – 24%

- Family Housing Guidelines – 24%
- Tenant and Rental Protection – 32%
- Modular Housing – 30%
- Empty Homes Tax – 85%
- Community Plans – 33%
- Housing on City Land – 29%
- Short Term Rentals – 34%

See Appendix C for report on qualitative responses

2.2 Talk Vancouver Survey of Non-Vancouver Residents

Who We Heard From

1800 Respondents

- Where do respondents live?
 - 76% live in Metro Vancouver (outside City of Vancouver)
 - 6% live in Vancouver Island/Sunshine Coast
 - 9% live in BC, outside Metro Vancouver
 - 6% live in Canada, outside BC
 - 3% live outside Canada
- Respondent demographics
 - 54% owners; 40% renters; 5% other (living with family)
 - 50% families; 39% singles or couples
 - 60% of family respondents are owners; 35% are renters
 - 76% have children under 17 living in their household (82% of owner households, 74% of renter households)
 - 13% earning <40k/year; 24% earning 40-80k; 39% earning 80-150k; 18% earning over 150k
 - 19% 20-29 years old (7% owners, 32% renters); 38% 30-39 years old (39% owners, 38% renters); 24% 40-49 years old (31% owners, 17% renters); 12% 50-59 years old (14% owners, 8% renters); 6% 60-69 years old (8% owners, 3% renters)

What We Heard

- When did respondents leave Vancouver?
 - 44% left Vancouver within the last 3 years
 - 19% lived in Vancouver over 10 years ago
 - 22% have never lived in Vancouver
- 70% of respondents would like to move back to Vancouver (67% of owner respondents, 78% of renters)
- 62% of respondents who left Vancouver think it's very unlikely they will move back to Vancouver in the next 1-3 years (74% of owners, 49% of renters) – though 20% of renter respondents noted that it was somewhat or very likely that they would return.
 - 84% would move back for access to the right type of ownership options they could afford
 - 45% would move back for access to the right type of rental options they could afford

- 30% would move back for better-paying employment options
- 56% of respondents who have never lived in Vancouver think it's unlikely that they will move to the City in the next 1-3 years
 - Factors that would make them consider moving to Vancouver would include a shorter commute (76%), living closer to Vancouver amenities (63%), living closer to friends (37%)
 - Key factors driving decision to remain outside Vancouver include: lack of affordable rental (57%) and first-time ownership (59%) options and greater disposable income (46%)
- How do respondents spend their time in Vancouver when they are here?
 - 60% work in the City of Vancouver
 - 66% visit friends or family
 - 68% shop, eat out, and enjoy entertainment
 - 52% enjoy parks and other community amenities
 - 12% study
 - 10% rarely come to the City of Vancouver
- Why did respondents leave Vancouver (if they left)?
 - 71% needed housing that was more affordable to their incomes
 - 51% couldn't afford to live in preferred neighborhood
 - 47% needed housing with more space
 - 45% were looking to purchase a home
 - 24% needed housing that could accommodate pets
 - 14% couldn't afford down-sizing ownership options in Vancouver
 - 14% had access to better employment options outside Vancouver
- Housing Vancouver values and priorities
 - Majority of respondents agree that four values are the right ones to guide Housing Vancouver strategy
 - 70% of respondents rank affordability as most important guiding value
 - Top priorities for actions
 1. Creating the right supply (78%)
 2. Ensuring a healthy rental market (51%)
 3. Accommodating a greater diversity of forms in Vancouver neighborhoods (44%)
 4. Addressing homelessness (47%)
- Current housing situation - Respondents are currently living in:
 - Single family homes – 37% of all respondents; 50% of owner respondents, 18% of renter respondents
 - Older apartment – 18% of all respondents; 3% of owner respondents; 28% of renter respondents
 - Condominium – 11% of all respondents; 13% of owner respondents; 9% of renter respondents
 - Newer apartment (6%); basement/secondary suite (9% - 21% of renters); townhouse or rowhouse (20%)
- What does the right type of housing look like in Vancouver?
 - Townhouse or rowhouse – 71% (73% of owners, 71% of renters)
 - Single-family home – 66% (74% of owners, 71% of renters)
 - Low-rise apartment – 49% (31% of owners, 71% of renters)
 - Mid-rise apartment – 41% (26% of owners, 59% of renters)
 - High-rise apartment – 32% (21% of owners, 42% of renters)

See Appendix C for report on qualitative responses

3. The Big Conversation Consultation Event

On June 17th City of Vancouver hosted a public conversation on housing and emerging housing strategies, called *The Big Conversation – The Future of Housing in Vancouver*. This event used a deliberative process to understand participants' priorities, challenges, values and ideas regarding draft Housing Vancouver values and the emerging directions approved by Council.

A key goal for the event was to create opportunities for Vancouver residents coming from diverse backgrounds and housing experiences to interact and discuss their housing challenges and the Housing Vancouver emerging policy directions. Staff tailored the registration process to ensure representation from self-identified participants among four segments of the resident population:

- Owners
- Renters/Co-op residents
- Those who live at home with family, or with friends or others
- Those who identify as having precarious housing or being poorly housed

Staff ensured that each table had representation from each of these groups, as well as opportunities to hear from all participants.

3.1 Notification

Notification was provided for *the Big Conversation* in English and Chinese in the following ways:

- Numerous social media posts on Facebook and Twitter
- A new City of Vancouver website detailing the emerging and approach
- Ads in Vancouver news outlets in both English and Chinese
- Posters in Vancouver community centres and public libraries
- Targeted email invitations to residents who subscribed to receive updates on information on the new housing strategy
- Personal email invitations to members of City of Vancouver Citizen Advisory Committees, the Mayors' Advisory Committee on Housing, and City of Vancouver Creative Advisories
- A general email invitation to contacts at VPL branches, community centres, neighborhood houses, family places, BIAs, local service providers network, and neighborhood residents associations.
- Email invitations to City staff
- Direct outreach to key low-income and aboriginal community members

Additional efforts were made to reach out to seniors, people with disabilities, and low-income community members in order to facilitate their participation in the event, including accessible transportation options.

3.2 What We Heard

Who We Heard From

	#	%
# Attended	177	
# Renters / Co-op	74	42%
# Owners	54	31%
# Home / Family	25	14%
# Struggling	18	10%
# Housing Advisory	5	3%
Average Age of Attendees	44	
# <25	16	9%
# 26-40	77	44%
# 41-65	58	33%
# 66+	24	14%
Attendees with Children Living at Home	37	21%
# with children <18	22	12%
# with children 18+	15	8%

What We Heard

1. Feedback on Emerging Values

At an early stage in the development of the engagement and planning approach, the Housing team developed principles to guide its development. These principles in brief include:

DIVERSITY: Housing should respond to the diversity of people and households who call Vancouver home.

SECURITY: Housing is about ‘homes first’ and security of tenure, and is an important foundation for stability, security and a sense of belonging in the City.

AFFORDABILITY: All residents need access to housing options within their means that meet their needs.

CONNECTION: The right mix of homes leads to vibrant communities, with strong connections between people, places and communities.

- Using audience response technologies, we learned that affordability was the priority principle for participants.
- There was general support for these principles across all tables.
- Through the dialogue and write in forms, EQUITY in terms of income scale, type of tenure and “geographic equity” of density across the City emerged as a new priority.

2. Housing Challenges Facing Vancouver Residents and the City

In the first small group discussion of the day, participants were asked to identify their housing challenges, and identify what they believed success would look like for a new housing strategy for the City. This first layer, surfaced through dialogue captured on flipcharts, written comments, and live polling results were as follows.

Affordability and Availability of Housing, Cost of Living, Renter Challenges

- Lack of opportunities for affordable home ownership affecting future decisions to make Vancouver home
- Lack of inventory and affordable rental means squeeze on renters, limited choice – especially for pet owners
- Concern about renters' rights, rent increases, and evictions due to fixed-term tenancies, renovictions, and other means.
- Impacts on planning for the future, starting a family or making any major life decisions
- Retirement planning is postponed
- Lack of vibrancy, diversity and general quality of life
- High cost of living, including childcare and transit, outstripping wages and compensation
- Role of investment and speculation in driving up costs, crowding out locals from accessing housing

Density and Community Plans

- Geographic equality of density across City
- Broken relationship between increased density and affordability
- Strategies needed to support those communities impacted by up-zoning
- Planning needed to increase access to childcare, daycare, schools; commercial space; green space; and transit

Public Engagement and Understanding City Policies and Processes

- Desire to involve public in more meaningful conversations at a community level
- General support for dialogue-based models
- Need for more transparency re: housing policy development and better understanding of how city decisions are made, and role of stakeholders e.g. the development industry
- Desire for more open data and open government principles
- Concern about new taxes and regulations on property owners – e.g. empty homes, short term rental regulations
- Permit wait times identified as a key issue

Concern for Vulnerable Residents

- Homelessness and displacement
- State and condition of SROs
- Importance of 'Housing First' model for homelessness
- Issues related to social isolation
- Lack of ability to participate in community building

3. Feedback on Emerging Policies and Ongoing Questions for Study

In the second group discussion of the day, participants were asked about their personal level of support for the emerging policy directions approved by City Council and early actions, and to identify opportunities and trade-offs associated with these policies and actions.

The Right Supply

- There was a high level of support for “Right Supply” as a conceptual approach
- It aligns with the core principles
- It decouples the assumption that all density improves affordability

Emerging Ideas and Questions on Right Supply:

- Housing is just one part of the affordability picture – cost of living variables also have an impact on what households can afford
- How is the City defining ‘middle income’ for affordability purposes?
- How can the City prevent speculation from driving up land prices and preventing the creation of ‘the right supply’?
- Challenging to finance affordable housing
- Are there ways the City and partners can adopt non-market housing models, like co-ops, non-market ownership structures, and land owned by the city or non-profit partners?
- Need for more data, transparency and accountability on what is driving demand, and what level of supply is needed and at what pace in order to bring down housing costs.

Diversity of Housing Types

Overall there was support for introducing a variety of new housing types in existing single-family neighborhoods, particularly housing suitable for families. Participants felt this policy priority aligned with the City’s draft values, as well as the emerging and prominent value of geographic equity/ equality of density.

Emerging Ideas and Questions on Diversity of Housing Types

- Only five neighbourhood plans for 18 neighbourhoods, almost all on the east side
- Need more education for homeowners on what densification means – on the principle of geographic equity – how to start a conversation about change in single family neighborhoods, and support owners through the change process
- Need to be open to innovation and improve City’s flexibility to try new models
- Interest in mixed income and tenure models

Increase Housing Around Arterials and Transit

While there was support for this strategy, there was concern expressed about key factors related to livability and affordability.

Emerging Ideas and Questions for Increasing Housing Around Arterials and Transit

- The value generated from rezoning near current and future transit hubs must be translated into permanent affordable housing options, like co-ops, shared housing, and different ownership structures.
- There is a need for greater accountability regarding the incentives provided to private developers in order to develop affordable housing
- Need for better transit connections and community amenities to ensure quality of life, at least 5-20 minute walk from arterial zones
- Drive for geographic equity for densification – not just transit corridors, but also neighborhoods away from major arterials
- Need vision for equitable access to affordable housing across all neighbourhoods

Preserve Existing Apartment Stock, While Protecting Residents Who Live There

- City should buy and maintain existing private rental buildings to create more social housing and coops instead of always building new
- Support for elders aging in place, avoiding displacement and renoviction
- There needs to be more clarity around the different roles of the City and Province when it comes to tenants' rights, as well as better communication and collaboration between both levels of government.
- We should have different protections for purpose built rental stock and homeowners renting secondary suites
- Greater monitoring of tenant displacements due to renovations and redevelopment
- Enforce Bylaws on slum housing and increase penalties/ transparency for infractions
- Need to create a market mechanism against displacement

Advocate For Stronger Provincial Renter Protections

- Stronger voice w/ province – seize opportunities
- Consider opportunities to amend the RTA to address power imbalances between renters and landlords
- Is there a rental union or renters association that can be funded by the City – rental secretariat?
- Different set of rules for homeowners versus large management companies, ensure fairness for homeowners

Support For People Who Are Homeless

- Acknowledgement of housing emergency for homeless population
- Concerns that the growing focus on residents with more capacity and support – missing middle –will draw resources from the emergency housing situation for low income and homeless populations
- Support for prevention and links to social determinants of health
- SROS shouldn't be a for-profit enterprise.
- Support for deploying modular housing and seeing more nimble responses to temporary re-housing that are not shelters.

4. City Advisory Committees

Staff delivered presentations and took questions from key City of Vancouver Advisory Committees.

4.1 Advisory Committee Dates

Committee	Date
Children, Youth, and Families Advisory Committee	May 11 th , 2017
Seniors' Advisory + People with Disabilities Committee	May 12 th , 2017
Renters' Advisory Committee	May 24 th , 2017

4.2 What We Heard

Committee	What We Heard
Children, Youth, and Families Advisory Committee	<ul style="list-style-type: none"> • Encouraged the City to work with VSB and Province to explore co-location of family housing on school sites with flagging enrollment. Concerns that school closures would exacerbate loss of families and family options further. Thought co-location of family oriented housing with seismic upgraded schools and community hubs (daycare, etc) could strengthen community and provide the kind of housing supply we need. Some preliminary research undertaken on colocation previously by VSB • “No neighbourhood should be off limits for gentle density” – direction that this should be allowed outright – townhomes, duplex, etc. • Tenant Relocation and Protection Policies should be in place for people living in smaller buildings and rented basement suites • Is the city looking at developing more co-op, co-housing and limited equity co-ops? What are we doing to support these types of tenures to grow? • How will the new ideas and approaches generated in the Reset work with existing Community Plans – DTEs, West End, etc? Concerns that we shouldn’t cut off these newly planned areas from new tools and opportunities when they arrive • How do we consider the need for green space and outdoor space for families when lower density, family friendly housing gets redeveloped? Example sited of the Balfour property and the interest to see something as “family friendly” come back on that site • Strong interest in seeing more co-housing projects • How can we advocate for the kinds of policies and actions by other levels of government to support this next plan? • Principles – consider including “social justice” as a key principle
CoV Seniors’ Advisory Committee	<ul style="list-style-type: none"> • Concern about lack of focus on specific needs of people with disabilities and seniors • Feel tax burden is too high on unimproved single-family properties • Concern about foreign ownership and pre-sales crowding out locals • Concern about redevelopment pressure leading to renovictions, 'pricing out', and displacement of seniors - West End, Kitsilano • Empty homes tax is a good start but not enough to deal with foreign ownership • Right supply should include options for seniors to age in Vancouver - including assisted living/social housing • Townhomes are not always an accessible housing option for seniors and people with mobility challenges • Expansion of rental 100 also needs to include greater affordability for low- and moderate income residents • Need to adhere to best practices for seniors/PWD who are homeless • Tenant relocation policy is a good start, but alternate options are not available in Vancouver, Right of First Refusal is not a viable option due to affordability

Committee	What We Heard
CoV Renters' Advisory Committee	<ul style="list-style-type: none"> • Need to consider equity in discussion of incomes and ability to access / afford housing - the picture is incomplete without • Consider renter's access to housing off arterials (choice around location, noise issues) • How does the Housing Vancouver work incorporate environmental impact concerns and sustainability? Are the impacts of displacement and change on mobility and transportation being considered? • What are the links to the Greenest City Action Plan? Other sustainability initiatives? • Need to consider unit size considerations • Messaging around impact on recently completed neighbourhood plans - will HV re-open the conversation in areas like Grandview-Woodland or Mount Pleasant? • Impact of mixed-use redevelopment along arterials - are there gentrification issues? • Interested in specifics of how housing targets have been established

5. Additional Consultation: Embedded Consultation in CoV Planning Events, Focused Consultation with Specific Stakeholders, and Additional Events

An additional engagement strategy was embedding Housing Vancouver in ongoing engagement for existing community planning initiatives that demonstrated approaches under consideration for broader application.

Staff attended eight City of Vancouver Planning open houses to address questions about the Housing Vancouver Strategy and process, and provided information boards with details on existing City actions to address housing affordability, and background on the six Housing Vancouver emerging directions approved by Council. Housing policy staff were also present to address public questions and concerns at an official launch event for the Housing Vancouver Engagement Process at 800 Robson Street.

Staff also hosted focused consultation sessions with specific groups, including advisory committees established as part of the Housing Re:Set process, as well as key industry, interest groups, and non-profit stakeholders.

5.1 Events and Dates

Event	Date
Mount Pleasant RT Zoning Review Open House	May 10th
Grandview-Woodlands RT Zoning Review Open House #1	May 13th
Grandview-Woodlands RT Zoning Review Open House #2	May 15th
Housing Vancouver 800 Robson Launch Event	May 26th
Character Homes Zoning Review Open House #1	May 27th
Character Homes Zoning Review Open House #2	May 30th
Character Homes Zoning Review Open House #3	May 31st
Cambie Phase III Open House #1	June 15th
Cambie Phase III Open House #2	June 17th
30Network Launch Event	May 10th th
Urban Development Institute Policy Liaison	July 11th
Housing Vancouver Creative Advisories	July 14 th
Streetohome Board Quarterly Meeting	June 21st
Mayor's Advisory Committee on Housing	July 10 th

Appendix B: Summary of quantitative responses to Talk Housing Vancouver

Talk Vancouver Survey - Vancouver Residents:

1. Do you own or rent your home in Vancouver?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	8443	2509	5370	290	270	1911	2957	2464	713	394
1 Own	2509	2509	0	0	0	434	891	1060	29	95
	30%	100%	0%	0%	0%	23%	30%	43%	4%	24%
2 Rent	5370	0	5370	0	0	1392	1977	1096	667	238
	64%	0%	100%	0%	0%	73%	67%	44%	94%	60%
3 Co-op	290	0	0	290	0	54	50	161	9	16
	3%	0%	0%	100%	0%	3%	2%	7%	1%	4%
4 Other (please describe)	270	0	0	0	270	31	39	147	8	45
	3%	0%	0%	0%	100%	2%	1%	6%	1%	11%
Did not answer	4	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

2. What does your household look like?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	8443	2509	5370	290	270	1911	2957	2464	713	394
1 Me	1911	434	1392	54	31	1911	0	0	0	0
	23%	17%	26%	19%	11%	100%	0%	0%	0%	0%
2 Me and a partner	2957	891	1977	50	39	0	2957	0	0	0
	35%	36%	37%	17%	14%	0%	100%	0%	0%	0%
3 Me and roommates	713	29	667	9	8	0	0	0	713	0
	8%	1%	12%	3%	3%	0%	0%	0%	100%	0%
4 Me and my family	2464	1060	1096	161	147	0	0	2464	0	0
	29%	42%	20%	56%	54%	0%	0%	100%	0%	0%
5 Other (please describe)	394	95	238	16	45	0	0	0	0	394
	5%	4%	4%	6%	17%	0%	0%	0%	0%	100%
Did not answer	4	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

3. Do you have children living in your household full or part-time?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	2464	1060	1096	161	147	0	0	2464	0	0
Yes, children under 17 years of age	1813	763	890	128	32	0	0	1813	0	0
	74%	72%	81%	80%	22%	0%	0%	74%	0%	0%
Yes, children over 17 years of age	465	255	146	37	27	0	0	465	0	0
	19%	24%	13%	23%	18%	0%	0%	19%	0%	0%
No	284	93	92	8	91	0	0	284	0	0
	12%	9%	8%	5%	62%	0%	0%	12%	0%	0%

4. You've said that you're not completely satisfied with your current housing situation. What isn't working for you? Select the ones that apply to you - some items apply more to renters, some more to owners, some to those with unique housing situations, and some more to families with children.

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	6793	1384	5001	163	244	1521	2347	1962	644	318
I am living with roommates or family and would prefer to live alone	852	75	638	12	127	42	57	236	423	94
	13%	5%	13%	7%	52%	3%	2%	12%	66%	30%
I don't have enough space or bedrooms to accommodate myself and/or the people I live with	2991	663	2162	72	93	405	1155	1063	244	123
	44%	48%	43%	44%	38%	27%	49%	54%	38%	39%
My housing doesn't have easy access to transit for getting to work/school/amenities	366	58	284	2	22	61	121	119	50	15
	5%	4%	6%	1%	9%	4%	5%	6%	8%	5%
My housing doesn't have easy access to community/cultural amenities	357	58	279	3	17	73	112	95	57	20
	5%	4%	6%	2%	7%	5%	5%	5%	9%	6%
My housing doesn't allow pets	1732	56	1635	11	30	483	706	244	230	69
	25%	4%	33%	7%	12%	32%	30%	12%	36%	22%
My housing is in poor shape or unsafe	1322	77	1196	22	27	312	419	310	203	78
	19%	6%	24%	13%	11%	21%	18%	16%	32%	25%
My rent is too high	3567	10	3471	51	35	910	1310	743	448	156
	53%	1%	69%	31%	14%	60%	56%	38%	70%	49%
My landlord/property management company are challenging to deal with	1371	93	1248	8	22	335	472	293	195	76
	20%	7%	25%	5%	9%	22%	20%	15%	30%	24%
I might be/am being evicted due to renovations	1027	5	1006	4	12	271	318	237	146	55
	15%	0%	20%	2%	5%	18%	14%	12%	23%	17%
I am currently over-housed and looking to down-size	74	41	28	2	3	19	20	21	5	9
	1%	3%	1%	1%	1%	1%	1%	1%	1%	3%
My mortgage and other housing costs are too high	934	680	204	12	38	141	287	432	39	35
	14%	49%	4%	7%	16%	9%	12%	22%	6%	11%
My housing isn't kid-friendly	782	132	627	7	16	78	409	235	29	31
	12%	10%	13%	4%	7%	5%	17%	12%	5%	10%
My housing is temporary	892	14	800	10	68	135	297	236	169	55
	13%	1%	16%	6%	28%	9%	13%	12%	26%	17%
I don't have housing of my own	1398	24	1198	32	144	236	463	447	173	79
	21%	2%	24%	20%	59%	16%	20%	23%	27%	25%
Other (please describe)	1467	430	928	60	48	385	502	396	76	107
	22%	31%	19%	37%	20%	25%	21%	20%	12%	34%
Did not answer	3	3	0	0	0	0	0	2	0	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

5. Do you agree or disagree that these values are the right ones to guide the development of the Housing Vancouver strategy?

	Strongly Agree		Somewhat Agree		Somewhat Disagree		Strongly Disagree		Did not answer	
Diversity: Housing should respond to the diversity of people and households who call Vancouver home	5380	64%	2388	28%	428	5%	235	3%	10	0%
Security: Housing is about 'homes first' and security of tenure, and is an important foundation for stability, security and a sense of belonging in the city	5856	69%	2060	24%	362	4%	153	2%	10	0%
Affordability: All residents need access to housing options within their means that meet their needs	6946	82%	986	12%	286	3%	213	3%	10	0%
Connection: Housing should strengthen connections between people, places and communities	4857	58%	2968	35%	448	5%	158	2%	10	0%

9. How important are these values for you when it comes to housing in Vancouver? Please rank them from 1-4, where 1 is the most important and 4 is the least important.

		Total	Tenure				Household Status				
			Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total		8441	2509	5368	290	270	1910	2956	2464	713	394
Diversity: Housing should respond to the diversity of people and households who call Vancouver home	1	615	347	236	13	17	117	239	210	27	20
		7%	14%	4%	4%	6%	6%	8%	9%	4%	5%
	2	1583	564	918	35	66	329	597	460	127	70
		19%	22%	17%	12%	24%	17%	20%	19%	18%	18%
	3	3484	873	2373	128	110	810	1230	943	326	175
		41%	35%	44%	44%	41%	42%	42%	38%	46%	44%
	4	2750	719	1840	114	77	654	887	848	232	129
		33%	29%	34%	39%	29%	34%	30%	34%	33%	33%
Security: Housing is about 'homes first' and security of tenure, and is an important foundation for stability, security and a sense of belonging in the City	Ø	9	6	1	0	0	0	3	3	1	0
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	1651	602	947	64	38	358	545	578	98	72
		20%	24%	18%	22%	14%	19%	18%	23%	14%	18%
	2	3840	856	2727	131	125	950	1354	989	364	182
		45%	34%	51%	45%	46%	50%	46%	40%	51%	46%
	3	1810	615	1075	56	63	394	668	511	152	84
		21%	25%	20%	19%	23%	21%	23%	21%	21%	21%
Affordability: All residents need access to housing options within their means that meet their needs	4	1131	430	618	39	44	208	386	383	98	56
		13%	17%	12%	13%	16%	11%	13%	16%	14%	14%
	Ø	9	6	1	0	0	0	3	3	1	0
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	5590	1152	4036	194	208	1344	1990	1430	556	270
		66%	46%	75%	67%	77%	70%	67%	58%	78%	69%
	2	1715	559	1039	79	38	377	538	609	114	77
		20%	22%	19%	27%	14%	20%	18%	25%	16%	20%
Connection: Housing should strengthen connections between people, places and communities	3	628	404	199	13	11	118	227	226	27	29
		7%	16%	4%	4%	4%	6%	8%	9%	4%	7%
	4	499	388	93	4	13	71	198	196	15	18
		6%	15%	2%	1%	5%	4%	7%	8%	2%	5%
	Ø	9	6	1	0	0	0	3	3	1	0
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	576	402	148	19	7	91	179	243	31	32
		7%	16%	3%	7%	3%	5%	6%	10%	4%	8%
Connection: Housing should strengthen connections between people, places and communities	2	1294	524	683	45	41	254	464	403	107	65
		15%	21%	13%	16%	15%	13%	16%	16%	15%	16%
	3	2510	611	1720	93	86	588	828	781	207	106
		30%	24%	32%	32%	32%	31%	28%	32%	29%	27%
	4	4052	966	2816	133	136	977	1482	1034	367	191
		48%	39%	52%	46%	50%	51%	50%	42%	51%	48%
	Ø	9	6	1	0	0	0	3	3	1	0
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

10. Which of these priorities do you think would have the greatest impact on housing affordability for...? Select 3 priorities with the greatest impact on housing affordability for you, or you and your family, and another top 3 priorities impacting housing affordability for people in the City of Vancouver.

10a. You, or you and your family:

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	8440	2508	5368	290	270	1911	2955	2463	713	394
Create more of the right type of housing based on what people can afford	6230	1696	4096	221	216	1376	2199	1853	519	282
	74%	68%	76%	76%	80%	72%	74%	75%	73%	72%
Accommodate Vancouver's changing communities by providing a diversity of housing in neighborhoods across the City	3325	1451	1656	98	118	564	1236	1160	201	162
	39%	58%	31%	34%	44%	30%	42%	47%	28%	41%
Ensure a healthy rental market through security and protection for renters	4642	724	3677	128	112	1182	1700	1080	480	199
	55%	29%	68%	44%	41%	62%	58%	44%	67%	51%
Provide City land to build new rental housing that is affordable to our residents	3011	732	2048	134	97	717	991	879	279	145
	36%	29%	38%	46%	36%	38%	34%	36%	39%	37%
Prioritize the delivery of projects designed to provide affordable rental homes	3371	775	2367	132	96	820	1128	935	331	156
	40%	31%	44%	46%	36%	43%	38%	38%	46%	40%
Ensure homelessness is rare, brief, and one-time	1265	582	598	39	46	297	458	322	108	80
	15%	23%	11%	13%	17%	16%	15%	13%	15%	20%
Did not answer	12	7	2	0	1	1	4	2	0	3
	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%

10b. People in the city of Vancouver:

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	8440	2508	5368	290	270	1911	2955	2463	713	394
Create more of the right type of housing based on what people can afford	5110	1367	3387	178	177	1154	1765	1497	459	234
	61%	55%	63%	61%	66%	60%	60%	61%	64%	59%
Accommodate Vancouver's changing communities by providing a diversity of housing in neighborhoods across the City	2781	945	1662	81	90	581	957	896	207	137
	33%	38%	31%	28%	33%	30%	32%	36%	29%	35%
Ensure a healthy rental market through security and protection for renters	4058	1023	2781	124	129	970	1465	1112	335	175
	48%	41%	52%	43%	48%	51%	50%	45%	47%	44%
Provide City land to build new rental housing that is affordable to our residents	3213	1029	1952	126	105	703	1108	981	258	162
	38%	41%	36%	43%	39%	37%	37%	40%	36%	41%
Prioritize the delivery of projects designed to provide affordable rental homes	3444	1045	2170	124	103	762	1236	1000	283	161
	41%	42%	40%	43%	38%	40%	42%	41%	40%	41%
Ensure homelessness is rare, brief, and one-time	3930	1044	2636	133	115	905	1432	984	411	196
	47%	42%	49%	46%	43%	47%	48%	40%	58%	50%
Did not answer	5	3	2	0	0	1	1	1	0	2
	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%

11. Given your budget and housing preferences, what type of housing would you be looking for in this next move?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	7443	1782	5195	213	249	1693	2665	2044	687	350
Basement/secondary suite	1213	46	1098	15	53	306	327	201	286	92
	16%	3%	21%	7%	21%	18%	12%	10%	42%	26%
Laneway or coach house	1658	225	1347	30	56	366	625	307	250	110
	22%	13%	26%	14%	22%	22%	23%	15%	36%	31%
Low rise apartment (up to 6 storeys)	3740	491	3024	94	130	1017	1411	689	440	182
	50%	28%	58%	44%	52%	60%	53%	34%	64%	52%
Mid rise apartment (6-14 storeys)	2815	407	2248	46	112	778	1169	449	304	113
	38%	23%	43%	22%	45%	46%	44%	22%	44%	32%
High rise apartment (14+ storeys)	2170	372	1684	27	86	602	900	356	233	78
	29%	21%	32%	13%	35%	36%	34%	17%	34%	22%
Single-family home	1951	662	1191	46	51	162	653	907	129	99
	26%	37%	23%	22%	20%	10%	25%	44%	19%	28%
Social housing	540	23	454	41	22	173	96	142	78	51
	7%	1%	9%	19%	9%	10%	4%	7%	11%	15%
Single Room Occupancy (SRO) apartment	173	12	141	4	16	58	16	28	59	12
	2%	1%	3%	2%	6%	3%	1%	1%	9%	3%
Townhouse or rowhouse/duplex	3037	814	2063	79	80	400	1284	1019	194	139
	41%	46%	40%	37%	32%	24%	48%	50%	28%	40%
Other (please describe)	993	212	691	41	48	255	311	224	106	96
	13%	12%	13%	19%	19%	15%	12%	11%	15%	27%
Did not answer	5	3	0	0	1	0	2	1	0	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

12. Do you think you'll be living in Vancouver in the next 3-5 years?

		Total	Tenure				Household Status				
			Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total		8442	2509	5369	290	270	1911	2956	2464	713	394
1	Yes	3689	1659	1769	160	98	829	1258	1173	253	173
		44%	66%	33%	55%	36%	43%	43%	48%	35%	44%
2	No	1794	324	1357	47	65	379	654	551	138	71
		21%	13%	25%	16%	24%	20%	22%	22%	19%	18%
3	Don't know	2952	520	2242	83	107	703	1040	738	321	150
		35%	21%	42%	29%	40%	37%	35%	30%	45%	38%
	NO/DON'T KNOW - Merged: No OR Don't know	4746	844	3599	130	172	1082	1694	1289	459	221
		56%	34%	67%	45%	64%	57%	57%	52%	64%	56%
	Did not answer	7	6	1	0	0	0	4	2	1	0
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

13. What would make you consider leaving the city?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	8442	2509	5369	290	270	1911	2956	2464	713	394
I need housing with enough space to accommodate me and/or my family	4048	835	2986	105	122	571	1644	1372	301	160
	48%	33%	56%	36%	45%	30%	56%	56%	42%	41%
I need housing that is affordable to my income	6118	980	4721	208	208	1416	2137	1647	640	277
	72%	39%	88%	72%	77%	74%	72%	67%	90%	70%
I need housing that is kid-friendly	2042	440	1469	76	57	167	739	960	74	102
	24%	18%	27%	26%	21%	9%	25%	39%	10%	26%
I need housing that can accommodate my pets (or future pets)	3136	353	2612	85	85	674	1325	595	344	197
	37%	14%	49%	29%	31%	35%	45%	24%	48%	50%
I have access to better employment opportunities outside Vancouver	1722	448	1151	50	73	393	577	469	223	60
	20%	18%	21%	17%	27%	21%	20%	19%	31%	15%
I can't afford to live in the neighborhood I want to live in	4383	696	3407	122	157	1012	1547	1152	474	197
	52%	28%	63%	42%	58%	53%	52%	47%	66%	50%
I am looking to purchase a home instead of renting and can't afford to in Vancouver	3671	202	3203	125	141	713	1468	986	362	142
	43%	8%	60%	43%	52%	37%	50%	40%	51%	36%
I am looking to down-size from the home I own, and can't afford options in Vancouver	300	217	61	11	11	44	86	129	21	20
	4%	9%	1%	4%	4%	2%	3%	5%	3%	5%
It is hard to find daycare or out of school care	1237	364	785	65	23	93	407	651	33	53
	15%	15%	15%	22%	9%	5%	14%	26%	5%	13%
Childcare is too costly	1439	375	967	71	26	109	499	730	40	61
	17%	15%	18%	24%	10%	6%	17%	30%	6%	15%
It is hard to get into a local elementary school	809	267	471	56	15	56	206	495	21	31
	10%	11%	9%	19%	6%	3%	7%	20%	3%	8%
My extended family lives elsewhere	926	283	585	38	20	185	315	270	109	47
	11%	11%	11%	13%	7%	10%	11%	11%	15%	12%
Other (please describe)	1311	652	550	52	57	333	437	370	75	96
	16%	26%	10%	18%	21%	17%	15%	15%	11%	24%
There's nothing that would make me leave	571	426	114	17	14	145	200	191	9	26
	7%	17%	2%	6%	5%	8%	7%	8%	1%	7%
Did not answer	30	21	3	0	3	3	8	9	1	6
	0%	1%	0%	0%	1%	0%	0%	0%	0%	2%

14. What type of housing are you living in right now?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	8441	2509	5368	290	270	1911	2955	2464	713	394
1 Basement / secondary suite	978	14	935	2	26	221	294	224	173	65
	12%	1%	17%	1%	10%	12%	10%	9%	24%	16%
2 Co-op housing	318	3	26	283	6	57	60	166	16	19
	4%	0%	0%	98%	2%	3%	2%	7%	2%	5%
3 Laneway House	78	7	69	0	2	9	34	24	9	2
	1%	0%	1%	0%	1%	0%	1%	1%	1%	1%
4 Newer apartment (i.e. constructed after 1990 or later)	1021	247	762	2	10	214	496	218	63	30
	12%	10%	14%	1%	4%	11%	17%	9%	9%	8%
5 Older apartment (i.e. constructed before 1990)	2421	171	2223	0	26	849	990	315	180	86
	29%	7%	41%	0%	10%	44%	34%	13%	25%	22%
6 Condominium	1136	763	354	1	18	335	521	218	33	29
	13%	30%	7%	0%	7%	18%	18%	9%	5%	7%
7 Single-family home	1424	899	423	1	99	58	280	872	122	90
	17%	36%	8%	0%	37%	3%	9%	35%	17%	23%
8 Single Room Occupancy (SRO) apartment	37	1	34	0	2	23	3	1	6	4
	0%	0%	1%	0%	1%	1%	0%	0%	1%	1%
9 Townhouse or rowhouse/duplex	616	342	247	0	27	56	191	308	46	15
	7%	14%	5%	0%	10%	3%	6%	13%	6%	4%
10 Other (please describe)	410	60	295	1	54	88	86	117	65	54
	5%	2%	5%	0%	20%	5%	3%	5%	9%	14%
Did not answer	2	2	0	0	0	1	0	1	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

15. Which of the following age groups do you fall into?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
Total	6351	1424	4470	231	222	1385	2208	1822	619	313
1 19 and under	23	3	16	0	4	2	4	9	5	3
	0%	0%	0%	0%	2%	0%	0%	0%	1%	1%
2 "20-29"	1313	81	1130	11	89	217	529	189	315	61
	21%	6%	25%	5%	40%	16%	24%	10%	51%	19%
3 "30-39"	2698	511	2025	84	78	531	1094	762	206	105
	42%	36%	45%	36%	35%	38%	50%	42%	33%	34%
4 "40-49"	1258	400	764	70	23	242	310	584	55	66
	20%	28%	17%	30%	10%	17%	14%	32%	9%	21%
5 "50-59"	624	237	336	34	17	193	146	219	22	44
	10%	17%	8%	15%	8%	14%	7%	12%	4%	14%
6 "60-69"	332	137	158	27	10	153	94	49	11	25
	5%	10%	4%	12%	5%	11%	4%	3%	2%	8%
7 70+	99	52	41	5	1	47	31	8	5	8
	2%	4%	1%	2%	0%	3%	1%	0%	1%	3%
Did not answer	4	3	0	0	0	0	0	2	0	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

16. Which one of the following reflects your household income?

		Total	Tenure				Household Status				
			Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and my family	Me and roommates	Other (please describe)
	Total	8442	2509	5369	290	270	1911	2956	2464	713	394
1	Under \$20,000	484	32	396	20	36	176	55	57	143	53
		6%	1%	7%	7%	13%	9%	2%	2%	20%	13%
2	\$20,000 to under \$40,000	948	116	771	33	26	337	218	138	179	74
		11%	5%	14%	11%	10%	18%	7%	6%	25%	19%
3	\$40,000 to under \$60,000	1356	186	1051	61	58	503	371	241	181	60
		16%	7%	20%	21%	21%	26%	13%	10%	25%	15%
4	\$60,000 to under \$80,000	1215	273	866	35	41	369	437	265	89	55
		14%	11%	16%	12%	15%	19%	15%	11%	12%	14%
5	\$80,000 to under \$100,000	1101	292	712	68	29	209	454	346	43	49
		13%	12%	13%	23%	11%	11%	15%	14%	6%	12%
6	\$100,000 to under \$150,000	1553	613	870	42	28	143	731	595	35	49
		18%	24%	16%	14%	10%	7%	25%	24%	5%	12%
7	\$150,000 or more	1159	619	495	18	27	49	487	580	12	31
		14%	25%	9%	6%	10%	3%	16%	24%	2%	8%
8	Prefer not to say	623	376	208	13	25	125	203	241	31	22
		7%	15%	4%	4%	9%	7%	7%	10%	4%	6%
	Did not answer	3	2	0	0	0	0	0	1	0	1
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Talk Vancouver Survey – Non-Vancouver Residents:

1. Where do you live?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and roommates	Me and my family	Other (please describe)
Total	1800	753	558	19	71	150	398	67	702	84
1 Within Metro Vancouver	1365	577	420	17	48	109	284	49	556	64
	76%	77%	75%	89%	68%	73%	71%	73%	79%	76%
2 Vancouver Island/Sunshine Coast	108	48	27	1	6	8	25	4	39	6
	6%	6%	5%	5%	8%	5%	6%	6%	6%	7%
3 In BC, outside Metro Vancouver/Vancouver Island/Sunshine Coast	160	67	41	1	11	12	39	5	54	10
	9%	9%	7%	5%	15%	8%	10%	7%	8%	12%
4 In Canada, outside BC	112	41	50	0	3	12	38	6	35	3
	6%	5%	9%	0%	4%	8%	10%	9%	5%	4%
5 Outside Canada	55	20	20	0	3	9	12	3	18	1
	3%	3%	4%	0%	4%	6%	3%	4%	3%	1%

2. Did you live in the city of Vancouver at any time in the last 10 years?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and roommates	Me and my family	Other (please describe)
Total	1800	753	558	19	71	150	398	67	702	84
1 Yes in the last 10 years	1068	454	364	6	35	88	256	43	422	50
	59%	60%	65%	32%	49%	59%	64%	64%	60%	60%
2 Yes, but more than 10 years ago	334	189	51	7	10	33	60	6	137	21
	19%	25%	9%	37%	14%	22%	15%	9%	20%	25%
3 No, I've never lived in Vancouver	398	110	143	6	26	29	82	18	143	13
	22%	15%	26%	32%	37%	19%	21%	27%	20%	15%

3. When did you leave Vancouver?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and roommates	Me and my family	Other (please describe)
Total	1402	643	415	13	45	121	316	49	559	71
1 Less than 1 year ago	222	82	85	1	11	21	68	11	69	10
	16%	13%	20%	8%	24%	17%	22%	22%	12%	14%
2 1 - 3 years ago	398	151	143	2	17	33	99	16	144	21
	28%	23%	34%	15%	38%	27%	31%	33%	26%	30%
3 4 - 6 years ago	249	112	84	2	4	23	51	10	109	9
	18%	17%	20%	15%	9%	19%	16%	20%	19%	13%
4 7 - 9 years ago	180	105	46	1	3	10	38	7	91	9
	13%	16%	11%	8%	7%	8%	12%	14%	16%	13%
5 10 years or longer	353	193	57	7	10	34	60	5	146	22
	25%	30%	14%	54%	22%	28%	19%	10%	26%	31%

4. Would you like to move back to Vancouver?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and roommates	Me and my family	Other (please describe)
Total	1402	643	415	13	45	121	316	49	559	71
1 Yes	983	432	324	9	34	94	218	40	396	51
	70%	67%	78%	69%	76%	78%	69%	82%	71%	72%
2 No	419	211	91	4	11	27	98	9	163	20
	30%	33%	22%	31%	24%	22%	31%	18%	29%	28%

5. Do you think it's likely that you'll move back to Vancouver in the next 1-3 years?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and roommates	Me and my family	Other (please describe)
Total	983	432	324	9	34	94	218	40	396	51
1 Very likely	42	5	15	1	6	3	5	3	13	3
	4%	1%	5%	11%	18%	3%	2%	8%	3%	6%
2 Somewhat likely	102	21	49	1	6	12	31	8	23	3
	10%	5%	15%	11%	18%	13%	14%	20%	6%	6%
3 Somewhat unlikely	230	87	101	1	6	26	58	13	86	12
	23%	20%	31%	11%	18%	28%	27%	33%	22%	24%
4 Very unlikely	609	319	159	6	16	53	124	16	274	33
	62%	74%	49%	67%	47%	56%	57%	40%	69%	65%

6. What would make you consider moving back to Vancouver?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and roommates	Me and my family	Other (please describe)
Total	983	432	324	9	34	94	218	40	396	51
Access to better-paying employment opportunities	295	93	134	0	13	31	60	21	109	19
	30%	22%	41%	0%	38%	33%	28%	53%	28%	37%
Access to the right type of rental housing that I could afford	445	59	283	9	22	60	107	37	140	29
	45%	14%	87%	100%	65%	64%	49%	93%	35%	57%
Access to the right type of housing I could own and afford	829	404	235	6	29	64	196	22	350	42
	84%	94%	73%	67%	85%	68%	90%	55%	88%	82%
Other (please describe)	134	59	44	2	5	14	20	5	62	9
	14%	14%	14%	22%	15%	15%	9%	13%	16%	18%

7. What factors are driving your decision to remain living outside Vancouver?

	Total	Tenure				Household Status				
		Own	Rent	Co-op	Other (please describe)	Me	Me and a partner	Me and roommates	Me and my family	Other (please describe)
Total	213	76	61	4	10	11	45	5	82	8
Rental options in Vancouver aren't affordable	122	22	54	4	6	11	24	5	39	7
	57%	29%	89%	100%	60%	100%	53%	100%	48%	88%
Rental options in Vancouver don't provide enough space/amenities	87	15	43	1	5	7	19	4	28	6
	41%	20%	70%	25%	50%	64%	42%	80%	34%	75%
Rental options in Vancouver aren't appropriate for families	50	12	23	1	2	0	9	2	25	2
	23%	16%	38%	25%	20%	0%	20%	40%	30%	25%
First-time ownership options in Vancouver aren't affordable	125	30	49	3	8	6	26	3	49	6
	59%	39%	80%	75%	80%	55%	58%	60%	60%	75%
First-time ownership options in Vancouver don't provide enough space/amenities	84	23	35	2	5	4	22	3	32	4
	39%	30%	57%	50%	50%	36%	49%	60%	39%	50%
There aren't enough family-appropriate ownership options in Vancouver	87	33	22	2	4	2	11	0	45	3
	41%	43%	36%	50%	40%	18%	24%	0%	55%	38%
If you already own a home, but need/want to upgrade there aren't enough affordable options	81	47	4	1	4	3	16	1	34	2
	38%	62%	7%	25%	40%	27%	36%	20%	41%	25%
There isn't enough social housing in Vancouver	23	7	6	1	2	2	5	1	7	1
	11%	9%	10%	25%	20%	18%	11%	20%	9%	13%
Slower pace of life outside the city	56	25	13	1	3	2	17	0	21	2
	26%	33%	21%	25%	30%	18%	38%	0%	26%	25%
Higher quality of life outside the city	86	39	20	0	4	4	24	1	31	3
	40%	51%	33%	0%	40%	36%	53%	20%	38%	38%
More disposable income	98	33	26	4	5	7	22	4	31	4
	46%	43%	43%	100%	50%	64%	49%	80%	38%	50%
Employment opportunities	12	1	7	0	1	1	4	1	3	0
	6%	1%	11%	0%	10%	9%	9%	20%	4%	0%
Extended family lives here	27	14	6	0	0	2	5	1	10	2
	13%	18%	10%	0%	0%	18%	11%	20%	12%	25%
Other (please describe)	27	14	8	0	0	3	6	1	10	2
	13%	18%	13%	0%	0%	27%	13%	20%	12%	25%

Appendix C: In-Depth Analysis of Open-Ended Responses: Methodology and Summary – Housing Vancouver Survey of Vancouver Residents

METHODOLOGY AND LIMITATIONS

OVERVIEW

The City of Vancouver’s housing survey, one of the channels for current and former Vancouver residents to express their thoughts and provide their feedback to help inform the City’s 10-year Housing Strategy. In addition to various types of closed-ended questions, each survey included five optional open-ended questions, where respondents had an opportunity to provide narrative feedback. A total of 18,728 responses were received.

Responses to three of the open-ended questions that received the most comments, a total of 15,311, were randomly selected and systematically coded. These responses included comments on greatest challenge regarding housing, missing priorities, and meaning of priorities.

We received a first dataset consisting of 8858 open-ended responses on June 8th at 5:18 pm. and a second data set consisting of 6453 open-ended responses on June 23rd, after the closing of the survey. With a goal of coding a total of 10,000 open-ended questions, from the first batch of data we randomly selected 5000 responses – 56% of the responses to each question. This ensured that our selection was in proportion to the number of responses that were provided for each question. To be consistent, we followed a similar process and selected 56% of responses to each of the questions from the second dataset, consisting of a total of 3613 open-ended responses. To meet our goal of 10,000, we proceeded to randomly select 1387 responses from the remaining responses from both datasets. We made the selection in proportion to the number of responses to each question – 20% of the responses to each question.

	Number of responses received up to/including June 8	56% randomly selected	Number of responses received from June 8, 5:18 pm to June 23	56% randomly selected from June 8, 5:18 pm to June 23	20% randomly selected from remaining responses in both datasets
Greatest Challenge	4119	2325	3031	1697	648
What do these priorities and ideas mean for you and your family?	2608	1472	1890	1058	407
Missing Priorities	2131	1203	1532	858	332
	8858	5000	6453	3,613	1387

SELECTING A RANDOM SAMPLE

To randomly select responses from each dataset we:

1. Assigned a randomly selected number to each open-ended response using MS Excel’s RAND function
2. Sorted responses in ascending order by the randomly assigned numbers
3. Selected the required number of responses to each question

Each of the randomly selected batches of data was uploaded into the NVivo Qualitative Data Analysis software.

DETERMINING CODING CATEGORIES

As a first step in coding and analyzing responses, we conducted a close reading of an initial 200 responses from each of the questions (total of 600) to help us determine most appropriate coding categories. With this information, we developed an initial coding scheme. We reviewed these coding categories with City of Vancouver staff and created a few additional coding categories based on their feedback.

We updated NVivo with the new coding categories and proceeded to code the data based on the newly identified categories. During the coding process, we identified a few additional categories. Generally these were categories where a substantial number of people had expressed opinions about a similar topic.

All data was closely read and coded to all the applicable themes. Frequently responses were coded to more than one coding category.

LIMITATIONS

As with all open surveys, the reported data is not necessarily representative of the population of Vancouver nor are they necessarily representative of all the possible responses. For example, a reported X% mentioning childcare amenities does not imply that 1-X% do not have an opinion on this topic. The nature of open-ended questions is that respondents will choose the content they want to focus on. Not commenting on a particular content is not necessarily an indication of agreement or disagreement. Following this logic, any comparison between reported percentages is also not indicative of a stronger preference for one theme over the other. Furthermore, the reported data does not delineate respondents' sentiments on the topic. For example X number of mentions of rent control is not an indication of the number of people who are supportive of rent control.

SUMMARY OF RESPONSES

To inform the City of Vancouver's 10-year housing strategy, the City launched a survey on May 10, 2017. The survey contained five optional open-ended questions. The majority of respondents who provided narrative feedback responded to 3 of those 5 questions. These questions were:

- What is your greatest challenge in regards to housing?
- What do these priorities and ideas mean for you and your family?
- What are the missing priorities?

A randomly selected sample of 10,000 of the narrative responses to these 3 questions were closely read and coded to themes using NVivo qualitative data analysis software.

By far the most-often discussed topic was affordability, with approximately two-thirds of respondents speaking to this subject. The majority of respondents on this theme described feeling anxiety, stress and daily panic regarding their housing situations, highlighting the challenges in finding affordable housing in the city (whether to rent or own) that was in line with their income. Many spoke of skyrocketing prices where in just a few years or even months they had seen rents jump to unachievable levels or had been priced out of the market to buy. A large number of respondents described feeling trapped in their current housing, inappropriate in terms of size or quality, yet they feared that any attempt to change their current housing situation would put them in an even worse situation. Many respondents spoke of feeling pushed out of the city. While their preference was to stay in Vancouver, the lack of affordability forced them to move to the suburbs, other provinces, or even other countries. Some mentioned impacts on business, whether that was closures due to high rent or low traffic as well as the difficulty of recruiting employees to such an expensive city.

Under rental issues in particular, the number one topic was a lack of pet friendly housing. Many respondents spoke to the extreme challenges of finding housing that would accommodate their pets and in some cases, having to give them up in order to get an apartment. A majority of respondents on this topic felt that a no-pet rule is discriminatory and should be outright banned. The second main topic under rental issues was lack of stability and security in housing. Many spoke of fearing eviction at any time while a number of others described being renovicted without any recourse. A number of respondents urged the City to implement rent control and better

protection of renters' rights, describing the Rental Tenancy Board as lacking power and landlords freely violating laws without punishment.

Housing supply, or the lack thereof, was another major topic. Many respondents commented on strong competition for few available units. A large number of respondents stated that foreign ownership and rampant speculation in the real estate market were to be blamed for the lack of supply. Many urged tighter governmental regulation and enforcement on this issue. In particular, empty homes and the need to increase taxes on them, were mentioned somewhat frequently.

Of those who spoke to density or rezoning, the majority were in favour of increasing density, particularly in single-family zones. Respondents urged the City to hold strong in the face of "NIMBYism," particularly on the west side, and to rezone that area. Many people expressed an interest and desire for more townhomes, row-homes and duplexes, especially family-friendly housing with 3 or more bedrooms. Others encouraged the City to build more co-operative housing and increase the supply of low-income/below-market housing. Frustration was expressed with extremely long waiting lists for existing units in these housing opportunities.

Homelessness was another frequently mentioned topic. Many respondents lamented the fact that many individuals are living on the City's streets and urged decisive action now. Comments were also made on the derelict condition of many of the City's SROs and the necessity of the City to hold "slumlords" accountable.

Another important topic was the loss of community. This was attributed to an increase in the number of empty homes in formerly vibrant neighbourhoods, the closing of local businesses, or families moving out of the city due to lack of affordable housing. Many respondents expressed fears that Vancouver is becoming a city only for the rich and very poor, with no room for the middle class.

Responses to the question of what priorities the City was missing were predominantly regarding government regulations, particularly on foreign ownership, empty homes and speculation. Some commenters expressed surprise that these issues had not been mentioned. Many people urged the government to "crack down" on these practices. Housing supply was the next most frequently discussed topic, with many comments urging greater densification/rezoning and increasing options for housing beyond condos and single family homes.

In terms of responses to the meaning of the City's priorities, the vast majority of respondents spoke to affordability. Many said these priorities provided them hope - hope that they might be able to stay in the city; in many cases, in the place in which they were born and raised or had put down roots. There were a large number of comments on the peace of mind that would come from greater housing stability.

OPEN ENDED RESPONSES						
Name	Description	Sample Quotes	Number of mentions - total	Number of mentions - Greatest Challenge	Number of mentions - Meaning	Number of mentions - Missing Priorities
Affordability			4164	2438	1314	396
General comments	General comments about housing affordability issues and cost of living in the City.	<p>"*We can't invite our own families over. *don't have enough room for storage either. *we both work but theres barely enough left to save for a house * buying house in Vancouver seems like a impossible thing now. People are paying SO MUCH MORE FOR SUCH LESS SPACE. It's crazy how price is increasing but the size of the houses are decreasing."</p> <p>"Affordability and competition. Sometimes not even being competitive when there are people going over asking price without blinking an eye. Too many people buying property for investment rather than using it as a home. This so frustrating and makes me feel defeated. Feeling as if the government is just using bandaid solutions rather than making drastic moves to help correct the issue."</p> <p>"Affordability should not only be for rentals, but for purchasing as well. Stop the destruction of older homes that could be affordable for some to have a \$ hungry developer put up a monstrous, unaffordable, non-well built house in its place. If the lots are large enough, put up a duplex, row house, anything affordable."</p>	1511	950	386	175

Definition of affordable	Comments on the lack of clarity on the City's definition of affordable and the alignment between the definition of affordability with what is actually affordable.	<p>"Affordability is the greatest challenge, especially given that I own a pet. This challenge is exasperated by an out of touch city council who thinks an affordable benchmark is equivalent to an entire months full time income for an average wage earner."</p> <p>"I think "affordable" has different meanings to different people. 2000/month for a 2 bedroom suite is NOT affordable housing!!!"</p> <p>"Last I hear the city deemed 1650/month rent for a one bedroom to be 'affordable'. This is wildly out of touch with middle class/lower class incomes and very frustrating."</p>	106	15	56	35
Housing cost, wage discrepancies	Comments that specifically speak to housing affordability relative to income and on how housing costs far outpace wages.	<p>"The cost of housing in Vancouver is not correlated to the wages earned in the city."</p> <p>"I support groups that demand not just social, however currently defined, but actually affordable housing based on real income, including income that is entirely from cpp, oap, disability, welfare, or otherwise fixed."</p> <p>"Rental rates have to relate to incomes - that is the definition of affordability. It is also where the city has failed so far. A rental household should not have to spend half, and in many cases more, of their available income on rent, with a new notice of rent increase every year - all in the face of stagnant wages in an equally stagnant and bubble-driven economy that no longer has any industrial backbone to speak of."</p>	149	91	31	27
Implications	Impacts of affordability issues.		2398	1382	841	159

Issues with space & size	Comments on the limited space of accommodations and its impacts on daily living (i.e. unable to store sports equipment, invite guests or have bedrooms for children).	<p>"Looking for rental housing is heartbreaking. We are looking for a safe place to raise a child and be able to work from home. We need more space than is generally offered and affordable in the market currently."</p> <p>"We sit around a coffee table to eat dinner. No room for hobbies, contemplative space or storage. Our kids sleep in a glass closet."</p> <p>"I'm tired of seeing 320 sq ft studios go up. Those are not permanent spaces. People grow out of spaces that small. You need to require units that people want to stay in and grow up or older in."</p>	380	299	40	41
Impacts on starting, continuing a family	Most respondents described delays to starting or adding to their family due to housing costs.	<p>" We are getting farther behind in our goals of being home owners and parents. We would have loved to raise a family in the city we love but is impossible. We are now planning to leave because to stay means we are farther and farther in debt and away from our goals."</p> <p>"Most of the new housing stock that's going up is not appropriate to start a family in (too small, poorly planned) and the stock that is, is far too expensive. So honestly, affordability in this city is impacting whether or not I even have kids."</p> <p>"We are considering moving to another province or even another country to start a family where a house doesn't cost inordinate amounts of money."</p>	306	237	63	6

Ability, desire to stay in city	Respondents expressed feeling forced to leave city due to housing costs.	<p>"[We] are unfortunately making plans to exit the city of Vancouver. Prepare for a brain drain and mass exodus of extremely frustrated underpaid, over-rented, capable people as we leave for places that have more reasonable down payments. Very frustrating, as I grew up here and feel like I have to say goodbye to my city - the city that I have longed for on long trips away from home (work and otherwise)."</p> <p>"So many people I know have moved away from the city, some just to the suburbs, others as far as the Kootenays. We cannot afford to live here anymore, those of us who live cheque to cheque."</p> <p>"My family and I are moving away from the city at the end of this month. The cost versus inflation versus wage growth is not sustainable. The city is going to crash and burn."</p>	1050	483	517	50
Retirement, downsizing, aging in place	Comments on the impact of housing costs on hopes to retire, decrease size of dwelling and age in their neighbourhoods.	<p>"I am 62, hoping to retire from my day job. I already have a hard time meeting all my expenses. How am I ever going to be able to make it on pension money?"</p> <p>"I cannot downsize and save more money for my retirement since my adult children cannot move out unless it's to an unsafe housing situation or one that cannot accommodate their pets."</p> <p>"Seniors choose to stay in their homes until the bitter end because there are not suitable choices in terms of housing form that would allow them to "age-in-place" within the neighbourhood in which they've lived for decades. If there were viable options, perhaps more would choose to downsize."</p>	88	57	24	7

Impacts on mental, physical health	Fear, anxiety and high stress due to housing costs.	<p>"Not feeling secure is creating a ton of stress on our family. Not being able to buy and be in control of our situation."</p> <p>"We were reno-victed last year -- created incredibly huge amounts of stress. Had to find a new home for our family -- the instability is causing enormous stress."</p> <p>"I can't afford to live in a place I'd like to be in a location I'd like to be in affects my lifestyle negatively and makes me feel socially isolated and depressed and unable to pursue my creative endeavours because of lack of space."</p>	355	215	114	26
Worries about (adult) children	Respondents expressed concerns about the ability of their adult children to acquire housing.	<p>"My children and grandchildren need affordable housing options."</p> <p>"My wonderful daughters were born and raised in Vancouver. They had excellent educations and as a result have very good jobs. Their partners have excellent jobs. Problem? None of them can afford to get a place of their own in Vancouver."</p> <p>"We need to feel that our children have a chance to make a life here in the future. As it stands, I don't think our children will have a chance. I would encourage them to move away."</p>	137	76	59	2
Impact on businesses, commercial activity	Comments on how lack of affordability is impacting local businesses: they are closing down or having difficulties finding/retaining employees.	<p>"People/families such as myself are being forced to leave to buy homes (I plan to leave within the next 18 months), and will be taking my business with me - which employs 30 people."</p> <p>"Small businesses in the city are dropping left and right because the people who would shop at them are forced to spend all their money on air with walls."</p> <p>"As a business manager, harder to hire people as no one can afford and then wage expectations increase to simply survive, especially due to rent costs."</p>	66	15	24	27
Social Issues			476	86	227	163

Indigenous peoples	Comments regarding the special issues facing Indigenous peoples in regards to housing.	<p>"If housing is affordable, protected and regulated so that it's within reach of all Vancouverites, diversity and community will function better with little further assistance (though perhaps special consideration should go to the issues facing Indigenous Canadians)."</p> <p>"The racism in this city is NOT subtle and property owners price this time and time again by only renting tear downs to First Nations families."</p> <p>"Poverty reduction strategies and land rights for indigenous communities/decolonization."</p>	12	0	4	8
Homelessness	Comments on the need for solutions to homelessness and the implications of homelessness.	<p>"We would feel much less shame about living in a city which allows for the kind of desperation homelessness breeds."</p> <p>"City Council and Mayor Robertson seem content to pretend they are helping build social housing by requiring developers to add a certain percent of "social housing" units under the BC Housing Housing Income Limits (HIL). But HIL is basically market rates. It does not house the jobless, the homeless, the addicted, the mentally ill. It is time for this awful situation to stop."</p> <p>"We need cheap/POC/elderly/strathcona-Gastown housing to stop being gentrified. We need city-funded housing for the homeless, to combat the opioid crisis....We need it now, not in ten years. This is a crisis."</p>	326	44	168	114

Middle class squeeze	Respondents spoke to the City's cost of living causing great strain on the middle class.	<p>"There seems to be a big focus on "low income" families and housing, which is a VERY big problem and by no means do I want to minimize it, However, there are so many people like myself, educated, professional, employed, who are having an extremely hard time making ends meet. Housing costs are so high that are squeezing the middle class out of here."</p> <p>"I feel that the Vancouver middle class is being squeezed out. There's plans to tax the rich, plans to give affordable housing to the poor, but no plans to help the people in the middle that aren't QUITE struggling but are definitely not in the range of housing that they should be."</p> <p>"A key priority should be to create incentive for middle income earners to stay in Vancouver. This core network sustains the neighbourhoods and the programs that ensure the rest of Vancouver thrives. Young professionals, families and smaller businesses are not sustainable in the current rental or mortgage climate so they are forced to leave."</p>	137	42	55	40
Refugees	Question regarding housing for refugees.	"Where do the refugees get housed? (I live across from the New Welcome Centre.)"	1	0	0	1
Ownership			1500	1144	208	148
General comments	Most comments on the inability to own a home in the city due to cost.	<p>"Currently own a one bedroom condo, would love to own a two bedroom but prices are ridiculously high for the difference between one and two bedroom units in this, and most other, areas."</p> <p>"These priorities seem to solely focus on just rental units - there's nothing listed about affordability for people to own. Most people don't want to rent forever, and consider owning their home a high priority."</p> <p>"Our rent, while affordable is too high and takes a significant portion of our monthly income. This prevents us from saving to buy housing and entering the housing market. The cost of purchasing property in the city is not possible for us."</p>	831	658	112	61

Property taxes	Comments expressing challenges with rising property taxes.	<p>"I may not be able to afford the property taxes if they keep increasing like they do. It will force me to give up both my home and my job."</p> <p>"Property taxes rising at a rate greater than inflation."</p> <p>"Paying property tax. We bought our house in 1990, and our property tax is now through the roof. We live in an "old timer" and shouldn't have to pay the exorbitant property taxes we do."</p>	165	138	7	20
Housing value	Respondents expressed concerns that their homes will lose value if there is correction in the market.	<p>"Having a significant portion of my wealth invested in housing while being uncertain as to what steps the various levels of government are going to take that may reduce the value of that asset."</p> <p>"I've worked very hard to own a tiny apartment and would like to see my investment hold its value too."</p> <p>"My only concern, as a homeowner, is that contradiction between wanting housing to remain affordable yet worrying about devaluation of what I've already paid for with a hefty mortgage."</p>	16	12	1	3
Strata, maintenance fees	Owners commented on the difficulty of paying high strata or maintenance fees.	<p>"Strata fees are getting ridiculous and unjustified."</p> <p>"The cost of our mortgage, strata fees and property tax are a large percentage of our monthly income which makes it difficult to afford raising children in the city."</p> <p>"Keeping up with escalating Strata fees, ongoing repairs on a limited fixed income."</p>	15	13	0	2
Rentals & Renter Issues			4136	2649	924	544

Access to rental market	Comments on the difficulty of paying rent due to cost.	<p>"It is my biggest challenge to have a rent increase every year, when wages have remained the same, and in some cases, jobs have disintegrated."</p> <p>"The rent is too high and increase 3.9% every year since 2005. It all adds up."</p> <p>"Affordable housing is critical to the economic, political, and social success for Vancouver in the future. Access to affordable rental units not only helps current residents, but creates opportunities for younger people who want to move to the city and invest long-term in the community."</p>	1655	1265	312	78
Lack of housing stability and renoventions	Comments on the insecurity of housing (i.e. fears of being evicted due to house being sold).	<p>"I have been evicted twice in the past year from homes due to landlords deciding to take over the property and sell it and demolish it, or renovate it. It is next to impossible to find affordable housing that doesn't come with a risk of the property being sold and demolished."</p> <p>"Fear of eviction. Not reporting issues to landlords as much as we would like to out of fear; in case they sell, tear down or evict. Nervous that the rent will go up. Insanely high rent and few options."</p> <p>"Housing situation always feels precarious and we are often worried we will lose our place. If this happens, we know we would face a huge rent increase and have fewer housing options because we have a child."</p>	806	472	259	56

Renter, tenant rights and protection	Respondents expressed the need for greater protection of tenants' rights and enforcement by the Residential Tenancy Board.	<p>"There is virtually no existing tenancy protection in BC. The ones that are in place are by name on paper only and are a joke. Eventually, they don't do anything to protect tenants from renovations, rent hikes (1-year fixed rent renewal), or owner "needs the place him/herself" claims. The tenancy relocation support is a joke as well."</p> <p>"In terms of renting, there are not enough rentals to be had so landlords can do whatever they want - they charge as much as they want and won't do proper upkeep of properties."</p> <p>"Dealing with landlords who are not versed in their responsibilities, nor tenants rights, under the Residential Tenancy Act. Part and parcel, is dealing with landlords who ignore the law to place them in an advantage. Out of those I'm surrounded by, I know I am on the "lucky" end, only dealing with 3 of these kind of landlords over the past 4 years. The inability to deal lawfully, or principle of not dealing with unlawful landlords, is to face the reality of lawn-auctioning unrealistic rental costs for illegal living conditions amongst a dozen or so other couples each weekend."</p>	247	78	94	75
Rent control, caps	Comments regarding rent control, freezes or caps.	<p>"There should be a rental cap on what landlords can charge. It's become a question of 'what can we get' over what is right and fair."</p> <p>"The landlord keeps on increasing rent yearly without major improvement in the building, landlord must be cap on how often they can increase the rent and must not be approved to increase rent without major improvement in the rental property."</p> <p>"Housing is so expensive and there is no rent control to permit low income folks to live in freedom."</p>	152	33	46	73

Pet friendly	Comments regarding the need for housing that welcomes pets.	<p>"There must be rental homes for people with pets. To many of us, they are family and if people cannot find a home for their entire family, some will abandon those animals to shelters or the streets. This is also costly for the community."</p> <p>"Finding an affordable pet friendly apartment has been a big challenge, it has taken 2 years and 2 other leases before finding an apartment that has enough space for us and our pets while remaining in our price range. Typically places that accept pets are either very low quality housing (bugs, unsafe, dirty) or very, very expensive. There are not many property companies that allow pets either - and usually this will be a blanket policy over all their buildings."</p> <p>"finding affordable housing options that...allow pets- I have pets and it is impossible to find somewhere that will allow you to live with them. I refuse to give them up as they are FAMILY."</p>	689	474	57	158
Accessibility	Comments regarding housing accessible to those with disabilities.	<p>"Finding affordable accessible housing as we age. My current condo is wonderful but doesn't have an elevator, so longer term we see problems finding a home in Vancouver when we can't handle 4 flights of stairs."</p> <p>"More housing for people with disabilities. At this time, it's very limited and people with disabilities in Vancouver will end up living with their parents forever or having to move far away. This is not great for families either way."</p> <p>"Supportive housing is in direly short supply for the many residents of this city who have disabilities and cannot cope successfully without some type of outside assistance."</p>	41	20	8	13

Safety of buildings, neighbourhood	Comments regarding issues with housing (i.e. structural issues, rodents, overdue repairs) and poor quality of new builds. Respondents also commented on landlords not providing maintenance so that tenants will move out and prices can be increased.	<p>"There are leaky pipes, water stains / damp walls & ceilings, mold, and a significant language barrier between me and my landlord. I'm worried about the safety should they not address the structural issues, or the possibility that I would be evicted if they want to do these major repairs. With the skyrocketing rental prices I don't know where I would go. Everywhere I've rented over the last 10 years in Vancouver has ended up having structural issues and mold, and landlords who are unwilling to address the issues. I've constantly been met with the attitude of "If you don't like it, move".</p> <p>"My apartment is in a bad neighbourhood, on the ground floor and my window and sliding door don't even lock. I moved into this apartment on the conditions that this and other things would be fixed. My building manager basically ignores me and avoids me. I feel like I have to live with it though, because it's the cheapest rent I can get."</p> <p>"I have lived in places that were in horrible condition - black mold, huge rats in the house, 5'10" ceilings, sexual advances from other tenants in the building. I felt that because I was so financially desperate, I couldn't report landlords who were negligent or downright malicious. My need for affordable housing trumped my personal health and safety."</p>	483	279	135	69
Discrimination	Respondents described not being offered housing or being evicted based on race, family size (i.e. children) or makeup (i.e. same-sex couples).	<p>"In our search for housing many renters turned us away because we had children."</p> <p>"A lot of landlords are foreigners and do not work or live in Canada. They select tenants who are of their own race and marginalize others who aren't from their background, including Canadians citing language barriers. This should not be allowed to happen."</p> <p>"When given the option, landlords tend not to select same-sex couples. Because of the low supply and high demand, they do not need to provide an explanation on why same-sex couples are not selected."</p>	35	23	6	6

Landlord rights, support	Comments regarding the need to support landlords who deal with bad tenants and homeowners who want to rent their spaces with fewer obstacles.	<p>"Why not give incentives to landlords renting their homes e.g. Tax breaks. Rent is taxed as income, it is well known the rental tenancy board will rule favoring tenants. If I get a tenant from hell, a lot of money will be spent on getting rid of them. Tenants have way more support in comparison to landlords."</p> <p>"I know this isn't going to sound very empathetic, but I think strong renter's rights laws contribute to the housing crisis by making it less appealing to be a landlord. For example, if I have a bad tenant, it's pretty hard to get rid of them."</p> <p>"Landlord rights are not mentioned either - renting is a 2-way contract and there must be protections and motivation for good to be involved in the rental business."</p>	28	5	7	16
Housing Supply			2488	893	849	746
Availability, supply	Most respondents described low vacancies and the need to increase housing supply. Some also commented on the need to preserve existing stock. Others comments pertained to strata councils preventing owners from renting their homes.	<p>"There is a tremendous amount of potential housing available that is trapped behind red tape. If we provide current home owners of single detached houses to build additional living space quickly and easily, we could double the housing in a year. Just make the process easy and fast!"</p> <p>"Providing more rental stock and preserving existing rental stock seems to be the most important aspect."</p> <p>"Pls create more rental buildings downtown, and stop letting developers rip down old buildings that are barely supplying "market rentals". we need more rental buildings and options unless you don't mind losing the life blood of this city."</p>	715	403	216	96
Density & Zoning			469	94	179	196

General comments	General comments on attitudes towards densification and rezoning.	<p>"High rents and sky high prices to buy. We need more density! The nimbys who are against densification will drive all the younger ppl away."</p> <p>"Of course, balancing density increases to protect current owners' investment is essential, but supply for ownership has continued to decline and is at historic lows, which means not enough density is being provided by the city."</p> <p>"Watching low density sprawl destroy natural habitat and separate people so they have to drive to every activity they have."</p>	108	19	22	67
Increase density	Respondents urged greater density, particularly in single family home areas and along transit corridors.	<p>"Yes - the need to re-zone more aggressively into higher density. It is unacceptable that we are in a housing crisis and the majority of zoning across the city is single-family homes."</p> <p>"I think that the zoning for single family homes needs to change and that a city with a big and growing population needs to have greater density and homes that are not as big in square footage. That is what suburban areas are for."</p> <p>"Too much remaining protection of single family lots in the city. Infill laneway is not sufficient. We are going to need a transformation of these neighbourhoods. Introduce fee-simple row housing assemblies. Triplex and four-plex developments with higher FSRs than 0.7 and also consider new height limits in single family neighbourhoods to accomodate an extra floor."</p>	308	53	143	112

Specific neighbourhoods	Single family zoned areas and the west side of the City were most frequently named as areas where densification must be increased.	<p>"I live near Commercial/Broadway, where the strong NIMBY vote has kept towers away from the busiest transit hub in the city, against all logic. This helps reduce supply and up prices, while forcing young families to move further and further away..."</p> <p>"I want to see rezoning. While nice in theory, the single family homes in central neighbourhoods such as kits need to go or younger working people will be completely driven from this city for good."</p> <p>"The city should zone all major arterials (anything with a bus route) to allow 2 & 3 storey apartment buildings and freehold townhouses (row housing) on all other arterials."</p>	65	11	29	25
Low to mid-rise	Respondents encouraged the building of low and mid-rise buildings to increase density.	<p>"I want to see more low-rise, higher density housing in single family neighbourhoods...duplexs etc. that maintain the street feel, the character of the city but provide more density."</p> <p>"Too many neighbourhoods limited to single-family zoning for such a desirable city, limiting creative and more dense but low scale options such as legal duplexes and row-houses."</p> <p>"Building new units shouldn't automatically mean more high rises. More five and six story buildings wouldn't impact a neighbourhood so heavily, yet they would add density."</p>	31	7	14	10

Against more density	Respondents expressed opposition to increasing density because of how it changes neighbourhoods. Others spoke about preserving heritage and neighbourhood character.	<p>"Want to see low-density neighborhoods preserved as Vancouver's low-density is one of its most desirable features."</p> <p>"Increasing densification in the West End, adding more towers and encouraging infill on every available patch of grass. It threatens to change the very character of an old, established neighbourhood, to the extent that we are considering a move."</p> <p>"The stress on real estate is so high that the city is getting denser and denser, spoiling calm, space and appeal."</p>	53	22	14	17
Specific neighbourhoods	Respondents spoke to issues with density in their neighbourhoods.	<p>"We live between the Canada Line stations Marine Drive and 49th St. Which is probably the reason for the densification in this area. But, we have lost our neighborhood, and the traffic has intensified."</p> <p>"I'm afraid the West End Plan is doing more to damage the area than it is to improve it. I guess we have to expect more highrises in order to house people, but to date the infill buildings on lanes have been ugly and appear out of place."</p>	7	5	2	0
Opposed to high rises	Comments expressing strong dislike for high rise buildings.	<p>"We do NOT want the beautiful view we have from our apartment to be blocked by high-rises. We do NOT want our quiet neighbourhood invaded by casinos, hotels, malls, etc."</p> <p>"The current development focuses on high-end maximum dollar to sq-ft projects which cater to the wealthy and push the working people out of the city. These developments are pushing up land values for the working class units in the area."</p>	11	2	4	5

Family, child friendly	Comments on the need for housing that welcomes children and families.	<p>"Middle-class families should be able to have a place to live for 30% of their take-home income (this is especially true of civil servants and professionals) - [need] 2-3 bedroom options, which are now in very short supply. "</p> <p>"Condos are suited to single/couple living not families like townhouses, which are not being built."</p> <p>"Increase the % of units in new developments intended for families. Enforce minimum space (Sq ft) for a room. The rooms shouldn't all be shoeboxes."</p>	281	129	83	69
Seniors	On the need for senior-specific housing.	<p>"As a Senior I know how vital it is to have more affordable Senior's housing in this community and every area of Vancouver. I was born in Vancouver and have worked very hard in my life. Many Seniors are the same, they have worked and supported their community and we need to have an affordable decent place to live especially at this time in our lives."</p> <p>"Are Seniors not being considered? I saw no mention of Senior housing in this survey. I am a Senior, and dread the day that I will have to move, knowing there are limited spaces for seniors that are affordable, convenient, and available."</p> <p>"I would also like to emphasize the importance of creating more affordable housing options for seniors. This could help free existing affordable family units currently occupied by "empty-nesters" who currently have no other affordable options."</p>	79	22	19	38
Other types of housing			689	194	267	228

General comments	Comments on the need for greater variety of housing options.	<p>"Need more housing options between single-family homes and one/two bedroom condos. There are not enough 2,000-2,500sqft townhouses/duplexes."</p> <p>"It would be good if existing neighbourhood and quieter streets will include more housing options. Some currently have townhouses and low rises - build more of those with more unit sizes to fit families."</p> <p>"That there are a diversity of housing types and forms which are geared to various types of buyers (or renters). This means diversifying away from endless towers filled with generic one or possibly two bedroom condos to other types of housing (townhouses, row houses, infill housing, duplexes, coach houses, co-ops) that are can be used/renovated to accommodate people's needs at varying stages of life, and which make it easier to get to the Street."</p>	125	21	73	31
Co-ops	Respondents expressed the desire for more co-ops in the City.	<p>"City should push for Co-Op Housing along Dunbar street where there are many empty lots and underutilized spaces. Residence will whine about this (as was seen by the creation of lane way housing in the area), but this is desperately needed, and people of various income levels should be able to live in chosen neighbourhoods across the city."</p> <p>"We need more co-op housing that is backed by CMHC that allows lawyers and welfare recipients to live together, collectively. Please look at Trafalgar Housing Co-op as a prime example of the kind of housing that really works and works well."</p> <p>"Promote more cooperatives as means of building community and putting agency in the hands of renters and not developers."</p>	244	81	51	112

Co-housing	Respondents expressed the desire for more co-housing opportunities.	<p>"Co-housing is something that should be encouraged and supported = the concept of people living in a more social manner in a strata."</p> <p>"I'm part of a group that is trying to build an affordable community through co-housing. Affordable is the single greatest obstacle to this."</p> <p>"I strongly support the addition of cohousing ventures as a means of building strong and thriving communities. Particularly, it helps if they are incorporated in residential houses, as a means of building cooperative living spaces."</p>	30	8	7	15
Laneway houses	Comments on laneway houses, mostly in favour of building more.	<p>"Need more infill coach homes, incentives for current land owners living on their own properties to develop laneway housing."</p> <p>"Encourage homeowners to add suites of laneway houses for affordable rentals."</p> <p>"The city needs to open up zoning regulations to allow for strata duplexes and laneway home properties ... further consideration MUST be given to the empty nester and seniors to allow for home ownership that is right sized and not necessarily strata titled or cooperative title."</p>	57	18	26	13
Opposed	Respondents thought laneway homes increased too much density, were too small to be useful or changed the neighbourhood too much.	<p>"Lane-way housing and basement suites bring in too much density all for the sake of more taxes."</p> <p>"I think some of these initiatives are actually going to make things worse, like laneway houses and small units. I think families need adequate space. I know too many families squeezed into units that are too small because they can't find anything else affordable. Property owners will build a coach house or add a unit just to try to make some money off of people. It might be a nice looking, new coach house, but it is too small for people with kids."</p>	7	4	2	1

Tiny houses	Comments requesting the city allow tiny homes.	<p>"There is a growing group of Vancouverites wishing to make the shift to 'tiny living'. Creating space for people to build their own, tiny homes or park their bus conversions or changing bylaws to allow them on existing property would help a lot of people find their 'forever home'."</p> <p>"I cannot afford the average rent any more. I would prefer to live in a very small house, even a tiny house, to have it be my own place permanently, and like the idea that i would be living within my means. i feel like it is killing me to not have even basic decent housing."</p> <p>"City should allow tiny house communities to occupy the empty lots the City is holding onto for future captial gains. The rent collected on these lots should then be used to help subsidise other low income families in other situations."</p>	41	6	16	19
Townhouses, rowhouses & duplexes	Comments regarding the need for more townhouses and other similar housing forms.	<p>"Stop building the wrong kind of housing. Rezone the city to abolish the SFH. The westside of Vancouver is declining in population and through rezoning for gentle density such as townhouses/ row houses and duplexes etc. could bring back the middle class to these areas."</p> <p>"It seems the zoning for the City is unimaginative in defining human spaces that are inviting to extended family lives. There ought to be more row housing, and more multiplexes with common garden shared areas. We need more liveable density in the city."</p> <p>"Providing opportunities to purchase smaller plots & housing (small houses, lane houses, etc.) would allow us to want to stay in the city, connected to the community."</p>	192	60	94	38
Low income, social, public housing			179	33	54	92

General comments	Comments expressing the need for more of these types of non-market housing.	<p>"There is not enough low income housing. I really wish there were more. Little Mountain has 1 apartment building and that was over 10 years ago. When is the city and the provincial government going to build more apartment buildings there, so that people can live on that land."</p> <p>"Being able to continue to live in the city we love is dependent on affordable and available housing, especially vulnerable residents (ie low-income, single parent families, disabled, etc)."</p> <p>"Increasing the supply of welfare-rate housing is critically important to reducing homelessness. Decisions about where to put this housing should be made with more city-wide planning and overall strategy than I've been seeing, i.e. decisions made in reaction to the latest protest or to opportunities. In particular, I'd like to see more effort in locating welfare-rate housing in places where land is cheap - which is not the DTES and not False Creek."</p>	135	24	42	69
Opposed	Respondents were against building more low-income/social/public housing for reasons such as fears of increase in ghettoization and feelings that City money should not be applied to those in poverty.	<p>"Do you want to become Detroit? Do not build housing projects...they turn into slums. We already have Hastings and Main which is gross."</p> <p>"That Vancouver needs to focus on something other than social housing which is a provincial responsibility."</p>	11	3	2	6

Luxury developments	Respondents expressed frustration that new builds are luxury-oriented and therefore too expensive for the average income earner.	<p>"New luxury condos do not help with affordability."</p> <p>"There seems to be a lack of midrange housing (mid size, mid price) I think having developers push the "luxury" market specifically keeps locals out... and promotes " resort" style living."</p>	54	18	20	16
Amenities & Lifestyle			885	291	326	268
Access to childcare, schools, comm centres, amenities	Comments regarding proximity of affordable housing options to required amenities such as schools and community centres.	<p>"Finding a community that I can afford to live in that also has enough amenities to support all the families in that area. The less expensive parts of the city are becoming over-crowded, parks are packed, community centres are full, etc."</p> <p>"Can't afford to live in a neighbourhood that includes easy (walkable/transit-able) access to amenities such as groceries, community centre, parks, cafes."</p> <p>"Have to have supporting infrastruture in place ahead of the mass influx of multiple housing. More hospital and health care capacity, new fire halls, increased policing, an effective transits strategy beyond just bike lanes, supporting business and industry."</p>	143	62	28	53

Green space & sustainability	Comments on the need to create green space in buildings and the city in general, meet goals of sustainability in new buildings and the preservation of existing buildings.	<p>"There is no storage space or garden space so my quality of living life is lower than I'd like but I am stuck here because rent is too high elsewhere."</p> <p>"There are condos going in all around us and there is ONE postage sized park in our community. Exactly what community amenities are the developers providing? Pave paradise and put up a condo - now is the time for green space. This is critical as people live in smaller & smaller spaces and especially in the DTES where we are suffering from a nature deficit."</p> <p>"It's hard to be "green" when you are forced by economics to drive hours to get the kind of housing that suits you."</p>	127	47	23	57
Transit connections	Comments regarding proximity of transit to affordable housing.	<p>"Finding an affordable place to rent which is easily accessible to amenities and public transit since buying is absolutely out of the question in this overpriced city!"</p> <p>"It is so difficult to find safe, quality housing with good transit that is also affordable for the majority of people."</p> <p>"Focus on other means to improve affordability of housing by relieving pressure on other costs, in particular transportation. Facilitate the ability to live car-free through access to good public transit and promotion of carsharing."</p>	173	84	31	58

Community	Comments on the importance of community and its potential loss	<p>"Losing friends & community members, who cannot afford to stay in Vancouver. They are moving to suburbs, or to other regions of the province or country. Particularly people who have a young family or are looking to start a family. It is tearing out the social fabric of our community."</p> <p>"My [sense] of community has diminished. Members of my family, and friends, could not afford the rental rates and cost of living in this city and I'm sad and lonely. My mother moved to Kamloops. Several of my friends have moved back to the provinces they came from."</p> <p>"Our neighbourhood has lost its young families. the local school is under-enrolled. there are no kids on our block for our kids to play with. rent is too expensive for most families."</p>	345	91	174	80
Diversity	Responses that speak to the importance of maintaining diversity in the city.	<p>"Diversity is central to our family where citizens from different cultural backgrounds and economic levels all living in same community."</p> <p>"Also, some various types of housing might create 'diverse' neighbourhoods, but is that based on class or race? We need affordable housing CITY WIDE, and for densification to also take what is now available for transit into consideration."</p> <p>"Retention of culturally important neighbourhoods like Chinatown and little India."</p>	97	7	70	20
Government Regulations			2093	499	497	1189

Issues with fixed term leases	Comments regarding landlord use of fixed-term leases.	<p>"Fixed term leases. Every year we have been kicked out or had my rent increase from \$300-500 due to Vancouver's lax stance on proper rent control. If there was proper procedures in place for removing these loopholes perhaps I could actually afford to live in this city."</p> <p>"If landlords were no longer able to get tenants to sign fixed-term leases (due to the fact that the market is so competitive, renters feel like they have no choice but to sign), and then charging even higher rent to the next tenant, or even to the same tenants? Or, as is the law in Montreal, there are restrictions on how much rent can be raised, even when new tenants come in or a fixed-term lease is up?"</p> <p>"Tie rent increases to the unit, not the tenant (ie rent can only be increased for a unit once per year by the set amount--regardless of whether a tenancy ends)."</p>	87	47	16	24
Short term rental regulation	Includes responses pertaining to the regulations of short term rentals (such as AirBNB) in the City and its impacts on housing supply. Most comments were opposed to short term rentals, though others expressed desires they would be allowed in order to bring in needed extra income.	<p>"Airbnb all over my neighborhood w no legislation!!!! These rentals take up places for real citizens."</p> <p>"Find a way to make innovative platforms like AirBnB work for the city, and not discard the concept. By offering incentives to foreign home owners/investors to rent out rooms, it may assist short term rentals to leave the long term rental market."</p> <p>"Govt should NOT interfere with homeowners who wish to sublet or rent their places or even run BNBS because its their business and it may make it possible for the homeowner to continue to live in the city. In a condo situation, that is up to the strata council and the city should not interfere there either."</p>	138	36	27	75

Empty homes	Comments on residents' frustration seeing empty homes in their neighbourhood given the housing shortage; sadness about the loss of community and impacts on local businesses; and the need to reduce empty homes through greater taxation and enforcement.	<p>"Having so many empty large houses in my neighbourhood has definitely changed the character of my neighbourhood. It feels empty and unlive in. here is no neighbourliness and zero street life."</p> <p>"Stop the empty housing. A 1% tax is nothing when the value of the property goes up by 30% over six months."</p> <p>"There should be...HUGE taxes on empty homes (including and especially condos. Include a hotline to report empty home violators."</p>	384	62	63	259
Foreign ownership	Most comments expressed concerns with the impact of foreign buyers on the housing market and the need to curtail or eliminate them.	<p>"I don't want to see all foreigners locked out of buying a home here, but I think you need to find a way to not let them use the housing market here to dump their cash into."</p> <p>"None of these address the core, underlying problem - which is foreign capital-driven housing price increases. If exterior demand is not addressed, all supply-side solutions will both fail in the short term, and produce a glut of housing when the capital withdraws."</p> <p>"Stop investment by non-residents into housing! Large commercial properties may be ok, with sufficient taxation and constraints. There is NO reasonable policy rationale for allowing non-residents to purchase single-family dwellings, whether houses or condos."</p>	563	141	127	295

Renovations & permits	Regarding the City's permitting process for homeowner renovation and new developments, the speed of the process and its impact on housing	<p>"The legislation regarding housing permits and zoning bylaws need to be changed to make it easier to build new homes. City's absurdly high regulatory compliance cost for building new units needs to be lowered. If the city needs to hire more people to expedite the process, it should."</p> <p>"Planning and permitting new buildings in Vancouver are a total mess. It should not take two years to get a permit to demolish and replace an existing house. Other municipalities get this done in two weeks."</p> <p>"The city makes renovating an old home onerous. We would have been far better off economically to bulldoze the character house and build a large box, sell out, and move away. All the incentives and city policies push the wrong way."</p>	174	49	48	77
Speculation	Comments on issues with speculation and the need for government intervention.	<p>"Affordability. Housing speculation by investors driving up prices making rents skyrocket as well. We need to curtail foreign investment in housing as a commodity."</p> <p>"So long as speculation plays a major role and houses sit empty, it's not the supply that is the problem, but the demand, and building more without driving down prices only further fuels speculative buying and the overheated market detached from local residents' wages."</p> <p>"The legal system should be designed to Not allow for Van housing to be used to launder money. The government of Canada, BC and city officials must deal with the "elephant in the room" and demand source of funds in housing transactions and stop foreign/absent home ownership."</p>	522	123	140	259

Taxes	Comments suggesting the City raise certain taxes (property transfer, occupancy, short term rental) in response to housing issues.	<p>"Raise the limit of the land transfer tax or at least lower it for first time buyers who are citizens or permanent residents. Even better, make it a tax credit. So, only people who are honest and pay their taxes in Vancouver get a break."</p> <p>"The city and the provincial government need to get their claws out when it comes to housing taxes. 15% transfer tax and a 1% occupancy tax won't change anything. Those taxes need to be so punishing that no one in their right mind would buy a property and just hold it. The taxes need to be used to disincentivize the commoditization of the housing market in Vancouver, not just be another revenue stream of the government, which is exactly what it is in its current iteration."</p> <p>"Rethinking the incredibly low property tax regime and moving toward a higher and more progressive tax policy (i.e. higher rates for higher assessed values)."</p>	54	3	10	41
Multi-government involvement	Responses include municipal, provincial and federal government involvement in housing issues.	<p>"Working with provincial and federal government to restructure the way that real estate is done in this province. I would like to see more housing for living and not as "investment." Investment properties should be taxed at a much higher rate."</p> <p>"The city of Vancouver must not bear the entire burden of public housing strategy and private housing strategy in the municipality. Directives and funding need to come from the federal government (not the provincial government). A public housing & private housing strategy...are required."</p> <p>"Foreign investment must be recognized as being a major contributor when it comes unaffordable housing. The City of Vancouver in conjunction with the provincial and federal government must do much much more to curb this type of speculation."</p>	113	13	28	72

No intervention	Respondents expressed the opinion that government should not intervene in the free market.	<p>"Faith in free enterprise plus a strategy to regulate out the most serious abuses."</p> <p>"A free and fair market will increase the opportunities for better housing to help ensure community security and quality of life."</p> <p>"Encourage free markets. Encourage the creation of rental housing by giving owners more control over their property, not less. Your current proposal to give more say to tenants and less to owners will result in less housing, not more."</p>	29	7	8	14
Other	Comments on other ways the city can respond to the housing crisis such as changing building codes, doing better planning on a larger scale, performing inspections, tightening loopholes, viewing housing as a human right and others.	<p>"Reduce building code requirements. Streamline all building permitting processes by 90% of what they today. Reduce permitting fees by 75%. Offer density bonus and real incentive (i.e. waive all permitting fees and property taxes for 10 years if they are building 100% rental project). Seattle did it why not Vancouver?"</p> <p>"Shift housing from a commodity and investment to a right."</p> <p>"Preserve the heritage of our city by protecting perfectly suitable homes from demolition. It's easy to do. If someone is going to destroy a home, they should have to apply for a permit. An inspection takes place. If the home is deemed in good condition and can last for another 50-100 years, the demolition should not take place."</p>	121	18	30	73

Developers	Comments on the amount of power that developers have in the City and in some cases the close relationships they have with City councillors. Other comments strongly encouraged the City to regulate development in order to create affordable housing.	<p>"Developers seem to rule the housing market in Vancouver - tearing down older houses and buildings and putting up expensive rental or condos instead of them. The City needs to remember that the people who work here (the ones who ensure there is food and services in the city) need housing here. Not more rich people."</p> <p>"The developers who fund elections influence decision-making to such an extent that City strategies will always benefit them most and the most needy least."</p> <p>"The collusion of developer interests with the municipality. You speak of all these programs you have in place but each time a developer is not held to their end of the bargain and over and over they do not deliver on their promises of providing rental housing, or building parks."</p>	212	37	63	11
City's Priorities	Comments on the priorities described in the survey.		465	3	395	67
Support	Respondents expressed support for the City's priorities.	<p>"Thank you for your effort to make housing better and more affordable."</p> <p>"These priorities and ideas mean to us that the City is inclusive of everyone, even those who are deemed unworthy by the majority of the public. We are all citizens of this city and ensuring we all have the opportunity to choose to remain as such, and live in a safe, secure and dignified manner, indicates that the City is considering everyone, not just those who can afford to pay the most."</p> <p>"Can't disagree with any of it - a strong, holistic strategy. But how long will it take before new housing and units are available to me? And will they be *truly* available, or will I be competing against literally thousands of other applicants in a luck of the draw scenario?"</p>	86	0	72	14

Opposed	Comments expressing opposition to the priorities.	<p>"The strategies seem so broad that the solutions try to be everything to everyone. That often means that no one really gets what they need. Perhaps breaking up the problem into specific target groups and developing an unique approach for each might address the problem better."</p> <p>"These priorities indicate that the city of Vancouver is entirely missing the point. Most of these concerns would be rectified if adequate controls were put in place limiting foreign money investing in local property markets. Everything else is window dressing and a token gesture if the role of foreign investment is not addressed."</p> <p>"A few of these priorities are misguided. We do *not* need the city to build more condos. This is not healthy for the city. You simply need to cap the amount that current housing can be bought, sold, and rented out for."</p>	177	1	157	19
Skeptical	Respondents expressed skepticism that action would be taken on the priorities listed.	<p>"Political postering. I want real, actual, and effective change."</p> <p>"Sorry to sound pessimistic but they mean very little until "priorities" are "realities". We'll see..."</p> <p>"These priorities and ideas would be fantastic if the city of Vancouver would actually walk the walk instead of just saying that they are addressing it."</p>	105	0	93	12
Timing	Respondents commented on the need for the City to make changes as soon as possible, or that it is already too late for them.	<p>"THIS NEEDED ADDRESSED YEARS AGO!!! The problem has been a decade in the making. And now it has gone beyond emergency level. There needs to be funds made available immediately."</p> <p>"As for what these priorities and ideas mean... it means that perhaps the City of Vancouver is starting to take this more seriously. But I know that this won't happen soon enough as we've had an affordability crisis for years- so until then I'm still planning on moving somewhere else next year."</p> <p>"The city acts too slow. I have read the same info for years about this problem. nothing has been fixed."</p>	81	1	62	18

Vagueness	Comments on the lack of clarity and specificity in the City's goals and/or questions.	<p>"The priorities seem vague and unhelpful, and don't really address the root causes of the problem."</p> <p>"The priorities sounds like half-decent PR, but I'm not confident they'll make a difference in the housing crisis. They're vague and noncommittal, they need clear metrics and KPIs."</p> <p>"Affordable non-rental housing is missing but to achieve that, prices need to drop by 25-50%. Affordability is left as a vague term. What about the impact of speculation and house flipping? Need more densification as housing policy cannot be dictated by NIMBYists especially those who own single family homes."</p>	16	1	11	4
International Housing Models	Respondents encouraged looking to examples of housing solutions worldwide.	<p>"We say we are like European cities but we are sorely lacking in their most attractive features like interior courtyards, neighbourhood restaurants and groceries, plazas for kids to play."</p> <p>"The bottom line is that there is housing in Vancouver, it is simply inaccessible due to artificially inflated purchasing costs. Government must legislate measures to control this as has been done in Australia. This will create instability in the vancouver market as an "investment" for foreign buyers. It will make the market affordable to families & young professionals. Please follow the Australian example & make our city affordable."</p> <p>"Look to Tokyo as a model for development for dense, walkable, and human-scale communities that combine a variety of housing types near transit and commercial activity."</p>	49	5	16	28

Other	Comments on housing issues not captured by the above categories, miscellaneous issues such as health and roommate challenges, complaints about traffic, comments on design of city and others.	<p>"Not much privacy, not very good ventilation."</p> <p>"Street parking - neighbours have illegal suites and often 5 cars for a 33 foot lot."</p> <p>"Put design as a forefront. Vancouver has a horribly homogenous landscape of blue glass towers (barring that hideous magenta monstrosity beside BC Place). Glasshomes are also unenvironmentally friendly as they reflect heat, and are non-existent in terms of insulation. The Central Library is one of our most beautiful buildings and it's a perfect mix of design, form and function."</p>	445	123	145	177
No housing problems	Respondents stated they had no issues with housing.	<p>"My family is lucky to be living comfortably where we want to be."</p> <p>"I do not face a housing challenge. I have benefited from the tremendous rise in the housing market and had the privilege of securing financial security from the sale of a home on the West side of Vancouver and buying on the East side, my preferred neighbourhood."</p> <p>"None, I worked hard for what I have."</p>	116	87	29	0
No additional comments	Comments with nothing further to add.	<p>"N/A."</p> <p>"I don't know."</p> <p>"No."</p>	145	23	35	87

Survey	Comments on design and implementation of the survey.	<p>"I find the methodology involving choosing between your rental needs and those of homeless people highly problematic. I shouldn't have to prioritize these things.</p> <p>"Your survey is terribly biased and assumes I approve of the options to a greater or lesser degree. I suggest you use resources at U.B.C. to assist with the creation of better surveys that permit objective views. I believe you are shepherding me toward supporting options that YOU think are appropriate."</p> <p>"This is a specific and important question for the most vulnerable residents of Vancouver. Please make extra efforts to seek out the opinions and ideas of the most marginalized residents of this city as well as the groups and individuals who serve them."</p>	26	1	16	9
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