2024 SRO TENANT SURVEY

Prepared by the Downtown Eastside SRO Collaborative Society for the City of Vancouver

DTES SRO Collaborative | CITY OF VANCOUVER

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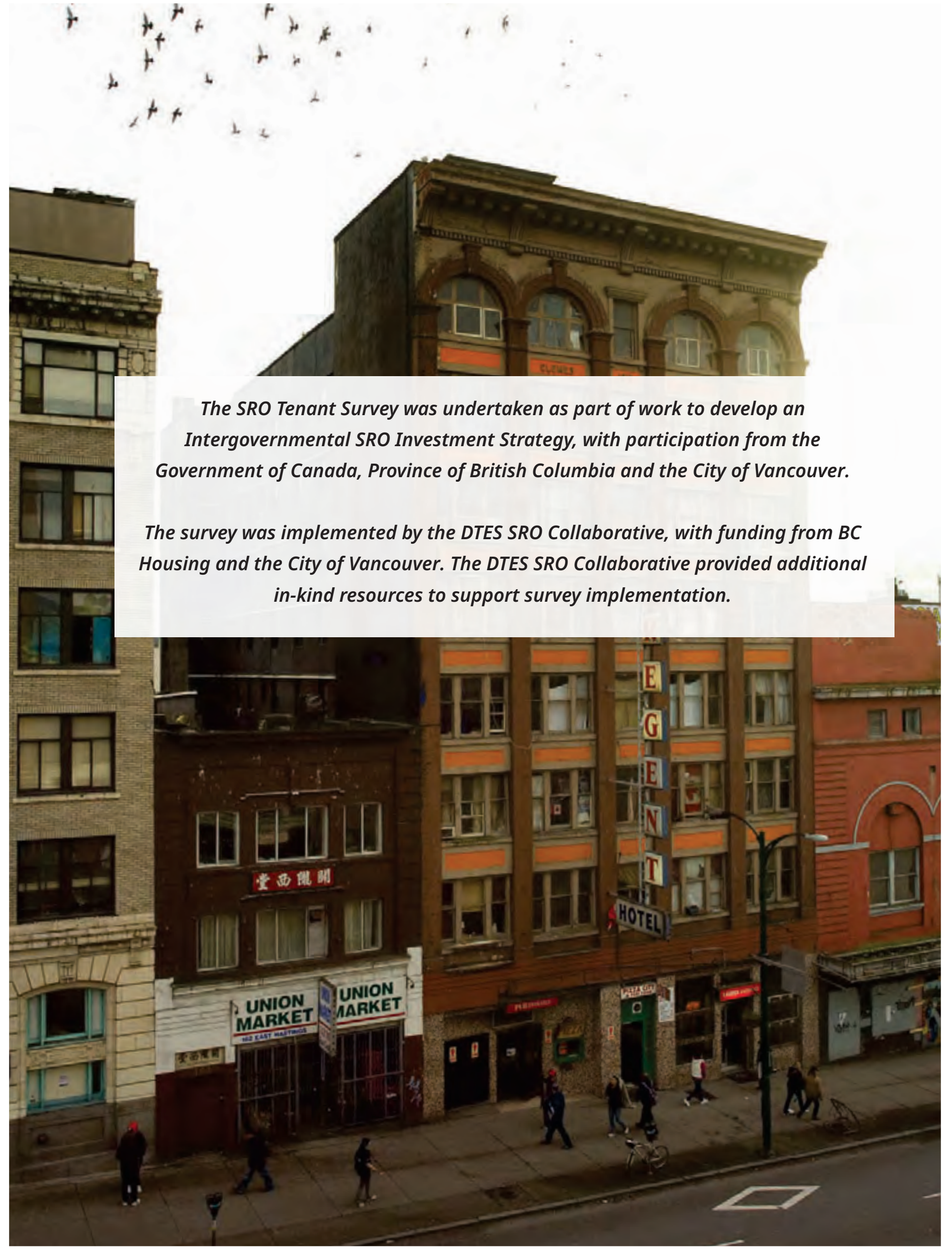
Land Acknowledgement

Acknowledging the unceded territories

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

This place is the unceded and ancestral territory of the hən̓q̓əmin̓əm̓ and Sḵwx̱wú7mesh speaking peoples, the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and səlilwətaɬ (Tsleil-Waututh) Nations, and has been stewarded by them since time immemorial.

Vancouver is located on territory that was never ceded, or given up to the Crown by the Musqueam, Squamish, or Tsleil-Waututh peoples. The term unceded acknowledges the dispossession of the land and the inherent rights that Musqueam, Squamish and Tsleil-Waututh hold to the territory. The term serves as a reminder that Musqueam, Squamish and Tsleil-Waututh have never left their territories and will always retain their jurisdiction and relationships with the territory.



The SRO Tenant Survey was undertaken as part of work to develop an Intergovernmental SRO Investment Strategy, with participation from the Government of Canada, Province of British Columbia and the City of Vancouver.

The survey was implemented by the DTES SRO Collaborative, with funding from BC Housing and the City of Vancouver. The DTES SRO Collaborative provided additional in-kind resources to support survey implementation.

INTRODUCTION
Background and context

Single Room Occupancy accommodations (SROs) are rooming houses and residential hotels, mostly built in the early 1900s, that primarily contain small single rooms, shared bathrooms and shared or no cooking facilities. SROs are designated under the City of Vancouver's Single Room Accommodation (SRA) By-Law, with the majority located in Vancouver's Downtown Eastside (DTES). SROs serve as the last affordable housing option before homelessness for many Vancouver residents and have historically housed people facing intersecting and compounding forms of marginalization based on gender, age, disability, health conditions, sexual orientation, poverty, race, language and Indigenous identity, including the effects of residential schools.

Approximately half of the SRO stock is owned by market owners and half by nonmarket owners. This distribution has shifted over time as market SROs have slowly been acquired by the nonmarket housing providers (e.g. government and non-profits)who aim to provide affordable housing, often with supports, to SRO tenants. Overall, the SRO stock has been gradually decreasing, from approximately 7,640 open rooms in 2003 to approximately 6,570 open rooms in 2023.[1] The reduction in rooms is attributed to building closures (as the result of fires or City orders), conversions to other uses, and redevelopments that have replaced the SRO rooms with self-contained social housing.

Affordability and livability for tenants are urgent issues in SROs, with two key trends being rising rents in market (privately-owned) SROs and deteriorating conditions of many buildings. Recognizing these challenges, longstanding City policy calls for the replacement of all SROs with self-contained social housing for low-income tenants on a one-for-one basis. However, replacement of SROs will take significant investment and time, meaning that existing SROs will continue to serve a critical need for low-income tenants for the foreseeable future. To curb rising rents, the City introduced the SRO Vacancy Control policy, which has been in place since 2024 and limits the amount rents in private SROs can be increased between tenancies. The City has also implemented enforcement and regulatory measures aimed at improving livability for SRO tenants, and continues to work with federal, provincial and community partners to address the multiple challenges in the SRO stock.

To learn more about Vancouver's SRO buildings, see the *City of Vancouver's 2023 Low Income Housing Survey*.

[1] City of Vancouver Low Income Housing Surveys 2003 and 2023

Survey purpose

The population of tenants living in SROs is excluded from most census data[2]. To fill this gap in knowledge, the City conducted demographic surveys of SRO tenants in nonmarket and private SROs in 2008 and 2013. In 2024, the City of Vancouver partnered with the DTES SRO Collaborative Society (SRO-C) to conduct a representative and statistically significant survey of the tenants living in SRO buildings in order to establish an updated socio-demographic, economic and housing profile of SRO tenants. The Survey report will be available publicly for use and access by SRO tenants, building owners and other interested parties. Survey data will be used by the City for general policy and planning purposes and as part of the work to develop and inform an intergovernmental SRO Investment Strategy. The SRO Collaborative will also access the survey data in an ongoing way to assess and address community needs, including the design of tenant-led initiatives.

Intergovernmental SRO Investment Strategy:
An Intergovernmental Working Group was formed in 2021, with participation from the City of Vancouver, the Government of Canada, and the Province of BC. The goal of the working group is to develop an SRO Investment Strategy to accelerate replacement of SROs with self-contained social housing while, in the interim, improving livability and securing affordability for low-income and equity-denied residents who continue to reside in SROs.

Survey design and implementation

The survey instrument used in the 2024 SRO Tenant Survey was designed in collaboration between the City of Vancouver, the DTES SRO Collaborative, and a Tenant Advisory Committee, with input from BC Housing. A large number of questions included in the survey were designed to be comparable with key demographic, economic and housing questions from the 2008 and 2013 SRO Tenant Surveys, in order to enable analysis of trends over time. Some new survey questions were added, including questions drawn from the SRO-C's 2019 SRO Habitability Survey and questions intended to help inform the SRO-C's tenant-led initiatives.

Between January and March 2024, the SRO Collaborative's Outreach Team undertook outreach in buildings designated under the SRA Bylaw, with the aim of achieving a randomized sample of 10% of tenants in each SRO building. SRO tenants were invited to a Survey Cafe where the SRO Collaborative's Interview Team conducted surveys lasting approximately one hour with each tenant, in a welcoming and supportive environment. Various measures were put in place to promote equitable access to survey participation by addressing language accessibility, physical accessibility, and supporting tenants' mental wellbeing. Participation in the survey was

[2] SRO tenants are not included in census data collected in the long form and/or applied to only private households, which includes data relating to Indigenous identity, race, culture, immigration, housing, employment, or income. Tenants are included in the total population counts and basic demographic data (ex. age)

voluntary and confidential, and tenants who participated in the survey were given a $25 stipend in recognition of their time. Tenant privacy was protected throughout the survey process, including ensuring that data was disaggregated from any personally identifying information.

The outreach team knocked on 3,959 doors in 143 SRO buildings, accounting for 64% of all SRO rooms. The final cleaned and refined sample of this survey includes 908 surveys from 133 SRO buildings. These 133 buildings make up 94% of the 141 open SRA-designated buildings. Ten SROs were excluded from the survey primarily due to being closed at the time of the survey, or because the outreach team could not gain access to the building. At least a 10% sample was achieved in 113 of the 133 buildings surveyed. A sample of 14% - 18% was achieved in each building owner and operator type. The findings were cleaned and analyzed alongside longitudinal data from the 2008 and 2013 SRO surveys. For more information on the Survey methodology, see Appendix A.

Table 1. Total Number of Buildings, Rooms and Surveys

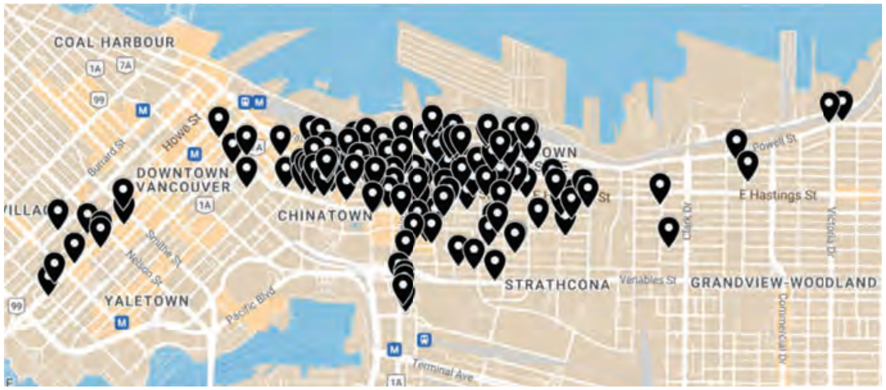
OWNER/OPERATOR TYPE	# OF BUILDINGS	# OF ROOMS	% OF SRO BUILDING STOCK	# OF SURVEYS	% OF ROOMS SURVEYED
CHINESE SOCIETY	7	135	2%	24	18%
GOVERNMENT	37	2322	38%	342	15%
NON-PROFIT	13	613	10%	99	16%
SUBTOTAL NON-MARKET	**57**	**3070**	**50%**	**465**	**15%**
PRIVATE	71	2776	45%	394	14%
PRIVATE/ NON-PROFIT	5	307	5%	49	16%
SUBTOTAL MARKET	**76**	**3083**	**50%**	**443**	**14%**
TOTAL	**133**	**6153**	**100%**	**908**	**15%**

For the purposes of analyzing the survey data, SRO buildings were categorized as either market or nonmarket:

- Market SRO Buildings are privately-owned and are operated either by a private owner or, in five cases, by a non-profit housing provider.
- Nonmarket SRO Buildings are owned and operated by BC Housing, the City of Vancouver, non-profit housing organizations, or Chinese Societies to provide affordable low-income housing to people in Vancouver, sometimes with supports.

Appendix B includes a full list of SRO buildings that were part of the survey, including numbers of surveys conducted.

Diagram 1. SRO Buildings in Vancouver - Jan 2024



A map of SRO buildings within Vancouver, ranging from Hornby Street Downtown to Victoria Drive in Grandview-Woodland

A note about quotations

Throughout this report, sections include quotations from SRO tenants where relevant. These quotations were gathered from open qualitative questions posed to SRO tenants during this survey. All quotations are kept anonymous to preserve the safety and privacy of tenants. For more information on the survey methodology see Appendix A.

A note about the Tenant Advisory Committee

A Tenant Advisory Committee (TAC) was established to give input into the SRO Tenant Survey, as experts in their own experiences as tenants living in SROs. The TAC was made up of 23 SRO tenants from nine SROs and included twelve English-speaking residents of SROs in the DTES and eleven Chinese language speaking residents of SROs in Vancouver's Chinatown. The SRO-C convened TAC meetings at key points in the process of designing the survey and conducting outreach, collecting data, analyzing data and finalizing this report. For more information on the work of the TAC, see Appendix A.

The Tenant Advisory Committee members encourage the survey project team to remember the people behind the statistics, to acknowledge the diversity of tenants living in SROs, as well as their common needs and desires for a safe, affordable and clean place to live. They call attention to the networks of caring between tenants, the expertise that SRO tenants hold, and the real difference that government action can make in the lives of SRO tenants. Please see Appendix D, Statements from the TAC.

Acknowledgments

The 2024 SRO Tenant Survey, the largest survey of SRO tenants completed to date, was made possible by many partners and participants. While it is impossible to name everyone involved, we would like to give a special thanks to the following organizations and individuals for their care and attention in conducting this complex project.

We would like to thank the Survey Outreach and Interview team for their care, tenacity and dedication to ensuring that SRO tenants were supported to share their experiences. At a personal and logistical level, it is difficult to both conduct outreach to tenants and to hold space for the experiences of tenants. The success of this survey is due in large part to the commitment of this team.

We would also like to thank the Tenant Advisory Committee for their insight and direction in planning, collecting, analyzing, interpreting and presenting the results of this survey. Each tenant leader generously shared their wealth of knowledge, and up to the moment experience, about the conditions and populations living in SRO buildings today.

The partnership with the DTES SRO Collaborative Society was foundational to the success of the survey, and to upholding principles of reciprocity and partnership in conducting research in the Downtown Eastside. The SRO-C brought a wealth of experience and relationships to the process, including community knowledge within and among SRO buildings, networks of tenant leaders and connections in many private SROs, practices of tenant participation in community-based research and evaluation, as well as trauma-informed approaches to outreach, data collection and data sovereignty. Many thanks to the SRO-C team for the high level of care and attention they brought to the survey and their ongoing work with and for SRO tenants.

And finally, this survey could not have been conducted without the help of the people, organizations and groups listed below:

City of Vancouver

SROs and Supportive Housing: Monika Czyz, Kristin Patten, Madelaine Parent
Non-market Housing Operations: Crystal Brisson, Leslie Remund

DTES Eastside SRO Collaborative

Knowledge Keepers: Johnny Perry, Crystal Murray
Outreach Team: Victoria Brindise, Luca Damascelli, Shelley Caneja, Peter Gallacher, Jin He, Benjamin Smith
Interview Team: Rachael Bullock, Gabriel Goodman, Toshi Leung, Phoenix Robson, Jinglun Zhu
Data Analysis Support: Claire Shapton
Project Management Team: Zakir Suleman, Gabby Doebeli, Tristan Markle, Wendy Pedersen
Survey Tenant Advisory Committee Members: Tyrone Renney, Richard Schwab, Cyril Barrett, Stephen Nelson, Eric Coe, Jean-Guy Gagnon, Gary Townsend, Dee Perkins, Misha Sample, Nicole Baxter, Jeremy Garvin, Marvin DeLorme, Donald Lee, Lisa Che, Huang Xue Hua, Song Yong Li, Xue Chun Mei, Ka Chun Shum, Tony Wang, Gao Jian Li, He Shi Ping, Chanel Huang, Zhang Zhi Ping
Additional Support and Guidance: Bryan Jacobs, Marina Chavez, Nicolas Yung, Sean Cao, Darren Ly, Jersey Bruining, Zaphaniah Strauss, Yuan Wei

BC Housing Research Centre

Tammy Bennett and Nick Chretien

Non-Profit, Chinese Society and government nonmarket housing providers

These organizations provide affordable, low-income housing to tenants in SROs, sometimes with supports. Many of these organizations worked with the Survey Outreach and Interview teams to help connect to tenants in their buildings. Organizations that own and operate nonmarket SROs include:

Non-profit housing providers:

Affordable Housing Societies, Anhart Community Housing Society, Atira Women's Resource Society, Atira Property Management Inc., the Bloom Group, Central City Foundation, Christ Church of Canada, Circle of Eagles Society, Community Builders, Lookout Housing and Health Society, MPA Society, PHS Community Services Society, Raincity Housing and Support Society, Veterans' Memorial Housing Society, BC Indigenous Housing Society, Rose Garden Cooperative Housing Society.

Chinese Societies:

Lung Kong Tien Yee Association, Hing Mee Society of Vancouver, Lew Mao Wei Tong Association, Mah Society of Canada, Natives of Toi Shan Benevolent Society of Vancouver, Vancouver Tsung Tsin (Hakka) Association, Vancouver Chinatown Foundation for Community Revitalization, Woo Chuk On Tong, Yin Ping Benevolent Society of Canada, Zhongshan Lung Jen Benevolent Society.

Government:

BC Housing, City of Vancouver Non-Market Housing Operations.

KEY FINDINGS

This section highlights the main findings from the 2024 Single Room Occupancy (SRO) Tenant Survey

Who lives in Vancouver's SROs?

Indigenous people continue to be over-represented in SROs

Thirty-one per cent (31%) of all respondents reported an Indigenous Identity, as compared to 2.4% citywide.[4] This proportion has increased over time, from 20% in 2008 and 26% in 2013, to 31% in 2024.

SRO Tenants come from diverse backgrounds

In addition to Indigenous identity, SRO tenants reported 54 different ethnicities not Indigenous to Canada. SRO tenants reported speaking 94 different languages and dialects. The most commonly spoken languages other than English were French (10%), Spanish (4%), Cantonese (2%), Mandarin (2%) and Cree (2%).

The most common ethnicity reported was White (70%), with the next most common ethnicities being Indigenous (31%), East Asian (7%) and South Asian (4%).[3] Twenty per cent (20%) of SRO tenants were born outside of Canada, the most common other countries of birth being China, Mexico, the UK, USA, Iran, the Philippines and Vietnam.

A majority of SRO tenants are male

Seventy-two per cent (72%) of all tenants surveyed were male, 26% were female, while 2% reported other gender identities. The gender distribution of SRO tenants has remained fairly consistent over the last 16 years.

SRO tenants include those who came to Canada as refugees & immigrants

Eighteen per cent (18%) of all SRO tenants said they came to Canada as an immigrant, refugee or on a temporary visa. Of these tenants, about 76% reported living in Canada for five years or more, while 24% reported living here for less than five years (a.k.a. "newcomers"). Newcomers were much more likely to live in market SROs than nonmarket SROs. Of the immigrants/refugee respondents living in market SROs, 38% were newcomers; of those living in nonmarket SROs, just 3% were newcomers.

[3] Note that tenants were able to report more than one ethnicity
[4] Statistics Canada, Profile table, Census Profile, 2021 Census of Population, Vancouer, City (CYT (Census subdivisions), British Columbia

The SRO tenant demographic is aging

Twenty-nine per cent (29%) of all SRO tenants were between 55-64, as compared to 13% citywide.[5] The age distribution in SROs has been trending older over time, with the proportion of tenants in the 55-64 age bracket increasing steadily from 15% in 2008 to 23% in 2013, and 29% in 2024. Notably, this demographic includes older adults not yet eligible for old age security benefits.

SRO tenants face intersecting health challenges

Eighty-six per cent (86%) of SRO tenants reported having one or more health challenges, including physical limitations (57%), a disability (56%) or mental health issues (41%). The proportion of SRO tenants who reported a disability is double the proportion found amongst BC residents overall.[6] Fifty per cent (50%) of SRO tenants reported visiting a hospital emergency room in the previous year, including 25% visiting an ER four or more times and 2% visiting an ER 20 or more times in the year.

Bridging homelessness and the rental market: the crucial role of SROs

SROs serve as housing of last resort before homelessness for many residents

When SRO tenants were asked what would happen if they lost their current housing, 70% of all tenants reported that they would be homeless. Sixteen per cent (16%) of respondents said they would have no alternative housing, of which 2% of respondents said they would die without their housing.

SROs are also a crucial first step after homelessness for many residents

Thirty-nine per cent (39%) of all respondents reported they had been homeless before moving into their SRO unit, indicating that SROs are providing a path out of homelessness for some people. The overall proportion of tenants coming directly from homelessness has increased over time, from 23% in 2008, and 29% in 2013, to 39% in 2024.

Many SRO tenants move between SROs, and from other types of rental housing

When asked where they had been living prior to their current SRO room, 35% of respondents said they had previously lived in another SRO room while 27% had previously lived in another type of rental housing.

SRO rooms are increasingly shared by multiple tenants

More SRO rooms are being shared than before, a symptom of housing pressures experienced by many SRO tenants. Sixteen per cent (16%) of all SRO tenants reported living with a partner, spouse or one or more roommates while 6% reported living with two or more people. Extrapolating this percentage, 16% of the surveyed hotels would translate to 985 rooms housing two or more tenants within the entire SRO housing. This proportion has doubled over the last 11 years, from 8% in 2013 to 16% in 2024.

[5] Statistics Canada, Profile table, Census Profile, 2021 Census of Population - Vancouver, City (CY) [Census subdivision], British Columbia
[6] Statistics Canada, Canadian Survey on Disability, 2022

SRO room affordability has worsened, putting tenants at risk of homelessness

Note: The City of Vancouver has collected data on average SRO rents every two years from SRO owners through the Low-Income Housing Survey (LIHS). With the recent passing of the SRA Vacancy Control By-Law, the City now collects annual rent rolls for all private and non-profit owned SROs, providing a robust source of information on rents across all SRO rooms in these buildings. Questions in the survey related to rents act as a complement to LIHS and Vacancy Control data, and also allow for cross-tabulations between rents and responses to other survey questions.

Reported rents in market SROs increased by nearly 50% since 2013

Between the 2013 and 2024 tenant surveys, reported rents in private SROs increased substantially, from an average of $439 to $640 per month. This amounts to a 46% increase over 11 years. In contrast, the shelter component of income assistance increased from $375 to $500 during the same period, an increase of 33%.

Rents in market SROs increased substantially more between tenancies than within tenancies

In market SROs, rent increased on average 0.5% per each year of a given tenancy, which is substantially lower than the average allowable increases under BC's Residential Tenancy Act (RTA). In contrast, the average starting rent (the amount charged at the beginning of a tenancy) in market SROs increased by an average of 7% per year over the past 10 years. This indicates that the primary driver of rental increases for SRO tenants has been increases to rental rates between tenancies, not allowable rental increases within tenancies.

Newer tenants report higher rents than long-term tenants

Among tenants of market SROs, the average starting rent of respondents with a tenure of under one year ($788) was 86% higher than rents of respondents with a tenure of 10 or more years ($415). The most dramatic increase in starting rents was seen in the year prior to survey implementation: market SRO tenants who moved into their room during 2023, had an average rent 20% higher than tenants who moved into their room in 2022.

The majority of tenants depend on income assistance as their main source of income

Among all respondents, 70% reported relying on types of income assistance and 13% reported relying on pension, together making up 83% of tenants. Employment was the main income source for 12% of respondents.

Among market SRO tenants who receive income assistance, the majority pay over the shelter rate in rent

While individuals who rely on income assistance currently receive $500 for shelter costs, many of those living in market SROs pay well over this amount. According to the survey data, of the market SRO tenant respondents receiving some form of provincial income assistance, 63% reported paying more than $500, making it harder for these tenants to afford basic needs.

Tenants report habitability challenges living in SROs, including lack of access to basic amenities

The majority of facilities in SROs are shared

Eighty-five per cent (85%) of tenants reported having access to a shared bathroom while 19% of tenants said they had a private bathroom. Forty-seven per cent (47%) of SRO tenants reported having access to a shared kitchen while 12% reported having a private kitchen. Sixty-nine per cent (69%) of tenants reported having access to a shared laundry facility. Ninety per cent (90%) of all tenants reported having access to a sink in their rooms.

Cleanliness and pests are persistent issues in many SROs

Of the 81% of SRO residents who reported they did not have a private bathroom, 35% reported that they relied on shared bathroom facilities. Thirty-five per cent (35%) of tenants reported that their bathrooms were clean and functional 0 - 3 days in a week, while 65% reported their bathrooms were clean and functional 4 - 7 days in a week. In addition, a majority of SRO tenants reported encountering pests in the last year including cockroaches (87%), mice (67%), bedbugs (53%) or rats (31%).

SRO buildings present challenges for people with physical limitations and disabilities

A large majority of SRO tenants (74% of respondents) reported having a physical limitation or disability. Forty per cent (40%) of SRO tenants said they rely on an elevator to access their housing; of these tenants, over one third reported that their elevator broke down more than five times in the past year or that it was broken for most or all of the year.

Poor conditions in many buildings impact the quality of life of many SRO tenants

Typically over 100 years old, SRO buildings often have maintenance and repair issues that affect the quality of life of tenants. For example, many tenants reported that in the last year they lost access to clean water (51%), electricity (36%), heating (35%), hot water (34%) or running water (27%). The most common building and facility-related issues reported were broken toilets (59%), broken elevators (36%), broken door locks (31%), rotting beams or floorboards (21%) and broken windows (21%).

Tenants have varied experiences related to stability, safety and connection

Many SRO tenants are highly connected to their neighbours and rely on each other for help

Thirty-eight per cent (38%) of all respondents reported talking to ten or more people in their building every week, with 20% talking to 20 or more of their neighbours weekly. Fifty-nine per cent (59%) of tenants said they had a neighbour they trusted to help them with tasks. Specific tasks included accessing food (21%), running errands (18%), borrowing money (16%) or supporting their mental health (15%). When asked if they would be interested in volunteering in their building to help improve it, 73% of all tenants said yes. In addition, 55% of tenants said they felt welcome in their neighbourhood.

For many tenants, SROs provide a safe long-term home

Many tenants find some stability in SROs, with the average reported tenure being 4.6 years (4.3 years for market tenants and 5 years for nonmarket tenants). A significant proportion of tenants reported living in their unit long-term, including 33% living in their unit for five or more years. Seventy-three per cent (73%) of tenants feel somewhat or very safe in their room, and 64% feel safe in their building.

Some SRO tenants experience instability and a lack of safety in their housing

On the other hand, a significant proportion of tenants reported experiences of insecurity and volatility in their SRO buildings. Fifty-two per cent (52%) of respondents said they are afraid of being unfairly evicted, while 30% of respondents felt that reporting a maintenance complaint could lead to harassment or eviction. Twenty-six per cent (26%) of tenants reported living in their room for less than one year (an indicator of the turn-over rate). Nineteen per cent (19%) of tenants reported feeling unsafe in their room, 24% in their building and 14% with workers.

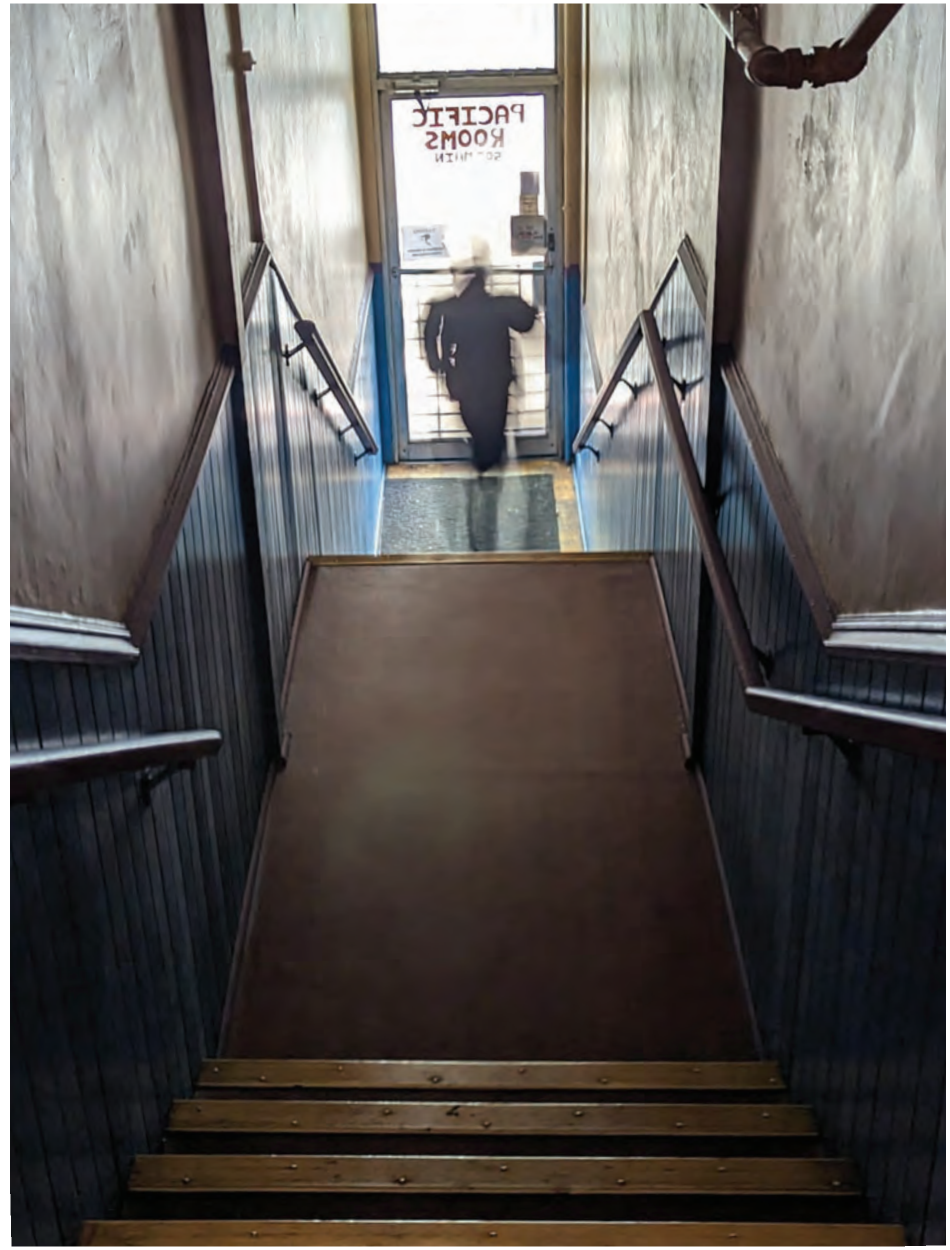
Tenants have diverse housing preferences

SRO tenants are interested in a range of housing types, from independent living to supportive housing

If offered affordable self-contained housing, a majority of all tenants indicated they would prefer independent living (65%) compared to 20% who preferred supportive housing and 9% who preferred to 'stay where I am now'. The proportion of tenants who preferred independent living was greater among tenants living in market SROs (72%), many of which offer an independent living environment. More tenants living in nonmarket housing indicated a preference for a 'supportive housing' living situation (26%) or a preference to 'stay where I am now' (11%).

SRO tenants are interested in future housing in various locations

Thirty-four per cent (34%) of respondents said they would prefer to live in their current neighborhood, while 33% said they would prefer to live in a different neighborhood in Vancouver, and 18% said they preferred to live elsewhere in BC.



Profile of Tenants

Socio-demographic profile

Age

Age distribution, 2024

Survey participants were asked, "When were you born? (Year)". Age was calculated and is presented here in 10-year age brackets.

- The average reported age was 51 years old.
- The most common age brackets were 45-54 and 55-64, together making up 51% of all respondents; older adults who are not yet eligible for old age pension.

Table 2. Age distribution, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
WHAT IS YOUR AGE?	#	%	#	%	#	%
15 - 24	17	4%	5	1%	22	2%
25 - 34	61	14%	50	11%	111	12%
35 - 44	79	18%	97	21%	176	20%
45 - 54	100	23%	100	22%	200	22%
55 - 64	128	29%	130	28%	258	29%
65 - 74	46	10%	57	12%	103	11%
75 - 84	7	2%	20	4%	27	3%
85 - 94	1	0%	2	0%	3	0%
RESPONDENTS	**439**	**100%**	**461**	**100%**	**900**	**100%**
NO RESPONSE	4		4		8	
TOTAL	**443**		**465**		**908**	

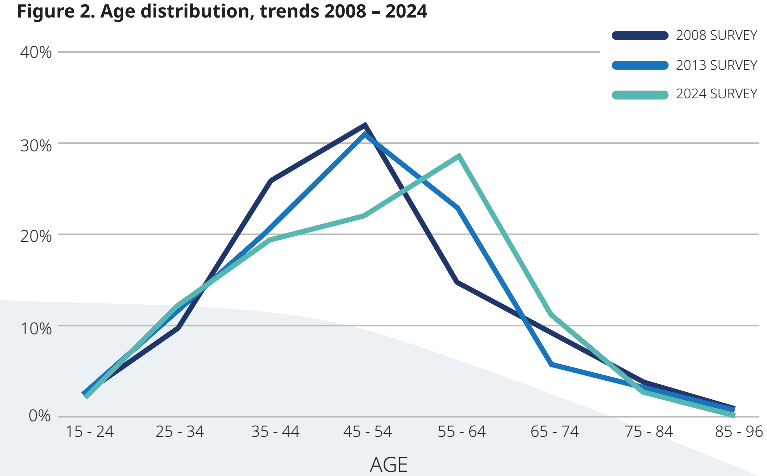
Age distribution, trends 2008 – 2024

The age distribution has been trending older over time, with the proportion of tenants in the 55-64 age bracket increasing steadily: 15% in 2008, 23% in 2013 and 29% in 2024. However, the proportion of seniors (aged 65 and over) remained relatively consistent over time: 14% in 2008, 10% in 2013 and 14% in 2024.

Table 3. Age distribution, trends 2008 – 2024

	2008			2013			2024		
AGE RANGE	MARKET	NON-MARKET	TOTAL	MARKET	NON-MARKET	TOTAL	MARKET	NON-MARKET	TOTAL
15 - 24	4%	1%	3%	3%	3%	3%	4%	1%	2%
25 - 34	12%	5%	10%	10%	14%	12%	14%	11%	12%
35 - 44	28%	21%	26%	21%	22%	21%	18%	21%	20%
45 - 54	36%	23%	32%	30%	34%	31%	23%	22%	22%
55 - 64	15%	16%	15%	25%	18%	23%	29%	28%	29%
65 - 74	4%	18%	9%	6%	5%	6%	10%	12%	11%
75 - 84	2%	11%	4%	3%	2%	3%	2%	4%	3%
85 - 96	0%	4%	1%	1%	1%	1%	0%	0%	0%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Figure 2. Age distribution, trends 2008 – 2024



Indigenous identity

Indigenous identity, 2024

Survey participants were asked, “Do you identify as Indigenous, Metis, Inuit or First Nations (status or non-status)? Check all that apply, and please include any other Indigenous identity.” Responses were treated inclusively, such that anyone who selected either Inuit, Metis, First Nations and/or the general term ‘Indigenous’ were understood to be reporting an Indigenous identity. Thirty-one percent (31%) of respondents selected one or more of these categories, including 22% of market SRO tenants and 40% of nonmarket SRO tenants.

Table 4. Indigenous identity, 2024 SRO Tenant Survey

DO YOU IDENTIFY AS INDIGENOUS, METIS, OR FIRST NATIONS (STATUS OR NON-STATUS)?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
FIRST NATIONS	52	12%	86	19%	138	15%
INDIGENOUS	48	11%	89	19%	137	15%
METIS	25	6%	41	9%	66	7%
INUIT	0	0%	1	0%	1	0%
OTHER	12	3%	18	4%	30	3%
INDIGENOUS IDENTIFYING	**96**	**22%**	**186**	**40%**	**282**	**31%**
NOT INDIGENOUS IDENTIFYING	342	78%	274	60%	616	69%
RESPONDENTS	**438**	**100%**	**460**	**100%**	**898**	**100%**
NO RESPONSE	5		5		10	
TOTAL	**443**		**465**		**908**	

Indigenous identity, trends 2008 – 2024

The proportion of respondents who reported an Indigenous identity was 20% in 2008, 26% in 2013 and 31% in 2024. The comparable survey data shows that the increase over the past decade was driven largely by an increase in tenants with Indigenous identity in the nonmarket SRO stock.

Table 5. Indigenous identity, trends 2008 – 2024

	2008			2013			2024		
INDIGENOUS IDENTITY	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
INDIGENOUS IDENTIFYING	21%	20%	20%	27%	30%	26%	22%	40%	31%
OTHER ETHNICITIES	79%	80%	80%	73%	70%	74%	78%	60%	69%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Ethnicity

Ethnicity, 2024

Survey participants were asked to indicate what ethnic groups they identified with. Ethnic categories were based on the categories used in the 2023 Vancouver Homeless Count. Responses were treated inclusively, where tenants were encouraged to select all identities that applied and/or to use the 'other' option to describe any identities that were not present. The 2008 and 2013 SRO surveys used Canadian Census categories for race (which have also been updated multiple times in the 16 years since the first study). As such, a comparison between these data sets was not made.

The most common racial identities were White (including European identities) (70%), Indigenous identity only (19%), East Asian (e.g. Chinese, Korean, Japanese) (7%), South Asian and Indo-Caribbean (e.g. Sri-Lankan and Fijian) (4%) and South-East Asian (e.g. Vietnamese) (3%). More SRO tenants indicated they identified as 'White' in market SROs (74%) than in nonmarket SROs (66%), and more tenants identified as 'Indigenous only' in nonmarket SROs (25%) than in market SROs (12%).

Table 6. Ethnicity, 2024 SRO Tenant Survey

WHAT OTHER ETHNIC GROUPS DO YOU IDENTIFY WITH, IF ANY? (CHECK ALL THAT APPLY)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
WHITE (E.G. EUROPEAN - ENGLISH, ITALIAN, UKRAINIAN, FRENCH OR EURO-LATINX)	296	74%	279	66%	575	70%
IDENTIFY AS INDIGENOUS ONLY	46	11%	107	25%	153	19%
ASIAN - EAST (E.G. CHINESE, KOREAN, JAPANESE)	17	4%	37	9%	54	7%
ASIAN - SOUTH AND INDO CARIBBEAN (E.G. INDIAN, PAKISTANI, SRI LANKAN, INDO-FIJIAN)	15	4%	14	3%	29	4%
ASIAN - SOUTH EAST (E.G. VIETNAMESE, FILIPINO)	13	3%	11	3%	24	3%
LATIN AMERICAN (E.G. BRAZILIAN, MEXICAN, CHILEAN, CUBAN)	22	5%	1	0.2%	23	3%
BLACK AND/OR AFRICAN DESCENT	21	5%	20	5%	41	5%
BLACK - AFRO-CARIBBEAN AND AFRO-LATINX (E.G. JAMAICAN, TRINIDADIAN, AFRO-BRAZILIAN)	9	2%	10	2%	19	2%
BLACK - AFRICAN (E.G. GHANAIAN, ETHIOPIAN, NIGERIAN)	8	2%	7	2%	15	2%
BLACK - CANADIAN/AMERICAN/LATIN AMERICAN (E.G. BRAZILIAN, MEXICAN, CHILEAN, CUBAN)	4	1%	3	1%	7	1%
ARAB (E.G. SYRIAN, EGYPTIAN, YEMENI)	13	3%	2	0%	15	2%
ASIAN - WEST (E.G. IRANIAN, AFGHAN, TURKISH)	9	2%	3	1%	12	1%
OTHER GROUP	35	9%	21	5%	56	7%
DON'T KNOW	0	0%	1	0.2%	1	0.1%
TOTAL ANSWERED 'YES' TO ONE OR MORE	**401**	**100%**	**422**	**100%**	**823**	**100%**
NO RESPONSE	42		43		84	
TOTAL	**443**		**465**		**908**	

Gender

Gender, 2024

Survey participants were asked, "What gender do you identify with?" Of the 777 respondents, the male/female ratio was 72%/26%. The ratio was 79%/19% among tenants of market SROs and 66%/33% among tenants of nonmarket SROs. Two per cent (2%) of respondents identified as transgender, non-binary, two-spirited, intersex or androgynous.

Table 7. Gender, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
WHAT GENDER DO YOU IDENTIFY WITH?	#	%	#	%	#	%
MALE	314	79%	249	65%	563	72%
FEMALE	77	19%	127	33%	204	26%
TRANSGENDER	1	0.3%	4	1.1%	5	0.6%
NON-BINARY	4	1.0%	0	0%	4	0.5%
TWO-SPIRITED	3	0.8%	0	0%	3	0.4%
INTERSEX	0	0%	1	0.3%	1	0.1%
ANDROGYNOUS	0	0%	1	0.3%	1	0.1%
RESPONDENTS	**397**	**100%**	**380**	**100%**	**777**	**100%**
NO RESPONSE	46		85		131	
TOTAL	**443**		**465**		**908**	

Overall, men are overrepresented in the population of tenants in SRO housing (72% men, 26% women, 2% other identities), compared to the larger DTES population (57% men, 43% women) and the population in Vancouver (49% men, 51% women).

Gender, trends 2008 – 2024

Between 2008 and 2024 the proportion of men remained within the range of 72-79%, women within the range of 20-26%, and other gender identities within the range of 1-2%.

Table 8. Gender, trends 2008 - 2024

	2008			2013			2024		
WHAT GENDER DO YOU IDENTIFY WITH?	MARKET	NON-MARKET	TOTAL	MARKET	NON-MARKET	TOTAL	MARKET	NON-MARKET	TOTAL
MALE	80%	65%	76%	82%	72%	79%	79%	66%	72%
FEMALE	19%	33%	23%	18%	27%	20%	19%	33%	26%
TRANSGENDER	1%	2%	1%	0%	1%	0.3%	0.3%	1%	1%
NON-BINARY	0%	0%	0%	0%	0%	0%	1%	0%	1%
TWO-SPIRITED	0%	0%	0%	0.2%	0%	0.1%	1%	0%	0.4%
INTERSEX	0%	0%	0%	1%	1%	1%	0%	0.3%	0.1%
ANDROGYNOUS	0%	0%	0%	0%	0%	0%	0%	0.3%	0.1%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Sexual Orientation

Sexual Orientation, 2024

Survey participants were asked, “How do you describe your sexual orientation?” Among the 305 respondents of this question, 43 (12%) identified as 2SLGBTQIA+; these respondents identified as bisexual (6%), gay (4%), pansexual (2%), queer (2%), asexual (1%), lesbian (0.3%) or two-spirit (0.3%). Sixty-eight per cent (68%) of survey participants declined to answer this question.

Table 9. Sexual orientation, 2024 SRO Tenant Survey

HOW DO YOU DESCRIBE YOUR SEXUAL ORIENTATION?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
STRAIGHT/HETEROSEXUAL	159	85%	103	88%	262	86%
BISEXUAL	14	7%	5	4%	19	6%
GAY	6	3%	7	6%	13	4%
PANSEXUAL	5	3%	1	1%	6	2%
QUEER	3	2%	3	3%	6	2%
ASEXUAL	2	1%	0	0%	2	1%
LESBIAN	1	1%	0	0%	1	0.3%
TWO-SPIRIT	1	1%	0	0%	1	0.3%
RESPONDENTS	**188**	**100%**	**117**	**100%**	**305**	**100%**
NO RESPONSE	255		348		621	
TOTAL	**443**		**465**		**908**	

Place of birth

Place of birth – Overview, 2024

Survey participants were asked a series of questions related to place of birth, including city within the Lower Mainland, province within Canada, and country outside of Canada. The table below provides a summary of place of birth in terms of region, province and other country.

- 80% of respondents said they were born in Canada, including 42% in provinces outside of British Columbia.
    - Of those born in Canada, 38% of respondents said they were born in British Columbia, with 25% born in the Lower Mainland and 13% born in other parts of B.C.
- 20% of respondents said they were born in other countries. These respondents hailed from 60 different countries. The most common country of origin was China (13% of those born outside Canada or 3% of all respondents), almost all of whom were tenants of non-profit SROs (including Chinese Society buildings). The next most common countries of origin were Mexico, UK, USA, Iran, Philippines and Vietnam.

Table 10. Summary of ‘Where were you born’ questions, 2024 SRO Tenant Survey

SUMMARY OF ‘WHERE WERE YOU BORN’ QUESTIONS	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
LOWER MAINLAND	95	22%	134	29%	229	25%
BC, OUTSIDE LOWER MAINLAND	43	10%	70	15%	113	13%
SUBTOTAL BORN IN BC	**138**	**32%**	**204**	**45%**	**342**	**38%**
CANADA, OUTSIDE BC	190	44%	181	40%	371	42%
SUBTOTAL BORN IN CANADA	**328**	**75%**	**385**	**84%**	**713**	**80%**
OTHER COUNTRIES	107	25%	73	16%	180	20%
RESPONDENTS	**435**	**100%**	**458**	**100%**	**893**	**100%**
NO RESPONSE	8		7		15	
TOTAL	**443**		**465**		**908**	

Immigration

Immigration history, 2024

Survey participants were asked, “Did you come to Canada as an immigrant, refugee or on a temporary visa?” 18% of respondents answered “yes” to one or more option, including 23% of market tenants and 14% of nonmarket tenants. Among respondents, 11% came to Canada as an immigrant with similar proportions in market and nonmarket SROs, and 4% reported coming as a refugee or refugee claimant, with higher proportions in market SROs (5%) than nonmarket SROs (1%). Among tenants of market SROs, 28 respondents (6%) came to Canada using a Student Visa, as compared to only three (1%) among the nonmarket sample.

Table 11. Immigration history, 2024 SRO Tenant Survey

DID YOU COME TO CANADA AS AN IMMIGRANT, REFUGEE, OR ON A TEMPORARY VISA?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
IMMIGRANT	44	10%	54	12%	98	11%
STUDENT VISA	28	6%	3	1%	31	3%
REFUGEE	17	4%	6	1%	23	3%
WORK VISA	8	2%	1	0%	9	1%
AS A REFUGEE CLAIMANT	3	1%	2	0%	5	1%
TEMP FOREIGN WORKER VISA	4	1%	0	0%	4	0%
ANSWERED ‘YES’ TO ONE OR MORE	**98**	**23%**	**65**	**14%**	**163**	**18%**
NO	335	77%	391	86%	726	82%
RESPONDENTS	**443**	**100%**	**456**	**100%**	**889**	**100%**
NO RESPONSE	10		9		19	
TOTAL	**443**		**465**		**908**	

Time in Canada, 2024

The 163 tenants (18% of all respondents) who reported coming to Canada as an immigrant, refugee or on a temporary visa were asked how many years they have been living in Canada.

- 76% of them reported living in Canada for five years or more.
- 24% of them reported living in Canada for less than five years (including 38% of market tenants and only 3% of nonmarket tenants).

Table 12. Time in Canada, 2024 SRO Tenant Survey

HOW LONG HAVE YOU BEEN LIVING IN CANADA? (YEARS)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
LESS THAN 1	10	10%	0	0%	10	6%
1 TO 4	27	28%	2	3%	29	18%
5 TO 9	9	9%	7	11%	16	10%
10 TO 19	5	5%	9	14%	14	9%
20 TO 29	12	12%	14	22%	26	16%
30 TO 39	16	16%	12	18%	28	17%
40 TO 49	10	10%	13	20%	23	14%
50 OR MORE	9	9%	8	12%	17	10%
TOTAL IMMIGRANT/REFUGEE	**98**	**100%**	**65**	**100%**	**163**	**100%**

Language

"[My neighbours help me] mostly with English translation when I go to the hospital or to check mails for me. We help each other."

Language spoken at home, 2024

Survey participants were asked the open-ended question, "What language(s) do you usually speak at home?" and answers were then categorized. Among 904 responses to this question, there were 91 different languages mentioned. The following table represents languages that were spoken by 2% of respondents or more.

Table 13. Language spoken at home, 2024 SRO Tenant Survey

WHAT LANGUAGE(S) DO YOU USUALLY SPEAK AT HOME? (OPEN ENDED)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
ENGLISH	406	92%	428	92%	834	92%
FRENCH	45	10%	46	10%	91	10%
SPANISH	28	6%	10	2%	38	4%
CANTONESE	6	1%	14	3%	20	2%
MANDARIN	7	2%	12	3%	19	2%
CREE	4	1%	12	3%	16	2%
FARSI	4	1%	10	2%	14	2%
RESPONDENTS	**440**	**100%**	**464**	**100%**	**904**	**100%**
NO RESPONSE	3		1		4	
TOTAL	**443**		**465**		**908**	

Economic profile

Income source

"I'd say the whole attitude towards the poor in this city [needs to change]. There's an attitude that we just don't matter. I feel that I don't matter anymore."

Income source, 2024

Survey participants were asked, "Out of this list, what is your main source of income?" and were offered a range of options, as well as an open-ended 'other' option. Open-ended answers were coded to fit into existing categories or into new categories that emerged.

- 70% of respondents reported that their main source of income was 'welfare / income assistance', including 65% of market tenants and 75% of nonmarket tenants. (A further breakdown of the types of income assistance is presented in the subsequent table).
- 13% of respondents reported that they rely on pension, most often federal OAS/GIS.
- 12% said their main source of income was 'employment', including 18% of market tenants and 5% of nonmarket tenants.

Table 14. Source of income, 2024 SRO Tenant Survey

OUT OF THIS LIST, WHAT IS YOUR MAIN SOURCE OF INCOME?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
WELFARE/INCOME ASSISTANCE	283	65%	343	75%	626	70%
PENSION	47	11%	65	14%	112	13%
SUBTOTAL INCOME ASSIST. + PENSION	**330**	**76%**	**408**	**89%**	**738**	**83%**
EMPLOYMENT	79	18%	25	5%	104	12%
OTHER (EI, SAVINGS, RETIREMENT, ETC)	25	6%	25	5%	50	6%
RESPONDENTS	**434**	**100%**	**458**	**100%**	**892**	**100%**
NO RESPONSE	9		7		16	
TOTAL	**443**		**465**		**908**	

Type of Income Assistance, 2024

“What do you do if you get $685 a month [on Income Assistance] and [the landlord] says ‘rent's $750.’ How do you deal with that? $685, and $750, those are two different numbers, man. And that one's bigger than what I'm getting. That's the situation down here, you can't pay rent. That little store that's just right over here, that opened last year? Right above there, there's little rooms...I asked the two people there ‘oh what's rent there now?’ It's smaller than my space and it's $1100, for a little wee tiny room. Anybody on PWD, they can't live like that. It leaves nothing for anything else.”

The 626 respondents who reported that their main source of income was ‘welfare / income assistance’ were asked to clarify which type of assistance they receive.

Among the 626 tenants (70% of all respondents) who reported ‘welfare / income assistance’ as their main source of income:

- **Persons With Disabilities designation (PWD)** was mentioned by 421 tenants (71% of ‘welfare / income assistance’ respondents, or 47% of all survey respondents)
- **‘Regular’ Income Assistance** was mentioned by 102 tenants (17% of ‘welfare / income assistance’ respondents, or 11% of all survey respondents)
- **Persons with Persistent Multiple Barriers (PPMB)** was mentioned by 54 tenants (9% of ‘welfare/ income assistance’ respondents, or 6% of all survey respondents)

Table 15. Type of Income Assistance, 2024 Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
WHAT KIND OF WELFARE/INCOME ASSISTANCE DO YOU RECEIVE?	#	%	#	%	#	%
PWD (PEOPLE WITH DISABILITIES)	173	66%	248	76%	421	71%
INCOME ASSISTANCE	55	21%	47	14%	102	17%
PPMB (PEOPLE WITH PERSISTENT MULTIPLE BARRIERS)	26	10%	28	9%	54	9%
HARDSHIP	3	1%	3	1%	6	1%
PROVINCIAL (NOT SPECIFIED)	4	2%	2	1%	6	1%
SUBTOTAL PROVINCIAL	**261**	**99%**	**328**	**100%**	**589**	**99%**
REFUGEE ASSISTANCE	2	1%	0	0%	2	0%
BAND COUNCIL	1	0%	0	0%	1	0%
RESPONDENTS (TYPE OF ASSISTANCE)	**264**	**100%**	**328**	**100%**	**592**	**100%**
TYPE OF ASSISTANCE NOT SPECIFIED	23		21		44	
TOTAL ANSWERED YES TO ‘WELFARE/INCOME ASSISTANCE’	**283**		**343**		**626**	

The proportion of all **market** tenants who specifically mentioned PWD, Provincial Income Assistance, or PPMB was 58.5%. Additionally, of the 65% of market tenants who said they rely on some form of ‘welfare / income assistance’, 2% mentioned other types and 5% did not specify which type. Taken together, in this survey sample of market tenants, the proportion who receive one of the three main sources of Provincial income assistance can be estimated to be in the range of 58% to 63%. Official Ministry of Social Development and Poverty Reduction (SDPR) figures provided to the City of Vancouver estimated a somewhat lower proportion in the market SRO stock, which could reflect a relatively smaller survey sample achieved within some of the higher-income SRO hotels.

Income source, trends 2013 – 2024

Income source data was compared among the three SRO Surveys. In the 2008 survey, tenants that answered the federal pension category included some disability benefits, making precise comparison with subsequent surveys difficult. Questions, categories and methodology were similar in 2013 and 2024, and this is reflected in consistent results:

- 2013: Welfare / Income assistance was 70%, Pension was 10%, Employment was 11%
- 2024: Welfare / Income assistance was also 70%, Pension was 13%, Employment was 12%

Some trends between 2013 and 2024:

- Within the market stock, there was an upward trend in Employment (from 12% to 18%) and a modest downward trend in Welfare (68% to 65%).
- Within the nonmarket stock, there was an upward trend in pensioners (9% to 14%).

Table 16. Source of income, trends 2013 – 2024

	2013						2024					
	MARKET		NON-MARKET		ALL BUILDINGS		MARKET		NON-MARKET		ALL BUILDINGS	
SOURCE OF INCOME	#	%	#	%	#	%	#	%	#	%	#	%
WELFARE/INCOME ASSISTANCE	318	68%	150	74%	468	70%	283	65%	343	75%	626	70%
PENSION	49	10%	19	9%	68	10%	47	11%	65	14%	112	13%
SUBTOTAL INCOME ASSIST. + PENSION	**367**	**78%**	**169**	**83%**	**536**	**80%**	**330**	**76%**	**408**	**89%**	**738**	**83%**
EMPLOYMENT	58	12%	14	7%	72	11%	79	18%	25	5%	104	12%
OTHER	44	9%	21	10%	65	10%	25	6%	25	5%	50	6%
RESPONDENTS	**469**	**100%**	**204**	**100%**	**673**	**100%**	**434**	**100%**	**458**	**100%**	**892**	**100%**
NO RESPONSE	5		3		8		9		7		16	
TOTAL	**474**		**207**		**681**		**443**		**465**		**908**	

Rent as a percentage of income

"[SRO units are] not worth 600 or 800 dollars a month. The rent needs to be lowered. It's unfair. Half my income a month goes to rent, then I have to consider food, clothing, transportation."

Rent as a percentage of income, 2024

Survey participants were asked, "How much of your income do you spend on rent?" and were offered four quartile options: 0 - 24%, 25 - 49%, 50 - 74%, and 75% or greater. Note that this question asked tenants to self-report an estimate of the amount rent takes out of their budget, and as such the responses should be understood as a subjective estimate rather than a verified figure.

- Only 9% of respondents said that they were paying less than 25% of their income on rent.
- The proportion of respondents who said they were paying 50% or more of their income on rent was 27% (39% of market tenants and 15% of nonmarket tenants).

Table 17. Rent as a percentage of income, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
HOW MUCH OF YOUR INCOME DO YOU SPEND ON RENT?	#	%	#	%	#	%
0% - 24%	31	7%	51	11%	82	9%
25% - 49%	237	54%	334	74%	571	64%
50% - 74%	136	31%	49	11%	185	21%
75% - 100%	33	8%	18	4%	51	6%
RESPONDENTS	**437**	**100%**	**425**	**100%**	**889**	**100%**
NO RESPONSE	6		13		19	
TOTAL	**443**		**465**		**908**	

Income source by rent range

The survey collected both rent and income source data from 430 tenants living in market SROs. The distribution of respondents across these rent ranges was different for tenants who rely on income assistance or pension as compared to tenants who do not.

Among the 327 respondents living in market SROs whose main source of income was income assistance or pension, 43% had rents $500 and under (at or below shelter component), 55% had rents between $501 and $1000, and 2% had rents of $1001 or more.

Among the 103 respondents living in market SROs whose main source of income was not income assistance or pension, 34% reported rents of $1001 or more.

Table 18. Income source by rent range in market SROs, 2024 SRO Tenant Survey

	Income Assistance or Pension		Not Income Assistance or Pension		TOTAL	
RENT RANGE	#	%	#	%	#	%
$500 AND UNDER	140	43%	22	21%	162	32%
$501 TO $1000	181	55%	46	45%	227	56%
$1001 AND OVER	6	2%	35	34%	41	11%
TOTAL (MARKET)	**327**	**100%**	**103**	**100%**	**430**	**100%**

This survey was conducted in 76 market SRO buildings that contain 3,083 rooms. Projecting these percentages across the 3,083 rooms provides the following estimates (also shown in Figure 3):

- **Low rent range**: Of 1,162 market SRO rooms projected to be renting at $500 or under, the majority (1,004) would be tenanted by individuals relying on income assistance or pension.
- **Mid rent range**: Of 1,628 market SRO rooms projected to be renting between $501 and $1000, a majority (1,298) would be tenanted by individuals relying on income assistance or pension.
- **High rent range**: Of 294 market SRO rooms projected to be renting for $1001 or more, the majority (251) would be tenanted by individuals who do not rely on income assistance or pension.

Figure 3. Income source by rent range – projected across market SRO stock, 2024 SRO Tenant Survey

Student status

"Sometimes when I go to the market and I see a sale I'll buy some food for all three of us to share 'cause it's a good deal. One of my friends is a full-time student so I'll buy her groceries for her and help her with her college assignments."

Student status, 2024

Survey participants were asked, "Are you currently a student?" and offered options of part-time, full-time or night school student status. Five per cent (5%) of respondents were students, including 8% in market and 3% in nonmarket.

Table 19. Student status, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
ARE YOU CURRENTLY A STUDENT?	#	%	#	%	#	%
PART-TIME	17	4%	10	2%	27	3%
FULL-TIME	16	4%	4	1%	20	2%
NIGHT SCHOOL	0	0%	1	0%	1	0%
SUBTOTAL STUDENT	**33**	**8%**	**15**	**3%**	**48**	**5%**
NO	407	93%	446	97%	853	95%
RESPONDENTS	**440**	**100%**	**461**	**100%**	**901**	**100%**
NO RESPONSE	3		4		7	
TOTAL	**443**		**465**		**908**	

Proportion of students in building vs. average rent in building, 2024

Examining the market SRO buildings where a higher proportion of respondents were students:

- There were 11 market SRO buildings where the proportion of respondents who identified as students was 30% or more.
- Of the three buildings where the proportion of students was over 66%, two of these were large market SRO hotels (each with a survey sample size of six plus) where there has been significant tenant turnover in the past two years.
- The average rent of respondents in these market SRO buildings with a greater proportion of students tended to be higher than the average rent of buildings with a smaller proportion of students.

Table 20. Proportion of students in building vs. average rent in building, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
% OF RESPONDENTS WHO ARE STUDENTS	# OF BUILDINGS	AVERAGE BUILDING RENT	# OF BUILDINGS	AVERAGE BUILDING RENT	# OF BUILDINGS	AVERAGE BUILDING RENT
0% - 9%	59	$649	48	$405	108	$539
10% - 19%	5	$646	4	$502	9	$582
20% - 29%	1	$457	3	$512	4	$498
30% - 39%	3	$1,107	1	$517	4	$959
40% - 49%	3	$882	0	$0	3	$882
50% - 59%	2	$734	1	$262	3	$577
60% - 69%	1	$1,106	0	-	1	$1,106
70% - 79%	0	-	0	-	0	-
80% - 89%	1	$1,079	0	-	1	$1,079
90% - 100%	1	$925	0	-	1	$925
TOTAL # OF BUILDINGS	**76**		**57**		**134**	

Health profile

Health conditions

Health conditions, 2024

Survey participants were asked, “Do you have any of the following conditions?” and asked to select any or all of the options from a list. A majority of respondents reported a physical limitation (57%) or a disability (56%), while 41% reported having mental health challenges. Thirty-three per cent (33%) reported having another medical condition.

The distinction between "Physical Limitation" and "Disability" was adopted in this question to gather data comparable to the 2013 Survey. Many SRO tenants receive income assistance on the basis of a disability. While administering the survey, “Physical Limitations” was used to describe experiences of the physical body that limit tenants’ capability but may not be seen by the respondent or disability assistance providers as a “disability”. Notably, the difference between self-reported “Physical Limitations” and “Disability” was within a range of 5% across all types of SROs, indicating that there was little variation in what tenants considered a limitation versus a disability.

Table 21. Health conditions, 2024 SRO Tenant Survey

DO YOU HAVE ANY OF THE FOLLOWING CONDITIONS?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
PHYSICAL LIMITATIONS (EG. CHRONIC PAIN, MOBILITY CHALLENGES)	216	53%	277	61%	493	57%
DISABILITY	199	48%	282	62%	482	56%
MENTAL HEALTH CHALLENGES	153	37%	200	44%	353	41%
OTHER MEDICAL CONDITION	140	34%	150	33%	290	33%
ONE OF MORE CONDITION	**336**	**82%**	**409**	**90%**	**745**	**86%**
NONE OF THE ABOVE	75	18%	46	10%	121	14%
RESPONDENTS	**411**	**100%**	**455**	**100%**	**866**	**100%**
NO RESPONSE	32		10		42	
TOTAL	**443**		**465**		**908**	

Table 22. Health conditions, trends 2013 – 2024

DO YOU HAVE ANY OF THE FOLLOWING CONDITIONS?	2013			2024		
	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
PHYSICAL LIMITATIONS	53%	60%	55%	53%	61%	57%
DISABILITY	34%	40%	36%	48%	62%	56%
MENTAL HEALTH CHALLENGES	29%	39%	32%	37%	44%	41%
OTHER MEDICAL CONDITIONS	42%	66%	49%	34%	33%	33%
ONE OR MORE CONDITION	**97%**	**94%**	**96%**	**82%**	**90%**	**86%**
NONE OF THE ABOVE	3%	6%	4%	18%	10%	14%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

ER use

ER use, 2024

Survey participants were asked, “Have you visited the emergency room in the last year? (Yes / No)”. Fifty per cent (50%) of respondents said that they had visited an emergency room in the past year, including 45% of market tenants and 55% of nonmarket tenants.

Table 23. ER use, 2024 SRO Tenant Survey

HAVE YOU VISITED THE EMERGENCY ROOM IN THE LAST YEAR?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
YES	200	45%	251	5%	451	50%
NO	242	55%	209	45%	451	50%
RESPONDENTS	**442**	**100%**	**460**	**100%**	**902**	**100%**
NO RESPONSE	1		5		6	
TOTAL	**443**		**465**		**908**	

ER visits, 2024

The 451 respondents who answered “Yes” to the previous question (ER Use) were asked how many ER visits they had made in the past year. While the most common answer was “one visit” (35%), a majority had more than one visit in the past year, including 48% making between two to four ER visits and 17% making five or more visits.

Table 24. ER visits, 2024 SRO Tenant Survey

NUMBER OF VISITS IN THE PAST YEAR	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
1	82	41%	74	30%	156	35%
2	47	24%	66	27%	113	26%
3	21	11%	44	18%	65	15%
4	16	8%	18	7%	34	8%
5 TO 20	30	15%	37	15%	67	15%
20 OR MORE	3	2%	5	2%	8	2%
RESPONDENTS	**199**	**100%**	**244**	**100%**	**443**	**100%**
NO RESPONSE	1		7		8	
TOTAL ANSWERED YES TO ‘ER USE’	**200**		**251**		**451**	

ER visits, trends 2008 – 2024

Among SRO tenants who reported visiting the ER within the previous year, the proportion who reported five or more ER visits within the year increased from 12% in 2008 and 2013 to 17% in 2024.

Table 25. ER visits, trends 2008 - 2014

NUMBER OF VISITS IN THE PAST YEAR	2008			2013			2024		
	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
1	45%	46%	46%	42%	44%	43%	41%	30%	35%
2	29%	23%	25%	29%	27%	28%	24%	27%	26%
3	8%	13%	12%	12%	13%	12%	11%	18%	15%
4	6%	6%	6%	3%	6%	4%	8%	7%	8%
5 TO 20	15%	12%	12%	16%	10%	12%	15%	15%	15%
20 OR MORE	0%	0%	0%	0%	0%	0%	2%	2%	2%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Hospital use

"[If I lost my current housing] I would probably end up in a shelter, then I would end up in the hospital because of my health. I have a lot of different health problems that can't be dealt with just by living somewhere, I have to have care from the medical system."

Hospital use, 2024

Survey participants were asked, "Have you been hospitalized in the last year? (Yes / No)". Twenty-seven per cent (27%) of respondents said that they had been hospitalized in the past year, including 22% of market tenants and 33% of nonmarket tenants.

Table 26. Hospital use, 2024 SRO Tenant Survey

HAVE YOU BEEN HOSPITALIZED IN THE LAST YEAR?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
YES	97	22%	150	33%	247	27%
NO	345	78%	310	67%	655	73%
RESPONDENTS	**442**	**100%**	**460**	**100%**	**902**	**100%**
NO RESPONSE	1		5		6	
TOTAL	**443**		**465**		**908**	

Hospital visits, 2024

"When I was in the hospital one of my neighbours looked after my cat and took care of it and fed it. They get food for me too if I need it. I trust pretty much everyone here, and wouldn't ask for anything in return."

The 247 respondents who answered "Yes" to the previous question (Hospital use) were asked how many days they had been hospitalized in the past year, with answers recorded as a numerical value. The most common answer fell within "Less than five days" (32%); however, a majority of those hospitalized in the past year had been so for five or more days, including 38% for between 5 to 24 days and 30% for 25 days or more.

Table 27. Hospital visits, 2024 SRO Tenant Survey

IF SO, FOR HOW LONG WERE YOU HOSPITALIZED FOR, IN TOTAL? (DAYS)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
LESS THAN 5	31	30%	53	33%	84	32%
5 TO 9	18	18%	29	20%	47	19%
10 TO 24	24	24%	24	15%	48	19%
25 TO 99	16	16%	35	23%	51	20%
100 TO 199	7	7%	4	4%	11	5%
200 OR MORE	0	6%	3	4%	3	5%
RESPONDENTS	**96**	**100%**	**148**	**100%**	**244**	**100%**
NO RESPONSE	1		2		3	
TOTAL ANSWERED YES TO 'HOSPITALIZED'	**97**		**150**		**247**	

Substance use

"I never use alone. It's a death sentence for people to use alone because of the drug crisis in Vancouver. I have a friend who lives down the hall from me who checks up on me to make sure I'm okay."

Substance use, 2024

Survey participants were asked, "Do you use any of the following substances often?" and were given four options: cigarettes, cannabis, alcohol or other drugs.

- Overall, 16% of respondents said that they did not frequently use any drug, including 19% of market tenants and 13% on nonmarket tenants.
- The most common drug used frequently was cigarettes (62%), followed by cannabis (36%) and alcohol (28%).
- 47% of respondents reported using other drugs, including 38% of market tenants and 54% of nonmarket tenants.

Table 28. Substance Use, 2024 SRO Tenant Survey

DO YOU USE ANY OF THE FOLLOWING SUBSTANCES OFTEN?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
CIGARETTES	255	58%	309	66%	564	62%
CANNABIS	175	40%	155	33%	330	36%
ALCOHOL	132	30%	124	27%	256	28%
OTHER DRUGS	170	38%	253	54%	423	47%
ONE OR MORE OF THE ABOVE	**356**	**81%**	**403**	**87%**	**759**	**84%**
NONE	86	19%	62	13%	148	16%
RESPONDENTS	**442**	**100%**	**465**	**100%**	**907**	**100%**
NO RESPONSE	1		0		1	
TOTAL	**443**		**465**		**908**	

Previous Housing Situation

Previous housing type

"I've lived in another SRO in the area and it was terrible. They didn't have any transparency about management or anything going on. When I moved out, they never read my email and didn't know I was moving out until I handed my keys in. This one, it seems like the management is really on top of everything, there was a crack in my window, and they came and fixed it within a couple days, and they're very transparent."

Previous housing type, 2024

Survey participants were asked, "Where did you live before this unit?" and offered a list of options (consistent with previous SRO surveys), as well as an open "other" option. Open responses were coded to either fit within existing options or within new categories that emerged from the coding. Additionally, in the following table, answers have been grouped into six overarching 'previous housing' categories:

1) Homeless
2) SRO
3) Other rental housing
4) Institutional
5) Owned a house
6) Other country

It was possible for respondents to select more than one answer in cases where their previous housing situation was complex; for example, some respondents who had been homeless selected multiple homelessness-related options (e.g. Homeless, Shelter, In a Vehicle, etc.). As a result, percentages do not always add up to 100%.

Notably:

39% of respondents had been homeless (including one or more types of homelessness)

35% had lived in another SRO unit or building

27% had lived in other types of rental housing (public or private)

Table 29. Previous housing type, with grouped categories, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
PREVIOUS HOUSING TYPE	#	%	#	%	#	%
HOMELESS	78	18%	116	25%	194	21%
SHELTER	58	13%	53	11%	111	12%
FRIENDS HOUSE	30	7%	25	5%	55	6%
STAYED WITH FAMILY	12	3%	8	2%	20	2%
IN A VEHICLE	3	1%	6	1%	9	1%
HOSTEL / HOTEL	4	1%	2	0.4%	6	1%
HOMELESS: ANSWERED ONE OR MORE	**157**	**36%**	**192**	**42%**	**349**	**39%**
ANOTHER SRO	133	30%	175	38%	308	34%
ANOTHER ROOM IN THE SAME SRO	2	0.5%	3	1%	5	1%
SRO: ANSWERED ONE OR MORE	**134**	**30%**	**176**	**38%**	**313**	**35%**
OTHER RENTAL HOUSING	133	30%	80	17%	213	24%
SUBSIDIZED HOUSING	10	2%	16	3%	26	3%
WORK CAMP	0	0%	3	1%	3	0.3%
MOBILE HOME	2	0.5%	1	0.2%	3	0.3%
ON RESERVATION	0	0%	2	0.4%	2	0.2%
VETERANS HOUSING	1	0%	0	0%	1	0.1%
RENTAL: ANSWERED ONE OR MORE	**146**	**33%**	**97**	**21%**	**243**	**27%**
PRISON	3	1%	4	1%	7	1%
TREATMENT/RECOVERY	4	1%	3	1%	7	1%
TREATMENT HOUSING	3	1%	2	0.4%	5	1%
HOSPITAL	0	0%	1	0.2%	1	0.1%
INSTITUTIONAL: ANSWERED ONE OR MORE	**10**	**2%**	**10**	**2%**	**20**	**2%**
OWNED A HOUSE	7	2%	5	1%	12	1%
OTHER COUNTRY	5	1%	1	0.2%	6	1%
RESPONDENTS	**441**	**100%**	**462**	**100%**	**903**	**100%**
NO RESPONSE	2		3		5	
TOTAL	**443**		**465**		**908**	

Previous housing type, trends 2008 – 2024

"Like I already have my plan-B bag prepared and everything. Because you're not promised everything forever, a lot can happen in 24 hours. Living in Vancouver, I've had a roof and then I haven't had a roof, just like that."

Previous housing type was compared to data from the two previous SRO surveys. To compare data across the three surveys, categories were coded into six overarching groups: homeless, SRO, other rental housing, institutional, owned a house and other.

- The percentage of respondents who said they came from another SRO unit remained consistent at approximately 33% across the three surveys.
- The percentage who mentioned homelessness as their previous housing increased over time: 23% in 2008, 29% in 2013, and 39% in 2024. This trend is reflected in market and nonmarket SROs.

Table 30. Previous housing type, trends 2008 – 2024

	2008			2013			2024		
PREVIOUS HOUSING TYPE	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
HOMELESS	16%	39%	23%	27%	32%	29%	36%	42%	39%
SRO	35%	29%	33%	29%	44%	33%	30%	38%	34%
OTHER RENTAL HOUSING	40%	29%	37%	31%	15%	26%	33%	21%	27%
INSTITUTIONAL	3%	2%	2%	6%	3%	5%	2%	2%	2%
OWNED A HOUSE	5%	2%	4%	5%	3%	4%	2%	1%	1%
OTHER	2%	0%	1%	6%	4%	5%	1%	0%	1%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

History with institutions, 2024

"My brother spent over 14 years in jail. When I first did a live feed of my room, when we first moved in, my brother chuckled at me. He said to me: 'You spent all your life being legitimate and having a clean work record, and you're the one who ended up in a cell.' I'm not one to sit there and bicker and complain, I just take charge and do it myself."

Survey participants were asked, "Do you have experiences with any of the following places?" and presented with a list of types of institutions. Experience with each type of institution was reported by over 10% of respondents. Eighty-five percent (85%) of respondents reported having experiences with one or more of these institutions.

Table 31. History with institutions, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
DO YOU HAVE EXPERIENCES WITH ANY OF THE FOLLOWING PLACES?	#	%	#	%	#	%
PRISON	130	31%	177	40%	307	36%
DETOX	97	23%	176	40%	273	32%
RECOVERY HOUSE	97	23%	156	35%	253	30%
FOSTER CARE	71	17%	126	28%	197	23%
GROUP HOME	54	13%	101	23%	155	18%
MENTAL HEALTH INSTITUTION	71	17%	83	19%	154	18%
SAFE HOUSE	29	7%	68	15%	97	11%
ONE OR MORE OF THE ABOVE	**328**	**79%**	**400**	**90%**	**728**	**85%**
NONE	85	21%	44	10%	129	15%
RESPONDENTS	**413**	**100%**	**444**	**100%**	**857**	**100%**
NO RESPONSE	30		21		51	
TOTAL	**443**		**465**		**908**	

Previous housing location

"Compared to where I lived before, I am pretty happy here. I would like to get a kitchen and [private] bathroom and shower, and nice appliances."

Previous housing location, 2024

2024 SRO Survey participants were asked, "Where was the last place you were living located?" and offered a list of options:

79% In Vancouver

12% Lower Mainland (Outside Vancouver)

3% Rest of BC

5% Other Province

2% Other Country

Previous housing location, trends 2008 – 2024

This question was also asked in the two previous SRO surveys. Results for all three surveys are presented here together.

Notably:

- The proportion of respondents whose previous housing was in Vancouver was 73% in both 2008 and 2013, as compared to 79% in 2024. In all three surveys the proportion was somewhat higher for nonmarket tenants than for market tenants.
- In all three surveys the second most common answer was "Lower Mainland (Outside Vancouver)".

Table 32. Previous housing location, trends 2008 – 2024

	2008			2013			2024		
WHERE WAS THE LAST PLACE YOU WERE LIVING LOCATED?	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
IN VANCOUVER	70%	80%	73%	67%	85%	73%	75%	82%	79%
LOWER MAINLAND (OUTSIDE VAN)	14%	9%	13%	15%	11%	15%	12%	12%	12%
REST OF BC	5%	4%	5%	5%	3%	4%	3%	2%	3%
OTHER PROVINCE	10%	7%	9%	7%	2%	6%	7%	3%	5%
OTHER COUNTRY	0%	0%	0%	2%	0%	1%	3%	1%	2%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Moved in past year

Moved in past year, 2024

2024 SRO Survey participants were asked, "How many times did you move in the last year?" and answers were recorded as a numerical value. Twenty-seven per cent (27%) of respondents said they moved one or more times in the past year, including 33% of market tenants and 22% of nonmarket tenants. Of the 33% of market tenants who moved in the past year, 19% moved once and 13% moved two times or more.

Moved in past year, trends 2008 – 2024

This question was also asked in the two previous SRO surveys. Results for all three surveys are presented here together. Results were similar between 2013 (29% moved) and 2024 surveys (27% moved). The 2008 survey had found a significantly higher proportion of tenants moving in the previous year (45%), the reasons for which would require additional investigation and analysis (e.g. vacancy rates that fell from 10% in 2005, acquisitions of SROs by BC Housing around 2008, etc.).

Table 33. Times moved past year, trends 2008 – 2024

	2008			2013			2024		
HOW MANY TIMES DID YOU MOVE IN THE LAST YEAR?	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
1	30%	23%	28%	19%	13%	17%	19%	12%	16%
2	8%	4%	7%	5%	5%	5%	6%	3%	5%
3	5%	4%	5%	3%	1%	3%	4%	3%	3%
4 OR MORE	6%	2%	5%	4%	4%	4%	3%	4%	3%
SUBTOTAL MOVED	**50%**	**33%**	**45%**	**31%**	**23%**	**29%**	**33%**	**22%**	**27%**
DID NOT MOVE	50%	67%	55%	69%	77%	71%	67%	78%	73%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Current Housing Situation

Tenure

Household composition

Household composition, 2024

Respondents were asked, "How many people live in your household?" A majority of SRO tenants reported living alone in their units (84%). However, some tenants reported living with a partner or spouse (10%), two or more family members in their SRO unit (1%), or two or more unrelated persons (4%).

Table 34. Household composition, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?	#	%	#	%	#	%
SINGLE PERSON	377	85%	381	82%	758	84%
PARTNER/SPOUSE	37	8%	55	12%	92	10%
TWO OR MORE UNRELATED PERSONS	20	5%	19	4%	39	4%
MYSELF AND TWO OR MORE FAMILY MEMBERS	4	1%	6	1%	10	1%
MYSELF AND A FAMILY MEMBER	4	1%	4	1%	8	1%
RESPONDENTS	**442**	**100%**	**465**	**100%**	**907**	**100%**
NO RESPONSE	1		0		1	
TOTAL	**443**		**465**		**908**	

Household composition, trends 2008 – 2024

The proportion of single person households was lower in the 2024 survey, falling to 84% from 91-92% in previous surveys. The 2024 survey showed an uptick in the proportion of partner/spouse households – 92 of 907 respondents, or 10%.

Table 35. Household composition, trends 2008 – 2024

	2008			2013			2024		
HOUSEHOLD COMPOSITION	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
SINGLE PERSON	91%	91%	91%	92%	92%	92%	85%	82%	84%
PARTNER/SPOUSE	3%	7%	4%	6%	7%	6%	8%	12%	10%
2+ UNRELATED PERSONS	5%	1%	4%	2%	1%	1%	5%	4%	4%
ME AND 2+ FAMILY MEMBERS	1%	2%	1%	0%	0%	0%	1%	1%	1%
ME AND A FAMILY MEMBER	0%	0%	0%	1%	0%	0%	1%	1%	1%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Time at address

"I first moved into [SRO Building] about 10 years ago and the lady there was so good to me. I had enough money for one night, and then I was gonna be out in the hostel. I had a talk with her and she helped me out by letting me work there. She made an appointment with the building manager. She said go get this stamp and she brought it back and got me into a room that day. She was the manager. She was great."

Time at address, 2024

Respondents were asked, "How long have you lived in this unit?" Responses were recorded as a numerical value representing number of years, and fraction of years where relevant (e.g. six months = 0.5, or one-and-a-half years = 1.5, two years = 2, etc.). Almost all survey participants (907 of 908) responded to this question.

- The average length of time was 4.6 years overall, including 4.3 years for tenants of market SROs and 5.0 years for tenants of nonmarket SROs.
- The proportion of respondents who reported living in their unit for less than 1 year was 26% overall, including 32% in market SROs and 21% in nonmarket SROs. This value can be considered as an indicator of the "turnover" rate in SROs over the past year. In comparison, the citywide turnover rate in the City of Vancouver was 8.1% in 2023 and 9.1% in 2024 (CMHC).[7]
- The proportion of respondents living in their unit for 1 to 4 years was 41% overall and the proportion living in their unit for 5 years or more was 33% overall.

The following table summarizes the number (#) and percentage (%) of respondents who reported living in their current unit for: each year under 5, 5 to 9 years, 10 to 19 years, and 20 years or more.

[7] CMHC, Fall 2024 Rental Market Report

Table 36. Time at address, 2024 SRO Tenant Survey

HOW LONG HAVE YOU LIVED IN THIS UNIT? (YEARS)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
LESS THAN 1	141	32%	97	21%	238	26%
1	49	11%	57	12%	106	12%
2	43	10%	60	13%	103	11%
3	48	11%	59	6%	107	12%
4	25	6%	30	18%	55	6%
5 TO 9	82	19%	84	11%	166	18%
10 TO 19	44	10%	53	5%	97	11%
20 OR MORE	11	2%	24	86%	35	4%
RESPONDENTS	**443**	**100%**	**464**	**100%**	**907**	**100%**
NO RESPONSE	0		1		1	
TOTAL	**443**		**465**		**908**	

Time at address, trends 2008 – 2024

Length of time at the respondent's current unit was compared to data from two previous SRO surveys in 2008 and 2013. To compare data across the three surveys, the time brackets chosen were: less than one year, between one and two years, between two and five years, and five years or more.

- The results remained relatively unchanged between 2013 and 2024, overall as well as within the market and nonmarket stocks.
- The 2008 survey had indicated a significantly greater proportion of tenants living in their units for less than one year (39%), with the rate even more pronounced within the market stock (46%).

Table 37. Time at address, trends 2008 – 2024

TIME AT ADDRESS (YEARS)	2008			2013			2024		
	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
LESS THAN 1	46%	24%	39%	30%	21%	27%	32%	21%	26%
1	20%	21%	20%	12%	11%	12%	11%	12%	12%
2 TO 4	18%	19%	19%	29%	34%	30%	25%	32%	29%
5 OR MORE	16%	36%	22%	29%	34%	31%	31%	35%	33%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Time in neighbourhood

Time in neighbourhood, 2024

Respondents were asked, “How long have you lived in your neighbourhood?” Responses were recorded as a numerical value representing number of years and fraction of years where relevant. All survey participants (908 of 908) responded to this question.

- The average length of time was 11.0 years overall, including 9.4 years for tenants of market SROs and 12.6 years for tenants of nonmarket SROs.
- The proportion of tenants living in their neighbourhood for less than a year was significantly higher in market SROs (17%) than in nonmarket SROs (4%).

The following table summarizes the number (#) and percentage (%) of respondents who reported living in their current neighbourhood for: less than one year, one to four years, five to nine years, 10 to 19 years, and 20 years or more.

Table 38. Time in neighbourhood, 2024 SRO Tenant Survey

TIME IN NEIGHBOURHOOD (YEARS)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
LESS THAN 1	74	17%	18	4%	92	10%
1 TO 4	120	27%	112	24%	232	26%
5 TO 9	93	21%	105	23%	198	22%
10 TO 19	83	19%	117	25%	200	22%
20 OR MORE	73	16%	113	24%	186	20%
RESPONDENTS	**443**	**100%**	**465**	**100%**	**908**	**100%**
NO RESPONSE	0		0		0	
TOTAL	**443**		**465**		**908**	

Time in neighbourhood, trends 2008 – 2024

Length of time in neighbourhood was compared to data from the two previous SRO surveys. To compare data across the three surveys, the time brackets chosen were: less than one year, between one and two years, between two and five years, and five years or more.

- The results remained relatively unchanged between 2013 and 2024, overall as well as within the market and nonmarket stocks.
- The 2008 survey indicated a significantly greater proportion of tenants living in their neighbourhood for less than one year (18%).

Table 39. Time in neighbourhood, trends 2008 - 2024

TIME IN NEIGHBOURHOOD (YEARS)	2008			2013			2024		
	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
LESS THAN 1	9%	22%	18%	4%	13%	11%	17%	4%	10%
1	8%	11%	10%	7%	4%	5%	8%	5%	6%
2 TO 4	17%	21%	20%	16%	17%	17%	19%	19%	19%
5 OR MORE	65%	46%	52%	71%	65%	67%	56%	72%	64%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Where would you go if you lost your housing?

“That does scare me a bit. To think that if I lost my place, where would I end up. I think I would wind up on the street. I've seen it happen to guys in my building, when they had to leave... They wind up on the street the next night. There's no soft and easy way once you lose your way in an SRO. You fall into the cracks, and you wind up anywhere, in a park or a shelter. It really frightens me.”

[If you lost your current housing, where would you end up?] "I'd be homeless again, so on the street."

Survey participants were asked, “If you lost your current housing, where would you end up?” The number of survey participants who answered this question was 775.

This was an open-ended question, meaning that each of the 775 qualitative responses could touch on one or more themes. Once analyzed, the 775 responses were organized into 5 categories and 15 subcategories, which occurred a total of 981 times within the 775 responses (the average respondent referenced 1.27 subcategories). Therefore the ‘# of respondents’ who referenced subcategories cannot be added together to equal the subtotal of ‘# respondents who referenced one or more subcategory’. For example, 540 of 775 (70%) respondents referenced one or more types of homelessness, and these 540 responses included 628 individual references of a subcategory of homelessness.

Summary of the responses as coded:

- **70%** of respondents said that they would end up homeless, including outside (36%), in a shelter (24%), on a couch (16%), institutionalized (2%), in a hotel or hostel (2%), or in a vehicle (1%).
- **23%** said they would have no alternative, not knowing what to do, including 6% saying they would have to leave the city and 2% saying would end up dead
- **8%** said they could find another unit on the rental market.
- **7%** said they would seek out government support for housing placement.
- **5%** said they would seek help from personal contacts.

Table 40. “Where would you go if you lost your housing?”, 2024 SRO Tenant Survey

CATEGORY	SUBCATEGORY	#	%
HOMELESS	OUTSIDE	280	36%
	SHELTER OR TRANSITIONAL	188	24%
	COUCH SURFING	121	16%
	INSTITUTIONALIZED	17	2%
	HOTEL OR HOSTEL	16	2%
	VEHICLE	6	1%
	MENTIONED ONE OR MORE SUBCATEGORY OF ‘HOMELESSNESS’	**540**	**70%**
NO ALTERNATIVE	UNSURE OR NO OPTIONS	126	16%
	LEAVE VANCOUVER	43	6%
	DEAD	14	2%
	MENTIONED ONE OR MORE SUBCATEGORY OF ‘NO ALTERNATIVE’	**180**	**23%**
FIND SOMETHING ON MARKET	RENTAL, NOT SPECIFICALLY SRO	40	5%
	SRO	25	3%
	MENTIONED ONE OR MORE SUBCATEGORY OF ‘FIND SOMETHING’	**64**	**8%**
SEEK GOVT SUPPORT	BC HOUSING	18	2%
	CARNEGIE	12	2%
	OTHER	33	4%
	MENTIONED ONE OR MORE SUBCATEGORY OF ‘SEEK GOVT SUPPORT’	**58**	**7%**
PERSONAL NETWORKS		42	5%
RESPONDENTS		**775**	**100%**
NO RESPONSE		133	
TOTAL		**908**	

Rent

"Keep the price of rent where it is, it helps with low-income people, and some people are just not able to rent a one bedroom for $2200 a month. [Cheap rent] is a necessity to all cities in Canada."

Note: The City of Vancouver has collected data on average SRO rents every two years from SRO owners through the Low Income Housing Survey. With the recent passing of the SRA Vacancy Control By-Law, the City now collects annual rent rolls for all private and non-profit owned SROs, providing a robust source of information on rents across all SRO units in these buildings. Questions in the survey on rent act as a complement to LIHS and Vacancy Control data, as well as allowing for cross-tabulations between rents and responses to other survey questions.

Average rent

Average rent, 2024

Respondents were asked, "What is your rent?" and responses were recorded as a numerical dollar amount. 905 of 908 survey participants answered this question, including 442 tenants of market SROs and 463 tenants of nonmarket SROs. The following table shows the number of responses and average rents for subsections of the stock by ownership and operator type.

Market: a) Privately-owned and privately-operated buildings
b) Privately-owned and non-profit-operated buildings

Nonmarket: a) Chinese Society buildings
b) Government-owned buildings
c) Non-profit-owned buildings

Table 41. Average rent by building owner/operator type, 2024 SRO Tenant Survey

OWNER / OPERATOR TYPE	RESPONSES (#)	AVERAGE RENT ($)
PRIVATE	393	$668
PRIVATE / NON-PROFIT	49	$405
SUBTOTAL MARKET	**442**	**$640**
CHINESE SOCIETY	24	$453
GOVERNMENT	341	$409
NON-PROFIT	98	$474
SUBTOTAL NON-MARKET	**463**	**$426**
RESPONDENTS	**905**	**$531**
NO RESPONSE	3	
TOTAL	**908**	

Changes in rent over time

"Our building is trying to give us a rent raise of like 49 to 52% of what it is now.... They want an extra $302 dollars a month from me. There was a big arbitration...[they say it's because] they haven't raised the rent in 3 years, but that's not my fault. We are still waiting for an answer. That just happened last month... This guy had a lot of paperwork and stuff. He gave every tenant a big thick booklet of payments, annual and monthly. He wants a rent increase from all of us, depending on the room you're in it changes how much he wants. My room is one of the biggest, so he wants the most from me."

Average rent, trends 2008 – 2024

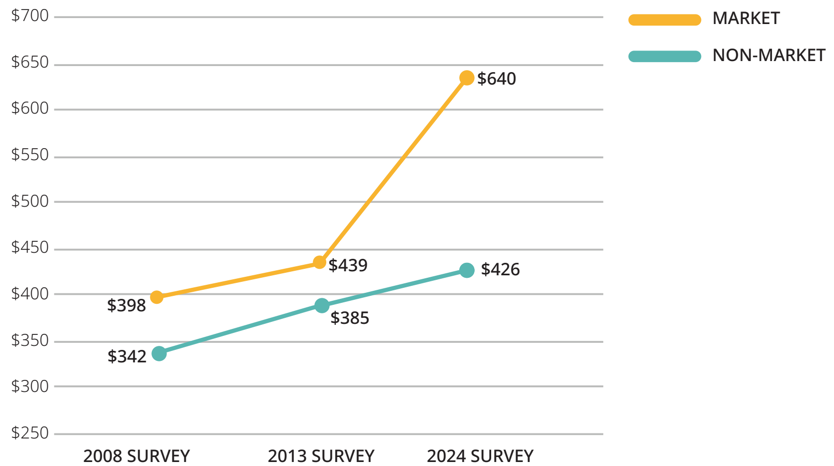
Average rent in market and nonmarket SROs was compared to data from the two previous SRO surveys.

- Between 2008 and 2013, rents increased at a similar rate in market and nonmarket SROs. The average rent in market SROs increased from $398 to $439 (10% or 2.1% per year), while average rent in nonmarket SROs increased from $342 to $385 (13% or 2.5% per year).
- Between 2013 and 2024, rents increased at a greater rate in market SROs. The average rent in market SROs increased from $439 to $640 (46% or 4.2% per year), while average rent in nonmarket SROs increased from $385 to $426 (11% or 1% per year).
- Overall, since 2008 rents increased by 39%, including 61% in market SROs (with the rate of increase more pronounced since 2013) and 25% in nonmarket SROs.

Table 42. Average rent by ownership type, trends 2008 – 2024

	2008		2013		2024	
OWNER / OPERATOR TYPE	RESPONSES (#)	RENT ($)	RESPONSES (#)	RENT ($)	RESPONSES (#)	RENT ($)
MARKET	574	$398	471	$439	442	$640
NON-MARKET	255	$342	207	$385	463	$426
RESPONDENTS	**829**	**$381**	**678**	**$423**	**905**	**$531**
NO RESPONSE	0		3		3	
TOTAL	**829**		**681**		**908**	

Figure 5. Average rent by ownership type, trends 2008 – 2024



Rent changes 'within tenancies': Starting rent vs current rent, 2024

Tenants were asked, "What was your rent when you moved in?", meaning the starting rent that tenants paid when they first moved into their current unit. Participants responded to both this question and the previous, "What is your (current) rent?" question.

The difference between starting rent and current rent reflects the amount rents have changed within tenancies (e.g. the owner/operator increasing or decreasing rents of existing tenants) and does not reflect rent changes between tenancies. To estimate the 'within tenancy' average annual rent increase, the difference between starting rent and current rent was divided by the average length of time at address.

- Among all respondents, the average starting rent was $518 and average current rent was $531 for an average increase of $13 over an average tenure of 4.6 years. This translates to a 'within tenancy' average annual rent increase of $3 (or 0.5%) per year.
- 'Within tenancy' annual rent increases in market SROs (0.7% per year) was more than double that of nonmarket SROs (0.3%).

Table 43. Starting rent vs. current rent, 2024 SRO Tenant Survey

		MARKET	NON-MARKET	ALL BUILDINGS
RESPONSES (#)		429	450	879
AVERAGE RENT	STARTING ($)	$623	$418	$518
	CURRENT ($)	$642	$425	$531
	CHANGE ($)	$19	$7	$13
AVG TIME AT ADDRESS (YEARS)		4.3	5.0	4.6
AVG ANNUAL RENT INCREASE WITHIN TENURE	AMOUNT ($)	$4.44	$1.39	$2.80
	PERCENT (%)	0.7%	0.3%	0.5%

The rate of rent increase 'within tenancy' was well below the overall increase of rents seen since the 2013 SRO Survey, particularly among market SROs. As mentioned in the previous section, between 2013 and 2024 rents in market SROs increased by an average of 4.2% per year. Together, these data suggest that rent increases 'between tenancies' are a more significant factor driving rising rents within market SROs (see subsequent section for further discussion).

Rent changes 'between tenancies': Time at address vs. starting rent, 2024

To investigate rent increases between tenancies, responses to, "What was your rent when you moved in?" were analyzed against "how long have you lived in this unit?" Below, starting rents are shown for tenants who reported living in their unit for: less than one year, between one and two years, between two and five years, between five and nine years, and 10 or more years.

- Among nonmarket SROs, there was relatively little difference in starting rents between respondents with shorter versus longer tenures.
- By contrast, among market SROs, there was a strong trend of starting rents being higher the shorter the length of tenure. The average starting rent of respondents with a tenure of under 1 year ($788) was 86% higher than respondents with a tenure of 10 or more years ($415).

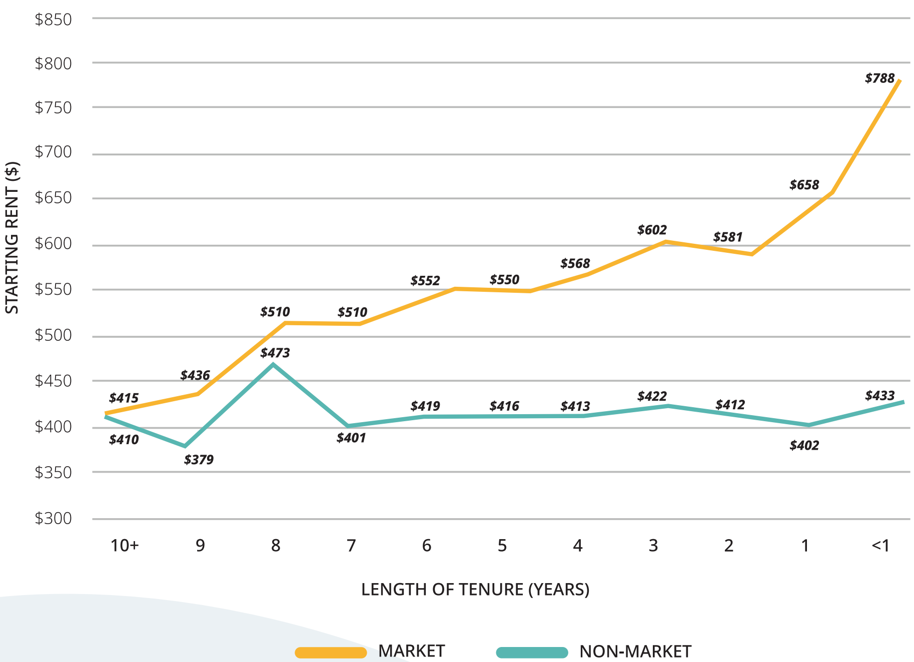
Table 44. Time at address vs. starting rent, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
TIME AT ADDRESS (YEARS)	RESPONSES (#)	AVERAGE STARTING RENT ($)	RESPONSES (#)	AVERAGE STARTING RENT ($)	RESPONSES (#)	AVERAGE STARTING RENT ($)
LESS THAN 1	134	$788	93	$433	227	$642
1	49	$658	56	$402	105	$521
2 TO 4	113	$587	145	$417	258	$491
5 TO 9	80	$516	81	$420	161	$468
10 OR MORE	53	$415	75	$410	128	$412
RESPONDENTS	**429**	**$623**	**450**	**$418**	**879**	**$518**
NO RESPONSE	14		15		29	
TOTAL	**443**		**465**		**908**	

Table 45. Annual changes in starting rent for market SROs, 2024 SRO Tenant Survey

		MARKET		
TIME AT ADDRESS (YEARS)	ESTIMATED YEAR OF MOVE IN	RESPONSES (#)	AVG STARTING RENT ($)	CHANGE FROM PREVIOUS YEAR (%)
LESS THAN 1	2023	134	$788	20%
1	2022	49	$658	13%
2	2021	42	$581	-3%
3	2020	28	$602	6%
4	2019	23	$568	3%
5	2018	23	$550	-
6	2017	14	$552	8%
7	2016	14	$510	-
8	2015	15	$510	17%
9	2014	14	$436	5%
10 OR MORE	2013 AND BEFORE	53	$415	-
RESPONDENTS		**429**		**7%**
NO RESPONSE		14		
TOTAL (MARKET)		**443**		

Figure 6. Length of tenure vs. starting rent, 2024 SRO Tenant Survey



Comparing self-reported market SRO rents against length of tenure, the year-over-year increase in market rents would be an average of 7% per year over the past ten years.

Notably, the last two years saw a rapid escalation of over 30% in market rents: starting rents were 11% higher among tenants with one-year tenures versus two years, and starting rents were 20% higher among tenants with less than one-year tenures versus two years.

Building conditions and habitability

"I'm just mainly bothered by the bathroom and the kitchen. [They're] a health hazard, I think, it looks like it's deteriorating to nothing. You know, people do try to keep it clean, but... every day it's a big mess. [They don't] seem to be able to clean it up. Yeah, I'm desperate about those two things."

Facilities

Rental unit facilities, 2024

Single Room Occupancy hotels are typically differentiated from other rental buildings by their lack of in-suite bathroom or kitchen, as well as their small size that typically precludes facilities (sinks) or appliances (stoves). While this is true for the majority of SRO units, there is variation among unit sizes and facilities. The responses to these questions combined create a nuanced picture of the living conditions and experience of tenants living in SRA-designated SRO buildings in Vancouver.

To understand the diversity of facilities and appliances in SROs, respondents were asked, "Do you have any of the following [facilities or appliances] in your room?" and presented with a list of options, as well as an open 'other' option. Open responses were coded to either fit within existing options or within new categories that emerged from the coding. Table 46 includes answers that were selected by over 10% of respondents (those receiving below 10% were excluded for reasons of space).

Table 46. Rental unit facilities, 2024 SRO Tenant Survey

DO YOU HAVE ANY OF THE FOLLOWING IN YOUR ROOM?	ALL BUILDINGS #	ALL BUILDINGS %
SINK	781	90%
FRIDGE	713	88%
APPLIANCES	337	39%
HOT PLATE	322	37%
TOILET	175	20%
PRIVATE BATHROOM	167	19%
AIR CONDITIONING	155	18%
SHOWER	150	17%
STOVE	119	14%
PRIVATE KITCHEN	107	12%
MICROWAVE	99	11%
RESPONDENTS	**871**	**100%**
NO RESPONSE	37	
TOTAL	**908**	

Highlights include:

- ***Running water:*** 90% have a sink in their room, while 10% do not.
- ***Food and cooking:*** 12% have a private kitchen, 14% have a stove, while 37% rely on a hot plate and 11% on a microwave; 82% have some kind of fridge, while 18% do not.
- ***Bathrooms:*** 19% have a private bathroom, 20% have a private toilet, and 17% have a private shower.

Utilities and amenities, 2024

"Some people take ten, twelve hours doing laundry. It's clearly not all their clothes. It's not a big deal to help other people, but if it takes 10, 12 hours, and there are 54 people in the building that just want clean clothes for a couple of days. Three hours is the extreme, that's our policy... for some of us we have five or six sets of clothes, it's hard to go through them down there, because everything is so dirty. And sometimes I would clean it twice a day."

To understand what utilities and amenities are provided by their landlord as being covered by the rent, respondents were asked, "What of the following are provided with your rent at your building?"

Highlights include:

- **Laundry:** 31% of SRO tenants do not have access to laundry facilities within their building.
- **Cooking:** less than half of all SRO tenants have access to a shared kitchen within their building (47%).

Table 47. Utilities and amenities, 2024 SRO Tenant Survey

WHAT OF THE FOLLOWING ARE PROVIDED WITH YOUR RENT AT YOUR BUILDING?	ALL BUILDINGS	
	#	%
HYDRO OR UTILITIES	853	95%
SHARED BATHROOM	766	85%
LAUNDRY	620	69%
FURNITURE	522	58%
SHARED KITCHEN	420	47%
CABLE	366	41%
ANSWERED ONE OR MORE	**894**	**99%**
NONE OF THE ABOVE	5	1%
RESPONDENTS	**899**	**100%**
NO RESPONSE	9	
TOTAL	**908**	

Receiving mail, 2024

"[What needs to change in SROs?] We could do with proper mailboxes for each unit inside the building because all we have right now is one mailbox attached to the door for all of us that live here, and there's no way for the postal workers or delivery people to leave packages."

Respondents were asked, "Do you receive the mail that is sent to you?" Overall, 76% of respondents said "yes" they receive their mail, 15% said "sometimes", and 9% said "no".

Table 48. Receiving mail, 2024 SRO Tenant Survey

DO YOU RECEIVE THE MAIL THAT IS SENT TO YOU?	ALL BUILDINGS	
	#	%
YES	660	76%
SOMETIMES	130	15%
NO	81	9%
RESPONDENTS	**871**	**100%**
NO RESPONSE	37	
TOTAL	**908**	

Bathroom cleanliness, 2024

"Other than that, [what needs to change in SROs is] just cleanliness dude. I just want [it] clean. People were worried about COVID and stuff when all we need is clean bathrooms with soap and stuff. They used to take cleaning seriously and then new management came and then it went out the window."

Respondents were asked, "How many days per week is your primary bathroom clean and functional?" and answers were recorded as a numerical value of 0 to 7. Overall, 41% of SRO tenants said that their bathrooms were clean and functional seven days a week.

- ***65%*** of SRO tenants said their bathrooms were clean and functional four or more times a week.
- ***16%*** of SRO tenants said their bathrooms were never clean and functional.

Table 49. Bathroom cleanliness, 2024 SRO Tenant Survey

HOW MANY DAYS PER WEEK IS YOUR PRIMARY BATHROOM CLEAN AND FUNCTIONAL?	ALL BUILDINGS	
	#	%
0	132	16%
1 TO 3	161	19%
4 TO 6	202	24%
7	350	41%
RESPONDENTS	**845**	**100%**
NO RESPONSE	63	
TOTAL	**908**	

Elevator access, 2024

"I had surgery last year and I couldn't carry more than 5 pounds. So, I was asking people to buy my groceries as we have no elevator. Even right now I have to catch my breath when I take the stairs to my room."

Respondents were asked, "Do you depend on an elevator to access your housing?" Overall, 40% of respondents said that they rely on elevator access.

Table 50. Elevator access, 2024 SRO Tenant Survey

DO YOU DEPEND ON AN ELEVATOR TO ACCESS YOUR HOUSING?	ALL BUILDINGS	
	#	%
YES	341	40%
NO	521	60%
RESPONDENTS	**863**	**100%**
NO RESPONSE	45	
TOTAL	**908**	

Frequency of elevator breakdown, 2024

"The elevator should be better maintained for the old folks. It breaks down all the time and they don't fix it."

The respondents who answered, "Yes" to relying on elevator access were then asked, "How many times did the elevator break down last year?"

- **50%** of SRO tenants who rely on an elevator to access their housing said it broke down one to five times last year.
- **27%** of SRO tenants who rely on an elevator to access their housing said it broke down more than five times.
- **11%** of SRO tenants said the elevator they relied on was broken for months, or all year long, or longer.
- **12%** of SRO tenants said their building's elevator did not break down last year.

Table 51. Frequency of elevator breakdown, 2024 SRO Tenant Survey

HOW MANY TIMES DID THE ELEVATOR BREAK DOWN LAST YEAR?	ALL BUILDINGS #	ALL BUILDINGS %
1 TIME	32	10%
2 TIMES	43	13%
3 TIMES	44	13%
4 TIMES	29	9%
5 TIMES	17	5%
MORE THAN 5 TIMES	89	27%
BROKEN ALL YEAR OR LONGER	7	2%
BROKEN FOR MONTHS	29	9%
BROKE AT LEAST ONCE	**290**	**88%**
DID NOT BREAK DOWN	40	12%
RESPONDENTS	**328**	**100%**
NO RESPONSE	14	
TOTAL ANSWERED YES TO 'DEPEND ON ELEVATOR'		

Needed repairs

"You cannot drink the water, and it's so expensive, but I buy water every day. I have to! I buy water to cook with. I won't use the water, I can't. You'll get giardia... I don't trust it. Especially if I have a cut on me... You know what, there's cockroaches in the pipes. You're gonna have a shower with a cut on you?! I don't think so. There's a parasite going around."

Habitability challenges, 2024

To understand some of the living conditions and challenges that tenants are facing, respondents were asked: "In the past 12 months (including this month), has any of the following happened in your SRO?" and presented with the list of options in the table below.

- The most common pests encountered by SRO tenants were cockroaches (87%), mice (67%), bedbugs (53%) and rats (31%).
- Over half of SRO tenants reported that they could not drink water from the tap in their buildings in the last year (51%).
- Tenants reported losing access to utilities including losing electricity (36%), heating (35%), hot water (34%) or access to running water (27%).
- The most common building and facility related issues experienced by SRO tenants were broken toilets (59%), elevators (36%), door locks (31%) and windows (21%).

Table 52. Habitability challenges, 2024 SRO Tenant Survey

IN THE PAST 12 MONTHS (INCLUDING THIS MONTH), HAS ANY OF THE FOLLOWING HAPPENED IN YOUR SRO? HAVE YOU?	ALL BUILDINGS #	ALL BUILDINGS %
SEEN COCKROACHES	766	87%
SEEN MICE	585	67%
HAD PLUGGED OR BROKEN TOILETS	521	59%
SEEN NEEDLES, COOKERS, OR OTHER DRUG PARAPHERNALIA IN YOUR BUILDING	495	56%
HAD BEDBUGS	463	53%
CAN'T DRINK THE WATER FROM THE TAP	448	51%
SEEN TRACES OF BLACK MOLD	344	39%
LOST ACCESS TO ELECTRICITY	319	36%
HAD A BROKEN ELEVATOR	314	36%
LOST ACCESS TO HEAT	311	35%
LOST ACCESS TO HOT WATER	297	34%
SEEN RATS	273	31%
HAD YOUR LOCK BROKEN ON THE DOOR TO YOUR ROOM	268	31%
LOST ACCESS TO RUNNING WATER	239	27%
BEEN UNABLE TO OPEN YOUR WINDOW	180	21%
RESPONDENTS	**878**	**100%**
NO RESPONSE	30	
TOTAL	**908**	

Needed repairs or maintenance, 2024

"I got kicked out of [SRO Building] because they wouldn't fix a leaky room for four months, and they did nothing. Then I called the city and they [the landlord] kicked me out [because I called them] and never finished repairs. I'm [living in SROs] because I was fleeing domestic violence. I've been on the waiting list for 14 years and I can't afford more than $500 in rent."

Respondents were asked, "Is your SRO currently in need of any of the following repairs?" and presented with a list of options, as well as an open 'other' option. Open responses were coded to either fit within existing options or within new categories that emerged from the coding, some of which included other types of needs such as maintenance and life safety needs. The table below includes answers that were selected by over 10% of respondents (those receiving below 10% were excluded for reasons of space).

Some of the issues raised by less than 10% of tenants included repairs to the electrical system, doors and locks, windows, heating and cooling systems, ceilings, roofs, floors, intercom, laundry machines, as well as issues with mold, water quality, lighting, asbestos, smoke detectors, sprinkler systems and water damage.

Table 53. Needed repairs or maintenance, 2024 SRO Tenant Survey

IS YOUR SRO CURRENTLY IN NEED OF ANY OF THE FOLLOWING REPAIRS?	ALL BUILDINGS #	ALL BUILDINGS %
MORE SOUNDPROOFING IS NEEDED	560	69%
PAINTING	475	58%
WASHROOMS NEED TO BE CLEANED	448	55%
TOILETS OR SINKS NEED TO BE FIXED	391	48%
MOPPING	379	46%
MORE INSULATION AGAINST COLD TEMPERATURES	373	46%
MISSING FLOOR TILES	282	35%
BEAMS ROTTING OR ROTTING FLOORBOARDS	244	30%
CLUTTERED HALLWAYS (GARBAGE, DEBRIS, BIKES, ETC.)	243	30%
BROKEN ELEVATOR	182	22%
BROKEN FIRE ESCAPE	180	22%
MISSING FIRE EXTINGUISHER	173	21%
EXPOSED ELECTRICAL WIRES	167	20%
MISSING STAIR RAILING	113	14%
RESPONDENTS	**816**	**100%**
NO RESPONSE	5	
TOTAL	**908**	

From the perspective of tenants, the areas in need of repair and maintenance with the highest reporting (top five) were soundproofing (69%), painting (58%), cleaning washrooms (55%), fixing toilets and sinks (48%) and mopping (46%).

Reported a need for repair, 2024

Respondents were asked, "In the past 12 months, if you reported a need for repair in your room or building, did you report it to: Building Manager, Caretaker, Desk Clerk, Landlord, or City (311)?" Respondents were able to select multiple answers, as they often reported a need for repair to multiple agents; therefore, results do not add up to 100%.

Table 54. Reported a need for repair, 2024 SRO Tenant Survey

IF YOU REPORTED A NEED FOR A REPAIR, WHO DID YOU REPORT IT TO?	ALL BUILDINGS #	ALL BUILDINGS %
BUILDING MANAGER	400	67%
DESK CLERK	175	29%
CARETAKER	115	19%
LANDLORD	92	15%
BUILDING CARETAKER	10	2%
CITY (311)	7	1%
RESIDENTIAL TENANCY BRANCH	4	1%
REPORTED A NEED FOR REPAIR	**594**	**100%**
NO RESPONSE	314	
TOTAL	**908**	

Responsiveness to need for repair, 2024

Respondents were asked, "When you reported a need for repair, how well do you feel the complaint was addressed?" Answers were recorded on a 5-point Likert scale from Satisfied to Unsatisfied.

- Overall, 44% of respondents said they were satisfied or somewhat satisfied with how their complaint was addressed.
- Similarly, 45% said they were dissatisfied or somewhat dissatisfied.

Table 55. Responsiveness to need for repair, 2024 SRO Tenant Survey

WHEN YOU REPORTED A NEED FOR REPAIR, HOW WELL DO YOU FEEL THE COMPLAINT WAS ADDRESSED?	ALL BUILDINGS	
	#	%
SATISFIED	232	31%
SOMEWHAT SATISFIED	99	13%
NEUTRAL	77	10%
SOMEWHAT DISSATISFIED	46	6%
DISSATISFIED	288	39%
RESPONDENTS	**742**	**100%**
NO RESPONSE	166	
TOTAL	**908**	

Safety making complaints to landlord, 2024

"If you are going to be working in a certain building, they should be educated about the problems in that building. The staff have to remember that this is our home. Staff have to remember that this is our home [but] they are coming into our home every day... I don't need to feel like I'm dumb or just a bother or I'm harassing them for asking a question."

Respondents were asked, "How unsafe or safe do you feel when making complaints to your landlord or caretaker about the a) conditions in your unit? b) problems in your building?" Answers were recorded on a 5-point Likert scale from very safe to very unsafe.

- The proportion of respondents who said they felt safe or very safe making complaints to their landlord about conditions in their unit was 64% and about problems in their building was 60%.
- 22% said they felt unsafe or very unsafe making complaints about either their room or the buildings.

Table 56. Safety making complaints about conditions in unit, 2024 SRO Tenant Survey

IN YOUR UNIT : SAFE / UNSAFE?	ALL BUILDINGS	
	#	%
VERY SAFE	325	37%
SAFE	240	27%
NEUTRAL	128	15%
UNSAFE	93	11%
VERY UNSAFE	96	11%
RESPONDENTS	**882**	**100%**
NO RESPONSE	26	
TOTAL	**908**	

Table 57. Safety making complaints about problems in building, 2024 SRO Tenant Survey

IN YOUR BUILDING : SAFE / UNSAFE?	ALL BUILDINGS	
	#	%
VERY SAFE	315	36%
SAFE	220	24%
NEUTRAL	145	17%
UNSAFE	98	11%
VERY UNSAFE	97	11%
RESPONDENTS	**875**	**100%**
NO RESPONSE	33	
TOTAL	**908**	

Fear of retaliation for reporting maintenance complaints, 2024

Respondents were asked to what extent they agree with the statement, "I feel that reporting a maintenance complaint could lead to harassment or eviction." Answers were recorded on a 5-point Likert scale from Agree to Disagree.

- Overall, 30% of respondents said that they agree or somewhat agree that if they made a maintenance complaint it could lead to harassment or eviction.
- 60% of SRO tenants said that they disagree or somewhat disagree with the statement.

Table 58. Fear of retaliation for reporting maintenance complaints, 2024 SRO Tenant Survey

I FEEL THAT REPORTING A MAINTENANCE COMPLAINT COULD LEAD TO HARASSMENT OR EVICTION	ALL BUILDINGS	
	#	%
AGREE	179	20%
SOMEWHAT AGREE	92	10%
NEUTRAL	82	9%
SOMEWHAT DISAGREE	69	8%
DISAGREE	463	52%
RESPONDENTS	**885**	**100%**
NO RESPONSE	23	
TOTAL	**908**	

Unable to sleep in room

"The government should understand this: people are people, there's a need for things to happen, the way they treat us is inhuman. They're rich people, and they have a quality of life, but there's other people that need a good quality of life also. We need a good place to live where we can take a bath. I have to go somewhere else to shower. I probably will go back to being homeless in the spring, my husband might lose his leg. We need to speak up, loud and clear to hear this kind of stuff, so that people hear it. And show people what it really does to people, because that would really open people's eyes."

Unable to sleep in room, 2024

Respondents were asked, "Have there been any nights in the last year where you weren't able to stay in your SRO room?" and, if so, were presented with a series of options, such as staying outside, staying with family or friends, and staying in a shelter.

One quarter (25%) of respondents said that there was at least one night in the past year where they were not able to stay in their SRO room. Among them, 14% stayed outside, 9% stayed with family or friends, and 7% stayed in a shelter. (Respondents could choose one or more options, so percentages may not add up to 25%).

Table 59. Unable to sleep in room, 2024 SRO Tenant Survey

HAVE THERE BEEN ANY NIGHTS IN THE LAST YEAR WHERE YOU WEREN'T ABLE TO STAY IN AN SRO ROOM? IF SO, DID YOU STAY:	ALL BUILDINGS	
	#	%
OUTSIDE	130	14%
STAYED WITH FAMILY / FRIENDS	84	9%
A SHELTER	67	7%
A CAR OR VEHICLE	15	2%
SOMEWHERE ELSE IN MY BUILDING	8	1%
HOSPITAL	6	1%
TENT	6	1%
HOSTEL / HOTEL	5	1%
FOUND AN UNOCCUPIED BUILDING	4	0.4%
WALKED AROUND ALL NIGHT	4	0.4%
SERVICE ORGANIZATION	2	0.2%
WARMING CENTERS	1	0.1%
ANSWERED YES TO 'ONE OR MORE'	**231**	**25%**
NO	676	75%
RESPONDENTS	**907**	**100%**
NO RESPONSE	1	
TOTAL	**908**	

Sense of safety in SRO buildings

"[What needs to change in SROs?] I think it's safety. People tend to lean to their bias no matter what they believe intellectually. And they are convinced that we are getting what we deserve. And I think that creates a lack of safety and lack of repair."

Sense of safety in room, building, and with workers, 2024

Respondents were asked, "How safe or unsafe do you feel:

a) In your room?

b) In your building? (Including washrooms)

c) Interacting with workers in your building?"

Answers were recorded on a 5-point Likert scale from Very Safe to Very Unsafe.

The proportion of respondents who said they feel very or somewhat safe

a) in their room was 73%

b) in their building was 64%

c) interacting with workers was 73%.

The proportion of respondents who said they feel very or somewhat unsafe

a) in their room was 19%

b) in their building was 24%

c) interacting with workers was 14%.

Table 60. Safety in room, 2024 SRO Tenant Survey

	ALL BUILDINGS	
IN YOUR ROOM: SAFE / UNSAFE	#	%
VERY SAFE	422	47%
SOMEWHAT SAFE	233	26%
NEUTRAL	72	8%
SOMEWHAT UNSAFE	85	9%
VERY UNSAFE	91	10%
RESPONDENTS	**903**	**100%**
NO RESPONSE	5	
TOTAL	**908**	

Table 61. Safety in building, 2024 SRO Tenant Survey

	ALL BUILDINGS	
IN YOUR BUILDING: INCLUDING WASHROOMS SAFE / UNSAFE	#	%
VERY SAFE	330	37%
SOMEWHAT SAFE	244	27%
NEUTRAL	113	13%
SOMEWHAT UNSAFE	87	10%
VERY UNSAFE	128	14%
RESPONDENTS	**902**	**100%**
NO RESPONSE	6	
TOTAL	**908**	

Table 62. Safety interacting with workers, 2024 SRO Tenant Survey

	ALL BUILDINGS	
INTERACTING WITH WORKERS IN YOUR BUILDING? SAFE / UNSAFE	#	%
VERY SAFE	463	53%
SOMEWHAT SAFE	178	20%
NEUTRAL	106	12%
SOMEWHAT UNSAFE	54	6%
VERY UNSAFE	72	8%
RESPONDENTS	**873**	**100%**
NO RESPONSE	35	
TOTAL	**908**	

Privacy in unit, 2024

"One thing I'd like to change in SROs is the room check. It does not prevent overdoses, the only thing it does is step on tenants' rights and privacy."

Respondents were asked to what extent they agree with the statement, "I feel that my privacy is respected in my room." Answers were recorded on a 5-point Likert scale from Agree to Disagree.

- A majority (68%) felt that their privacy is respected in their unit (agreed or somewhat agreed with the statement).
- 21% did not feel that their privacy is respected (disagreed or somewhat disagreed with the statement).

Table 63. Privacy in unit, 2024 SRO Tenant Survey

	ALL BUILDINGS	
I FEEL THAT MY PRIVACY IS RESPECTED IN MY ROOM	#	%
AGREE	485	54%
SOMEWHAT AGREE	125	14%
NEUTRAL	45	5%
SOMEWHAT DISAGREE	61	7%
DISAGREE	187	21%
RESPONDENTS	**903**	**100%**
NO RESPONSE	5	
TOTAL	**908**	

Satisfaction with guest policy, 2024

"I understand for safety and fire reasons they need to have an idea who's in the building. But we have people who are dying alone in their rooms because the staff won't let them have a guest. We pay rent so we should be allowed guests, not just on the whim of whoever is working."

Respondents were asked to what extent they agree with the statement, "I am happy with our building's guest policy." Answers were recorded on a 5-point Likert scale from Agree to Disagree.

- **54%** said that they agree or somewhat agree that they were happy with their building's guest policy.
- **36%** said that they disagree or somewhat disagree that they were happy with their building's guest policy.

Table 64. Satisfaction with guest policy, 2024 SRO Tenant Survey

I AM HAPPY WITH OUR BUILDINGÕS GUEST POLICY	ALL BUILDINGS #	ALL BUILDINGS %
AGREE	375	43%
SOMEWHAT AGREE	93	11%
NEUTRAL	91	10%
SOMEWHAT DISAGREE	52	6%
DISAGREE	263	30%
RESPONDENTS	**874**	**100%**
NO RESPONSE	34	
TOTAL	**908**	

Fear of eviction, 2024

Respondents were asked to what extent they agree with the statement, "I am afraid of being unfairly evicted." Answers were recorded on a 5-point Likert scale from Agree to Disagree.

- **40%** of SRO tenants said that they are afraid or somewhat afraid of being unfairly evicted. (By comparison, 30% of SRO tenants reported they were afraid that reporting a maintenance complaint could lead to retaliation: see Table 58).
- **45%** of all SRO tenants said that they are unafraid or somewhat unafraid of being unfairly evicted.

Table 65. Fear of eviction, 2024 SRO Tenant Survey

I AM AFRAID OF BEING UNFAIRLY EVICTED	ALL BUILDINGS #	ALL BUILDINGS %
AGREE	240	27%
SOMEWHAT AGREE	116	13%
NEUTRAL	73	8%
SOMEWHAT DISAGREE	66	7%
DISAGREE	400	45%
RESPONDENTS	**895**	**100%**
NO RESPONSE	13	
TOTAL	**908**	

Overdose events in building, 2024

Respondents were asked, "Do you believe overdose events are happening in your building?" Two thirds of respondents (68%) said that they believe overdoses occur in their building.

Table 66. Overdose events in building, 2024 SRO Tenant Survey

DO YOU BELIEVE OVERDOSE EVENTS ARE HAPPENING IN YOUR BUILDING?	ALL BUILDINGS #	ALL BUILDINGS %
YES	592	68%
NO	283	32%
RESPONDENTS	**875**	**100%**
NO RESPONSE	33	
TOTAL	**908**	

Social connection and supports

“Sometimes [my neighbor and I] watch shows together. Just interaction. Emotional support, spend time together.”

Connection and support among neighbours

These questions were asked to gain a better understanding of how social connection between neighbours features within SRO tenants' lives, both as a social support network and as a complement to social service use.

Connection to neighbours, 2024

"One of the main causes of overdoses is mental health and people wanting to isolate themselves, because they're afraid of an actual or perceived threat. And they're not open to sharing things that they're going through. It's pretty sad, I know people in other buildings that I go to, I have to actively seek them out to make sure they're ok, because they don't want to be a burden on me or other people. I laugh and tell them 'they can call on me for anything.' There's times I've been shut in and shut everyone out, I thought no one would want to help me or need me. People tell me to pull my head out of my ass because they do need me just as much as I need them. They say you can't pick your family, but you have family you're born into but there's the family you can choose to add too. I have friends I've known for 30 years. I really care and worry and love them as much as any other member of my family."

Respondents were asked, “How many different people in your building do you talk to in a week?” Responses were recorded as a numerical value.[8]

- **38%** of all SRO tenants reported speaking to 10 or more people in their building every week, including 32% of market tenants and 45% of nonmarket tenants (note that the average size of market buildings is 41 rooms and the average size of nonmarket buildings is 54 rooms).
- **55%** reported speaking to between 1 and 9 people in their building in a week.
- **7%** said they did not speak to anyone in their building in a week. This small group of SRO tenants may be experiencing social isolation.

[8] For comparison, a 2021 survey of tenants in rental housing in Vancouver by Hey Neighbour Collective (n=396) found that 23.5% of respondents said they knew “many” or most” of the people in their building.

Table 67. Connection to neighbours, 2024 SRO Tenant Survey

HOW MANY DIFFERENT PEOPLE IN YOUR BUILDING DO YOU TALK TO IN A WEEK?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
0	32	7%	30	7%	62	7%
1 TO 4	172	39%	128	28%	300	34%
5 TO 9	94	21%	91	20%	185	21%
10 TO 19	67	15%	96	21%	163	18%
20 OR MORE	74	17%	107	24%	181	20%
RESPONDENTS	**439**	**100%**	**452**	**100%**	**891**	**100%**
NO RESPONSE	4		13		17	
TOTAL	**443**		**465**		**908**	

Support from neighbours, 2024

“If I need shopping done if I have a bum knee or slept badly and my back is messed up, I'd give [other tenants] 50 bucks to do my groceries. My door is always open for [other tenants] to come to me with their problems. I want an open line of communication between everybody so we can take care of each other. We all take care of each other.”

Respondents were asked, “Is there any neighbour in this building who you trust to do tasks for you when you need help?” Fifty-nine per cent (59%) of all SRO tenants answered "Yes".

Table 68. Support from neighbours, 2024 SRO Tenant Survey

IS THERE ANY NEIGHBOUR IN THIS BUILDING WHO YOU TRUST TO DO TASKS FOR YOU WHEN YOU NEED HELP?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
YES	260	59%	268	59%	528	59%
NO	181	41%	188	41%	369	41%
RESPONDENTS	**441**	**100%**	**456**	**100%**	**897**	**100%**
NO RESPONSE	2		9		11	
TOTAL	**443**		**465**		**908**	

Support from neighbours – specific tasks, 2024

SRO Tenants who answered "Yes" to the previous question were then asked, “What do you ask your neighbour(s) for help with?” This was an open-ended question, with answers being coded using open and axial coding in Nvivo. The most common responses centered around help with necessities. A majority of tenants who said they had a neighbour they could ask for help, asked for help with necessities, namely food (21%), errands (18%), money (16%) and harm reduction supplies (14%). The next most common area tenants asked for help was with interactions that created social connection, specifically a sense of community (15%), or help with social navigation (11%). The below table shows the most common codes with exemplar quotes from SRO tenants.

Table 69. Support from neighbours - specific tasks, 2024 SRO Tenant Survey

CODES	RESPONSES (%)	EXEMPLAR QUOTE
FOOD	21%	*"Sometimes when I go to the market and I see a sale I’ll buy some food for all 3 of us to share cause it’s a good deal. One of my friends is a full-time student so I’ll buy her groceries for her and help her with her college assignments."*
ERRANDS	18%	*"One of my neighbours will go get cat food for me. There was an old guy upstairs who used to come and check if I needed kitty litter or catnip, he is good for that."*
MONEY	16%	*"People will ask me to look after their stuff, we'll lend each other money. Stuff like that."*
COMMUNITY	15%	*"If anyone leaves things, he knocks on people's door and gives things to people. He's constantly helping people to improve their living conditions, very friendly, very helpful. That's the most important thing about where I live. If it wasn't for that I would have been gone a while ago, I have days where I can't get out of bed, and he knocks on the door and gives me food."*
HARM REDUCTION SUPPLIES	14%	*"She actually works with [SRO-C’s] Tenant Overdose Response Organizers so she gives me harm reduction supplies, towels, or something random I might need. She's pretty cool, she helps me out."*
SOCIAL NAVIGATION	11%	*“I don’t like asking for help but like, certain, just advice for what I should do for what I’m getting information for, like for tax stuff or bank stuff or like, anything like. Help with, ‘Do you know any food program?’ Or I’d give the help.”*

SRO room cleaning, 2024

Respondents were asked, "Do you need help with cleaning up in your room?" A strong majority of tenants said they did not need help with cleaning their rooms (73%).

Table 70. Need help cleaning room, 2024 SRO Tenant Survey

DO YOU NEED HELP WITH CLEANING UP IN YOUR ROOM? YES / NO:	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
YES	96	22%	147	32%	243	27%
NO	336	78%	315	68%	651	73%
RESPONDENTS	**432**	**100%**	**462**	**100%**	**894**	**100%**
NO RESPONSE	11		3		14	
TOTAL	**443**		**465**		**908**	

Tenant volunteerism, 2024

"One thing I'd like to change about my building would be more community vibes. I would love to see, like a meal, or just people taking ownership of the space. I clean the bathroom once every couple months, but it would be nice to see somebody else step up to the plate and do the same. Stuff like that, fostering a bit more of a community, getting involved with each other. Being a bit more attentive to taking care of our space, because our landlord is not going to do it, so we might as well."

Respondents were asked, "Would you be interested in helping improve your building? (For example, by volunteering)." Seventy-three per cent (73%) of respondents said that they were interested in helping improve their building by volunteering.

Table 71. Tenant volunteerism 2024 SRO Tenant Survey

WOULD YOU BE INTERESTED IN HELPING IMPROVE YOUR BUILDING?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
YES	308	71%	331	74%	639	73%
NO	125	29%	115	26%	240	27%
RESPONDENTS	**433**	**100%**	**446**	**100%**	**879**	**100%**
NO RESPONSE	10		19		29	
TOTAL	**443**		**465**		**908**	

Social supports

"[SRO tenants need] better living conditions... maybe more community services coming to the buildings? People don't know about services or aren't equipped to find out for themselves, maybe they could get some [help]."

Social service use, 2024

Respondents were asked to indicate which social services they had used in the past year. The proportion of respondents who reported using each service, categorized by service area, was:

- ***Health:*** health clinic (73%), E.R. (53%), dental services (34%), ambulance (32%), hospital (29%), mental health services (23%), addiction services (19%), and safe injection site (18%).
- ***Food:*** Drop-in meal programs or foodbanks (57%).
- ***Housing:*** outreach (40%), housing services (25%) and transitional housing (3%).
- ***Economic:*** Employment/job help (17%) and budgeting/trusteeship (2%).
- ***Legal:*** Legal services (15%) and probation (7%)

Table 72. Social service use, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
HAVE YOU USED ANY OF THESE SERVICES IN THE PAST YEAR?	#	%	#	%	#	%
HEALTH CLINIC	218	68%	343	78%	624	73%
COMMUNITY CENTRE	244	59%	275	63%	518	61%
MEAL PROGRAMS / FOOD-BANKS	214	52%	274	62%	488	57%
EMERGENCY ROOM	199	48%	253	58%	452	53%
OUTREACH	139	33%	203	46%	342	40%
DENTAL CLINIC OR DENTIST	137	33%	155	35%	292	34%
AMBULANCE	109	26%	168	38%	277	32%
HOSPITAL (NON-EMERGENCY)	121	29%	123	28%	244	29%
HOUSING	93	22%	122	28%	215	25%
MENTAL HEALTH SERVICES	88	21%	108	25%	195	23%
ADDITION SERVICES	54	13%	106	24%	160	19%
SAFE INJECTION SITE	57	14%	101	23%	158	18%
EMPLOYMENT / JOB HELP	74	18%	71	16%	145	17%
LEGAL SERVICES	67	16%	57	13%	124	15%
PROBATION	25	6%	33	8%	58	7%
TRANSITIONAL HOUSING	11	3%	17	4%	28	3%
BUDGETING / TRUSTEESHIP	9	2%	10	2%	19	2%
NEWCOMER SERVICES	9	2%	0	0%	9	1%
RESPONDENTS	**415**	**100%**	**440**	**100%**	**855**	**100%**
NO RESPONSE	28		25		53	
TOTAL	**443**		**465**		**908**	

Social service use, trends 2008 – 2024

Social service use was compared to the results of the two previous SRO surveys. Answer options were the same in 2013 and 2024, and there were fewer answer options presented in 2008.[9] In each of the three surveys, the top three services used were health clinic, community centre and meal programs or foodbanks.

Table 73. Social service use, trends 2008 – 2024

	ALL BUILDINGS		
	2008	2013	2024
HAVE YOU USED ANY OF THESE SERVICES IN THE PAST YEAR?	%	%	%
HEALTH CLINIC	54%	61%	73%
COMMUNITY CENTRE	46%	48%	61%
MEAL PROGRAMS / FOOD-BANKS	51%	54%	57%
EMERGENCY ROOM	-	41%	53%
OUTREACH	-	29%	40%
DENTAL CLINIC OR DENTIST	-	34%	34%
AMBULANCE	-	33%	32%
HOSPITAL (NON-EMERGENCY)	40%	31%	33%
HOUSING	-	15%	29%
MENTAL HEALTH SERVICES	20%	22%	27%
ADDICTION SERVICES	-	21%	22%
SAFE INJECTION SITE	11%	18%	22%
EMPLOYMENT / JOB HELP	17%	19%	20%
LEGAL SERVICES	-	14%	17%
PROBATION	-	12%	8%
TRANSITIONAL HOUSING	-	4%	4%
BUDGETING / TRUSTEESHIP	-	3%	3%
NEWCOMER SERVICES	-	1%	1%
TOTAL	**100%**	**100%**	**100%**

[9] Categories with 0% responses in the 2008 SRO Survey were all included as new categories in the 2013 SRO Survey, and kept to enable comparability.

Other sources of social support, 2024

"People ask me for help. They give me their bank card to do errands. Bum a smoke. Got something to eat? Can I come in and stay? Do you have socks? An umbrella?"

After being asked about their social service use, survey participants were asked if there were other social or community supports that they relied on for help ("When you need help, who else do you turn to?").

Table 74. Other sources of support, 2024 SRO Tenant Survey

	MARKET		NON-MARKET		ALL BUILDINGS	
WHEN YOU NEED HELP, WHO ELSE DO YOU TURN TO?	#	%	#	%	#	%
FRIENDS	230	52%	220	47%	450	50%
FAMILY SUPPORT	179	40%	162	35%	341	38%
NEIGHBOURS	147	33%	126	27%	273	30%
BUILDING CARETAKER	93	21%	116	25%	209	23%
SPIRITUAL SUPPORTS (CHURCH, TEMPLE, SWEAT LODGE, FAITH GROUP)	83	19%	86	18%	169	19%
CULTURAL SUPPORT	36	8%	50	11%	86	9%
ONE OR MORE OF THE ABOVE	**341**	**77%**	**348**	**75%**	**689**	**76%**
NONE OF THE ABOVE	101	23%	117	25%	218	24%
RESPONDENTS	**442**	**100%**	**456**	**100%**	**907**	**100%**
NO RESPONSE	1		0		1	
TOTAL	**443**		**456**		**908**	

Food security

"I think just that the food situation [needs to change]. Ease of cooking, making a meal. That's the biggest bother. Eating out of a package isn't that great. I used to get up and I loved cooking breakfast, now I just roll around until I am starving enough to go get a doughnut. I miss a good old home cooked meal. I would want a kitchen, even just a bit more standard, a hot top, counter, and sink, a place to prepare your meals."

Food service use, 2024

Survey participants were asked if they used food supports (including food banks, free food lineups, or discounted community meals). Sixty-two per cent (62%) of SRO tenants used some kind of food support at least once a week, the most common response was tenants using food supports between 5 and 9 times a week (20%). Many nonmarket SROs offer food supports, such as providing daily meals to SRO residents. Survey responses may include this type of food support.

Table 75. Food service use, 2024 SRO Tenant Survey

HOW MANY TIMES A WEEK DO YOU USE FOOD SUPPORTS?	MARKET #	MARKET %	NON-MARKET #	NON-MARKET %	ALL BUILDINGS #	ALL BUILDINGS %
1	57	13%	72	16%	129	15%
1 TO 4	86	20%	77	17%	163	18%
5 TO 9	63	15%	111	24%	174	20%
10 TO 19	23	5%	47	10%	70	8%
20 OR MORE	4	1%	6	1%	10	1%
SUBTOTAL USE FOOD SUPPORTS	**233**	**54%**	**313**	**69%**	**546**	**62%**
NONE	196	46%	141	31%	337	38%
RESPONDENTS	**429**	**100%**	**454**	**100%**	**883**	**100%**
NO RESPONSE	14		11		25	
TOTAL	**443**		**465**		**908**	

Cooking, 2024

"[My neighbours] go for bread, if you need some milk, need some eggs. We'll get together to make something to eat. It's a real nice place to live, we all help each other out."

Survey participants were asked if they cooked their own food, and if so, where they cooked. A strong majority of SRO tenants cooked their own food (73%), with most tenants cooking their own food in their rooms (71%). From the Rental Unit Facilities question above, we know that 37% of SRO tenants reported having a hot plate in their room, and 14% reported having a stove. Respondents were also asked, "If there was a common kitchen with a communal meal every day in your building, would you participate?" Fifty-seven per cent (57%) of tenants indicated they would be interested in a communal meal.

Table 76. Cooking own food, 2024 SRO Tenant Survey

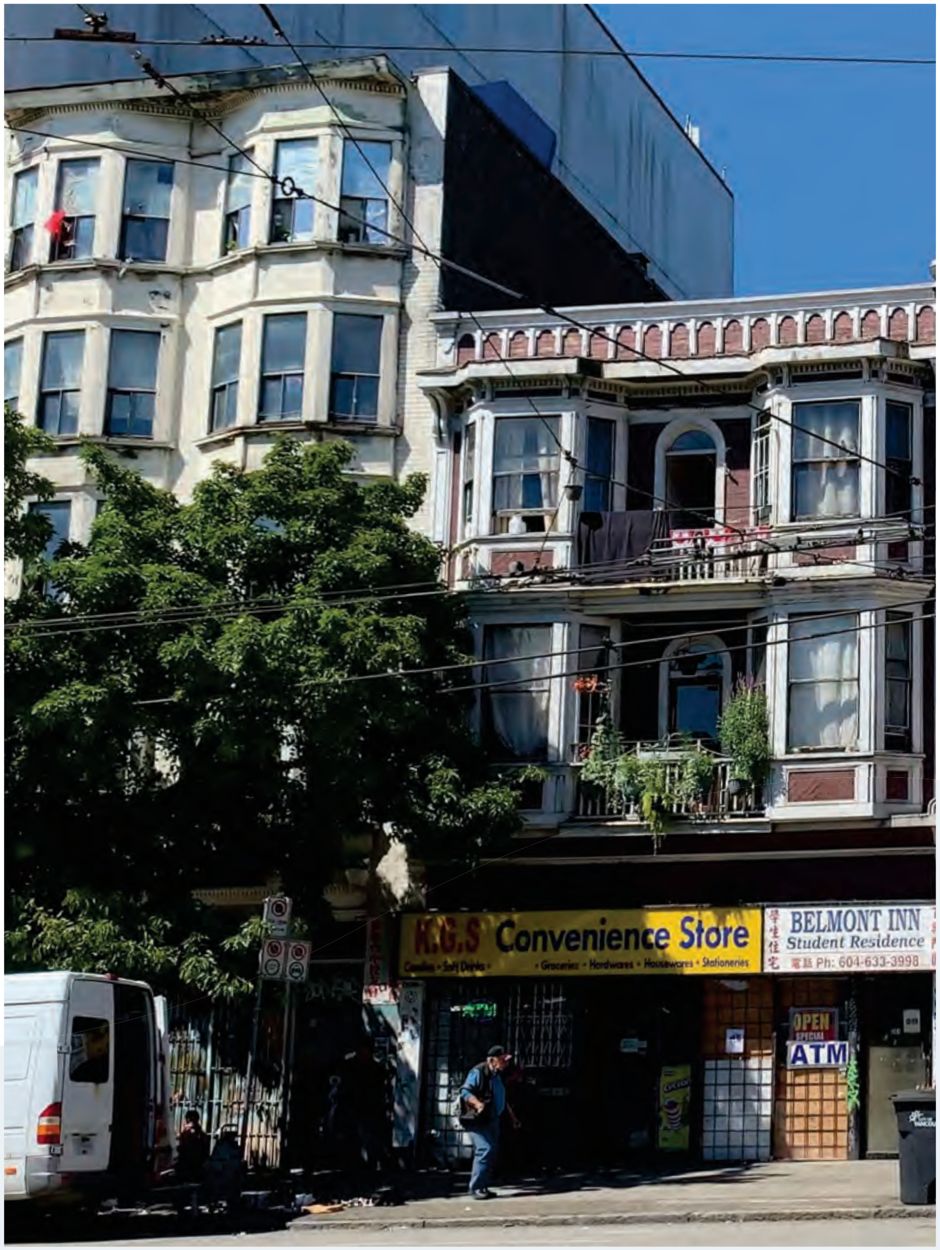
DO YOU COOK YOUR OWN FOOD?	MARKET #	MARKET %	NON-MARKET #	NON-MARKET %	ALL BUILDINGS #	ALL BUILDINGS %
YES	328	74%	328	71%	656	73%
NO	113	26%	131	29%	244	27%
RESPONDENTS	**441**	**100%**	**459**	**100%**	**900**	**100%**
NO RESPONSE	2		6		8	
TOTAL	**443**		**465**		**908**	

Table 77. Cooking location, 2024 SRO Tenant Survey

WHERE DO YOU COOK?	MARKET #	MARKET %	NON-MARKET #	NON-MARKET %	ALL BUILDINGS #	ALL BUILDINGS %
ROOM	240	74%	219	68%	459	71%
COMMUNAL KITCHEN	78	24%	98	30%	176	27%
FRIENDS HOUSE	3	1%	6	2%	9	1%
OUTSIDE	0	0%	1	0.3%	1	0.2%
PUBLIC KITCHEN	4	1%	0	0%	4	1%
FAMILY'S HOUSE	1	0.3%	0	0%	1	0.2%
RESPONDENTS	**326**	**100%**	**324**	**100%**	**650**	**100%**
NO RESPONSE	2		4		6	
TOTAL ANSWERED YES TO 'USE FOOD SUPPORTS'	**328**		**328**		**656**	

Table 78. Interest in community kitchens, 2024 SRO Tenant Survey

IF THERE WAS A COMMON KITCHEN WITH A COMMUNAL MEAL EVERYDAY IN YOUR BUILDING, WOULD YOU PARTICIPATE?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
YES	236	54%	270	59%	506	57%
MAYBE	85	19%	73	16%	158	18%
NO	115	26%	114	25%	229	26%
RESPONDENTS	**436**	**100%**	**457**	**100%**	**893**	**100%**
NO RESPONSE	7		8		15	
TOTAL	**443**		**465**		**908**	



Future Housing Plans

2024 SRO TENANT SURVEY

Future housing type

"I have to move to where I can get a kitchen, a room with a kitchen. In the building it is okay, but government housing where I can be able to cook and shower by myself. A shower, washroom, kitchen fridge, cupboards. It's hard for me now."

Preferred type of housing, 2024

Survey participants were asked, "If you were offered an alternative suite with a kitchen and bathroom, with affordable rent, which would you prefer?" Tenants were asked to select one option from a list, which included an open answer option. From the options presented, a majority of tenants indicated that they would prefer an independent living situation (65%) with more tenants in market SROs indicating this preference (72%) than tenants in nonmarket SROs (57%). More tenants in nonmarket housing indicated a preference for a supportive living situation (26%) than tenants in market housing (14%). Tenants also indicated a preference to "stay where I am now" (11% in nonmarket vs. 6% in market SROs).[10] Tenants also mentioned seniors housing, rental housing, and pet-friendly housing as other desired options. These are included in the "Other" category.

Table 79. Preferred type of housing, 2024 SRO Tenant Survey

IF YOU WERE OFFERED AN ALTERNATIVE SUITE WITH A KITCHEN AND A BATHROOM WITH AFFORDABLE RENT, WOULD YOU PREFER?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
INDEPENDENT LIVING	315	72%	260	57%	575	65%
SUPPORTIVE HOUSING	62	14%	116	26%	177	20%
STAY WHERE I AM NOW	27	6%	49	11%	76	9%
COOPERATIVE HOUSING	11	3%	9	2%	20	2%
ANYWHERE FITTING THE DESCRIPTION	11	3%	4	1%	15	2%
OTHER	12	3%	16	4%	28	3%
RESPONDENTS	**438**	**100%**	**454**	**100%**	**892**	**100%**
NO RESPONSE	5		11		16	
TOTAL	**443**		**465**		**908**	

[10] The response of 'Stay where I am now' can also indirectly indicate whether there is a preference for independent or supportive housing, depending on the current housing type. At the time of this survey, approximately 66% of nonmarket SROs are supportive housing and approximately 10% of market SROs are supportive housing

BC Housing waitlist, 2024

2024 SRO Survey participants were asked, "If you were/are on the list for social housing, how long has it been since you first applied? (Years)" and answers were recorded as a numerical value.

- 57% of respondents said they are on, or have been on, the BC Housing waitlist, including 47% of market tenants and 67% of nonmarket tenants.

Among respondents who answered "Yes" to being on the waitlist:

- The most common answer was four to nine years, making up 18% of all respondents, or 32% of those who have been on the waitlist.
- The proportion who said they had been on the waitlist for 10 years or more was 15% of all respondents, or 25% of those who have been on the waitlist.

Table 80. BC Housing waitlist, 2024 SRO Tenant Survey

ARE YOU (OR HAVE YOU EVER BEEN) ON THE WAITING LIST FOR SOCIAL HOUSING?	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
YES	208	47%	306	67%	514	57%
NO	234	53%	152	33%	386	43%
RESPONDENTS	**442**	**100%**	**458**	**100%**	**900**	**100%**
NO RESPONSE	1		7		8	
TOTAL	**443**		**465**		**908**	

Table 81. Time on BC Housing waitlist, 2024 SRO Tenant Survey

IF YOU WERE/ARE ON THE LIST FOR SOCIAL HOUSING, HOW LONG HAS IT BEEN SINCE YOU FIRST APPLIED? (YEARS)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
LESS THAN 1	30	14%	38	12%	68	13%
1 TO 3	62	30%	75	25%	137	27%
4 TO 9	63	30%	101	33%	164	32%
10 TO 19	34	16%	71	23%	105	20%
20 OR MORE	15	7%	13	4%	28	5%
RESPONDENTS	**210**	**100%**	**305**	**100%**	**515**	**100%**
NO RESPONSE	2		7		9	
ANSWERED "YES" TO PREVIOUS QUESTION (BCH WAITLIST)	**212**		**312**		**524**	

BC Housing waitlist, trends 2008 – 2024

This question was also asked in the two previous SRO surveys. Results for all three surveys are presented here together, with year ranges selected to facilitate comparability between surveys.

- The proportion of respondents reporting that they have been on the waitlist increased steadily over time, from 23% in 2008, to 49% in 2013, and 58% in 2024. (Note that in the 2008 survey, data for nonmarket SROs was incomplete).
- In 2008 and 2013 the most common answer was one to three years, with far fewer tenants reporting being on the waitlist for longer periods than in 2024.

Table 82. BC Housing waitlist, trends 2008 – 2024

IF YOU WERE/ARE ON THE LIST FOR SOCIAL HOUSING, HOW LONG HAS IT BEEN SINCE YOU FIRST APPLIED? (YEARS)	2008			2013			2024		
	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS	MARKET	NON-MARKET	ALL BUILDINGS
LESS THAN 1	5%	0%	3%	7%	7%	7%	7%	8%	7%
1 TO 3	11%	4%	9%	16%	19%	17%	14%	16%	15%
4 TO 9	7%	1%	5%	8%	11%	9%	14%	22%	28%
10 TO 19	3%	0%	2%	3%	1%	3%	8%	15%	12%
20 OR MORE	0%	0%	0%	1%	1%	1%	3%	3%	3%
UNSPECIFIED LENGTH OF TIME	4%	1%	3%	9%	20%	12%	0%	2%	1%
ANSWERED "YES" TO BEING ON WAITLIST	**30%**	**6%**	**23%**	**45%**	**60%**	**49%**	**48%**	**67%**	**58%**
NEVER ON THE WAITLIST	70%	94%	76%	55%	40%	51%	52%	33%	4%
TOTAL	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Future housing location

"[What needs to change in SRO buildings?] My rent: lower it. Everything else is good. I love my spot, my neighbourhood."

Welcome inside and outside current neighbourhood, 2024

To investigate SRO tenants' feelings of inclusion both inside and outside their current neighbourhood, respondents were asked the extent to which they agree or disagree with the statements: a) "I feel welcome in my current neighbourhood" and b) "I feel welcome in other parts of Vancouver".

- **74%** of respondents indicated that they feel welcome or somewhat welcome in their current neighbourhood, and 67% said they felt welcome in other parts of Vancouver.
- **15%** said they felt unwelcome or somewhat unwelcome in their neighbourhood, and 18% said the same of other parts of Vancouver.

Table 83. Welcome in current neighbourhood, 2024 SRO Tenant Survey

I FEEL WELCOME IN MY CURRENT NEIGHBOURHOOD (AGREE / DISAGREE)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
AGREE	236	54%	262	56%	498	55%
SOMEWHAT AGREE	90	20%	82	18%	172	19%
NEUTRAL	49	11%	45	10%	94	10%
SOMEWHAT DISAGREE	25	6%	31	7%	56	6%
DISAGREE	40	9%	41	9%	81	9%
RESPONDENTS	**440**	**100%**	**465**	**100%**	**901**	**100%**
NO RESPONSE	3		4		7	
TOTAL	**443**		**465**		**908**	

Table 84. Welcome in other parts of Vancouver, 2024 SRO Tenant Survey

I FEEL WELCOME IN OTHER PARTS OF VANCOUVER (AGREE / DISAGREE)	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
AGREE	210	48%	230	50%	440	49%
SOMEWHAT AGREE	89	20%	74	16%	163	18%
NEUTRAL	66	15%	64	14%	130	15%
SOMEWHAT DISAGREE	31	7%	43	9%	74	8%
DISAGREE	40	9%	46	10%	86	10%
RESPONDENTS	**436**	**100%**	**457**	**100%**	**893**	**100%**
NO RESPONSE	7		8		15	
TOTAL	**443**		**465**		**908**	

Preferred housing location, 2024

"I like how quiet it is especially; I never seem to bother my neighbours and they never disturb me. I can play music when I want and it's not a problem.... I'm very lucky, that's why I've stayed despite the neighbourhood problems. I feel very secure. Management is very strict about not letting anyone follow you in."

Respondents were asked to complete the sentence, "If I had affordable housing that was in good condition, I would prefer that housing to be located: [options given]". Respondents were asked to choose one option from a list, including an open answer option. Open answers were grouped and coded to form new categories ("Anywhere outside of my current neighbourhood", "Mentioned specific housing need more important than location").

- **34%** said they would prefer to live in their current neighborhood.
- **33%** said they would prefer to live in a different neighborhood in Vancouver.
- **18%** said they would prefer to live somewhere else in Metro Vancouver.

Table 85. Preferred housing location, 2024 SRO Tenant Survey

IF I HAD AFFORDABLE HOUSING THAT WAS IN GOOD CONDITION, I WOULD PREFER THAT HOUSING TO BE LOCATED...	MARKET		NON-MARKET		ALL BUILDINGS	
	#	%	#	%	#	%
IN MY CURRENT NEIGHBOURHOOD	71	34%	105	34%	176	34%
OTHER NEIGHBOURHOOD IN VANCOUVER	61	30%	108	35%	169	33%
ELSEWHERE IN METRO VANCOUVER	30	15%	64	21%	94	18%
SOMEWHERE ELSE IN BC	6	3%	7	2%	13	3%
ANYWHERE OUTSIDE OF MY CURRENT NEIGHBOURHOOD	8	4%	3	1%	11	2%
MENTIONED SPECIFIC HOUSING NEED MORE IMPORTANT THAN LOCATION	5	2%	3	1%	8	2%
OTHER	4	2%	6	2%	10	2%
NO PREFERENCE	21	10%	9	3%	30	6%
RESPONDENTS	**206**	**100%**	**305**	**100%**	**511**	**100%**
NO RESPONSE	237		160		397	
TOTAL	**443**		**465**		**908**	

Appendix A
Methodology

Context and purpose

It has been 11 years since the last large-scale survey of SRO tenants was conducted in 2013, and 16 years since the initial survey of SRO tenants in 2008. Previous SRO tenant surveys have focused on SRO tenants within the DTES. Pre-existing SRA-designated SROs outside of the geographical area were therefore not a part of previous surveys. There have also been significant changes within the SRO stock since 2013, including the decline in the number of open rooms in market SROs due to building closures resulting primarily from City orders, fires or 'right of owner'. Other significant trends include increased conversion of private SROs to nonmarket housing through government or non-profit acquisitions of private SROs and a small number of SROs replaced with self-contained social housing.

The 2008 and 2013 surveys both provided information about SRO tenants, including:

- A socio-demographic profile of SRO tenants (e.g. age, race, gender)
- An economic profile of SRO tenants (e.g. source of income, rent amount)
- The housing situation and preferences of SRO tenants (e.g. previous and current housing situation, future housing plans)
- A picture of social service use by and health of SRO tenants (e.g. hospital use)

This survey builds upon the two previous SRO surveys with the identified purpose of gathering information about SRO tenants and tenant perspectives on SRO buildings in order to better understand:

- The tenant experience of living in SROs
- Key demographics of SRO tenants in both market and nonmarket SROs (gender, racial identity, Indigenous identity, age, household type, source of income, health status, etc.)
- Tenant experiences regarding current and previous housing situation (safety, in particular for women, affordability, livability)
- Tenant experiences regarding health and social service use and community supports

Survey data will be used:

- By the City for general policy and planning purposes and as part of the work to develop and inform an intergovernmental SRO Investment Strategy
- By the SRO Collaborative to assess and address community needs, including the design of tenant-led initiatives

In the methodology for this study, quantitative and qualitative data were collected from a statistically significant and representative sample of SRO tenants through a survey with open and closed questions. Tenants were also invited to provide oversight and direction to the overall design and direction of the 2024 SRO Tenant Survey through a Tenant Advisory Committee (TAC). Data was then cleaned and analyzed using successive rounds of open and axial coding, descriptive statistics, and repeated cross-sectional analysis, which were combined to create an updated picture of the demographics and living conditions of SRO tenants in Vancouver today, and over the last 16 years (a convergent mixed methods approach).

Tenant Advisory Committee

Following best practices from both community-based participatory research and trauma-informed methods, this survey relied on the support and guidance of SRO tenants, convened as a Tenant Advisory Committee (TAC). A TAC is made up of a group of community members who collaborate with researchers as experts in their own experience. TACs are often convened at key moments in the research process to give participants the most opportunity to give substantive input on research about their community and lives. Working with a TAC has been central to past research conducted by the SRO-C in order to embed accountability while generating more nuanced and effective insights. The TAC for this 2024 SRO Survey was recruited through pre-existing networks of tenants and consisted of 12 English-speaking residents of SROs in the DTES and 11 Cantonese and Mandarin-speaking residents of SROs in Vancouver's Chinatown. Sessions with all TAC members were conducted with live transcription and translation to enable communication. All TAC members received honoraria in recognition of their time. The 2024 SRO Survey convened TAC meetings at key points in the process of designing and implementing this survey including: deciding on the goals of the research, finalizing the methodology, finalizing the design of the survey, planning how to conduct respectful outreach, and planning how to understand and report on the findings of this survey.

We thank the 2024 SRO Survey TAC members for their expertise in helping the 2024 SRO Tenant Survey to be conducted in a more reciprocal, respectful, and effective way.

Diagram 2. SRO Buildings in Vancouver - Jan 2024

A map of SRO buildings within Vancouver, ranging from Hornby Street Downtown to Victoria Drive in Grandview-Woodland

Sampling strategy

The population interviewed through this survey included tenants living within all SRA-designated SRO buildings in Vancouver. SROs designated under the SRA Bylaw are located in Vancouver's downtown core, with the majority of buildings being grouped in Vancouver's Downtown Eastside. While previous SRO surveys have attempted to compare SRO housing to other social housing (2008), this survey seeks to generate a profile of just SRO tenants that includes tenants from all SRA-designated SROs. In addition, three additional buildings that are not SRA-designated were included in the sample because they are typically treated by the CoV as SRO buildings. See Appendix B.

While SRO buildings can be grouped in different ways (e.g. building age, number of units, types of amenities, geographic sub area, etc.), this study was conducted in the context of potential investment in SRO buildings, and therefore the types of building ownership and operator models were understood to be the most relevant unit of analysis. SRO Buildings are understood to be either owned by private landlords and typically rented at market rates (Market SROs) or owned by public or non-profit entities with the goal of renting SRO units at lower than market rates (Nonmarket SROs). The sampling strategy for this survey was designed to achieve the following goals:

- Achieve a statistically significant sample to understand the demographics of all tenants living within SRO buildings.
- Achieve a statistically significant sample of all tenants living in different owner/operator types to understand trends in building conditions between different owner/operator types.
- Achieve a representative and diverse sample through proactive outreach and accommodations that view tenants as experts on this subject.

With these goals in mind, a stratified random sampling was used. The strata used in this sampling frame are the differing types of SRO building ownership in order to allow for comparison between the experiences and conditions of tenants in different segments of the SRO stock in Vancouver. These strata are hierarchical from left to right in Table 86 below.

Table 86. Sampling frame

STRATA 1	STRATA 2		STRATA 3
BUILDING OWNERSHIP	OWNER SUB TYPE	OPERATOR TYPE	BUILDINGS
PRIVATE (ALL PRIVATELY OWNED SRO BUILDINGS)	PRIVATE	PRIVATE	EG. THE IVANHOE HOTEL
	PRIVATE	NON-PROFIT	EG. FLINT RESIDENCE
NON-MARKET (ALL GOVERNMENT, NON-PROFIT, OR CHINESE BENEVOLENT SOCIETY OWNED SRO BUILDINGS)	GOVERNMENT	NON-PROFIT	EG. ABBOTT MANSIONS
	NON-PROFIT	NON-PROFIT	EG. ANTOINETTE LODGE
	CHINESE BENEVOLENT SOCIETY	CHINESE BENEVOLENT SOCIETY	EG. YIN PING SOCIETY BUILDING

Surveys were collected using a survey cafe method, where tenants were contacted through outreach and invited to complete the survey at one of three locations with survey staff. Over a three-month period, outreach to all 141 SRA-designated SRO buildings was conducted at least twice (See Appendix B). The finalized sample of this survey includes surveys from 133 (or 94%) of the 141 of the SRA designated SRO buildings in 2024. A sample of at least 10% was achieved in 113 of 133 buildings (84% of every SRO building). A sample of 14% - 17% was achieved in each owner/operator type and building ownership type (See Table 87). In addition, a comprehensive process of verification and review was undertaken to ensure all surveys were conducted with tenants from SRA-designated SRO buildings, and that there were no duplications or surveys with non-SRO tenants included within the data set. Finally, a consideration when surveying SRO tenants as a population is that the size of SRO buildings varies widely, from buildings with three or less units to buildings with 150 or more units. To mitigate overrepresentation of tenants from buildings with over 40 units, the survey limited the sampling from larger buildings. The final sample includes an average sample of 16% from buildings with less than 40 units and an average sample of 14% from buildings with more than 40 units. As such, the sample obtained within this survey enables both a high degree of confidence in the validity, reliability, and generalizability of the findings. This means that it is possible to understand the results of this survey to describe the entire population of SRO tenants at the top two levels of the sampling frame with a confidence level of 99% within ±3.96% of the measured/surveyed value.

Table 87. Total Number of Buildings, Rooms, and Surveys in Sample

Owner / Operator Type (Combined)	# Buildings	# Rooms	# Surveys Completed	% of Total Rooms Surveyed
CHINESE SOCIETY	7	135	24	17%
GOVERNMENT	37	2322	342	14%
NON-PROFIT	13	613	99	14%
SUBTOTAL NONMARKET	57	3070	465	15%
PRIVATE	71	2776	394	14%
PRIVATE/ NON-PROFIT	5	307	49	16%
SUBTOTAL MARKET	76	3083	443	14%
TOTAL POPULATION	133	6153	908	15%

Survey instrument

The survey instrument used in the 2024 SRO Tenant Survey was designed in collaboration between the City of Vancouver, the DTES SRO Collaborative, and SRO tenants that formed the TAC for this study, with input from BC Housing. For the full survey instrument used in this study, see Appendix C . A large number of questions included in the survey instrument were designed to be comparable with key demographic, economic, and housing questions from the 2008 and 2013 SRO Tenant Surveys to enable a comparison of trends over time. Some demographic questions were updated, using language from the Metro Vancouver Homeless Count survey. Some survey questions were also drawn from the 2019 SRO Habitability Survey conducted by the DTES SRO Collaborative, which focused on understanding living conditions within SRO buildings. Other questions were asked specifically to inform the SRO Collaborative's work with SRO tenants (e.g. "If there was a common kitchen with a communal meal every day in your building, would you participate?")

The 2024 survey instrument was designed iteratively and tested in partnership with tenants from the SRO Survey TAC. The TAC recorded an average time to complete the survey, noted questions that might be triggering for other tenants, and proposed ways to both refine the survey instrument and process. After these changes were incorporated, the survey was reviewed again and finalized. The finalized survey instrument contains 74 questions, with 18 open questions, 53 closed questions, and 3 long answer questions. The time to complete the survey averaged around one hour.

Survey outreach

To prevent overrepresentation of tenants from specific buildings, types of buildings, or demographic groups, a goal was set of achieving a 10% sample of every SRO building in Vancouver. To this end, a comprehensive outreach plan was developed whereby an outreach team would attempt to enter and door-knock every SRO building and invite tenants at random to participate in a survey cafe that was staffed by an interview team. The outreach team for this survey knocked every SRA-designated building in Vancouver an average of three times during the two and a half months allocated for survey collection.

The outreach team attempted to contact tenants within all 141 SRA-designated buildings at different times of day. This worked as a randomizing factor for the sample, ensuring that we did not rely on social networks ("snowball sampling"). In addition, outreach staff knocked on doors in different orders (e.g. not just from the bottom up) until the desired outreach goals were met, which acted as another randomizing factor. This ensured that SRO tenants were not only recruited from the lower floors of SRO buildings, which sometimes are reserved for newer tenants. At the end of the data collection period, outreach by the survey team was conducted at least twice in all 141 SRO buildings to achieve the desired sample in 133 buildings.

The outreach team door-knocked specific buildings near the survey cafe locations twice, once a week before the particular survey cafe day, and once the day before the cafe to remind tenants. This was done to help drive participation from specific buildings to meet the sample goals and to make participation more accessible for tenants, some of whom have many different competing demands on their time.

While the goal of the survey was to speak with a specific number of tenants from specific SRO buildings, there are often difficulties verifying DTES residents' addresses using conventional methods. Many SRO tenants don't have fixed addresses, don't receive mail with an accurate address on it, or don't have up to date government ID cards. In order to verify tenants' identities, Outreach staff provided SRO tenants with a written RSVP card with their name and building at the door when inviting them to the survey cafe. This card was used to verify that tenants were coming from the correct SRO building, and were in fact SRO tenants, regardless of whether they had other physical ID. In instances where tenants did not bring their RSVP card, identification, or mail, vouching from survey staff was used to verify their residence at a building. In instances where tenants were not able to verify their residence at the SRO building they were invited from, tenants were asked to come back another day with some way of verifying their residence. While tenants from specific buildings were invited on specific days to drive turn out, tenants were able to participate in the survey cafe on any day it was open at any location if they had an RSVP card or could prove they lived in an SRO building on our list.

Survey collection

SRO tenants completed the survey at a survey cafe location. To ensure full participation from SRO tenants from the geographical area of the population surveyed in this study three locations were used: 1) the SRO-C offices in the DTES, 2) at a City of Vancouver managed location at 1067 Seymour, 3) the Aboriginal Friendship Centre located at 1607 E Hastings St. At the survey cafes, tenants were verified using their RSVP card, mail, government identification or any other way they could verify their residency in an SRO on the SRA list. This process of verification ensured that the sample was accurate to the level of individual SRO buildings. Tenants were then provided with a comfortable place to wait and offered refreshments. Surveys were conducted in a semi-private environment with one of six full time survey staff. Tenants were able to refuse to answer any question, and encouraged wherever possible to give as much detail as they could using open answer fields. Tenants then were given a $25 stipend in recognition of their time. The average time to complete the survey was 1 hour, and the survey included 74 questions (see Survey Instrument for more details).

Near the end of the survey collection period, it was determined that tenants from some buildings were either unable or unwilling to come to a survey cafe location to participate. For those specific tenants, as well as any tenants with mobility challenges or accessibility concerns, survey staff conducted surveys with tenants at the door of their SRO room. These tenants also received a $25 stipend.

Accessibility measures

Various measures were put in place to promote accessibility and equitable access of SRO tenants from intersecting marginalized sub-groups within the SRO tenant population. Measures aimed at 1) language accessibility, 2) physical accessibility, and 3) supporting tenants' mental wellbeing were factored into the design of this survey, sampling strategy, and methodology.

Language accessibility

- Survey collection and outreach was conducted fully in Cantonese, Mandarin, and Chinese dialects
    - The 2024 SRO Survey questions and protocol were translated into simplified Chinese, for ease of collection and consistency between surveys. Project staff with Chinese language fluency (Cantonese, Mandarin) were hired to conduct outreach and surveys. Project staff helped to refine the translation of the 2024 SRO Survey questions for accuracy and comprehension.
    - Focused outreach was conducted in Chinatown SRO buildings with translated materials, by survey staff with language fluency and community connections.
    - In instances where SRO tenants were more comfortable completing the survey in a Chinese dialect (e.g. Toishan dialect) additional translators were retained to enable the full participation of those tenants.
- Translation was made available for other tenants who were more comfortable in non-English languages to complete the survey.

Physical accessibility

- Wherever possible, SRO building managers or staff were notified about the survey and its goals, and helped make specific recommendations or accommodations for outreach on a case-by-case basis for all 143 SRO buildings. For example, at one women's-only building, SRO tenants interested in participating were driven to the survey cafe and back to facilitate their safe participation.
- All SRO survey cafe locations were wheelchair accessible, and efforts were made to prioritize tenants with conditions for whom sitting for a long time was not accessible.
- For tenants with mobility or other challenges, accessibility plans were made, and surveys were conducted at the door of their SRO room.
- COVID-19 precautions were put in place at all survey cafes. N95 Masks were made available for staff and tenants and encouraged to be worn. HEPA filters were placed around the survey cafe space. Staff were encouraged to test for COVID-19 and given paid time off if they were concerned about a possible infection.

Cultural and psychological safety

- Two Indigenous elders were brought on to the survey project as to support SRO tenants at the survey cafes, and they worked to maintain a respectful, safe and healthy environment while tenants waited to complete the survey.
- The elders also held space for SRO tenants who were unsettled by the survey, providing cultural healing materials and smudging materials for any SRO tenant in need.
- SRO survey staff received regular training on trauma-informed practice, the history of the DTES neighbourhood, outreach methods, research methods and Indigenous perspectives on cultural safety.
- SRO survey staff were given access to funds for counseling and space was created for the team to work through difficult experiences collectively, or with the help of Indigenous elders or other SRO Collaborative staff.

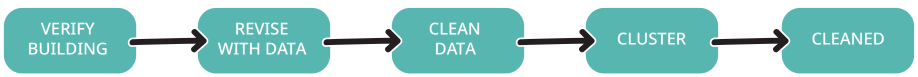
Data management

A data management plan was created for this project to preserve the privacy of SRO tenants to a very high standard, while ensuring the ability to verify their residence in an SRA-designated SRO. Personally-identifying information was only entered, stored and accessed through encrypted, password and account protected servers located in Canada (using Microsoft OneDrive). Anonymized unique identifiers were assigned randomly to tenants during outreach, used to verify the residence of tenants who didn't have identification, and used to anonymize survey responses at the point of data entry. Tenant data (including survey information) was entered digitally, anonymized at the point of entry, and kept disaggregated from any personally identifying information on encrypted, password-protected servers located in Canada. Only the Project Leads and SRO Collaborative Management were able to access this data, using unique passwords. All physical materials containing information that had the possibility of being personally identifiable were stored in physically locked rooms and storage, and destroyed at the first possible opportunity. The only exception to this rule were tenant consent forms, which were scanned and sent to be securely stored by the City of Vancouver before the physical copies were destroyed by the SRO Collaborative. All tenant data shared with the City of Vancouver (consent forms and survey data) was securely stored on City servers with permissions restricted to the staff directly working on this file.

Data analysis

After the survey collection was completed, 1008 surveys were collected. A multi-step process of data cleaning and verification was conducted, and data was made ready for analysis (See Diagram 1). Duplicate and incomplete surveys were removed, and all surveys were verified and connected to an SRA-designated SRO building. In some instances, buildings were surveyed that were not included on the SRA Bylaw list, so those surveys were also excluded (See Appendix B). Data cleaning was conducted using OpenRefine software. The sample was then finalized at 908 surveys from 133 SRO buildings (See Table 2).

Diagram 3. Data Cleaning Process



As part of the convergent mixed methods approach of this survey, cleaned data was analyzed in three different ways and then combined to generate insights.

Quantitative data was cleaned using OpenRefine data-cleaning software and, where necessary, additional transformations and clustering were used to enable easy analysis and comparison with repeated cross-sectional data sets. Quantitative data was then broken out into findings by building ownership type, with additional descriptive statistics to show differences in current SRO tenant answers and to compare trends over time by building ownership type (see Diagram 1).

Qualitative data (Q39, Q46, Q74) were analyzed using Nvivo qualitative analysis software through successive open and axial coding rounds. For Q74, "What is one thing that needs to change in SROs?", iterative rounds of partial open coding, group affinity diagramming, open and axial coding, and accuracy checks with SRO tenants were conducted (see Diagram 2).

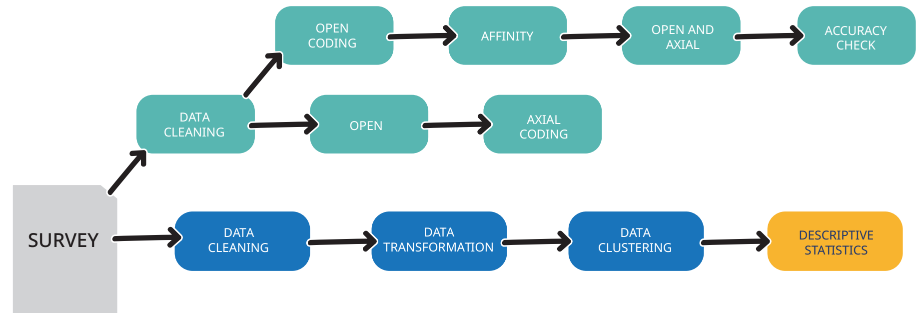
Limitations and challenges

Sampling strategy

The sampling strategy for this survey aimed to speak with 10% or more of the tenants in each SRO building.

- Of the 141 SRA-designated buildings, surveys were completed by tenants from 133 buildings. Of the eight buildings that were not surveyed, five of them were no longer operating as SROs and three were operating as SROs, but access to the buildings was not provided by the owner. For more details see Appendix B.

Diagram 4. Data analysis process



- Of the 133 SRO buildings where surveys were collected, the desired 10% was achieved in 113 of them. In the 20 remaining buildings with a sample below 10%, the average sample size was 8%. The lowest sample was 3% (or 2 surveys) where access was restricted due to security concerns cited by management.
- Overall, the desired sample was exceeded in the top two levels of the sampling frame (market and nonmarket), enabling the strong validity, reliability and generalizability of the findings of this survey to the population of all SRO tenants in Vancouver.

A significant challenge faced during this process was achieving the desired sample in the subset of privately-owned buildings where rent prices had or were rapidly increasing ('gentrified' market SROs). There were several barriers that made survey collection more challenging in these buildings:

- Gaining entry to the building was less reliable because landlords were not responsive, or tenants were not present or willing to facilitate entry. The survey outreach team responded to this challenge by continuing to reach out to owners by email and phone and by spending more time and resources canvassing at the buildings' entrances.
- When survey staff did gain access, in this subset of upscaled private buildings few tenants were home (e.g. they were working). The survey outreach team responded to this challenge returning to the buildings at different times of the day, including evenings.
- When tenants were home, they were on average less interested in travelling to the survey cafe locations in the DTES and Chinatown. The survey outreach team responded to this challenge by conducting surveys at the door, allowing them to reach the sample in the majority of these gentrified buildings that they were able to access.

Survey instrument

The length of the survey instrument presented practical challenges and limitations. The survey was designed to allow for comparability to the previous two SRO surveys (2008 and 2013), as well as to capture a more detailed picture of tenants' perspectives on affordability, habitability, safety, landlord responsiveness and social inclusion. While efforts were taken to include only necessary survey questions and to reduce the number of open questions, the final survey instrument included 74 questions and took on average one hour to complete.

To make the interview process more efficient and comfortable:

- Most surveys were completed in a 'survey cafe' environment.
- Tenants were provided with coffee, snacks and entertainment in the waiting room.
- Efforts were made to ensure that the interview setting was as private as possible and comfortable, including with plants, lighting, air-purification and noise-proofing furniture.
- Steps were taken to adjust the flow of the survey instrument or question order to help keep participants engaged.

Translation

A final challenge was conducting the entire survey with translation. The survey instrument was translated by a team of translators and organizers with cultural and language fluency. It was iteratively tested and updated with the help of TAC input from tenants of Chinatown SROs. Regardless, there were a number of concepts that were difficult to translate and needed to be explained in different ways from the English language survey instrument. This variation was kept to a minimum as much as possible. This is generally a challenge for multilingual organizing and research work in any context.

Appendix B
List of SRO Buildings

SRO buildings included in sample

Nonmarket SRO buildings

OWNER / OPERATOR TYPE (COMBINED)	OWNER TYPE	OPERATOR TYPE	BUILDING NAME	ADDRESS	ROOMS	SURVEYS	% SURVEYED
GOVERNMENT	GOVERNMENT	NON-PROFIT	ACADEMY HOUSE (THE LARK)	103 E Hastings St.	8	1	13%
		GOVERNMENT	ALEXANDER RESIDENCE	58 Alexander St.	30	6	20%
		GOVERNMENT	ANTOINETTE LODGE	535 E Cordova St.	78	5	6%
		NON-PROFIT	ARCO HOTEL	81 W Pender St.	63	10	16%
		GOVERNMENT	CENTRAL RESIDENCE	42 E Cordova St.	65	2	3%
		NON-PROFIT	CORDOVA HOUSE	368 E Cordova St.	66	8	12%
		NON-PROFIT	CORDOVA ROOMS	54 E Cordova St.	30	6	20%
		NON-PROFIT	DOMINION HOTEL	210 Abbott St.	63	8	13%
		GOVERNMENT	ELECTRIC OWL (AMERICAN HOTEL)	928 Main St.	38	6	16%
		NON-PROFIT	EUROPE HOTEL	43 Powell St.	84	10	12%
		GOVERNMENT	GRANVILLE RESIDENCE	1261 Granville St.	83	9	11%
		NON-PROFIT	HAZELWOOD	344 E Hastings St.	107	13	12%
		NON-PROFIT	HOTEL CANADA (MARBLE ARCH HOTEL)	518 Richards St.	150	32	21%
		NON-PROFIT	HOTEL WASHINGTON (MAPLE HOTEL)	177 E Hastings St.	81	8	10%
		NON-PROFIT	HUGH BIRD RESIDENCE	420 E Cordova St.	64	13	20%
		NON-PROFIT	JUBILEE ROOMS	235 Main St.	80	12	15%
		NON-PROFIT	MARR HOTEL	401 / 403 Powell St.	29	7	24%
		GOVERNMENT	OPPENHEIMER LODGE	450 E Cordova St.	147	19	13%
		NON-PROFIT	ORWELL HOTEL	456 E Hastings St.	55	10	18%
		NON-PROFIT	PARK HOTEL	429 W Pender St.	50	5	10%
		NON-PROFIT	PATRICIA HOTEL	403 E Hastings St.	145	32	22%
		NON-PROFIT	PENNSYLVANIA HOTEL	412 Carrall St.	44	4	9%
		NON-PROFIT	RAINIER HOTEL	309 Carrall St.	39	4	10%
		NON-PROFIT	RICE BLOCK	160 E Hastings St.	38	5	13%
		NON-PROFIT	ROOSEVELT HOTEL (MOLSON HOTEL)	404 Hawks Ave	40	8	20%
		NON-PROFIT	ROSS HOUSE	313 Alexander St.	24	2	8%
		NON-PROFIT	SAVOY HOTEL	258 E Hastings St.	25	6	24%
		NON-PROFIT	ST. HELEN'S HOTEL	1161 Granville St.	86	11	13%
		GOVERNMENT	STATION STREET HOTEL (PARK)	429 W Pender St.	31	7	23%
		NON-PROFIT	SUNRISE HOTEL	101 E Hastings St.	48	5	10%
		NON-PROFIT	TAMURA HOUSE	396 Powell St./ 225 Dunlevy Ave	109	20	18%
		NON-PROFIT	THE BEACON (BEACON HOTEL)	7 W Hastings St.	36	5	14%
		NON-PROFIT	THE CORNERSTONE (CARL ROOMS)	375 Princess Ave	44	9	20%
		GOVERNMENT	THE GRESHAM	7 W Hastings St.	41	4	10%
		NON-PROFIT	VETERAN'S MEMORIAL MANOR	310 Alexander St.	133	15	11%
		NON-PROFIT	WALTON HOTEL	261 / 265 E Hastings St.	25	4	16%
		NON-PROFIT	YALE HOTEL	1306 Granville St.	43	11	26%
SUBTOTAL					2322	342	15%

OWNER / OPERATOR TYPE (COMBINED)	OWNER TYPE	OPERATOR TYPE	BUILDING NAME	ADDRESS	ROOMS	SURVEYS	% SURVEYED
CHINESE SOCIETY	CHINESE SOCIETY	NON-PROFIT	ASIA HOTEL	137/139 E Pender St.	34	5	15%
		CHINEESE SOCIETY	HING MEE SOCIETY	553 / 556 Prior St.	5	1	20%
		CHINEESE SOCIETY	LEW MAO WAY TONG ASSOCIATION / WOO SOCIETY	349 / 359 E Pender St.	18	2	11%
		CHINEESE SOCIETY	NEW SUN AH HOTEL	100 E Pender St.	35	9	26%
		CHINEESE SOCIETY	TOI SAN BENEVOLENT (TOI SHAN BENEVOLENT / PHOENIX HOTEL)	237 E Hastings St.	23	4	17%
		CHINEESE SOCIETY	VANCOUVER SUNG CHING (TSUNG TSING) (HAKKA) ASSOCIATION	542 Keefer St.	6	2	33%
		CHINEESE SOCIETY	YIN PING SOCIETY	414 Columbia St.	14	1	7%
SUBTOTAL					135	24	18%

OWNER / OPERATOR TYPE (COMBINED)	OWNER TYPE	OPERATOR TYPE	BUILDING NAME	ADDRESS	ROOMS	SURVEYS	% SURVEYED
NON-PROFIT	NON-PROFIT	NON-PROFIT	ABBOTT MANSIONS	84 W Hastings St./ 404 Abbott St.	70	12	17%
			BRIDGE HOUSING	100 E Cordova St.	36	6	17%
			CHINA VILLA	300 E Pender St.	51	6	12%
			COSMOPOLITAN HOTEL	29 / 31 W Hastings St.	42	9	21%
			DODSON ROOMS	25 E Hastings St.	70	17	24%
			HAMPTON HOTEL	122/124 Powell St.	52	6	12%
			IMOUTO HOUSE	500 & 502 Alexander St./ 120 Jackson Ave	30	3	10%
			KEEFER LODGE	558 Keefer St.	15	3	20%
			NEW COLUMBIA (TAWOW)	303 Columbia St.	78	15	19%
			ROSE GARDEN CO-OP	853 E Pender St.	54	5	9%
			SAKURA-SO	376 Powell St.	38	5	13%
			SEREENA'S PLACE	395 Powell St. / 143 Dunlevy Ave	53	10	19%
			THE VIVIAN (SMILEY ROOMS)	512 E Cordova St.	24	2	8%
SUBTOTAL					613	99	16%

Market SRO buildings

OWNER / OPERATOR TYPE (Combined)	OWNER TYPE	OPERATOR TYPE	BUILDING NAME	ADDRESS	ROOMS	SURVEYS	% SURVEYED	NOTES
PRIVATE	PRIVATE	PRIVATE	(5 W HASTINGS) CANADIAN NORTH STAR	5 W Hastings St.	32	3	9%	
			(THE HEATLEY BLOCK) HEATLEY BLOCK	684 E Hastings St. 405/407 Heatley Ave	16	3	19%	
			221 E GEORGIA	221 E Georgia St.	15	3	20%	
			55 POWELL (GRAND TRUNK)	55 Powell St.	25	2	8%	
			630 E GEORGIA	630 E Georgia St.	11	1	9%	
			872 E HASTINGS	872 E Hastings St.	1	1	100%	
			AFTON HOTEL/ROOMS	249 E Hastings St.	39	6	15%	
			ALEXANDER APARTMENTS	326 Woodland Drive*	28	3	11%	Not SRA designated, but was treated by the CoV as an SRO
			ALEXANDER COURT	103 Columbia St./ 90 Alexander St.	58	6	10%	
			ARGYLE HOTEL	100 / 106 W Hastings St.	47	5	11%	
			ARLINGTON ROOMS	575 / 577 E Pender St.	29	5	17%	
			ARNO ROOMS	291 E Georgia St.	36	7	19%	
			ASTORIA HOTEL	769 E Hastings St.	85	11	13%	
			B.C. ROOMS/JACKSON ROOMS	306 Jackson Ave	57	4	7%	
			BELMONT STUDENT RESIDENCE (BELMONT INN)	239 / 241 E Hastings St.	14	1	7%	
			BRANDIZ HOTEL	122 E Hastings St.	104	11	11%	
			CHELSEA INN	33 W Hastings St.	31	5	16%	
			COBALT HOTEL	915 / 917 Main St.	77	11	14%	
			COSY CORNER INN/ 412 COLUMBIA	100 E Hastings St. / 412 Columbia St	7	1	14%	
			CREEKSIDE STUDENT RESIDENCES	796 Main St.**	24	2	8%	
			DANNY'S INN/ROOMS	313/317/325 Cambie St.	18	2	11%	
			DECKER RESIDENCE	504 Alexander St.	38	6	16%	
			DEL MAR HOTEL	553 Hamilton St.	30	4	13%	
			EMPRESS HOTEL	235 E Hastings St.	71	20	28%	
			GEORGIA MANOR	634 E Georgia St.	29	3	10%	
			GLORY HOTEL	202 / 204 Carrall St.	45	8	18%	
			GOLDEN CROWN HOTEL	116 W Hastings St.	28	3	11%	
			GRAND UNION HOTEL	74 W Hastings St.	32	3	9%	
			HAMILTON APTS	1895 Powell St.	33	1	3%	Not SRA designated, but was treated by the CoV as an SRO
			HARBOUR FRONT	209 Heatley Ave	10	2	20%	
			HARBOUR ROOMS	230 Princess Ave	12	2	17%	
			HILDON HOTEL	40 /50 W Cordova St.	95	17	18%	
			HIP-O STUDIOS	406 Union St.	12	1	8%	
			HOLBORN HOTEL	367 E Hastings St.	29	7	24%	
			IVANHOE HOTEL	1038 Main St.	92	18	20%	
			KEEFER CABINS (KEEFER APARTMENTS)	727 Keefer St.	12	1	8%	
			KING ROOMS	326 Powell St.	43	4	9%	
			LAUREL APARTMENTS	610 Alexander St.	45	5	11%	
			LION HOTEL	316 Powell St.	77	16	21%	
			LOTUS HOTEL	455 Abbott St.	106	11	10%	
			LUCKY LODGE	132 / 134 Powell St.	60	6	10%	
			MAIN ROOMS (MAIN HOTEL)	117 Main St.	27	6	22%	
			METRO RESIDENCE	527 / 533 E Georgia St.	36	4	11%	
			METROPOLE HOTEL	320 Abbott St.	60	6	10%	
			MT EVEREST ROOMS	242/244 E Hastings St.	20	6	30%	
			NEW LUCKY ROOMS (LUCK ROOMS)	466 /468 Union St.	26	3	12%	
			PACIFIC ROOMS	507 /509 Main St.	30	5	17%	
			PALACE HOTEL	35/37 W Hastings St.	28	5	18%	
			PATRICK ANTHONY RESIDENCE	561 E Hastings St.	60	10	17%	
			PENDER LODGE (431 E PENDER)	431 E Pender St.	30	3	10%	
			PENDER PLACE	228 E Pender St.	23	4	17%	
			PENDER RESIDENCE	832 E Pender St.	20	3	15%	
			PERSOPOLISE HOTEL	83 E Hastings/ 351 Columbia St.	21	5	24%	
			PICADILLY/PENDER PLACE (2)	620 / 622 W Pender St.	49	5	10%	
			PINK HOUSE (812 KEEFER)	812 Keefer St.	12	1	8%	
PRIVATE	PRIVATE	PRIVATE	REGAL HOTEL	1044/ 1046 Granville St.	59	9	15%	
			SHAMROCK HOTEL	635 E Hastings St.	24	2	8%	
			SIESTA ROOMS	932 / 936 Granville St.	48	6	13%	
			SILVER/AVALON HOTEL	165 W Pender St.	85	16	19%	
			ST. CLAIR (SAINT CLAIR 2)	1190 E Hastings St.	25	6	24%	
			ST. ELMO HOTEL/ROOMS	429 Campbell Ave	16	2	13%	
			STAR BEACH HAVEN (ROSE HOTEL)	658 Alexander St.	19	2	11%	
			SUMMER HOTEL	341 E Hastings St.	34	4	12%	
			TRAVELLER'S HOTEL	57 W Cordova St.	52	10	19%	
			TRIPLE SIX / OCEAN ROOMS	666/ 688 Alexander St.	7	1	14%	
			UNITED ROOMS	139 E Cordova St.	32	3	9%	
			VOGUE HOTEL	1060 Granville St.	77	8	10%	
			WEST HOTEL	488 Carrall St.	88	13	15%	
			WONDER ROOMS	50 E Cordova St.	37	5	14%	
			WOODBINE HOTEL	782/786 E Hastings St.	42	6	14%	
			YORK ROOMS (259 POWELL)	259 Powell St.	36	4	11%	
SUBTOTAL					2776	394	14%	

OWNER / OPERATOR TYPE (Combined)	OWNER TYPE	OPERATOR TYPE	BUILDING NAME	ADDRESS	ROOMS	SURVEYS	% SURVEYED	NOTES
PRIVATE/ NON-PROFIT	PRIVATE	NON-PROFIT	COLONIAL RESIDENCE	114 /122 Water St.	64	7	11%	
			EMPRESS ROOMS	362 Alexander St.	32	5	16%	
			FLINT RESIDENCE	1516 Powell St.	94	20	21%	Not SRA designated, but was treated by the CoV as an SRO
			MURRAY HOTEL	1117 / 1119 Hornby St.	95	11	12%	
			POWELL ROOMS	556 Powell St.	22	6	27%	
SUBTOTAL					307	49	16%	

SRO Buildings not included in sample

Not surveyed and not included SRO buildings

OWNER / OPERATOR TYPE (COMBINED)	OWNER TYPE	OPERATOR TYPE	BUILDING NAME	ADDRESS	SRO	RATIONALE	SURVEYS	ROOMS	% SURVEYED
CHINESE SOCIETY	CHINESE SOCIETY	PRIVATE	CHINESE FREEMASONS	110 E Pender St.	YES	RESIDENTIAL ROOMS ARE CLOSED (CONVERTED INTO ARTIST SPACES)	0	2	0%
CHINESE SOCIETY	CHINESE SOCIETY	CHINESE SOCIETY	LUNG JEN BENEVOLENT	240 Keefer St.	YES	ATTEMPTED TO COLLECT SURVEYS, COULDN'T GET ANY	0	3	0%
GOVERNMENT	GOVERNMENT	NON-PROFIT	GASTOWN HOTEL	110/ 112 Water St.	YES	UNDERSTOOD TO BE CLOSED AT THE TIME OF SURVEY	0	95	0%
GOVERNMENT	GOVERNMENT	NON-PROFIT	SKWACHAY'S HEALING LODGE	31 W Pender St.	YES	SRA-DESIGNATED BUT NOT TREATED AS AN SRO (RUNS AS A HOTEL)	0	24	0%
GOVERNMENT	GOVERNMENT	GOVERNMENT	THORTON PARK	956 Main St.	YES	DETERMINED TO BE CLOSED BY SRO-C AT TIME OF SURVEY DUE TO FIRE	0	22	0%
NON-PROFIT	NON-PROFIT	NON-PROFIT	MAY WAH HOTEL	254 / 256 / 258 E Pender St.	YES	OWNER DID NOT PERMIT SRO-C TO ENTER BUILDING	0	120	0%
PRIVATE	PRIVATE	PRIVATE	1218 E GEORGIA	1218 E Georgia St.	YES	SRA-DESIGNATED BUT NOT TREATED AS AN SRO	0	4	0%
PRIVATE	PRIVATE	PRIVATE	NO. 5 ORANGE	203 / 205 Main St.	YES	UNDERSTOOD TO BE CLOSED AT TIME OF SURVEY (MOST ROOMS ARE CLOSED FOR RENOVATIONS)	0	5	0%
PRIVATE	PRIVATE	PRIVATE	VET'S ROOMS	307 / 311 Main St.	YES	SRO-C COULD NOT GET IN TOUCH WITH OWNER	0	3	0%
NON-PROFIT	NON-PROFIT	NON-PROFIT	NEW PORTLAND HOTEL	20 W Hastings St.	NO	SRA DESIGNATED BUT NOT CONSIDERED AN SRO BY CITY	0	86	0%
SUBTOTAL							0	278	0%

Appendix C
Survey Instrument

QUESTION	COMPARABILITY	QUESTION WORDING	SCALE	INSTRUCTIONS FOR STAFF
		Tenant Unique ID	Open	
Q1	2008 CoV SRO Survey, 2013 CoV SRO Survey	What is your rent?	Open	
Q2	2008 CoV SRO Survey, 2013 CoV SRO Survey	How long have you lived in this unit? (Years)	Open	If less than one year, please indicate how many months by portion of year. 3 months = 0.25, 6 months = 0.5, 9 months = 0.75
Q3	2008 CoV SRO Survey, 2013 CoV SRO Survey	How many times have you moved in the last year?	Open	If applicable record the total number of moves. Record "999" if prefer not to answer
Q4		What was your rent when you moved in?	Open	
Q5		How much of your income do you spend on rent?	0-24%; 25-49%; 50%; 51-75%; 75-100%;	
Q6		How many people live in your household?	Single Person; Two or more unrelated persons sharing accommodation; Partner/Spouse; N/A	
Q7	2008 CoV SRO Survey, 2013 CoV SRO Survey	Where did you live before this unit?	Another SRO; Other rental housing; N/A; Homeless; Friend's House; Shelter; Subsidized housing; Other;	
Q8		What was your rent at your previous place?	Open	If not applicable, record "999". E.g. "I was crashing on my friend's couch for free" = "999"
Q9		Where was the last place you were living located?	In Vancouver; Outside Vancouver: Lower Mainland; Rest of BC; Other Province; Other Country; N/A	
Q10	2008 CoV SRO Survey, 2013 CoV SRO Survey	How long have you lived in your neighbourhood? (Years)	Open	If less than one year, please indicate how many months by portion of year. 3 months = 0.25, 6 months = 0.5, 9 months = 0.75
Q11		Have there been any nights in the last year where you weren't able to stay in an SRO room? If so, did you stay:	Outside; A Friend's Couch; A Shelter; A car or vehicle; N/A; Other	
Q12	2008 CoV SRO Survey, 2013 CoV SRO Survey	What gender do you identify with?	Male; Female; Transgender Two-Spirit; Non-Binary; N/A; Other;	Multiple answers are accepted, please use Other as much as possible
Q13		How do you describe your sexual orientation - for example gay, straight, lesbian?	Straight/heterosexual; Asexual; Bisexual; Gay; Lesbian; Pansexual; Two-spirit; Questioning; Queer; Don't know/No answer; Other	If tenant is not comfortable with answering, record "Don't Know/No answer".
Q14	2008 CoV SRO Survey, 2013 CoV SRO Survey	When were you born? (Calendar Year)	Open	
Q15	2008 CoV SRO Survey, 2013 CoV SRO Survey	Were you born in Vancouver or Metro Vancouver?	Yes; No; N/A	
Q16	2008 CoV SRO Survey, 2013 CoV SRO Survey	If you were born outside of the Lower Mainland, what city and country were you born in?	Open	
Q17	2008 CoV SRO Survey, 2013 CoV SRO Survey	If you were born in the Lower Mainland, what city were you born in?	Open	
Q18	2008 CoV SRO Survey, 2013 CoV SRO Survey	Did you come to Canada as an immigrant, refugee, or on a temporary visa?	No; Immigrant; Refugee; As a Refugee Claimant; Work Visa; Student Visa; Temporary Foreign Worker Visa; Don't know/No answer	If immigration status is sensitive or uncertain, record "Don't Know/No Answer"
Q19		How long have you been living in Canada? (years)	Open	Please enter answer in years. If less than a year, include the number of months as follows: ~3 months = 0.25, ~6 months = 0.5, ~9 months = 0.75. If N/A record "999".
Q20	2008 CoV SRO Survey, 2013 CoV SRO Survey	Do you identify as Indigenous, Metis, Inuit, or First Nations (status or non-status)? Check all that apply, and please include any other Indigenous identity	Indigenous; First Nations; Inuit; Metis; No; Other	Please enter any other ways folks may identify that do not fall into the categories in "other". Try to capture any level of detail given.
Q21	2008 CoV SRO Survey, 2013 CoV SRO Survey	What other ethnic groups do you identify with, if any? (Check all that apply)	Identify as Indigenous only; Arab (e.g. Syrian, Egyptian, Yemeni); Asian – East (e.g. Chinese, Korean, Japanese); Asian – South-East (e.g. Vietnamese, Filipino); Asian – South-East (e.g. Vietnamese, Filipino); Asian – South and Indo Caribbean (e.g. Indian, Pakistani, Sri Lankan, Indo-Fijian); Asian – West (e.g. Iranian, Afghan, Turkish); Black – African (e.g. Ghanaian, Ethiopian, Nigerian); Black – Afro-Caribbean and Afro-Latinx (e.g. Jamaican, Trinidadian, Afro-Brazilian); Black – Canadian/American/Latin American (e.g. Brazilian, Mexican, Chilean, Cuban); White (e.g. European – English, Italian, Ukrainian, French, or Euro-Latinx); Don't know; No answer; Other	We take an expansive view of race. Check all categories and enter any missing identities in "Other".
Q22		What language(s) do you usually speak at home? (open ended)	Open	Where relevant, please answer with commas after each Language listed. E.g. "Tagalog, English, Mandarin,"
Q23		Are you currently a student?	No; Full-time; Part-time; Night school; N/A; Other	
Q24	2008 CoV SRO Survey, 2013 CoV SRO Survey	Out of this list, what is your main source of income?	Employment; Welfare/Income Assistance; Pension; Retirement; Student Loans; EI; N/A; Other	"Welfare" includes disability insurance. Pick the single source of income that is most significant to the tenant's net income.
Q25		What kind of welfare/income assistance do you receive?	PWD (People with Disabilities); PPMB (People with Persistent Multiple Barriers); N/A; Other	
Q26	2008 CoV SRO Survey, 2013 CoV SRO Survey	How would you rate your own health?	Very Good; Good; Neutral; Bad; Very Bad	
Q27	2008 CoV SRO Survey, 2013 CoV SRO Survey	Do you have any of the following conditions	Physical Limitations (e.g. chronic pain, mobility challenges); Disability; Mental Health Challenges; N/A; None; Other medical condition	If people don't want to report, check "N/A"
Q28	2008 CoV SRO Survey, 2013 CoV SRO Survey	Have you visited the emergency room in the last year?	Yes; No; N/A	
Q29	2008 CoV SRO Survey, 2013 CoV SRO Survey	How many times did you visit the emergency room in the last year?	Open	Please indicate the total number of visits in the last year. E.g. "4". if N/A enter "999"
Q30		Have you been hospitalized in the last year?	Yes; No; N/A	
Q31		If so, for how were you hospitalized long, in total?	Open	Please indicate the estimated number of days. E.g. "two months" = "60".
Q32	2008 CoV SRO Survey, 2013 CoV SRO Survey	Do you use any of the following substances often?	Cigarettes; Alcohol; Cannabis; Other Drugs; None	If tenants don't want to report, check "None".
Q33	2008 CoV SRO Survey, 2013 CoV SRO Survey	Have you used any of these services in the past year?	Health Clinic; Drop-in/Meal programs/foodbanks; Community Centre; Emergency Room; Dental Clinic or Dentist; Ambulance; Hospital (non-emergency); Outreach; Mental Health Services; Addiction Services; Employment/Job Help; Legal Services; Safe Injection Site; Housing; Probation; Transitional Housing; Budgeting/Trusteeship; Newcomer Services; N/A	
Q34		When you need help, who else do you turn to?	; Building Caretaker; Cultural support; Friends; Family support; Spiritual supports (church, temple, sweat lodge, faith group); N/A	If tenants don't identify anyone from this list, check "N/A".
Q35	2008 CoV SRO Survey, 2013 CoV SRO Survey	Do you have experiences with any of the following places?	Safe House; Hospital; Prison; Mental Health Institution; Foster Care; Group Home; Recovery House; Detox; None; Prefer not to say	If this is uncomfortable for then tenant, please let me know not to worry and record "Prefer not to say".
Q36	2008 CoV SRO Survey, 2013 CoV SRO Survey	Are you (or have you ever been) on the waiting list for social housing?	Yes; No; N/A	
Q37		If you were/are on the list for social housing, how long has it been since you first applied?	Open	
Q38		If I had affordable housing that was in good condition, I would prefer that housing to be located:	In my current neighbourhood; In another neighbourhood in Vancouver; Elsewhere in Metro Vancouver (not City of Vancouver); N/A; Other	
Q39		If you lost your current housing, where would you end up? (For example, where would you be able to sleep?)	Open	Qualitative question, record answer word for word
Q40		Please indicate how much you agree with the following statement: I feel welcome in my current neighbourhood	Agree; Somewhat Agree; Neutral; Somewhat Disagree; Disagree; N/A	
Q41		Please indicate how much you agree with the following statement: I feel welcome in other parts of Vancouver	Agree; Somewhat Agree; Neutral; Somewhat Disagree; Disagree; N/A	
Q42		If you were offered an alternative suite with a kitchen and bathroom, with affordable rent, would you prefer:	Supportive Housing; Independent Living; Stay where I am now; N/A; Other	
Q43		Would you be interested in helping improve your building? (For example, by volunteering?)	Yes; No; N/A	
Q44		How many different people in your building do you talk to in a week?	Open	
Q45		Is there any neighbour in this building who you trust to do tasks for you when you need help?	Yes; No; N/A	

Q46		What kind of tasks do you ask that neighbour for help with?	Open	Qualitative question, record answer word for word
Q47		How many times a week do you use food supports? For example, a food bank or free community meals?	Open	
Q48		Do you cook your own food?	Yes; No; N/A	
Q49		If you do cook, where do you cook?	Room; Communal Kitchen; Friends' House; Public Kitchen; Outside; Other	
Q50		If there was a common kitchen with a communal meal every day in your building, would you participate?	Yes; No; Maybe; N/A	
Q51		Do you need help with cleaning up in your room?	Yes; No; N/A	
Q52		Do you believe overdose events are happening in your building?	Yes; No; N/A	
Q53	2019 SROC Habitability Survey	How safe or unsafe do you feel in your room?	Very Unsafe; Somewhat Unsafe; Neutral; Somewhat Safe; Very Safe	
Q54	2019 SROC Habitability Survey	How safe or unsafe do you feel in your building? (Including washrooms)	Very Unsafe; Somewhat Unsafe; Neutral; Somewhat Safe; Very Safe	
Q55	2019 SROC Habitability Survey	How safe or unsafe do you feel when interacting with workers in your building?	Very Unsafe; Somewhat Unsafe; Neutral; Somewhat Safe; Very Safe	
Q56	2019 SROC Habitability Survey	Please indicate your level of agreement with the following statement: I feel that my privacy is respected in my room	Agree; Somewhat Agree; Neutral; Somewhat Disagree; Disagree; N/A	
Q57	2019 SROC Habitability Survey	Please indicate your level of agreement with the following statement: I am happy with our building's guest policy.	Agree; Somewhat Agree; Neutral; Somewhat Disagree; Disagree; N/A	
Q58	2019 SROC Habitability Survey	Please indicate your level of agreement with the following statement: I am afraid of being unfairly evicted.	Agree; Somewhat Agree; Neutral; Somewhat Disagree; Disagree; N/A	
Q59	2019 SROC Habitability Survey	Do you receive the mail that is sent to you?	Yes; No; Sometimes; N/A	
Q60	2019 SROC Habitability Survey	Please indicate how unsafe or safe you feel when making complaints to your landlord or caretaker about the conditions in your unit.	Very Unsafe; Somewhat Unsafe; Neutral; Somewhat Safe; Very Safe	
Q61	2019 SROC Habitability Survey	Please indicate how unsafe or safe you feel when making complaints to your landlord or caretaker about the problems in your building?	Very Unsafe; Somewhat Unsafe; Neutral; Somewhat Safe; Very Safe	
Q62	2019 SROC Habitability Survey	Please indicate your level of agreement with the following statement: I feel that reporting a maintenance complaint could lead to harassment or eviction	Agree; Somewhat Agree; Neutral; Somewhat Disagree; Disagree; N/A	
Q63	2019 SROC Habitability Survey	In the past 12 months, if you reported a need for repair in your room or building, did you report it to:	Landlord; Caretaker; Building Manager; Desk Clerk; City (311); Residential Tenancy Branch; Did not report a need for repair	
Q64		When you reported a need for repair, how well do you feel the complaint was addressed?	Satisfied; Somewhat Satisfied; Neutral; Somewhat Dissatisfied; Dissatisfied; N/A	
Q65	2008, 2013	Do you have any of the following in your room?	Private Bathroom; Toilet; Shower; Private Kitchen; Stove; Sink; Fridge; Air Conditioning; Appliances; Hot Plate; None; Other	Please indicate any other appliances not listed in the "other" option, and note whether they are a part of the kitchen, bathroom, or other part of the unit. e. g. "Toaster oven (Kitchen)". This includes if the "Appliances" option is checked.
Q66	2008, 2013	What of the following are provided with your rent at your building?	Cable; Furniture; Shared Bathroom; Laundry; Hydro or utilities; Shared Kitchen; None;	
Q67		Do you depend on an elevator to access your housing?	Yes; No; N/A	
Q68		How many times did the elevator break down last year?	Open	
Q69		How many days per week is your primary bathroom clean and functional?	0 days; 1 day; 2 days; 3 days; 4 days; 5 days; 6 days; 7 days; N/A	
Q70		Does your building enable you to do your laundry in the building for free?	Yes; No; N/A	

Q71		If your building does not have free laundry, how much does laundry cost you a month?	Open	Enter an estimated dollar amount. If given a range, record the median number. E.g. "$50 - $100 bucks" = "75"
Q72	2019 SROC Habitability Survey	In the past 12 months (including this month), has any of the following happened in your SRO? Have you:	Seen cockroaches?; Had bedbugs?; Seen rats?; Seen mice?;Lost access to heat?; Lost access to running water?; Lost access to hot water?; Seen traces of black mold?; Had your lock broken on the door to your room?; Been unable to open your window?; Lost access to electricity?; Had plugged or broken toilets?; Had a broken elevator?; Seen needles, cookers, or other drug paraphernalia in your building?	
Q73	2019 SROC Habitability Survey	Is your SRO currently in need of any of the following repairs?	Painting.; Mopping.; Washrooms need to be cleaned.; Missing floor tiles.; Cluttered hallways (garbage, debris, bikes, etc.); Missing stair railing.; Missing fire extinguisher.; Broken elevator.; Toilets or sinks need to be fixed.; Exposed electrical wires.; Tangled fire hose.; Broken fire escape.; Beams rotting or rotting floorboards.; More soundproofing is needed.; More insulation against cold temperatures is needed.; Other:	
Q74		What is one thing that needs to change in sros?	Open	Qualitative question, record answer word for word

Appendix D
Tenant Advisory Committee Statements

This survey relied on the support and guidance of SRO tenants, convened as a Tenant Advisory Committee (TAC). A TAC is made up of a group of community members who collaborate with researchers as experts in their own experience. TACs are often convened at key moments in the research process to give participants the most opportunity to give substantive input on research about their community and lives, and benefit from the lived, and up to moment experience of community members. The TAC, made up of 23 SRO tenants from 15 SROs, helped to plan, conduct and review the results of this survey. Members of the TAC asked to share reflections on the survey in their preferred language, which was English or Chinese.

Members of the TAC would like you, the reader, to keep the following in mind while reading this report:

「作為華埠的租客，我們互相幫助、相互聯繫，形成了互助共存的網絡，我們的生活離不開這些網絡。作為華埠的居民，我們尤其依賴與彼此之間的友誼。我們幫助彼此尋找資源、食物、收入和機會，向彼此傳遞公共服務的資訊，互相之間幫忙翻譯。我們幫助其他長者搬運物品。我們還協助彼此處理各種雜事，比如買菜、修理東西。當三級政府共同制定政策時，請謹記這些租客合作網絡的重要性，保護和發展這些支持網絡。

- 低收入群體需要有一個他們可以負擔得起的家。沒有可負擔的房屋，也就不可能討論其他問題的解決方法。確保單人房對低收入群體可負擔，是重中之重。
- 雖然宗親會會為租客們提供服務，但是租客之間的互助網絡同樣重要。我們應該為這些項目提供更多的資金；以及進行評估，確保大樓房東有效地使用所撥付的資金，真正用來造福單人房租客。
- 通過調查，我們了解到，有些租客有較高的安全感，但仍有很多人感到不安全。我們需要更多的努力，來真正理解問題所在。在過去幾年，我們感受到，社區裡的安全問題變得嚴重。當無家可歸者不得不在街上生活時，這對於他們自己、以及其他居民來說，都不是一件安全的事。讓人們在社區裡搬來搬去，並不能真正解決問題；把無家可歸者的東西拿走，也不會有幫助。那些在社區中有良好關係的人物可以幫助緩和衝突；而在社區裡給無家可歸者提供住處，將改善安全問題。
- 我們相信，政治家們只有來到社區，看到社區，才能真正理解社區。政府官員和各個服務機構應該在華埠設立辦公室，這可以幫助他們更好地理解本地的問題、以及和居民溝通。這是解決問題的關鍵。

只有傾聽租客的聲音，才能真正解決我們面臨的問題。

—— 華埠租客諮詢委員會，2024年單人房租客調查」

"As Chinatown tenants, our life is inseparable from our co-survival networks, where we help each other and connect with each other. Chinatown residents rely most on friendship. We help each other locate resources, food, money, and opportunities. We pass along information about public services, help each other with translation. We help other seniors to move things. We help each other with different errands like grocery shopping, or fixing things. When the three levels of government work together on policy, please keep in mind how essential these networks are, and to preserve and invest in these support networks.

- *Low-income people need to be able to afford a home. If there's no affordable housing, there's no ability to even discuss how to solve other problems. Making sure SROs are affordable for low-income people is the highest priority.*
- *While benevolent societies provide services for tenants, the services tenants provide for each other and get through our networks are also important. We should more fully fund these programs and conduct evaluation to ensure that money given to owners is used effectively and is benefitting SRO tenants.*
- *We read in the survey that some tenants said they feel safe, but too many still feel unsafe, so there is more work to do to really understand. We feel that safety has worsened in the last few years. When people who are homeless have to live on the street, it's not safe for them or for other neighbours. Moving people around the neighbourhood hasn't solved the issue. Neither has taking away homeless people's things. People with good relationships in the community can help de-escalate tensions, and giving homeless people in the neighbourhood a place to live would improve safety.*
- *We believe when politicians come to the neighbourhood and see it for themselves will they understand. Government officials and different services should set up offices in Chinatown so that they can better understand issues here and communicate. This is the key.*

Only by listening to the voices of tenants can the issues we face truly be resolved."

– Chinatown Members of the Tenant Advisory Committee, 2024 SRO Tenant Survey

"Overall, this study tells a story about the diversity and needs of SRO tenants. The buildings and people reflect a variety of cultures, languages, and abilities. What is in common for all tenants is a need for a safe, affordable, and clean place to live, as well as a community to live alongside. Here are some reflections that the tenant advisory committee wishes to share with the reader:

- *Having a safe, affordable, and clean place to live is an urgent issue for us. Tenants are being displaced into homelessness or worse daily. We cannot wait for new housing, and every delay affects our lives.*
- *The support of the government for improving housing and effective existing programs would make a massive change in our lives. It's important to make sure that Indigenous people, people with disabilities, and the people that need help the most get it first.*
- *We have lived through many models for improving our lives, and we are the people at the ground floor looking in. This is our backyard, we have the answers, let's do things that work here.*
- *Even if you start doing little things, it makes it a little less bad and you start to learn how to do it better. Start now.*
- *At the same time we don't need band-aid solutions, we have lived through many governments band-aid solutions. We need a wholesale change of approach.*
- *We need housing for the people in SROs now. This is about homes. You gotta do it now.*
- *Also keep in mind that housing alone is not the answer. People in our community need specific and effective support, especially community support, to have hope for the future.*
- *Our community faces a lot of problems, but we have hope for the future because we work in our community every day to help each other, and we see and know when something works. Many existing government-funded programs make a real difference in our lives and the lives of our neighbours. We need more effective and targeted funding for the things that work.*

We've kept this part of the city alive during the span of people living here. We have some of the most beautiful architecture and artwork, we have so many festivals and celebrations, investing should be a no-brainer for anyone.

Thank you for listening to us. As you will see from the results of this survey, these are very important issues for us."

– Members of the Tenant Advisory Committee, 2024 SRO Tenant Survey

DTES SRO Collaborative

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