

SCHEDULE 3 TO THE MINUTES
OF THE REGULAR MEETING OF
COUNCIL FOR PUBLIC
HEARINGS HELD ON MONDAY,
JUNE 21, 2010.

Mayor and Councillors

To Public Hearing	
Date:	June 21, 2010
Item #	3
Re:	Bylan 8607

From: Isaac Khoo [isaac@homedelight.ca]

Sent: June 21, 2010 12:25 PM

To: Mayor and Councillors

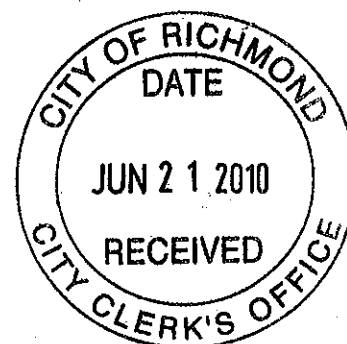
Subject: Response from a concerned neighbourhood business regarding IKEA Development

Dear Mayor & Councillors:

Attached is a document detailing our concerns regarding the Ikea development that is the subject of Public Hearing on Jun 21. Please take a couple of minutes to review.

Thanks

Isaac Khoo
HOMEdelight Furnishings
3331 Jacombs Road
Richmond, BC
Phone: 604-603-7550
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Jun 21, 2010

Re: IKEA Development

Response from HOME delight Furnishings

3331 Jacombs Rd, Richmond

Submitted by Isaac Khoo, owner

Introduction of HOME delight

- **Head office & store in Richmond since 2002**
 - With its head office and retail store located in Richmond, HOME delight currently provides 25 full time employment jobs within the city.
- **Community-minded company**
 - As a progressive and community-minded corporate citizen, we contribute to local organizations such as Richmond Food Bank and Kwantlen Polytechnic University.
 - Donated all the furniture to decorate the City of Richmond's VIP reception room (i.e., "Special Guest Suite" at the City Hall) during the 2010 Olympics.

Concerns about the development

Located at the north-west corner of the Jacombs Road cul-de-sac, HOME delight is probably the business that will suffer the most negative impact by the proposed IKEA development, even more so than the IKEA store itself.

- Almost 2 years of construction will have the following impact:
 - Impede access to our store and keep customers away
 - Currently our store is only accessible via Jacombs Rd. The resulting road closure and construction on the Jacombs Road cul-de-sac will keep customers away.
 - Potentially fatal to the survival of our store if customers cannot get to our store as easily.
 - Example: impact of Canada Line construction on Cambie Street merchants in Vancouver.
 - Need to ensure ease of access and mitigate disruption to business from traffic and construction.
- Concern about IKEA's big corporation attitude towards the neighbouring businesses
 - IKEA constructed a chain-link fence with cedar hedges about 3 years ago between its location and the HOME delight building without explanation or consultation with the neighbours. See Exhibit A attached.
 - The fence runs along the length of our building and even around the city cul-de-sac
 - Puzzling behaviour by IKEA as HOME delight and other surrounding businesses are of complementary nature.
 - Result: customers and pedestrians are discouraged from visiting neighbouring businesses as a much longer walk around the fencing is needed or they are forced to drive.

- Detrimental to the future development of the area as a shopper friendly and pedestrian friendly destination. Contrary to the values IKEA purport to have regarding community development and eco-friendliness.
- Loss of street parking on Jacombs Rd on both sides of the street
 - Development will result in loss of street parking on Jacombs Rd.
 - The availability of street parking is crucial to the viability of our location.
- The proposed pylon sign is out of character for the City and its large size is unsightly.

Proposed solutions to our concerns during construction

- Removal of the chain link fence and landscaping along existing IKEA parking lot to promote pedestrian traffic between IKEA and neighbouring businesses such as the HOME delight building.
- Allow reopening of an existing North-facing entrance onto IKEA parking lot.
 - Note that this entrance previously existed and customers were allowed to walk freely between IKEA and our location.
- Allow our customers to park in the IKEA parking lot to compensate for the loss of street parking during construction.
 - Almost all of our customers are IKEA customers anyway. This just makes it a little bit more shopper friendly by not threatening to tow them away.
- Minimize heavy equipment and truck traffic within in the portion of Jacombs Rd from Bathgate to the Cul-de-sac, particularly during core business hours (e.g., 10AM-6PM). Maintain the cul-de-sac and all of Jacombs Rd to be open during construction.

Proposed modifications to the new development plan

- Allow re-opening of the north facing entrance to the proposed parking lot walkway.
- Redesign the walkway and landscaping such as to allow clear and friendly access from the walkway to our front entrance. This will also allow our customers to walk directly from our store parking lot to the IKEA entrance and vice versa without driving.
- Disallow future installation of chain-link fence (or similar measure) that would disrupt foot traffic to ensure friendly pedestrian movement between neighbouring properties.
- Open up the cul-de-sac as an access to the IKEA parking lot. This has the effect of further minimizing the traffic congestion on Sweden Way and improving the overall traffic circulation of the area.

Conclusion

The IKEA development is potentially a catalyst to further develop the area as a home improvement shopping destination for Metro Vancouver. With this in mind, the plan needs to be modified to promote maximum pedestrian traffic and ease of access between IKEA and its neighbouring properties. The construction process itself, with its scale and length of time, could severely hamper the amount of traffic our business receives and hence our survivability. We are willing to endure the negatives of the long construction process if IKEA demonstrates a friendly neighbour attitude and take appropriate steps to mitigate the construction impact. Among which the

most important is to remove the chain link fence to allow the free flow of foot traffic between IKEA and our property.

Exhibit A

Chain link fence along edge of property and cul-de-sac impede pedestrian traffic



