



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** November 12, 2025
From: Peter Russell **File:** 08-4057-05/2025-Vol 01
Director, Housing
Re: **Referral Response: Results of the Alderbridge Neighbourhood Discussions**

Staff Recommendation

That the report titled "Referral Response: Results of the Alderbridge Neighbourhood Discussions" dated November 12, 2025, from Director, Housing, be received for information.

Peter Russell
Director, Housing
(604-276-4130)

Att. 3

REPORT CONCURRENCE		
ROUTED To: Community Social Development Fire Rescue Parks Services Public Works RCMP	CONCURRENCE <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	CONCURRENCE OF DEPUTY CAO
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

At the January 14, 2025 Community Safety Committee meeting, staff were directed to carry out neighbourhood discussions to better understand concerns regarding activities observed around the Alderbridge neighbourhood. The following referral motion was passed:

That the delegations to the January 14, 2025 Community Safety Committee meeting on the Alderbridge neighbourhood concerns be referred to staff;

That staff arrange for additional opportunities for community discussion on the Alderbridge neighbourhood discussions with all stakeholders; and

That a summary of the community feedback during the community discussions be provided to Council.

Following the referral, staff activated focused meetings with BC Housing staff and several City departments to identify additional measures that could be implemented as part of ongoing efforts to address community concerns, including how BC Housing is monitoring its spending agreement with RainCity. An additional referral was later received at the July 15, 2025 Community Safety Committee meeting, stating:

That staff investigate:

- (1) options to increase RainCity's oversight, responsibility and accountability of residents and guests and where people congregate at the supportive housing site on 6999 Alderbridge Way;*
- (2) options to increase RCMP presence in the area surrounding 6999 Alderbridge Way during the day;*
- (3) options to increase safety at the nearby dog park, including lighting, surveillance cameras, tree maintenance and a second entrance; and*
- (4) opportunities for on-going community engagement.*

This report supports Council's Strategic Plan 2022–2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.

1.3 Increase the reach of communication and engagement efforts to connect with Richmond's diverse community.

1.4 Leverage a variety of approaches to make civic engagement and participation easy and accessible.

This report supports Strategy Direction 3 of the City of Richmond's Affordable Housing Strategy (217-2027), being to:

3. *Build capacity with non-profit housing and service providers:* focus on empowering non-profit housing and social service providers, as they have the mandate and capacity to support tenants in achieving successful housing outcomes.

Analysis

Supportive Housing and Homelessness in Richmond

Homelessness in Richmond is a complex and multifaceted issue that requires interventions from multiple agencies, stakeholders and levels of government. Supportive housing is a form of housing within which on-site supports are commonly provided to single adults, seniors and people with disabilities at risk of, or experiencing, homelessness. The supportive housing model focuses on “housing first”, being that individuals are better equipped to address issues such as health, employment or substance use, once provided with a stable and secure place to live.

Alderbridge Supportive Housing provides 40 safe and secure homes to those who might otherwise be homeless. At the site, residents are provided access to services including life skills training, health and wellness support, and connections to off-site resources like healthcare and employment services. Having options along a housing continuum is critical to enabling the movement of people out of supportive housing as their life circumstances change and their capability to live independently progresses.

2024 Alderbridge Neighbourhood Dialogue Sessions

In June 2024, a series of neighbourhood dialogue sessions were held to inform residents of the services, supports and programs available to Alderbridge residents, and how and when to access them. Invitations to the sessions were mailed to properties within 100 metres of Alderbridge Supportive Housing, located at 6999 Alderbridge Way, capturing 1,808 addresses.

A total of 20 residents attended the sessions, held at the Richmond Cultural Centre Performance Hall. Interpretation support was provided in Cantonese and Mandarin. An additional session was held with Alderbridge Supportive Housing residents. City staff provided an overview of services that are available in the Alderbridge neighbourhood, responded to questions, and received input from the six supportive housing residents who attended. The focus of these sessions was largely geared towards the sharing of information.

2025 Alderbridge Neighbourhood Discussions

On September 17 and 18, 2025, three neighbourhood discussions were held with those living and working in the Alderbridge Neighbourhood. Invitations to the sessions were mailed to 2,650 addresses falling within 200 metres of 6999 Alderbridge Way. The invitations were provided in English and Traditional Chinese (Attachment 1).

A total of 39 residents attended the sessions, which were facilitated by a third party. Several residents indicated that they had attended the 2024 dialogue sessions. Interpreters attended each session, offering Cantonese and Mandarin language support. The sessions were designed to provide participants with a forum to openly share their concerns, experiences and suggestions. Participants were seated in an open configuration facing each other. Representatives from BC Housing, RainCity, RCMP, Richmond Fire Rescue (RFR), Bylaws and the Housing Office were in attendance to listen and respond to questions from the public as appropriate.

In addition to comments heard during the discussions, staff received information from residents via feedback forms and by email received by the Housing Office. In total, 14 feedback forms were collected from a nearby residential strata building in addition to approximately 20 emails from 13 different senders. The feedback forms were prepared by a representative of a nearby strata and shared with City staff. Attachment 2 summarizes the comments received during the discussions.

Concerns Heard, Actions Taken and Ongoing Work to support the Community

Since the opening of Alderbridge Supportive Housing, staff have worked to address areas of interest expressed by the public. The July 2025 referral seeks options to increase RainCity oversight and accountability, increase the daytime presence of the RCMP, and increase public safety at the nearby dog park. The following items recognize the concerns raised during the neighbourhood discussions and the actions completed, or underway, to address those concerns. Options to further these efforts will continue to be explored through ongoing collaboration with agency partners, and the public, and will be reported back to Council as appropriate.

Perceptions of Neighbourhood Safety and Livability

Those participating in the discussions cited instances of criminal activity, loitering and neighbourhood disturbance in the area around, and in some cases attributed to, Alderbridge Supportive Housing. As it relates to disturbances, participants noted the frequency of fire and emergency vehicle trips to the property. Safety-related concerns were raised regarding public drug use, loitering, and littering within the abutting dog park. Many participants acknowledged that they could not directly attribute their observations to Alderbridge Supportive Housing and that their concerns could be due to other factors affecting the neighbourhood. The concerns raised did, however, highlight a perception that residents do not feel safe in the area.

The result of these activities has been a reported decline in livability and overall quality of life. Participants emphasized the negative impact to families with young children, elders and those for whom English is a second language. A local business owner and representatives of an abutting strata reported the financial impact of having to increase security measures. During the discussions, several participants emphasized feelings of hopelessness considering the inability of the RCMP to enforce against criminal activity, when not directly observed, and a prolonged response to non-emergency calls for service.

Response to Issues Raised:

- Richmond Fire Rescue (RFR) continues to engage directly with RainCity Housing to conduct in-suite fire and life safety inspections in support of both residents and the operator. These collaborative efforts have contributed to a notable reduction in false alarm calls and enhanced fire safety awareness among residents.
- Additionally, RFR is working proactively with BC Housing and the City's Building Approvals Department on a False Alarm Reduction Program to further decrease unnecessary emergency responses and strengthen fire safety compliance across supportive housing sites.
- The RCMP has noted that their Vulnerable Persons Unit (VPU) has increased proactive patrols in the area to support community concerns. In September, police conducted 68 proactive patrols, and during the first two weeks of October, they carried out an additional 38 patrols in this area. These efforts complement the activities of front-line General Duty members and other proactive units, including the Gang Enforcement Team. Additionally, the Vulnerable Persons Unit conducts in-person visits with staff members and clients at this location at least once a week to address any issues that may arise.
- The RCMP indicates that calls for service to Alderbridge Supportive Housing are down approximately 31% year-over-year from 2024 to 2025. This could be due to a variety of factors, including ongoing visits by the VPU and the Mental Health Car (Police Officer and Registered Nurse response unit) to Alderbridge Supportive Housing, which may be providing proactive support and reducing the need to call police.
- Options to increase safety at the abutting dog park were investigated and the following changes have been recently implemented by the City's Parks Department:
 - o removed the park bench to discourage loitering;
 - o installed a second entrance to the park, fronting Elmbridge Way, to improve mobility through the area;
 - o trimmed trees and shrubs to improve sightlines and lighting in the park; and
 - o added signage, discouraging the use of the park from dusk to dawn and prohibiting smoking, loitering, etc. in parks.
- Enhanced cleanliness efforts have been implemented by doubling the schedule for servicing the litter bin in the off-leash dog area and increasing litter pick-up in the immediate area along Alderbridge Way and Elmbridge Way. Additional monitoring of the area is also being undertaken as part of regular service delivery.

Accountability, Management and Support Services

Participants expressed frustration with a perceived lack of enforcement efforts by RainCity staff to address the behaviour of their residents or the guests of residents, in addition to the lack of any consequences. Questions were repeatedly raised about RainCity's staffing levels to manage the operations of Alderbridge Supportive Housing. Several participants suggested that additional staffing is needed.

Response to Issues Raised:

- RainCity has confirmed that Alderbridge residents are held to account for their behaviour through their Program Agreement with residents, which outlines expectations of residents and their guests. Since the opening of Alderbridge, several residents and guests have been evicted and banned from the building if they have been found to violate the Program Agreement.
- Staff have set up recurring meetings with BC Housing to discuss operational issues and the suitability of staffing resources at Alderbridge Supportive Housing. These meetings are also being used to discuss, more broadly, measures to achieve greater compatibility with residential uses in the neighbourhood.
- Staff have also engaged representatives of RainCity, Richmond RCMP, Richmond Fire Rescue and Vancouver Coastal Health to schedule recurring quarterly meetings, which will provide a basis for ongoing issues resolution and explore the options for more formal and recurring community engagement.
- Through the above-noted meetings, staff continue to ensure the community is aware of those engaged in supporting Alderbridge Supportive Housing and that residents know who to contact, and how, when seeking to remedy areas of concern. Handouts with contact information for RainCity and other service providers were distributed to residents at the dialogue sessions (Attachment 3).

Future of Alderbridge Supportive Housing

Throughout the neighbourhood discussions, participants expressed a strong desire that Alderbridge Supportive Housing be moved to another location and asked for a guarantee that the lease will not be further extended. Participants asked for details about the City's long-term plans for supportive housing in Richmond, noting the lack of permanent solutions and the implications for the temporary site's future. Staff noted that they are actively working with BC Housing to locate a permanent supportive housing building and/or acquiring new lands for this purpose.

Next Steps

City staff will continue to convene meetings amongst community partners to support the ongoing operation of Alderbridge Supportive Housing and, through such meetings, effectively manage and address areas of concern raised by local area residents and business owners. As this work progresses, staff will provide Council with regular updates in addition to advising Council, and the public, of additional opportunities for community engagement regarding supportive housing in Richmond.

Financial Impact

None.

Conclusion

The feedback received during the neighbourhood discussions is leading to the implementation of tangible actions intended to address local area concerns. With increased avenues for communication and ongoing inter-agency meetings, staff are committed to continue listening to area residents and working with community stakeholders to address ongoing issues.



Rene Tardif
Planner 2, Affordable Housing
(604-247-4648)



Greg Newman
Manager, Affordable Housing
(604-204-8648)

- Att. 1: Alderbridge Neighbourhood Invite Letter
- Att. 2: What We Heard: Alderbridge Neighbourhood Discussions
- Att. 3: Handout for Services Available and Who to Call



**City of
Richmond**

Housing Office
6911 No. 3 Road
Richmond, BC V6Y 2C1

September 3, 2025

Invitation to Community Discussion: Alderbridge Supportive Housing at 6999 Alderbridge Way

Neighbours of Alderbridge Supportive Housing,

You are invited to attend an upcoming small group discussion to share your experiences and comments about your neighbourhood.

The City of Richmond is committed to providing safe, stable housing for residents experiencing or at risk of homelessness. We also heard from residents in the area about their experiences living near the Alderbridge Supportive Housing building through a series of neighbourhood discussions in 2024.

The City has been working closely with RainCity Housing (the building operator), BC Housing, first responders and other partners to identify and implement measures to address this feedback. For example, working on improvements to the fire alarm system and other measures to reduce the number of false responses. More changes will be shared at the sessions and your feedback on these changes will be welcomed.

We recognize many residents still have concerns and ideas about how to make the Alderbridge neighbourhood a more welcoming community, so we invite you to share your thoughts and comments at one of our upcoming small group sessions.

Register to attend

We are holding up to six sessions with small groups (no more than 20 people) to ensure that participants have an opportunity to share their experiences in a welcoming, respectful format. The small group discussions will be held at:

**City Centre Community Centre
5900 Minoru Boulevard, Richmond**

Small group discussions			
1	Wednesday, September 17, 2025 12:00-1:30pm	4	Thursday, September 18, 2025 12:00-1:30pm
2	Wednesday, September 17, 2025 3:30-5:00pm	5	Thursday, September 18, 2025 3:30-5:00pm
3	Wednesday, September 17, 2025 6:00-7:30pm	6	Thursday, September 18, 2025 6:00-7:30pm

To register, email housing@richmond.ca with the following information:

- Your full name
- Your address
- Your preferred small group discussion number (date/time) and alternative options that would work for you
- If you require language assistance in Cantonese or Mandarin (the sessions will be held in English)

Representatives from the following organizations will be present to hear from you: City of Richmond Staff from the Housing Office, RCMP, Richmond Fire-Rescue, Bylaws Departments; RainCity Housing; and BC Housing.

How your input will be used

Input provided through these discussions will be considered as we continue to work together to identify, consider and implement further measures for the Alderbridge neighbourhood. Community input and staff and partner recommendations for further action will be summarized and shared with Richmond City Council.

If you are unable to attend, we welcome you sending an email to housing@richmond.ca with any input you may want to provide.

Sincerely,

The Housing Office
City of Richmond



**City of
Richmond**

Housing Office
6911 No. 3 Road
Richmond, BC V6Y 2C1

2025 年 9 月 3 日

社區討論邀請函 - Alderbridge 支援性房屋 (6999 Alderbridge Way)

致 Alderbridge 支援性房屋附近的居民：

列治文市政府誠邀您參與即將舉行的小組討論，分享您對鄰里社區的經驗與意見。

市政府致力為面臨或有無家可歸風險的居民提供安全和穩定的居所，我們亦於 2024 年透過一系列社區討論，聆聽附近居民對 Alderbridge 支援性房屋的居住經驗。

列治文市政府一直與該建築營運商 RainCity Housing、卑詩房屋局 (BC Housing)、急救單位及其他合作夥伴緊密合作，根據居民意見進行分析，制定及推行改善措施，例如對火警系統及其他相關措施進行改進，以減少誤報事件的發生。更多改動將於會議中介紹，屆時歡迎您提出寶貴意見。

我們理解仍有不少居民關心如何令 Alderbridge 社區更具包容性，因此市政府誠邀您參與小組討論，並分享您的想法與建議。

我們將舉辦最多六場小組討論，每組不超過 20 人，此安排旨在確保參與者能在友善且尊重的環境下分享經驗。詳情如下：

City Centre Community Centre
5900 Minoru Boulevard, Richmond

小組討論			
1	2025 年 9 月 17 日 (星期三) 12:00 - 1:30pm	4	2025 年 9 月 18 日 (星期四) 12:00 - 1:30pm
2	2025 年 9 月 17 日 (星期三) 3:30 - 5:00pm	5	2025 年 9 月 18 日 (星期四) 3:30 - 5:00pm
3	2025 年 9 月 17 日 (星期三) 6:00 - 7:30pm	6	2025 年 9 月 18 日 (星期四) 6:00 - 7:30pm

登記方式

請把以下個人資料電郵至 housing@richmond.ca :

- 姓名
- 住址
- 希望參加的小組討論場次 (日期/時間) 及可替代場次
- 是否需要粵語或普通話的語言協助 (討論將以英語進行)

出席小組討論的機構代表包括列治文市政府住房辦公室 (Housing Office) 、加拿大皇家騎警 (RCMP) 、列治文消防及救援 (Richmond Fire-Rescue) 、市政規章部 (Bylaws Departments) 、 RainCity Housing 及卑詩房屋局。

您的意見將如何被運用

小組討論收集的意見，將作為持續合作及推動 Alderbridge 社區改善措施的重要參考，經整理後，將與市政府工作人員及合作夥伴的建議一同呈報列治文市議會。

若您無法親自參與，仍歡迎將意見電郵至 housing@richmond.ca 。

敬上，

住房辦公室 (The Housing Office)

列治文市政府 (City of Richmond)

此邀請函備有中、英文版本，如兩者內容有任何差異，概以英文版本為準。

What We Heard: Alderbridge Neighbourhood Discussions

The following items offer a summary of the themes / concerns voiced during the neighbourhood discussions and communicated by email or letter following public notification of the sessions. It is important to acknowledge that participants in the sessions, in some instances, noted that their observations were not being directly attributed to Alderbridge Supportive Housing.

Neighbourhood Safety and Livability

- Reports of increased instances of harassment and aggression leading to discomfort particularly amongst families, elders and non-English speakers
- Cited instances of open drug use, drug dealing, discarded drug paraphernalia, property damage, theft, and public disturbance
- Concerns about the cleanliness of public spaces with focus on instances of littering, loitering, and drug use within the abutting dog park
- Disruptions to the neighbourhood caused by frequent emergency vehicle presence and related activities impacting residents and placing strain on public resources
- Negative impacts to nearby businesses including theft, vandalism, and reputation
- Increased costs for security and building / property repairs
- Falling property values, neighbourhood decline, and destabilization

Accountability, Management and Support Services

- Acknowledgement of government efforts to address homelessness
- Recognition of the need for enhanced mental health and addiction supports in Richmond
- Concerns regarding a lack of responsiveness from housing operators and government to issues of homelessness and public drug use
- Questions regarding the effectiveness of existing supports and the capacity of RainCity (staffing) to properly respond to community concerns
- Concerns regarding responsiveness of RainCity to instances of public disruption believed to be caused by residents of Alderbridge Supportive Housing or visitors to the building
- Perceived lack of consequences for repeated poor behaviour
- Concerns regarding the lack of response to non-emergency calls for service leading to increased feelings of hopelessness
- Request for more police patrols in the area
- Emphasis on balancing housing for vulnerable populations with neighbourhood safety

Future of Alderbridge Supportive Housing

- Questions about plans to move or close Alderbridge Supportive Housing
- Distrust as it relates to discontinuing the use of the building at the end of 2027

Communication and Engagement

- Request for ongoing communication and engagement
- Recognized improved, open, format of the sessions – focus on listening / hearing

Services available in Richmond

Health Services

Health Line.....8-1-1
VCH Mental Health, Substance Use Central Intake Line.....604-204-1111
Anne Vogel Clinic Support for opioid use disorder.....604-675-3975
Richmond City Centre Urgent and Primary Care Centre.....604-675-2768
Richmond East Urgent and Primary Care Centre.....604-244-5560

Specialized Services

Foundry (Youth Mental Health ages 12-24).....604-674-0550
Women's Resource Centre.....604-279-7060
QMUNITY (2SLGBTQI+ Support and Referrals, Vancouver).....604-684-5307

Emergency & Crisis Supports

Police/Ambulance/Fire Rescue.....9-1-1
Services referral & Shelter list BC.211.ca/shelter-lists.....2-1-1
Suicide Crisis Helpline 24/7 Call or Text.....9-8-8
1-800-SUICIDE.....1-800-784-2433
Battered Women's Crisis & Intake.....1-855-687-1868
VictimLinkBC.....1-800-563-0808
Chimo Crisis Line.....604-279-7070

Homelessness Services

Drop-in Centre 7840 Granville Ave.....604-644-1418
Richmond House Emergency Shelter.....604-276-2490
City of Richmond Homelessness Outreach.....604-276-4243



Homelessness
Resource Guide



No or Low-Cost Community
Meals and Food Programs



Richmond
Community Safety App

Who to Call | When to Call

Alderbridge Housing 6999 Alderbridge Way Richmond



GENERAL INQUIRIES

BC Housing

Email: communityrelations@bchousing.org
Website: bchousing.org

- Connect with BC Housing for general questions about temporary housing with supports/supportive housing.

DAILY OPERATIONS

Alderbridge housing

Email: emcgarry-makias@raincityhousing.org
Alderbridgehousing@raincityhousing.org
Phone: 604-447-5051
Website: raincityhousing.org

- Connect with site operations about the Alderbridge site or for information about site programs and day-to-day operations. **Monday to Friday 9am-5pm**

COMMUNITY CONTACTS

RCMP

604-278-1212

- Call **911** if you see a safety risk or crime in progress or about to be committed.
- Call the non-emergency line at 604-278-1212 if the event has already happened (e.g. stolen items or after a crime occurs).

Fire

604-278-1212

- Call **911** if you see a fire in progress.
- Call the non-emergency line at 604-278-1212 if you have fire safety concerns.

Ambulance

9-1-1

24/7 Dispatch

- Call **911** for a medical emergency, including if you see someone who is non-responsive in a park, on a road, or on public property.
- Wait for an ambulance and do not move the person.

Bylaw

604-276-4345

- Reach out to City Bylaw regarding concerns around property conditions, excessive noise or if you see obstructions on streets/sidewalks in parks.