



RM-7 Post-Occupancy Survey in Norquay

June 2021

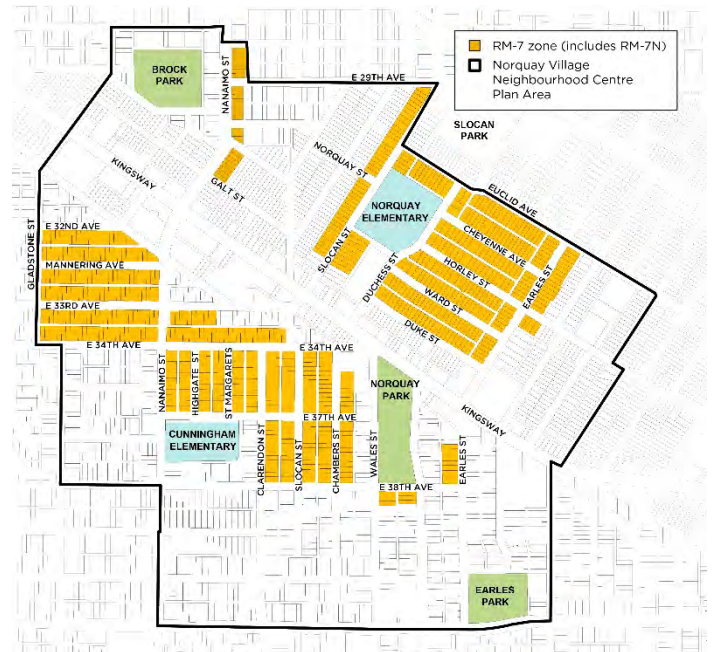
Background

In 2013, as part of the implementation of the Norquay Village Neighbourhood Centre Plan, City Council approved the rezoning of sites in Norquay from single detached houses (RS-1) to townhouses (RM-7) to increase housing options suitable for a variety of households.

The RM-7 zone allows a range of housing choice including multiplexes (buildings that contain 3 to 6 dwelling units), townhouses, and rowhouses.

As well, the RM-7 zone permits lock-off units, a smaller dwelling unit that may be locked off to be used separately or rented out from the larger dwelling unit. The intent of allowing lock-off units is to increase the rental stock in the neighbourhood and to provide the option of having a mortgage helper for the owner of the stacked townhouse or rowhouse (similar to

having a secondary suite in one- and two-family dwellings).



RM-7 Survey in Norquay

As the City considers how to diversify housing options in neighbourhoods across Vancouver as part of the Vancouver Plan, staff want to learn more about resident's experiences living in new homes built in the RM-7 zone in Norquay. This information will assist staff with an on-going review of missing middle housing options.

On March 22, 2021, postcards were delivered to 178 new homes (including lock-off units) built

since 2013 in the RM-7 zone of Norquay Village Neighbourhood, inviting residents to participate in an online post-occupancy survey. The survey was made available online until April 6, 2021, with a total of 20 responses received.

Participants were asked to share their experiences of living in their homes including, identifying aspects of their homes that they liked and things that could be better.

RM-7 | Triplex



RM-7 | Sixplex



RM-7 | Townhouse



Results

Response Rate

178 homes were notified within the study area, including 29 lock-off units. Since lock-off units are an optional and flexible use, these units may or may not currently be [rented] as a separate living space from the larger dwelling.

Overall 20 responses were received, one of which identified as living in a lock-off unit.

Unit Size

When asked about the approximate size of their homes, responses ranged from 287 square feet to 1400 square feet with the average unit size around 1016 square feet.

Bedrooms

Seventeen of the respondents indicated that there were 3 or more bedrooms in their unit, 2 respondents indicated that there were 2 bedrooms in their unit, and 1 respondent indicated that they lived in a studio unit (no separate bedroom).

Reasons for Moving in to Unit

When asked why they chose to move into their homes, respondents selected from a range of reasons with the top motives being:

- Unit is suitable for my family
- It was more affordable than similar options in other locations
- Liked the type of building (e.g. a townhome)
- It's close to bus routes, transit (e.g. Skytrain)
- Like the size of the unit
- Wanted access to a yard/private outdoor space

Respondents were less likely to select:

- It's closer to my workplace/school than my previous accommodation
- It's closer to family/friends than my previous accommodation
- It's close to amenities and services
- Wanted to live in this area/neighbourhood

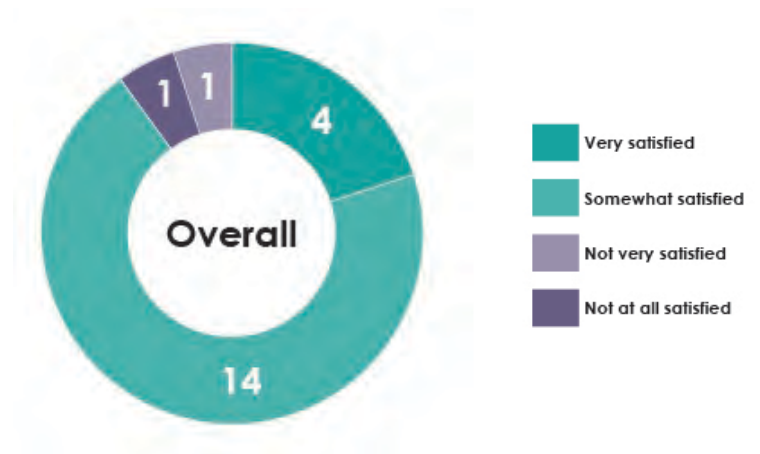


Level of Satisfaction

To help us understand the experience of living in their unit, respondents were asked to indicate their level of satisfaction with a range of items.

Overall

When asked about overall satisfaction with their unit, 18 respondents identified that they were somewhat or very satisfied and 2 respondents indicated that they were not very or not at all satisfied.



Space Distribution and Functionality

Largely, respondents were satisfied with:

- Number of bedrooms
- How the space functions
- Privacy
- Size of units
- Noise (e.g. lane, garbage pick-up, etc.)



■ Very satisfied
 ■ Somewhat satisfied
 ■ Not very satisfied
 ■ Not at all satisfied

Level of Satisfaction

Regarding the quality of building construction, access to private outdoor space, and landscaping respondents were generally split in their levels of satisfaction.



Respondents identified several areas for improvement including in-unit storage, vehicle parking, bike parking/storage. Although respondents generally gave a high rating to many aspects of the building design and construction, including satisfaction that the building design mitigates street noise, their comments indicated that noise between units was a concern for some.



Level of Satisfaction

Most Positive Aspects

When asked about the most positive aspects of their unit, the top three items respondents identified were:

- efficient layout and design (number of rooms/baths, modern design)
- good location and proximity to things
- good light in unit/windows

Least Positive Aspects

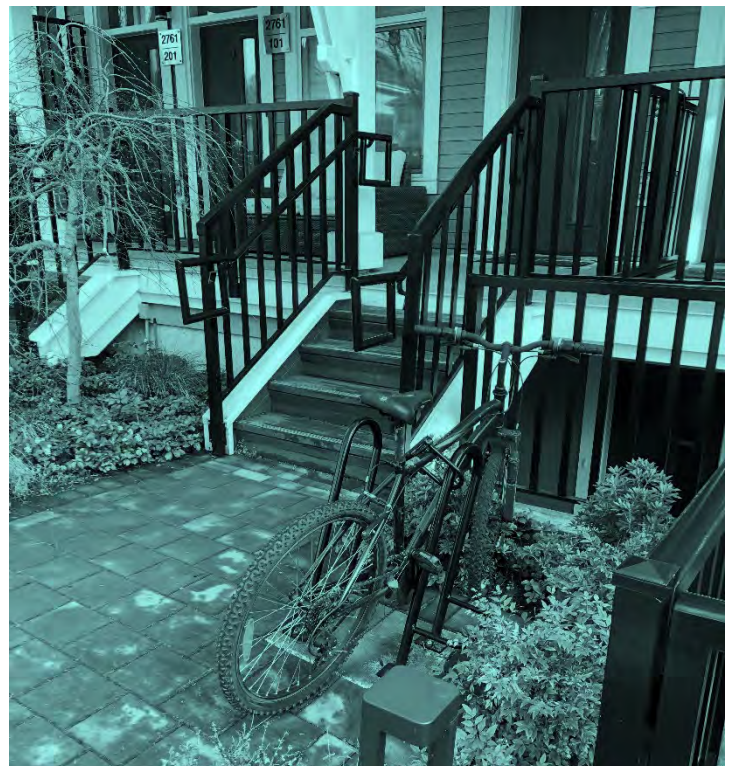
When asked about the least positive aspects of their unit, the top three items respondents identified were:

- quality of construction (construction methods and materials)
- soundproofing between units
- indoor and outdoor storage options (e.g. hanging space, bike storage, etc.)

Accessibility

When asked about the key elements that contribute to their unit's accessibility the most common element respondents reported was handrails.

When asked about the key elements that could be changed to improve their unit's accessibility the most common responses included stairs and the widths of spaces (including narrow entranceways, hallways, doorways, stairwells, bedrooms).



Survey Respondents

Length of time in unit

Seventeen of the respondents indicated that they have lived in their current unit for more than one year, with 2 respondents living in their unit between 6 months and one year, and 1 respondent living in their unit for less than 6 months.

Number of people in unit

Including themselves, 12 respondents indicated that 2 to 3 people live in their unit, 6 respondents reported 4 to 5 people live in their unit, and 1 respondent reported living alone.

Unit Size

When asked about the approximate size of their homes, responses ranged from 287 square feet to 1400 square feet with the average unit size around 1016 square feet.

Rental versus Ownership

Sixteen respondents reported owning their unit and 3 respondents reported renting their unit.

Renters

Of the 3 respondents who own their unit, only 1 reported living in a lock-off unit.

Two renters indicated that the total cost to rent their unit is \$2500 or more each month and 1 renter reported the cost as \$1,000 to \$1,499 monthly.

Partially below ground level units

Twelve of the 20 respondents reported living in partially below ground level units.

Off-street Parking

Fifteen of the 20 respondents reported that their unit includes an off-street parking space for their private use.

Next Steps

While the number of survey responses received was small, the responses provided us with very useful information to explore further in future work, this includes:

- Review of the RM-7 and RM-7N Guidelines
- Investigate more secure, permanent bike parking solutions
- Evaluate open vehicle parking
- Explore off-street parking charges impacts on onsite parking

