



General Purposes Committee

Anderson Room, City Hall
6911 No. 3 Road

Tuesday, April 22, 2025
4:00 p.m.

Pg. # ITEM

MINUTES

GP-5 *Motion to adopt the **minutes** of the meeting of the General Purposes Committee held on April 7, 2025.*



PARKS, RECREATION & CULTURE DIVISION

1. **KAIWO MARU – KING OF THE SEA 2026 EVENT OPTIONS**
(File Ref. No. 11-7000-01) (REDMS No. 7988859)

GP-11

See Page GP-11 for full report

Designated Speaker: Marie Fenwick

STAFF RECOMMENDATION

- (1) *That Council direct staff as to its preferred option for the proposed Kaiwo Maru – King of the Sea 2026 Event, as outlined in the report titled “Kaiwo Maru – King of the Sea 2026 Event Options”, dated March 31, 2025, from the Director, Arts, Culture and Heritage Services; and*
- (2) *That should option 1, 2 or 3 be selected, one-time funding of the associated budget for that option be approved, and the Consolidated 5 Year Financial Plan (2025–2029) be amended accordingly.*



LAW AND COMMUNITY SAFETY DIVISION

2. **AMENDMENTS OF RICHMOND ZONING BYLAW NO. 8500 AND OTHER ENFORCEMENT RELATED HOUSEKEEPING AMENDMENTS**

(File Ref. No. 12-8060-01) (REDMS No. 7991331)

GP-20

See Page GP-20 for full report

Designated Speaker: Mark Corrado

STAFF RECOMMENDATION

- (1) *That Richmond Zoning Bylaw 8500, Amendment Bylaw No. 10665, be introduced and given first reading;*
- (2) *That Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10666, be introduced and given first, second and third readings;*
- (3) *That Municipal Ticket Information Authorization Bylaw No. 7321, Amendment Bylaw No. 10667, be introduced and given first, second and third readings;*
- (4) *That Business Regulation Bylaw No. 7538, Amendment Bylaw No. 10668, introduced and given first, second and third readings; and*
- (5) *That Business Licence Bylaw No. 7360, Amendment Bylaw No. 10669, be introduced and given first, second and third readings.*



DEPUTY CAO'S OFFICE

3. **LOW-END MARKET RENTAL AND NON-MARKET RENTAL HOUSING OVERSIGHT: SUMMARY OF THE 2024 STATUTORY DECLARATION PROCESS**

(File Ref. No. 08-4057-05) (REDMS No. 7987198)

GP-31

See Page GP-31 for full report

Designated Speakers: Greg Newman & Rene Tardif

STAFF RECOMMENDATION

That a policy be drafted for Council consideration that provides for exceptions for temporary instances of income exceedance related to low-end market rental and non-market rental housing as outlined in the report titled "Low-End Market Rental and Non-Market Rental Housing Oversight: Summary of 2024 Statutory Declaration Process" dated March 26, 2025 from the Director, Housing.



4. **ENHANCING ACCESS TO AFFORDABLE HOUSING THROUGH LOW-END MARKET RENTAL PROGRAM MANAGEMENT CHANGES**

(File Ref. No. 08-4057-05) (REDMS No. 7833264)

GP-42

See Page GP-42 for full report

Designated Speakers: Peter Russell & Greg Newman

STAFF RECOMMENDATIONS

- (1) *That a registry of Low-End Market Rental (LEMR) homes be established and maintained on the City's website as described in the report "Enhancing Access to Affordable Housing through Low-End Market Rental Program Management Changes" dated March 26, 2025, from the Director, Housing;*
- (2) *That public information resources on the LEMR Program be expanded to recognize property-specific rents and eligibility criteria supported by a mapping tool to aid those in their search for affordable housing in Richmond; and*
- (3) *That the LEMR Program be assessed to determine how it is serving the housing needs of the Priority Groups recognized in the Affordable Housing Strategy 2017-2027, and that the findings of this assessment, and any related recommendations, be reported to Council.*



COUNCILLOR KASH HEED

5. **ISSUANCE OF GIFT CARDS TO EMPLOYEES**

(File Ref. No.) (REDMS No.)

GP-55

See Page GP-55 for materials

MOTION

- (1) *That the Chief Administrative Officer (CAO) immediately withdraw the practice of issuing gift cards to employees;*
- (2) *That the CAO implement practices such as structured recognition programs that prioritize fairness and meaningful appreciation for employees; and*
- (3) *That the General Manager of Finance and Corporate Services determine the cash value of the current stock of gift cards and a process to recover the cost and/or distribute the cards to charitable entities such as non profits distributing food to our most needy.*

☐

ADJOURNMENT

☐



General Purposes Committee

Date: Monday, April 7, 2025

Place: Anderson Room
Richmond City Hall

Present: Mayor Malcolm D. Brodie, Chair
Councillor Carol Day (entered the meeting at 4:01 p.m.)
Councillor Laura Gillanders
Councillor Kash Heed
Councillor Andy Hobbs
Councillor Alexa Loo
Councillor Bill McNulty
Councillor Michael Wolfe

Absent: Councillor Chak Au

Call to Order: The Chair called the meeting to order at 4:00 p.m.

MINUTES

It was moved and seconded

That the minutes of the meeting of the General Purposes Committee held on March 17, 2025, be adopted as circulated.

CARRIED

CAO'S OFFICE

1. **SISTER CITY ADVISORY COMMITTEE – 2024 YEAR IN REVIEW**
(File Ref. No. 01-0135-04-01) (REDMS No. 7975268)

Councillor Day entered the meeting (4:01 p.m.).

General Purposes Committee
Monday, April 7, 2025

It was moved and seconded

That the staff report titled “Sister City Advisory Committee – 2024 Year in Review,” dated March 12, 2025, from the Director, Intergovernmental Relations and Corporate and Strategic Planning be received for information.

CARRIED

ENGINEERING AND PUBLIC WORKS DIVISION

**2. PUBLIC SHARED E-SCOOTER AND E-BIKE PROGRAM –
RECOMMENDATION TO AWARD CONTRACT**

(File Ref. No. 03-1000-20-7204) (REDMS No. 7996988)

In response to Committee queries, staff noted: (i) Lime Technology Inc. now secures helmets with a lock-to-bracket system for check-in and check-out; (ii) City procurement policy does not consider vendor domicile; (iii) Lime Technology Inc. was selected for its safety features, local experience, and strong operational and equity plans; (iv) provider fees were comparable; (v) Lime Technology Inc. offers various discounts, including for participants in the City's Recreation Fee Subsidy Program; (vi) the Province has extended the pilot program for four more years to gather additional safety and wellness data; (vii) parents can authorize use by individuals under 18; and (viii) safety messages appear on Lime Technology Inc. devices, the app, and website.

It was moved and seconded

- (1) *That Contract 8375P - Provisioning of Public Shared E-Scooter and E-Bike Program be awarded to Lime Technology, Inc.;***
- (2) *That the City enter into an agreement with Lime Technology, Inc. based on the terms as outlined in the staff report titled “Public Shared E-Scooter and E-Bike Program –Recommendation to Award Contract” dated March 17, 2025, from the Director, Transportation; and***
- (3) *That the Chief Administrative Officer and General Manager, Engineering and Public Works, be authorized to negotiate and execute the above agreement on behalf of the City.***

CARRIED

General Purposes Committee
Monday, April 7, 2025

**ENGINEERING AND PUBLIC WORKS & PARKS, RECREATION
AND CULTURE DIVISIONS**

3. HUGH BOYD FIELDHOUSE – REFERRAL RESPONSE

(File Ref. No. 11-7000-01) (REDMS No. 7959727)

In response to Committee queries, staff advised that: (i) the current fieldhouse stores various sports equipment; (ii) any upgrades would require sprinklers and trigger code upgrades under a Building Permit; (iii) demolition waste will be managed per Council Policy 2308, targeting 80% diversion; (iv) the old fieldhouse will be demolished near completion of the new facility; (v) wall replacement in the old facility is costly; (vi) storage containers will be used between demolition and completion; and (vii) awarding the demolition contract now secures a better rate.

It was moved and seconded

That the existing Hugh Boyd Fieldhouse be demolished as outlined in the report titled, “Hugh Boyd Fieldhouse – Referral Response”, dated March 17, 2025, from the Director, Recreation and Sport Services and the Director, Facilities and Project Development, provided that demolition occur in the 2nd quarter of 2028.

The question on the motion was not called as in reply to a query from Committee, staff noted that the brass plaque will be accessioned and integrated into the new facility during the design process.

The question on the motion was then called and it was **CARRIED** with Cllrs. Day and Wolfe opposed.

PARKS, RECREATION AND CULTURE DIVISION

**4. PLAYING FIELD USER FEES – AMENDMENT TO CONSOLIDATED
FEES BYLAW NO. 8636**

(File Ref. No. 11-7000-10-01) (REDMS No. 7952583)

It was moved and seconded

That the Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10648 be introduced and given, first, second and third readings.

CARRIED

General Purposes Committee
Monday, April 7, 2025

5. 2025 RICHMOND COMMUNITY CELEBRATION GRANTS ALLOCATION

(File Ref. No. 03-1085-06) (REDMS No. 7969442)

Staff advised that the Hamilton School PAC was inadvertently omitted from the not recommended list and noted that their application identified the event as a fundraiser.

In response to queries from Committee, staff noted that (i) events funded by other City sources or grants are ineligible for Community Celebration Grants; (ii) applications are thoroughly reviewed, with selected ones showing public accessibility; (iii) applicants are urged to call ahead to confirm eligibility, and feedback is given to unsuccessful applicants; (iv) events must serve the broader or local community; and (v) all events may request the Green Ambassador Program and 32 of the applications will go through the Richmond Event Approval Coordination Team (REACT).

Discussion took place on increasing this year's budget.

It was moved and seconded

- (1) That the 2025 Richmond Community Celebration Grants be awarded for the recommended amount of \$51,052 as identified in Attachment 2 of the staff report titled, "2025 Richmond Community Celebration Grants Allocation", dated March 17, 2025, from the Director, Arts, Culture and Heritage Services;*
- (2) That the grant funds be distributed accordingly following Council approval; and*
- (3) That staff review the budgeted amount for the Community Celebration Grant for 2026 and examine the definitions in the Policy and report back.*

CARRIED

General Purposes Committee
Monday, April 7, 2025

PLANNING AND DEVELOPMENT DIVISION

6. OFFICIAL COMMUNITY PLAN TARGETED UPDATE – PROPOSED UPDATE TO THE ENVIRONMENTALLY SENSITIVE AREAS (ESA) MAP

(File Ref. No. 08-4045-30-01) (REDMS No. 7990876)

In response to queries from Committee, staff noted that (i) the report focuses on public properties; (ii) various methods, including photography and satellite imaging, are being used to document Environmentally Sensitive Areas (ESAs); (iii) ESA designation does not prohibit development but requires careful planning; (iv) an ESA policy framework is forthcoming; (v) visual records will support future development reviews; (vi) some areas may fall under both provincial and federal jurisdiction; (vii) maps and policies will undergo public consultation to inform affected property owners; (viii) the maps are living documents and may be updated; and (ix) the consultation may include mailouts to affected properties and options to note ESA status on property titles can be explored.

It was moved and seconded

- (1) *That the report entitled “Official Community Plan Targeted Update – Proposed Update to the Environmentally Sensitive Areas (ESA) Map” dated March 24, 2025, from the Director, Policy Planning, be received for information; and*
- (2) *That the draft Environmentally Sensitive Maps which are included in the report entitled “Official Community Plan Targeted Update – Proposed Update to the Environmentally Sensitive Areas (ESA) Map” dated March 24, 2025, from the Director, Policy Planning, be endorsed for public and stakeholder consultation as part of the Official Community Plan targeted update.*

CARRIED

Opposed: Cllr. Wolfe

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (5:37 p.m.).

CARRIED

General Purposes Committee
Monday, April 7, 2025

Certified a true and correct copy of the Minutes of the meeting of the General Purposes Committee of the Council of the City of Richmond held on Monday, April 7, 2025.

Mayor Malcolm D. Brodie
Chair

Sarah Goddard
Legislative Services Associate



City of Richmond

Report to Committee

To: General Purposes Committee
From: Marie Fenwick
Director, Arts, Culture and Heritage Services
Date: March 31, 2025
File: 11-7000-01/2025-Vol
01
Re: Kaiwo Maru – King of the Sea 2026 Event Options

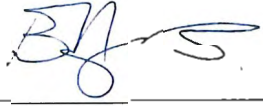


Staff Recommendations

1. That Council direct staff as to its preferred option for the proposed Kaiwo Maru – King of the Sea 2026 Event, as outlined in the report titled “Kaiwo Maru – King of the Sea 2026 Event Options”, dated March 31, 2025, from the Director, Arts, Culture and Heritage Services; and
2. That should option 1, 2 or 3 be selected, one-time funding of the associated budget for that option be approved, and the Consolidated 5 Year Financial Plan (2025–2029) be amended accordingly.

CM Fenwick

Marie Fenwick
Director, Arts, Culture and Heritage Services
(604-276-4288)

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Intergovernmental Relations and Protocol Unit	<input checked="" type="checkbox"/>	
Finance Department	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Business Services	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO 

Staff Report

Origin

At the General Purposes Committee meeting held on December 16, 2019, staff received the following referral:

That the City make plans to pursue having the Japanese ship Kaiwo Maru as part of the ship recruitment plan for future events.

The purpose of this report is to respond to this referral and provide event options for Council's consideration.

This report supports Council's Strategic Plan 2022–2026 Focus Area #6 A Vibrant, Resilient and Active Community:

Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.

6.2 Enhance the City's network of parks, trails and open spaces.

6.3 Foster intercultural harmony, community belonging, and social connections.

This report is aligned with the Council-endorsed City of Richmond Signature and Community Events Plan 2025–2029 which allows for Council to respond to one-time event opportunities.

This report is also aligned with: The Richmond Arts Strategy 2019–2024; City of Richmond Community Wellness Strategy 2018–2023; Cultural Harmony Plan 2019–2029; City of Richmond Youth Strategy 2022–2032; City of Richmond Seniors Strategy 2022–2032; City of Richmond Accessibility Plan 2023–2033; and the Steveston Heritage Interpretive Framework.

Analysis

Background

The Kaiwo Maru is a sail training vessel operated by the Japan Agency of Maritime Education and Training for Seafarers (JMETs), an organization that trains future navigators and engineers. Its home port is the National Institute for Sea Training, located in Yokohama, Japan. At 361-feet long, 182-feet high, and with 36 sails totalling nearly 30,000 square feet, the Kaiwo Maru is one of the largest tall ships in the world (Attachment 1).

The Kaiwo Maru's complement is comprised of approximately 200 people, including 100 cadets. The voyage takes one month to transit across the Pacific Ocean from Japan to Richmond. Richmond hosted this vessel in 2004 and then again in 2017. The Kaiwo Maru last visited Richmond for the *Ships to Shore – King of the Sea Festival* from May 5 to 7, 2017, as part of Richmond's Canada 150 celebrations. An estimated 75,000 people visited Garry Point Park over the course of the weekend to participate in the event.

Program highlights from the festival include:

- Fully subscribed online, pre-booked boarding passes that allowed thousands of local residents aboard the ship. Thousands more viewed from the dock and the shore;
- Fully subscribed online, pre-booked school tours on Friday, May 5, 2017, that allowed 600 students from Richmond schools the once-in-a-lifetime opportunity to board the Kaiwo Maru. Hundreds of other students viewed the ship from the dock and the shore;
- Fully subscribed, online, pre-booked paddlewheel boat tours that offered a narrated tour of the Steveston Cannery Channel, from Britannia Shipyards to Garry Point Park, as well as a waterside view of the Kaiwo Maru;
- A Saturday afternoon sail drill that was a festival highlight and drew a crowd that Captain Umatani reported “was the largest he had ever seen” attend a sail drill for the Kaiwo Maru. Special guest appearances during the drill included the Canadian Coast Guard surveillance plane, which flew over in salute, and the Canadian Coast Guard hovercraft;
- Two stages that offered a range of music and performances throughout the weekend, capped off on Saturday evening with headliner Alan Doyle and the Beautiful Gypsies, followed by fireworks;
- A Kids Cove area that was well attended and included a stage featuring children’s entertainers, crafts and a free play area;
- Fifteen food trucks which provided revenue that offset the costs of providing meals for volunteers throughout the weekend;
- A small carnival, featuring 10 rides, which provided entertainment, and 12 community vendors that offered merchandise for sale, both of which generated revenue to help support the festival;
- The debut of the Richmond Canada 150 Pavilion;
- A variety of community partners participating in the event, including Fraser River Discovery Centre, Metro Vancouver Regional Parks, Active Transportation Community, City of Richmond Environmental Programs, RCMP, Richmond Carver’s Society, Tourism Richmond, Royal Canadian Marine Search and Rescue (RCMSAR), Britannia Heritage Shipyard Society, Gulf of Georgia Cannery, Nikkei Centre, Steveston Historic Society, and Steveston Japanese Language School; and
- Additional special guests at the festival included Asako Okai, the Consul General of Japan.

Proposed Program Options 2026

JMETS has confirmed their interest in coming to Richmond in May 2026. (Attachment 2). Staff have prepared three program options for Council’s consideration. The details of these options are subject to negotiations with JMETS. All three options include dock relocation and repairs required to host the Kaiwo Maru. As with any event, all three options would provide economic benefit to the community. With the increased level of programming and anticipated higher attendance, options 2 and 3 would be expected to have a greater economic impact. For example, an influx of visitors to Richmond can positively impact retail and other local businesses that cater to tourists.

As with the 2017 event, all of the event options detailed below would include extensive opportunities for community engagement and involvement with the local Japanese community as well as other local organizations. Potential collaborators include the Steveston Japanese Canadian Cultural Centre, Steveston Buddhist Temple, Steveston Community Society, the Gulf of Georgia Cannery Society, Steveston Merchants Association, Steveston Harbour Authority, Royal Canadian Marine Search and Rescue, the Britannia Shipyards National Historic Site Society, the Steveston Historical Society, Wakayama Kenjin Kai, and Tourism Richmond.

None of these potential community collaborators have been engaged to date.

Event options 1, 2 and 3 below would meet many of the following Council-endorsed guiding principles for events:

1. Build local capacity by prioritizing and investing in community-driven events.
2. Provide opportunities for Richmond residents and community groups to collaborate, contribute and participate.
3. Maximize social benefits to the community by fostering volunteerism and increasing sense of community pride and belonging.
4. Celebrate local themes and include programming that is uniquely Richmond.
5. Advance the City's environmental sustainability goals.
6. Ensure events are safe, well-organized and sustainably funded.
7. Encourage and support the development of unique events with a regional draw that brings economic and community benefits, as well as raise the profile of Richmond.

Option 1 – Ship Visit and Educational Program – Net Cost: \$1,087,700

This option would include:

- Up to five days of free public ship viewing;
- Up to two sail drills;
- Paid public ship boarding; and
- Up to three days of paid school visits where local schools would be able to participate in a registered program which would include educational tours of the Kaiwo Maru.

There would be no additional public programming other than ship viewing, boarding and the sail drill(s) in this option.

See Table 1 – Event Budget Options – page 6 below.

Option 2 – Ship Visit with Educational Program and Festival with Community Performances – Net Cost: \$1,701,900

This option would include:

- All items listed in Option 1;
- Landside public programming to animate the park, including local music and entertainment, food trucks, cultural displays and a children's activity area; and

- Public shuttle service to and from Garry Point Park, to address anticipated higher visitation.

Should Council wish to host a Kaiwo Maru event in 2026, option 2 would be recommended because it offers an extensive landside program to support the ship's visit.

See Table 1 – Event Budget Options – page 6 below.

Option 3 – Ship Visit with Educational Program, Festival with Community Performances and Two Evening Headline Performances – Net Cost: \$1,907,400

This option would include:

- All items listed in option 1 and option 2; and
- The addition of headline performers on two evenings of the festival.

See Table 1 – Event Budget Options – page 6 below.

Option 4 – No event – Budget: \$0

Table 1 on the following page provides more details on the proposed budgets for options 1, 2 and 3.

Table 1 – Event Budget Options

Event Budget Options	Option 1	Option 2	Option 3
<i>Revenue:</i>			
Sponsorship	\$0	\$35,000	\$50,000
Boarding Ticket Sales	\$43,000	\$43,000	\$43,000
School Education Program	\$10,000	\$10,000	\$10,000
Food Truck	\$0	\$3,000	\$5,000
Vendors	\$0	\$500	\$1,000
Total Revenue	\$53,000	\$91,500	\$109,000
<i>Expenses:</i>			
Programming (including volunteer management, school educational program, shuttle bus, green ambassadors, art displays, etc.)	\$57,000	\$357,000	\$362,000
Ship Logistics (including hosting, crew activities, ACGI, equipment rentals, appearance fee, etc.)	\$444,000	\$444,000	\$444,000
Site Production (including equipment rentals for landside, stage, evening headline performances for Option 3, sound, fencing, washrooms, flooring, tents, tables, chairs, etc.)	\$141,000	\$430,000	\$510,000
Float Relocation and Repairs	\$240,000	\$240,000	\$240,000
Safety and Security (including security, traffic control, first aid, etc.)	\$71,700	\$95,000	\$116,000
Contingency (20%)	\$187,000	\$227,400	\$344,400
Total Expenses	\$1,140,700	\$1,793,400	\$2,016,400
Net Cost	\$1,087,000	\$1,701,900	\$1,907,400

Infrastructure Requirements

For all event options, the existing floats and gangways at Imperial Landing will be temporarily relocated to Garry Point Park. Imperial Landing will not be available for the current Council-approved program of moorage and fishing for this period of time.

Given the time that has past since the last event, the budget for all event options includes funding for inspections of the pilings, floating docks and gangways and for anticipated repairs, to ensure that all infrastructure is able to safely support the Kaiwo Maru and the public.

Once the event is complete, the floats and gangways will be returned to Imperial Landing. A final inspection will be completed to ensure safe recommissioning of the floating dock. The budget also includes funding to ensure Garry Point Park is able to host the event and that the park is restored to its original condition following the event.

Financial Impact

The proposed 2026 City Events Program and associated budget will be brought to Council for its consideration in Q3 2025. Should a Kaiwo Maru event be approved with this report, options for adjusting the 2026 Program to reduce the budget for some or all events will be provided at that time.

One-time funding from the Rate Stabilization Account is recommended to fund the Kaiwo Maru – King of the Sea 2026 event. Should Council endorse option 1, 2 or 3, the Consolidated 5 Year Financial Plan (2025–2029) will be amended accordingly.

Grants and sponsorships will be pursued to help offset event costs. Any funding received beyond that anticipated in the proposed budgets will be returned to the Rate Stabilization Account.

Conclusion

Events enrich the lives of residents by providing the opportunity for the community to connect, contribute, learn and celebrate together. They contribute to social and economic well-being, foster community resiliency, build community capacity, and contribute to a vibrant city with a strong sense of place and distinct identity. The opportunity to host the Kaiwo Maru in 2026 creates the opportunity for a uniquely Richmond event.



Marie Fenwick
Director, Arts, Culture and Heritage Services
(604-276-4288)

Att. 1: Image of Kaiwo Maru: King of the Sea

Att. 2: Correspondence from Japan Agency of Maritime Education and Training for Seafarers

KAIWO MARU: KING OF THE SEA



8011454

GP - 18



27th March 2025

Mr. Malcolm D. Brodie
Mayor of the City of Richmond
6911 No.3 Road
Richmond, British Columbia
V6Y 2C1 Canada

Dear Mayor Brodie,

We, the Japan agency of Maritime Education and Training for Seafarers (JMETS), are very honored to have our sail training ship KAIWO MARU invited again in the spring 2026, following our participation in 2017.

Our Board of Governors has carefully examined the feasibility of dispatching KAIWO MARU to this prestigious event.

Taking our training voyage into consideration, I am pleased to inform you that we, JMETS, have begun making the necessary preparations to send KAIWO MARU to Richmond at the end of April or in the first week of May 2026.

We are grateful for your generous support.
I hope further negotiations can be conducted at the working level.

I sincerely wish for the great success of your event.

Sincerely yours,

Noriaki Tajima
President

Japan agency of Maritime Education and Training for Seafarers (JMETS)



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** April 2, 2025
From: Mark Corrado **File:** 12-8060-01/2025-Vol
Director, Community Bylaws and Licencing 01
Re: **Amendments of Richmond Zoning Bylaw No.8500 and other Enforcement
Related Housekeeping Amendments**

Staff Recommendations

1. That Richmond Zoning Bylaw 8500, Amendment Bylaw No. 10665, be introduced and given first reading;
2. That Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10666, be introduced and given first, second and third readings;
3. That Municipal Ticket Information Authorization Bylaw No. 7321, Amendment Bylaw No. 10667, be introduced and given first, second and third readings;
4. That Business Regulation Bylaw No. 7538, Amendment Bylaw No. 10668, introduced and given first, second and third readings; and
5. That Business Licence Bylaw No. 7360, Amendment Bylaw No. 10669, be introduced and given first, second and third readings.

Mark Corrado
Director, Community Bylaws and Licencing
(604-204-8673)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Policy & Planning	<input checked="" type="checkbox"/>	
Law	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

On May 1, 2025 the Province will require all Short Term Rentals (STR) to be registered on a new provincial registry as per 3.1 (1.1) (b) of the Province's *Short Term Accommodations Regulation* (Regulation).¹ As a result of this key regulation coming into effect in May, staff conducted a review of the City's current Short Term Rental related bylaw provisions found in Richmond Zoning Bylaw 8500, Business Regulation Bylaw 7538 and Business Licence Bylaw No. 7360. From that review other opportunities to modernize these Bylaws to improve enforcement and efficiency in their administration were identified.

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

This report supports Council's Strategic Plan 2022-2026 Focus Area #4 Responsible Financial Management and Governance:

Responsible financial management and efficient use of public resources to meet the needs of the community.

4.2 Seek improvements and efficiencies in all aspects of City business.

Analysis

Aligning City Bylaws with the Provincial Legislation

Currently, the Province's *Short-Term Rental Accommodations Act* defines a STR as follows:

“means the service of accommodation in the property of a property host, in exchange for a fee, that is provided to members of the public for a period of time of less than 90 consecutive days or another prescribed period, if any, but does not include a prescribed accommodation service”

However, under Richmond Zoning Bylaw No. 8500, Business Regulation No. 7538 and Business Licence Bylaw No. 7360, STRs are limited to a period of time of less than 30 days. In short, the City's definition of STR is less restrictive than the Province's and should be amended to the more restrictive period of less than 90 days. Currently, anyone renting an accommodation in the City in excess of 30 days does not require a licence but could be subject to Provincial enforcement. Moreover, problems could arise for property owners when they attempt to list their

¹ https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/268_2023#section4.1

properties online between 30-89 days. As per Provincial regulations STR online platforms now require a municipal business licence which the City would not provide under the City's existing bylaws for a STR listing with a period of 30-89 days.

Enhanced Enforcement Tools

Currently, Richmond Zoning Bylaw No. 8500 only allows for Long-Form Provincial Court prosecution fines of a maximum of \$10,000 per violation. However, the cost of Long-Form prosecution and staff investigative resources often exceeds \$10,000. It is, therefore, recommended that the maximum fine for long-form prosecution be increased from \$10,000 to \$50,000. This adjustment aligns with the fine amounts permitted under BC *Offences Act* and is consistent with other City Bylaws.

Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10666

There are currently six distinct Bylaw Violation Tickets associated with Richmond Zoning Bylaw No. 8500. For all remaining violations for unpermitted use under the Richmond Zoning Bylaw, staff must rely on Long-Form prosecution or Supreme Court action as the next viable enforcement tool following education and warning letters. While Long-Form prosecutions are effective, they are time consuming and costly and would be disproportionate if perused for minor first time violations.

In order to address this ticketing gap, staff recommend an amendment to the Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, which would allow ticketing for violations of section 1.4.2 of Richmond Zoning Bylaw No. 8500 which reads:

No land, building or structure shall be developed, used, constructed, erected, modified, converted, enlarged, reconstructed, altered, placed or maintained except in compliance with this bylaw.

The fine amount for tickets under the Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122 would be \$500. Once issued these types of tickets may be disputed and are reviewed by an independent adjudicator at hearings held throughout the year.

Next Steps

Should Council grant first reading to Richmond Zoning Bylaw No. 8500, Amendment Bylaw No. 10665, the bylaw will be forwarded to a Public Hearing, where any area resident or interested party will have an opportunity to comment.

Financial Impact

None

Conclusion

The proposed above bylaw amendments will align current STR related violations with the Provincial legislation. Moreover, these amendments will enable staff to better enforce and regulate the unpermitted use of parcels as identified in Richmond Zoning Bylaw No. 8500. In addition, the changes to both definitions and upper limit of long-form prosecutions allow for a continuum of enforcement options.



Mark Corrado
Director, Community Bylaws and Licencing
(604-204-8673)



**Richmond Zoning Bylaw No. 8500,
Amendment Bylaw No. 10665**

The Council of the City of Richmond enacts as follows:

1. **Richmond Zoning Bylaw No. 8500**, as amended, is further amended at section 1.10 Enforcement, by deleting section 1.10.3 and replacing it with the following:

“1.10.3 Any person who contravenes any provision of this bylaw, or who suffers or permits any act or thing to be done in contravention of or in violation of any of this bylaw, or who refuses, omits, or neglects to fulfill, observe, carry out or perform any duty, obligation, matter or thing required by this bylaw commits an offence, and:

- a) is liable for penalties and late payment amounts established in Schedule A of the Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122;
- b) is subject to the procedures, restrictions, limits, obligations and rights established in the *Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122* in accordance with the *Local Government Bylaw Notice Enforcement Act*, SBC 2003, c.60, as they may be amended or replaced from time to time;
- c) is subject to such fines as may be prescribed in Municipal Ticket Information Authorization Bylaw No. 7321; and
- d) is liable on summary conviction, to a fine of not less than One Thousand Dollars (\$1,000) and not more than Fifty Thousand Dollars (\$50,000), plus the costs of prosecution.”

2. **Richmond Zoning Bylaw No. 8500**, as amended, is further amended at section 3.4 Use and Term Definitions, by deleting the words “30 days or less” in the definition of **Bed and breakfast** and replacing them with the words “90 days or less”.

3. **Richmond Zoning Bylaw No. 8500**, as amended, is further amended at section 5.20 Short Term Rental of Dwelling Units, by deleting section 5.20.1 and replacing it with the following:

“5.2.1 No person shall use or permit to be used any **dwelling unit**, or portion thereof, for accommodation for a period of less than ninety (90) days unless such **dwelling unit** forms part of a **hotel** or a **motel**, or is used for **boarding and lodging, agri-**

tourist accommodation, community care facility, dormitory, or bed and breakfast use in compliance with all applicable bylaws.”

4. This Bylaw is cited as “**Richmond Zoning Bylaw No. 8500, Amendment Bylaw No. 10665**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept.
GB
APPROVED for legality by Solicitor
BRB

MAYOR

CORPORATE OFFICER



**Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122,
Amendment Bylaw No. 10666**

The Council of the City of Richmond enacts as follows:

1. Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, as amended, is further amended by adding the content of the table in Schedule A attached to and forming part of this Bylaw, to Schedule – Richmond Zoning Bylaw No. 8500 in Bylaw No. 8122 in numerical order.
2. Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, as amended, is further amended at Schedule – Richmond Zoning Bylaw No. 8500, by deleting the words “Dwellings – rentals for less than 30 days” and replacing them with the words “Dwellings – rentals for less than 90 days”
3. This Bylaw is cited as “**Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10666**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept.
GB
APPROVED for legality by Solicitor
BRB

MAYOR

CORPORATE OFFICER

Schedule A to Bylaw No. 8122

Schedule – Richmond Zoning Bylaw No. 8500							
Designated Bylaw Contraventions and Corresponding Penalties							
A1 Bylaw	A2 Description of Contravention	A3 Section	A4 Compliance Agreement Available	A5 Penalty	A6 Early Payment Option	A7 Late Payment Amount	A8 Compliance Agreement Discount
Richmond Zoning Bylaw No. 8500	Period of Time from Receipt (inclusive)		N/A	29 to 60 days	1 to 28 days	61 days or more	N/A
	Non-compliant development/use	1.4.2	No	\$ 500.00	\$ 450.00	\$ 550.00	N/A



**Municipal Ticket Information Authorization Bylaw No. 7321,
Amendment Bylaw No. 10667**

The Council of the City of Richmond enacts as follows:

1. Municipal Ticket Information Authorization Bylaw No. 7321, as amended, is further amended by:
 - (a) Deleting the provisions regarding Section 1.4.2 and 5.20.1 in Schedule B 17; and
 - (b) Inserting the following offences in bylaw section order into Schedule B 17:

Offence	Bylaw Section	Fine
"Non-compliant development/use	1.4.2	\$ 1,000
Bed and Breakfast – stay exceeding 90 days	1.4.2	\$ 1,000
Dwellings – rentals for less than 90 days	5.20.1	\$ 1,000"

2. This Bylaw is cited as "**Municipal Ticket Information Authorization Bylaw No. 7321, Amendment Bylaw No. 10667**".

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept. GB
APPROVED for legality by Solicitor BRB

MAYOR

CORPORATE OFFICER



**Business Regulation Bylaw No. 7538,
Amendment Bylaw No. 10668**

The Council of the City of Richmond enacts as follows:

1. **Business Regulation Bylaw No. 7538**, as amended, is further amended at Part Twenty-Two: Bed & Breakfast Establishment Regulations, by deleting section 22.1 and replacing it with the following:

“22.1 Without first obtaining a **licence** for a **bed and breakfast establishment**, persons must not provide guests with **residential rental accommodation** for rental periods of less than 90 days.”
2. **Business Regulation Bylaw No. 7538**, as amended, is further amended at Part Twenty-Three: Boarding and Lodging Regulations, by deleting section 23.1 and replacing it with the following:

“23.1 Without first obtaining a **licence** for **short term boarding and lodging**, persons must not provide guests with **boarding and lodging** for rental periods of less than 90 days.”
3. This Bylaw is cited as “**Business Regulation Bylaw No. 7538, Amendment Bylaw No. 10668**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept.
GB
APPROVED for legality by Solicitor
BRB

MAYOR

CORPORATE OFFICER



**Business Licence Bylaw No. 7360,
Amendment Bylaw No. 10669**

The Council of the City of Richmond enacts as follows:

1. **Business Licence Bylaw No. 7360**, as amended, is further amended at Section 7.1 by deleting the words “less than 30 days” in the definition of “Short Term Boarding and Lodging” and replacing them with the words “less than 90 days”.
2. This Bylaw is cited as “**Business Licence Bylaw No. 7360, Amendment Bylaw No. 10669**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

MAYOR

CORPORATE OFFICER

CITY OF RICHMOND
APPROVED for content by originating Division
GB
APPROVED for legality by Solicitor
BRB



City of Richmond

Report to Committee

To: General Purposes Committee

Date: March 26, 2025

From: Peter Russell
Director, Housing

File: 08-4057-05/2025-Vol 01

Re: **Low-End Market Rental and Non-Market Rental Housing Oversight:
Summary of the 2024 Statutory Declaration Process**

Staff Recommendation

That a policy be drafted for Council consideration that provides for exceptions for temporary instances of income exceedance related to low-end market rental and non-market rental housing as outlined in the report titled "Low-End Market Rental and Non-Market Rental Housing Oversight: Summary of 2024 Statutory Declaration Process" dated March 26, 2025 from the Director, Housing.

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

Att. 3

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF DEPUTY CAO
Law	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

The purpose of this report is to provide information regarding the City's ongoing management of its Low-End Market Rental (LEMR) Program (Program) and the corresponding completion of the 2024 statutory declaration process.

This report supports Council's Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

Strategic and sustainable growth that supports long-term community needs and a well-planned and prosperous city.

2.2 Develop and implement innovative and proactive solutions that encourage a range of housing options and prioritize affordability.

This report supports Council's Strategic Plan 2022–2026 Focus Area #6 A Vibrant, Resilient and Active Community:

Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.

6.4 Support vulnerable populations through collaborative and sustainable programs and services.

Richmond's Affordable Housing Strategy (AHS) 2017–2027 recognizes measures to incent the delivery of housing for low- and moderate-income households. The LEMR Program is designed to support this objective with a focus on servicing priority groups as identified in the AHS (see Attachment 1). These groups include low- and moderate-income earners, families, seniors, students and persons with disabilities. As of December 31, 2024, 546 LEMR homes had been built and 869 LEMR homes were under construction or secured with conditional approvals. Attachment 2 provides additional history pertaining to the evolution of the LEMR Program.

As a complement to the LEMR Program, the City works with senior levels of government and non-profit housing operators to provide housing for more vulnerable populations, including those living on a fixed income, persons experiencing homelessness, women and children fleeing violence, individuals with mental health/addiction issues, and Indigenous people. The 129 homes at Storeys (8080 Anderson Road) is a good example of how the City can work with community partners to build housing for those in need. The Storeys project is located on City-owned land and was constructed with funding from BC Housing. The project is operated by a consortium of local non-profit housing organizations that serve Richmond residents.

This report complements the work presented in the report titled "Enhancing Access to Affordable Housing through Low-End Market Rental (LEMR) Program Management Changes", to be presented to the General Purposes Committee on the same agenda.

Analysis

Housing agreements and the statutory declaration process

Housing agreements are used by the City to ensure LEMR and non-market housing continues to serve targeted households. These agreements define tenant eligibility and maximum rents, among other items. Depending on the year in which the housing agreement was created, rents and income thresholds were set with reference to BC Housing's Household Income Limits (HILs), fixed rates originating from the 2017 AHS, or rates now benchmarked against Canada Mortgage and Housing Corporation (CMHC) average market rents for Richmond. The statutory declaration process brings integrity to the Program by serving an important verification role. Richmond is ahead of many cities in having completed a series of statutory declaration processes with some cities seeking advice on City practices. Through correspondence with staff from the cities of Surrey, Burnaby and Port Moody, it is understood that Richmond undertakes the most expansive and frequent statutory declaration process.

The statutory declaration process requires that LEMR unit owners or operators confirm compliance with the terms of a housing agreement. The City does not have any direct relationship with tenants. The responsibility for completing the statutory declaration lies with the owners of the LEMR units and/or their not-for-profit (NPO) operating partner. Owners are required to ensure that their leases require tenants to provide information as stipulated in the housing agreement. This information includes:

- The total before-tax household income, capturing income over the three years prior to the statutory declaration;
- the number of occupants in each home, whether or not they are related to the owner, and whether or not there are any children or seniors in the household; and
- rents being charged to the household, and whether or not the tenant has been charged a prohibited fee. Prohibited fees commonly include non-refundable move-in/move-out fees, parking charges, and fees for the use of shared amenities.

Once the information is collected, the statutory declaration form and information spreadsheet are notarized and sent back to the City. The template statutory declaration form is provided in Attachment 3. The statutory declaration process is conducted by the City on a bi-annual basis; however, the City has the authority to request income and rent data on an annual basis.

Stemming from recent Council feedback, staff are currently reviewing the possibility of incorporating asset testing into future housing agreements executed by the City. Through discussions with staff at BC Housing and the Metro Vancouver Housing Corporation (MHVC), it is understood that both organizations conduct asset testing along with income testing for tenant selection. The asset limit for both organizations is \$100,000; staff will assess the applicability of a similar approach in Richmond and report back to Council at a future time.

Previous statutory declarations

The City undertook statutory declarations in 2019, 2021, and 2023, summarized as follows. Nuanced considerations for each reporting cycle are noted.

- In 2019, the statutory declaration captured 258 LEMR homes across 22 developments. The process led to the identification of 11 instances of default, or approximately 4% of the total, all being associated with income exceedances.
- The 2021 statutory declaration included all 369 LEMR homes that were built at that time. The process identified 26 instances of default, or approximately 7% of the total, all being tied to income exceedances. The 2021 statutory declaration process occurred during the COVID-19 pandemic at which time low-income households were provided the Canada Emergency Response Benefit (CERB). The receipt of CERB payments caused 14 households to exceed the income threshold applicable to the home. Considering this, limited, one-time exemptions were provided to these households. In the other 12 instances of default, the owners were required by the City to address the matter through the issuance of an end of tenancy notice. A Report to the March 19, 2024, Planning Committee provided an acknowledgement of this circumstance.
- In 2023, the City carried out a limited statutory declaration process that captured 152 of approximately 490 LEMR homes existing at that time. The process was focused on three operators connected to higher rates of non-compliance identified through the 2021 statutory declaration. The process also captured the results of a self-initiated audit conducted by one of the operators prior to the transfer of their management services to another operator. The 2023 statutory declaration identified 12 homes for which the gross household income exceeded the maximum permitted under the housing agreement, which amounts to 8% of all units. In addition, tenants within 17 homes were found to have been charged fees not permitted by the agreement, which amounts to 11% of the units captured in the 2023 statutory declaration process. Notices of exemption and notices of default were mailed to representatives of the three owners. The notices were tied to 10 of the 12 LEMR homes for which income exceedances were found. The bases for these exemptions were as follows:
 - temporary nature of the exceedance, such as increased income from a student co-op position, cyclical contract work, and the receipt of vacation time payout; and
 - limited extent to which the income threshold was exceeded, for instance, the income falling within 10% of the limit and there being no previous income exceedance.

Notices of default were mailed to the LEMR unit owners and property managers for the two instances of income exceedance that were not justified by unique circumstance and where household incomes were not expected to fall below the threshold. In these instances, the tenants vacated their units voluntarily or were issued with a notice to end tenancy and given up to six months to vacate their unit.

2024 statutory declaration process

The 2024 statutory declaration process was initiated in July 2024. This process was the most comprehensive audit undertaken to date, capturing approximately 85% of all built LEMR and non-market homes in Richmond. Non-market homes are those for which rent rates, set below market rates, have been secured by way of a housing agreement. These homes may also be tailored to a specific segment of the population, such as seniors and professional artists. The 2024 statutory declaration process applied to a total of 843 homes including 394 LEMR homes and 449 non-market homes, across 36 buildings and 29 operators. Units captured during the most recent declaration were in addition to the 152 homes captured during the 2023 declaration, bringing the total homes reviewed over the past two years to 995 homes. These 995 homes represent 100% of all LEMR and non-market homes in the City that are currently constructed and occupied, and for which there is a housing agreement.

As it relates to owner/operator-based defaults, tenants within 33 homes were found to have been charged prohibited fees and 10 homes were found to be paying rents in excess of those permitted, collectively representing 5% of the homes captured. Housing agreement terms allow the City to charge the owner a “daily amount,” following the City’s issuance of a notice of default. This daily amount, being \$100, would be charged to the owner on a daily basis until the default is addressed. Reimbursement for the prohibited fees and excess rents charged to the tenant(s) will remedy these defaults.

Regarding tenant-based defaults, the 2024 statutory declaration identified 52 homes for which the gross household income exceeded the maximum permitted, representing 6% of the total captured. At the time of preparing this report, remedies to 10 of the 52 instances of income default had been realized through the owner’s issuance of an end-of-tenancy notice to related tenant(s). Remedies to the outstanding instances of default are ongoing. Formal notices of default have yet to be issued as direction pertaining to the potential granting of exemptions to income exceedances is being sought.

Policy consideration for granting exemptions to instances of income exceedance

The tenant(s) of a LEMR or non-market rental home are commonly living in core housing need, or potentially extreme core housing need, spending 30% or 50% of their gross household income on shelter costs, respectively. Considering this, there may be merit in granting an exemption to an instance of income exceedance recognizing that household incomes can vary from time to time. Through the statutory declaration process, the following reasons underlying gross household income exceedance were identified:

- the receipt of back payments from the Canada Revenue Agency for retirement income;
- the receipt of benefits and payments similar to the CERB benefit;
- increased income resulting from a student in the household taking on a co-op position;
- income of live-in caregiver or adult supporting a senior who lives on a fixed income;
- cyclical contract work; and
- the receipt of vacation time payout.

The creation of a Council Policy pertaining to the granting of income exceedance exemptions is recommended as a means of maintaining consistency in pursuing remedies. The following circumstances, and others that may be offered by Council, would be recognized in the Policy as a basis for granting an exemption:

1. The basis for the income exceedance demonstrates that it is limited and unlikely to reoccur;
2. The income exceedance has not occurred in the two years preceding the year of default; and
3. The extent of the exceedance is limited to no more than 10% of the income threshold applicable to LEMR and non-market rental homes.

The noted Council Policy will be drafted and brought back to Council for consideration in a future staff report.

Financial Impact

None.

Conclusion

The results of the 2024 statutory declaration process demonstrated a high degree of compliance with the terms and conditions of housing agreements used to secure LEMR and non-market rental homes. Since the 2023 statutory declaration, the City has been able to capture 100% of all LEMR and non-market homes in the City to ensure their compliance with their respective housing agreements. This report recommends that staff bring forward a Council Policy to support granting justified exemptions to instances of income exceedance, allowing those in need of affordable housing to have stable housing, when consistent with the policy.



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



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

- Att. 1: Priority Groups Served by the LEMR Program
Att. 2: Overview of the LEMR Program
Att. 3: Statutory Declaration Form Template

Priority Groups Served by the LEMR Program

Priority Groups		Identified Housing Gaps*
Families, including lone-parent families, families with children, and multigenerational families.	→	<ul style="list-style-type: none"> ▪ Family-friendly 2-3 bedroom units ▪ Low-end of market rental housing ▪ Purpose built rental housing
Low and moderate income earners, including seniors, families, singles, couples, students, and persons with disabilities.	→	<ul style="list-style-type: none"> ▪ Low-end of market rental housing ▪ Purpose built rental housing
Persons with disabilities.	→	<ul style="list-style-type: none"> ▪ Accessible, Adaptable, and VISIBLE Housing ▪ Low-end of market rental housing
Low- and moderate-income seniors.	→	<ul style="list-style-type: none"> ▪ Low-end of market rental housing
Vulnerable populations, including households on fixed incomes, persons experiencing homelessness, women and children experiencing family violence, individuals with mental health/addiction issues, and indigenous people	→	<ul style="list-style-type: none"> ▪ Low-barrier housing* ▪ No-barrier housing* ▪ Non-market housing for singles, couples, & families

Overview of the LEMR Program

The LEMR Program has evolved since it was launched in 2007. Housing agreements used to secure LEMR units under the 2007 AHS used BC Housing's Household Income Limits (HILs) to define tenant eligibility. Maximum rents were set at 30% of these HILs, divided by twelve (months), upholding affordability for low and moderate-income households (see Table 1).

Table 1: Household Income Limits and Maximum Rents Under BC Housing's HILs

Unit Type	BC Housing's 2023 Household Income Limit	Maximum Permitted Rent ¹
Studio	\$58,000	\$1,450
1 Bedroom	\$58,000	\$1,450
2 Bedroom	\$72,000	\$1,800
3 Bedroom	\$86,000	\$2,150

¹ The noted maximum permitted rents are those that would be applicable at the time of any new LEMR unit tenancy. Rents applicable to existing tenants would be linked to the HIL that existed at the time of initial unit occupancy with annual rent adjustments as permitted under the *Residential Tenancy Act*. The rents shown in Table 1 have been adjusted based on increases in the Consumer Price Index.

In 2017, Council amended the framework of its LEMR Program. Maximum rents were set at 10% below the Canada Mortgage and Housing Corporation's (CMHC) 2016 average market rents for the City of Richmond and income thresholds were set at 10% below BC Housing's 2016 HILs applicable to the Vancouver Planning Area. Until 2024, maximum rents and income thresholds remained fixed save for modest inflationary adjustments based on Consumer Price Index (CPI) rate increases.

In 2024, Council endorsed changes to the LEMR Program by setting maximum rents at 10% below CMHC average market rents for Richmond. This new benchmark allows annual adjustments to rents for new LEMR unit tenancies with rents applicable to existing tenancies being increased as permitted under the *Residential Tenancy Act*. Income thresholds are defined by multiplying the maximum rent by 12 (months) and then dividing the sum by 0.30, resulting in annual rents being 30% of the defined income threshold. Table 2 outlines the LEMR rent rates and income thresholds that would apply to tenancies starting in 2025.

Table 2: Household Income Limits and Maximum Rents Under BC Housing's HILs

Unit Type	2024 CMHC Market Avg. (Richmond)	Max. Permitted Rent (90% of CMHC Market Avg.)	Housing Income Threshold
Studio	\$1,451	\$1,306	\$52,240
1 Bedroom	\$1,724	\$1,552	\$62,080
2 Bedroom	\$2,127	\$1,914	\$76,560
3 Bedroom	\$2,238	\$2,014	\$80,560

Declarations should be signed, stamped, and dated and witnessed by a lawyer, notary public, or commissioner for taking affidavits.

SCHEDULE to Housing Agreement

**STATUTORY DECLARATION
(Affordable Housing Units)**

CANADA)	IN THE MATTER OF Unit Nos. _____ - _____
)	(collectively, the " Affordable Housing Units ") located
)	at
)	_____
PROVINCE OF BRITISH COLUMBIA)	(<i>street address</i>), British Columbia, and Housing
)	Agreement dated _____, 20____ (the
TO WIT:)	" Housing Agreement ") between
)	_____ and
)	the City of Richmond (the " City ")

I, _____ (full name),
of _____ (address) in the Province
of British Columbia, DO SOLEMNLY DECLARE that:

1. ☐ I am the registered owner (the "**Owner**") of the Affordable Housing Units;
or,
☐ I am a director, officer, or an authorized signatory of the Owner and I have personal knowledge of the matters set out herein;
2. This declaration is made pursuant to the terms of the Housing Agreement in respect of the Affordable Housing Units and information as of the date _____
3. Continuously since the last Statutory Declaration process:
 - a) the Affordable Housing Units, if occupied, were occupied only by Eligible Tenants (as defined in the Housing Agreement); and
 - b) the Owner of the Affordable Housing Units complied with the Owner's obligations under the Housing Agreement and any housing covenant(s) registered against title to the Affordable Housing Units;

Page 1 of 2 – continued on next page...

*Declarations should be signed, stamped, and dated and witnessed by a lawyer,
notary public, or commissioner for taking affidavits.*

... continued from Page 1 – Page 2 of 2

4. The information set out in the table attached as Appendix A hereto (the “**Information Table**”) in respect of each of the Affordable Housing Units is current and accurate as of the date of this declaration; and
5. I obtained the prior written consent from each of the occupants of the Affordable Housing Units named in the Information Table to: (i) collect the information set out in the Information Table, as such information relates to the Affordable Housing Unit occupied by such occupant/resident; and (ii) disclose such information to the City, for purposes of complying with the terms of the Housing Agreement.

And I make this solemn declaration, conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath and by virtue of the *Canada Evidence Act*.

DECLARED BEFORE ME at

_____ in the
Province of British Columbia, Canada, this
_____ day of _____, 20____

A Notary Public and a Commissioner for taking
Affidavits in and for the Province of British
Columbia

(Signature of Declarant)
Name:

*Declarations should be signed, stamped, and dated and witnessed by a lawyer,
notary public, or commissioner for taking affidavits.*

APPENDIX A

Building Name:														Property Manager Name:																											
Property Management Company:														Property Manager Phone Number:																											
Building Address:														Property Manager Email:																											
Unit and Household Information														Income and Rent														Fees Collected (For any fees charged, provide details and explanation regarding the fees to the City together with the Statutory Declaration)													
Row #	Unit #	Unit Type	Number of Occupants	Related to Owner (Yes/No)	Number of Occupants 18 years and Under	Number of Occupants who are "Seniors" as defined in Housing Agreement	Starting Year of Tenancy	Before-tax Income of Occupants 18 years & Over (Provide one response per occupant)				Combined Before-tax Income of Occupants 18 years & Over			Income Verification Received (Yes/No)		Rent (\$/Month)	Parking Fees	Move-In / Move-out Fees	Storage Fees	Amenity Usage Fees	Other Tenant Fees																			
0	101	3 BR	4	No	1	1	2022	3-Years Prior to Year of Stat. Dec.	2-Years Prior to Year of Stat. Dec.	1-Year Prior to Year of Stat. Dec.	3-Years Prior to Year of Stat. Dec.	2-Years Prior to Year of Stat. Dec.	1-Year Prior to Year of Stat. Dec.	Yes	Yes	\$1,511.19	\$ -	\$ -	\$ -	\$ -	\$ -																				
1																																									
2																																									
5																																									



City of Richmond

Report to Committee

To: General Purposes Committee
From: Peter Russell
Director, Housing
Date: March 26, 2025
File: 08-4057-05/2023-Vol 01
Re: **Enhancing Access to Affordable Housing through Low-End Market Rental Program Management Changes**

Staff Recommendations

1. That a registry of Low-End Market Rental (LEMR) homes be established and maintained on the City's website as described in the report "Enhancing Access to Affordable Housing through Low-End Market Rental Program Management Changes" dated March 26, 2025, from the Director, Housing;
2. That public information resources on the LEMR Program be expanded to recognize property-specific rents and eligibility criteria supported by a mapping tool to aid those in their search for affordable housing in Richmond; and
3. That the LEMR Program be assessed to determine how it is serving the housing needs of the Priority Groups recognized in the Affordable Housing Strategy 2017–2027, and that the findings of this assessment, and any related recommendations, be reported to Council.

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

Att. 3

REPORT CONCURRENCE		
ROUTED TO: Finance Department	CONCURRENCE <input checked="" type="checkbox"/>	CONCURRENCE OF DEPUTY CAO
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

This report responds to the following Planning Committee referral from March 19, 2024.

That staff be authorized, via an expression of interest, to explore opportunities to retain an independent organization to manage the Low-End Market Rental (LEMR) Program and report back to Council.

The above-noted Committee referral followed the report “Low-End Market Rental (LEMR) program and LEMR Unit Management” dated March 8, 2024, which provided information on the LEMR Program (Program) recognizing submissions from the Richmond Poverty Reduction Coalition (Coalition) received between 2022 and 2023. The submissions advocated for a review of the Program and the development of a LEMR housing registry and waitlist.

Following receipt of the referral, LEMR owners and operators were engaged to determine their interest in contributing towards the creation of a centralized registry and waitlist. Participants identified limits in their ability and interest in managing these components of the Program. Participants did, however, offer suggestions to improve the overall management of the Program. These suggestions can be addressed through the measures described in this report. Options beyond the recommended measures in this report are listed at the end of the report.

This report supports Council’s Strategic Plan 2022–2026 Focus Area #4 Responsible Financial Management and Governance:

Responsible financial management and efficient use of public resources to meet the needs of the community.

4.2 Seek improvements and efficiencies in all aspects of City business.

This report supports Council’s Strategic Plan 2022–2026 Focus Area #6 A Vibrant, Resilient and Active Community:

Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.

6.4 Support vulnerable populations through collaborative and sustainable programs and services.

This report also supports Strategy Directions 3, 4 and 5 of the City of Richmond’s Affordable Housing Strategy (2017–2027):

- 3. Build Capacity with Non-Profit Housing and Service Providers*
- 4. Facilitate and Strengthen Partnership Opportunities; and*
- 5. Increase Advocacy, Awareness and Education Roles.*

The scope of the referral response relates to the management of the LEMR Program and not the management or ownership of LEMR units. The latter aspect of the Program would entail matters such as tenant selection, rent collection, unit maintenance, and issues resolution. The

current LEMR Program is structured such that the City is a third party to the LEMR unit tenant-and-owner relationship. This structure removes the City from direct interactions with tenants, whose needs are otherwise met by property managers. The integrity of the Program is upheld by the City through a statutory declaration process.

A report titled “Low-End Market Rental and Non-Market Rental Housing Oversight: Summary of the 2024 Statutory Declaration Process” is a companion report to this report and is being presented on the same agenda. The report provides updated information about the City’s management of the LEMR Program. A referral response pertaining to the creation of a housing authority is under review; Council direction on this report and the companion report noted above will benefit ongoing analysis of options to support Council’s overall housing objectives, including advisement on the housing authority referral.

Analysis

When the LEMR Program was established in 2007, its primary objective was to increase the supply of affordable rental homes for low- and moderate-income households who can pay rent and demonstrate compliance through the statutory declaration process. The Program is designed to support these objectives with a focus on serving Priority Groups as identified in the Affordable Housing Strategy (AHS) (see Attachment 1), including low- and moderate-income earners, families, seniors, students and persons with disabilities.

As the LEMR Program has evolved, a broader range of strategic objectives has emerged. These objectives are largely defined in the AHS. The Program now provides greater support for families by increasing the required proportion of two- and three-bedroom LEMR homes while also requiring that a minimum of 85% of all LEMR homes incorporate enhanced accessibility features, allowing tenants to age in place. The AHS seeks to empower non-profit housing organizations (NPOs) to own and operate LEMR housing, recognizing that NPOs commonly have a mandate to support tenants in achieving successful housing outcomes.

In exploring options for Program management, the following key objectives were identified:

1. **Equity and Accessibility:** The Program should provide priority groups fair and inclusive access to LEMR housing, considering the immediate housing needs of Richmond residents;
2. **Transparency and Clarity:** The Program should provide clear, accessible, and user-friendly information, identifying the location of LEMR housing, the associated rent structure and income limitations, and the suitability of the unit for eligible tenants; and
3. **Integrity:** The Program should be maintained with ongoing oversight and enforcement to ensure those in the greatest need of affordable housing are served by the Program.

As a complement to the LEMR Program, the City works with senior levels of government and local non-profit housing operators to provide housing for more vulnerable populations, including those living on a fixed income, persons experiencing homelessness, women and children fleeing violence, individuals with mental health/addiction issues, and Indigenous people. The 129 homes at Storeys (8080 Anderson Road) and the 25 units of affordable housing at Harbour House (4831 Steveston Highway) are good examples of how the City can

work with community partners to build housing for those in deep need. The Storeys project is located on City-owned land and was constructed with funding from BC Housing; Harbour House includes capital and operating funding from the Canada Mortgage and Housing Corporation and BC Housing. These projects are operated by local non-profit housing organizations that serve Richmond residents.

Consultation with LEMR owners, non-profit operators, industry advocates and developers

In an effort to better define the responsibilities tied to LEMR Program management, three rounds of engagement with LEMR unit owners, operators and advocacy groups were carried out, the latter including representatives of the Urban Development Institute, the BC Non-Profit Housing Association, and the Coalition. This engagement included an examination of the option of hiring an independent organization to create and maintain a centralized registry and waitlist. Based on the feedback received, it is understood that there are a number of impediments to appointing a single independent organization to manage the LEMR Program at this time. These impediments are presented alongside the introduction of options below that could be implemented by the City to improve the transparency, accessibility and integrity of the Program.

1. **Email Survey (April – May 2024):** Solicited feedback from non-profit housing operators. Four operators responded, representing 449 affordable rental homes, including LEMR and non-market rental homes, the latter including homes for seniors operated by Kiwanis.
2. **In-Person Roundtable (July 2024):** Focused on how tenants experience the application process and the feasibility of establishing a centralized waitlist. The roundtable involved 29 attendees, including LEMR operators, developers and housing advocates.
3. **Online Survey (September – November 2024):** Provided through Let's Talk Richmond and focused on validating solutions to the challenges confronting Program management as explored in the Roundtable. The survey tested interest among operators in participating in a centralized registry. Ten operators responded, representing 163 LEMR homes.

The first two rounds of consultation were largely intended to define existing challenges with the LEMR Program and to explore measures that could be taken to address these challenges. The following challenges were consistently identified by participants:

- **Residents cannot easily determine availability and eligibility for LEMR homes:** Staff receive many enquiries from residents who are unaware how to identify and apply for available LEMR homes. Operators have, in effect, very few vacancies. Operators have advised that they receive high volumes of enquiries each week and cannot always respond to those seeking access to a LEMR home. This circumstance leaves residents confused about their eligibility for LEMR housing and their chances of accessing a LEMR home.
- **Priority groups face unique challenges to access LEMR homes:** Vulnerable populations including persons with disabilities and seniors face unique challenges in accessing LEMR housing. These persons may lack the resources necessary to navigate

the housing application process, facing challenges in completing what can be a complex submission practice, or accessing transportation when needing to meet with a property manager, promptly, to discuss housing availability. Further, these groups may be overlooked by property managers because of real or perceived concerns about their ability to pay. While seniors face unique challenges, they are successfully accessing LEMR housing. Based on statutory declarations in 2023 and 2024, 55% of LEMR and non-market homes have at least one resident 55 years or older.

There are a number of opportunities to address the above-noted challenges and, in doing so, help those more effectively identify LEMR housing opportunities and tenant eligibility.

Establishing a list for those seeking access to LEMR homes

The creation of a waitlist would only capture those actively seeking access to LEMR housing. Generally, a waitlist is considered advantageous if it can be effectively used to lessen the number of applications needed by those seeking LEMR housing and if it helps lessen the time it takes to gain access to a LEMR home. Feedback from owners/operators suggests the creation of a centralized waitlist may be problematic for several reasons including:

1. **Limited Turnover:** Through the engagement activities, it is understood that there are low levels of turnover in LEMR homes; approximately five per cent of homes become available each year, representing roughly 30 homes with the current stock of 546 LEMR homes to the end of December 2024. This suggests that the time it takes to be considered for access to a LEMR home may be prolonged, resulting in frustration for the candidate tenant on a waitlist.
2. **Voluntary Participation:** The ability of the City to require current LEMR unit owners to participate in a centralized waitlist could only be mandated in the terms of new housing agreements, or at the time of an amendment. Four of the ten operators surveyed said they would voluntarily participate in a centralized waitlist. Without greater participation, applicants are unlikely to receive timely access to LEMR homes and may lose trust in the Program.
3. **Multiple Waitlists:** Generally, LEMR unit owners/operators maintain their own waitlists. Further, several non-profit operators noted they may also use BC Housing's Housing Registry. BC Housing's Registry differs from a waitlist in that it organizes applicants based on their overall level of housing need; it is not a first-come, first-served waitlist.
4. **Control Over Tenant Selection:** Non-profit operators expressed a desire to maintain control over tenant selection to ensure those gaining access to LEMR homes meet the eligibility requirements of both the LEMR Program and the mandate of their organization. It is also a practice to assess prospective tenants based on their fit with other tenants in the building.

Considering the feedback outlined above, a centralized waitlist will be a challenge to establish and maintain and may lead to even greater frustration for those seeking LEMR housing. Opportunities to enhance the LEMR Program and improve access to LEMR housing for eligible tenants are outlined below.

Recommended options to improve how residents access LEMR housing

The overall performance of the LEMR Program could be enhanced by establishing a registry of upcoming and available LEMR homes and by increasing the amount of information pertaining to developments that provide LEMR housing to the community. These measures will help improve access to LEMR homes for Richmond residents and provide increased transparency and clarity around tenant eligibility, income thresholds, permitted rents, and unit suitability. The following sections provide additional detail regarding these opportunities.

Establish a registry of upcoming and available LEMR homes

At present, residents seeking access to LEMR homes are referred to the City's Affordable Housing Guide. The Guide lists all developments with LEMR homes in addition to non-market housing, which commonly includes housing for which subsidies and/or supports are provided. One of the drawbacks in this approach is that those enquiring about LEMR home availability are required to contact each of the LEMR owners/operators and other entities noted in the Guide. This process can be time-consuming and, with limited turnover, can prove to be fruitless.

To address these challenges, a registry of upcoming and available LEMR homes can be created and added to the City's website; a mock-up of the registry is provided in Attachment 2. The registry would include a list of developments that are expected to be completed within the next six to twelve months. This list would allow residents to see what opportunities are on the horizon and allow them to add their name to a list, maintained by the City, which would be shared with the developer or appointed LEMR housing operator. The eligibility of those seeking access to a LEMR home would be carried out when they request to be on this list. The list would not be a "centralized waitlist," where those enquiring about access to a LEMR home are placed on a shared list with some level of prioritization. Rather, the list would be a centralized list of those interested in LEMR housing with some vetting of eligibility to assist the LEMR home owner/operator in their selection of an eligible tenant(s).

A City-managed LEMR home registry could also identify available LEMR homes within existing developments. This component of the registry could be supported through regular and ongoing engagement with LEMR home owners/operators who would be asked to voluntarily share information about available or soon-to-be available LEMR homes. The registry would need to clearly identify participating and non-participating LEMR home owners/operators, as those seeking LEMR homes would need to engage non-participating owners/operators separately. Feedback received through engagement shows promising support, with seven of ten operators willing to participate; these operators oversee 141 LEMR homes.

Improve public-facing information pertaining to LEMR housing

It is recommended that the depth of information made available to the public, including LEMR home eligibility, rent rates, key contact information, unit mix details, building accessibility and other matters be enhanced. Using mapping and online documents, the availability of this information will help improve transparency and accessibility. The information may also help reduce the time applicants spend applying for LEMR housing for which they may not be eligible or where the composition of the unit does not address the

specific needs of the household, for example, where LEMR homes in a development are limited to studio or one-bedroom unit types.

Decisions pertaining to the depth of information made available will be informed by engagement with those seeking access to LEMR homes, being the targeted end-user of the resources. Further, an emerging network of not-for-profit organizations, including LEMR unit housing owners and operators, established through the creation of a Non-Profit Partnership Program, an initiative funded through the Canada Mortgage and Housing Corporation's (CMHC) Housing Accelerator Fund (HAF), can be leveraged. It is anticipated that improved information will be presented in the following formats:

1. Updates to the Affordable Housing Guide with property-level information on rents and eligibility criteria;
2. Creation of a map viewer that identifies built LEMR homes and LEMR homes under construction. The map viewer would allow users to access key data pertaining to the development by selecting a property button over top of the location of LEMR housing; and
3. Tenant and Landlord resources and guides that recognize the City's statutory declaration process and the overall objectives of the LEMR Program, being to serve priority groups in need of affordable rental housing, in Richmond.

Through these improvements, confusion for both residents and operators will be reduced supporting the overall performance of the LEMR Program. To support the above activities, funding is available for a two-year temporary staff position to initiate and monitor Program enhancements as well as field requests from residents seeking access to LEMR homes.

Assess the housing needs of priority groups

The LEMR Program is designed to serve families, seniors, low and moderate-income earners, and persons with disabilities. Those who are struggling with mental health and addiction issues, those living on a fixed income, women and women with children fleeing violence, and those experiencing homelessness require alternative housing and complementary supports to maintain housing stability. Staff will continue to collect and analyse information as it relates to the needs of those accessing LEMR housing in addition to the needs of more vulnerable segments of the community. This will involve engaging existing LEMR owners/operators and members of the Non-Profit Partnership Program, many of whom work for organizations that serve those in need of housing with supports. Staff will also draw from the findings of the 2021 Housing Needs Report and the more recent 2024 Interim Housing Needs Report.

Options to manage the LEMR program and LEMR housing

Although this report focuses on measures to improve the overall performance of the LEMR Program it is recognized that Council has a desire to explore opportunities for the City to be more directly involved in LEMR housing management. Three options are offered below. Attachment 3 provides complementary information on existing LEMR ownership models.

1. Maintain current approach (recommended):

At present, the City is a third party to the landlord-tenant relationship. As such, the City is not responsible for standard landlord duties including tenant selection, rent collection, unit maintenance and issues resolution. Through the statutory declaration process, the City has been able to confirm the owner's compliance with the terms of housing agreements through which the City is a party to the operation of LEMR housing. The 2024 statutory declaration process captured 843 homes including 349 LEMR homes and 449 non-market rental homes. Overall, there were 95 instances of default, representing 11% of the units captured by the process. Of the 95 defaults, 10 had been resolved at the time of preparing this report.

Staff will undertake a review of approaches to refine tenant eligibility considering wealth and assets held by those seeking access to a LEMR home and evaluate the depth of housing need experienced by priority groups as identified in the AHS. Through discussions with BC Housing and staff from the Metro Vancouver Housing Corporation (MVHC), it is understood that access to affordable, and in some cases subsidized, housing requires that the tenant(s) have assets limited to \$100,000 or less. Further work evaluating the framework of the LEMR Program will allow the City to ensure it continues to serve those who are not able to access housing in the private market. The City can continue to strengthen its overall management of the LEMR Program through the measures outlined in this report and the ongoing implementation of the statutory declaration process. This option includes a request for an additional staff resource to support the implementation of enhancements to, and the monitoring of, the LEMR program as noted above.

2. Selection of a Non-Profit Organization (NPO) (not recommended):

Through a request for proposals, the City could look to secure an NPO to oversee the management of all LEMR housing. Responsibilities, stipulated via contract, could include tenant selection and other landlord duties as noted in Option 1. It is understood that most NPOs are not licensed under the *Real Estate Services Act*, so while an NPO can operate units they own, and in doing so select tenants and enter into tenancy agreements, they cannot perform the full suite of property management functions when acting on behalf of an owner.

This option would come at a greater cost to the City compared to Option 1. At present, NPOs secured by a developer are commonly paid a management fee. As a non-profit entity, the fee is limited to covering the costs of providing staffing to oversee LEMR home management, maintenance and the establishment of a long-term replacement reserve. When management costs rise beyond the fees negotiated with the LEMR home owner, the NPO may be forced to rely on member donations to support operations. It is understood that some operators are charging owners a per-unit fee to conduct the City's statutory declaration process; a similar fee could be charged to the LEMR home owner for the use of the City-appointed NPO.

Feedback received through engagement with NPOs and other industry partners suggests this option will be difficult to implement effectively. In many instances the owner of a LEMR home has already entered into an arrangement with a for-profit property manager or an NPO to manage the LEMR housing. Moving forward, the City

could set out an obligation of an owner/developer to secure an NPO, identified by the City, to manage the LEMR housing. This obligation would be stipulated in the housing agreement and perhaps another form of operating agreement entered into with the City, NPO and LEMR home owner. Securing a single NPO to manage all LEMR homes could lessen the ability of those not secured for this purpose to serve their targeted communities. To the contrary, having more control or oversight over the management of LEMR housing could provide the City additional assurance that those in the greatest need of LEMR housing are being served by the Program.

3. Retention of a Third Party LEMR Housing Manager (not recommended):

Similar to Option 2, the City could retain a for-profit independent LEMR housing manager to perform the duties of a landlord as prescribed by the City. The option would come at a greater cost to the City compared to Options 1 and 2, as the for-profit property manager would not be limited in their ability to realize a return on their service. The retention of a single, for-profit, entity to manage all LEMR housing would lessen the ability of NPOs to be directly engaged in LEMR home management. This could detract from the ability to secure organizations that have a mandate to serve vulnerable segments of the Richmond community.

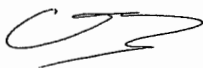
The establishment of the Housing Office has enhanced the City's ability to effectively manage the LEMR Program. Retaining an NPO or for-profit property manager to oversee LEMR housing will come with a cost and lessen the pool of organizations directly engaged in the LEMR Program. For these reasons, staff are not recommending Options 2 or 3.

Financial Impact

Funding for a two-year temporary full-time staff position, amounting to \$220,000 over two years, is available to support the implementation of activities noted in this report using Housing Accelerator Fund (HAF) funding from the Canada Mortgage and Housing Corporation.

Conclusion

This report outlines opportunities to improve the management of the LEMR Program. Creating a registry of upcoming and available LEMR homes and a better platform for the sharing of information will improve the transparency, efficiency and integrity of the Program.



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Att. 1: Priority Groups to be Served by the LEMR Program

Att. 2: Housing Registry & Map Viewer Mock Up

Att. 3: Ownership Models of Low-End Market Rental (LEMR) Housing in Richmond

Priority Groups to be Served by the LEMR Program

Priority Groups		Identified Housing Gaps*
Families, including lone-parent families, families with children, and multigenerational families.	→	<ul style="list-style-type: none">▪ Family-friendly 2-3 bedroom units▪ Low-end of market rental housing▪ Purpose built rental housing
Low and moderate income earners, including seniors, families, singles, couples, students, and persons with disabilities.	→	<ul style="list-style-type: none">▪ Low-end of market rental housing▪ Purpose built rental housing
Persons with disabilities.	→	<ul style="list-style-type: none">▪ Accessible, Adaptable, and Visitable Housing▪ Low-end of market rental housing
Low- and moderate-income seniors.	→	<ul style="list-style-type: none">▪ Low-end of market rental housing
Vulnerable populations, including households on fixed incomes, persons experiencing homelessness, women and children experiencing family violence, individuals with mental health/addiction issues, and indigenous people	→	<ul style="list-style-type: none">▪ Low-barrier housing*▪ No-barrier housing*▪ Non-market housing for singles, couples, & families


Housing Registry and Map Viewer Mock Up

MyRichmond

Careers

Accessibility

Translate



Search

How can we help you?

Services

Parks & Recreation

Community & Culture

Business & Development

City Hall


Home

Community & Culture

Social Development

Affordable Housing

Finding Affordable Housing



Community & Culture

Community & Culture Overview

Calendar of Events

Event Planning Resources

About Richmond

Museums & Heritage

Arts & Culture

Social Development

Community Social Development

Social Planning

Affordable Housing

Housing Projects

Finding Affordable Housing

Homelessness

Inclusion

Accessibility & Poverty Reduction

Child Care

Youth Planning

Seniors Planning

City Grant Programs

Volunteering

Finding Affordable Housing


Richmond is home to a range of affordable housing options for low and middle income households, including individuals, families, persons with disabilities and seniors.

There are three main types of affordable housing available in Richmond:

- Non-market/subsidized housing, which offers housing units significantly below average market rents
- Housing co-operatives, which are buildings where residents collectively manage the units
- Low End Market Rental (LEMR), which provides housing units for low and moderate income households

Available and Upcoming LEMR homes

Name and Address	Available homes	Availability date	Bedroom types	How to apply
Concord Galleria 8555 Capstan Way	1	Now	1	Register your interest at: affordablehousing@prompton.bc.ca
Richmond Centre 7557 Cst. Jimmy Ng Road	79	March to April 2025	Studio, 1, 2 & 3	Register your interest at: manager@richmondkiwanis.ca P: 604-278-7772
Pathways 5491 No 2 Road	24	January to March 2026	Studio, 1, 2 & 3	Register your interest at: info@pathwaysclubhouse.com



Tenant Resources

Are you facing an eviction? Please contact the Residential Tenancy Branch at 604-660-1020 to discuss your rights as a tenant.

Are you seeking one-time financial assistance to help yourself or your household remain housed? Visit the [BC-wide Rent Bank](#) website or call 604-877-8453.

Finding an Affordable Housing Unit

The following resources are available to assist in finding an affordable place to live and housing unit:

- City of Richmond publishes the [Affordable Housing Guide](#), which provides a comprehensive list of affordable housing options in Richmond

Ownership Models of Low-End Market Rental (LEMR) Housing in Richmond

Low-End Market Rental (LEMR) housing units are secured through the permitting process and delivered at below-market rents. The economics of LEMR homes consists of the cost to build the units and ongoing operation expenses. Building and operating these units is not financially self-sustaining, requiring cross-subsidization from strata sales or other funds to cover costs. To date, this cross-subsidization has been enabled through density bonuses. Below is an overview of key ownership and management structures and their high-level financial implications.

1. Developer-Owned, Privately Managed

Under this model the developer retains ownership and hires a property management company to manage the units. This model applies to the majority of existing LEMR homes. Profits from strata unit sales, supported by density bonuses, are used to lower the capital cost of the LEMR units, ensuring rental revenue is sufficient to cover operating costs, including financing. Where operating costs increase beyond rent increases there may be a need for the developer to subsidize the units. Developers in this category are more likely to be larger or have long-term investment partners who can finance the market rental and LEMR units over time. Smaller developers with limited access to long-term capital are more likely to sell LEMR and market rental units.

2. Developer-Owned, Non-Profit Managed

This model is similar to the one above although instead of a for-profit property manager the developer hires a Non-Profit Organization (NPO) to manage the units. NPOs differ from for-profit property managers because they are less likely to seek a margin on their management activities and generally serve vulnerable communities. This category represents a small number of LEMR homes but is growing due to policy changes that require clustered LEMR housing to be NPO-operated. There are three operating arrangements within this category:

- ***Fee for service – NPO operator:*** Most NPOs are not licensed under the *Real Estate Services Act*. As such, they cannot undertake the full suite of services otherwise carried out by a for-profit property manager. In such circumstances, an NPO may partner with a licensed for-profit property manager and offer select services on a fee-for-service basis. The NPO will select tenants and ensure compliance with the LEMR program, while the property manager will manage rent collection, maintenance and compliance with the *Residential Tenancies Act*.
- ***Full-Service Property Management:*** Where an NPO is licensed, it can undertake full property management services and charge a management fee, often a percentage of rent, to cover their costs. NPOs under this arrangement often operate at cost, primarily to benefit their communities with housing.

3. NPO owned LEMR

In this model, developers sell LEMR units, typically at a discount, to an NPO, reducing long-term liabilities and allowing them to reinvest capital. This is the preferred option for most developers but there are limited buyers available. NPOs can struggle with the equity required to secure financing despite purchasing homes at below market prices. Below market rents limit the revenue available, which means NPOs need more upfront equity or other sources of income to secure financing. While this scenario is financially challenging, often requiring federal or provincial funding, it can have positive impacts as NPOs grow their equity. NPOs can leverage any equity increases for future purchases or, once homes are paid off, reinvest returns to subsidize future housing.

Subject: Immediately withdraw the practice of issuing gift cards to employees.

Member of Council: Kash Heed

Meeting: General Purposes Committee (Public)

Notice Provided on: April 11, 2025

For Consideration on: April 22, 2025 in accordance with Procedure By-law No 7560

Background

The misuse of gift cards in employee recognition has compromised their original intent. Rather than being meaningful rewards, they have often turned into instruments of favoritism or hollow praise. While giving gift cards to employees can be a thoughtful gesture, several problematic practices have emerged that challenge the fairness and integrity of this approach.

Linking gift card rewards to performance metrics may encourage unethical behavior within the workplace. Additionally, selectively awarding gift cards to certain individuals based on perceived bias fosters a toxic atmosphere, contradicting our core value of treating all employees fairly.

Recently identified gaps in communication have failed to clarify the terms and restrictions associated with gift card usage, leaving employees misinformed and diminishing the perceived value of the recognition. Furthermore, neglecting the tax implications related to gift card distributions has led to unexpected legal complications, with employees potentially facing tax liabilities on what they assumed were non-taxable gifts.

Moreover, using gift cards as a subtle means to influence employee behavior or to deter them from raising concerns about workplace issues has eroded trust within the organization.

It is essential to cultivate a workplace where employees feel genuinely appreciated for their contributions and open communication is encouraged. Relying on gift cards as a primary method of recognition, rather than offering competitive salaries or bonuses, can breed resentment, especially if employees feel their efforts are undervalued. By establishing clear guidelines for recognition that do not rely on gift cards, we can reduce the likelihood of misuse and ensure that acknowledgment remains meaningful and effective.

Motion

1. That the Chief Administrative Officer (CAO) immediately withdraw the practice of issuing gift cards to employees;
2. That the CAO implement practices such as structured recognition programs that prioritize fairness and meaningful appreciation for employees; and,
3. That the General Manager of Finance and Corporate Services determine the cash value of the current stock of gift cards and a process to recover the cost and/or distribute the cards to charitable entities such as non-profits distributing food to our most needy.