



# City of Richmond

## Notice and Agenda Special Council Meeting

Public Notice is hereby given of a Special Council meeting duly called in accordance with Section 126 of the *Community Charter*, to be held on:

**Date:** Thursday, May 17, 2018

**Time:** 7:00 p.m.

**Place:** Council Chambers  
Richmond City Hall  
6911 No. 3 Road

Public Notice is also hereby given that this meeting may be conducted by electronic means and that the public may hear the proceedings of this meeting at the time, date and place specified above.

The purpose of the meeting is to consider the following:

### CALL TO ORDER

### COMMITTEE OF THE WHOLE

*Motion to resolve into Committee of the Whole to hear delegations on the agenda item.*

Delegations from the floor on the agenda item.

*Motion to rise and report.*

**CNCL – 1  
(Special)**

Special Council Agenda  
Thursday, May 17, 2018

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COMMUNITY SERVICES DIVISION

1. **PROPOSED MODULAR SUPPORTIVE HOUSING AT 7300  
ELMBRIDGE WAY - SUMMARY OF ENGAGEMENT FINDINGS**  
(File Ref. No.: 08-4057-01 ) (REDMS No. 5835337 v. 13)

CNCL-3

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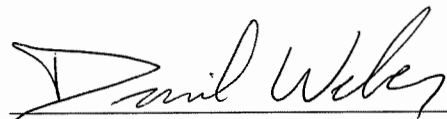
See Page CNCL-3 for full report

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STAFF RECOMMENDATION

*That the report titled "Proposed Modular Supportive Housing at 7300 Elmbridge Way – Summary of Engagement Findings" dated May 11, 2018 from the Manager, Community Social Development, be received for information.*

ADJOURNMENT



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David Weber  
Corporate Officer



# City of Richmond

## Report to Council

**To:** Richmond City Council **Date:** May 11, 2018  
**From:** Kim Somerville **File:** 08-4057-01/2018-Vol 01  
 Manager, Community Social Development  
**Re:** **Proposed Modular Supportive Housing at 7300 Elmbridge Way - Summary of Engagement Findings**

### Staff Recommendation

That the report titled “Proposed Modular Supportive Housing at 7300 Elmbridge Way – Summary of Engagement Findings” dated May 11, 2018 from the Manager, Community Social Development, be received for information.

Kim Somerville  
 Manager, Community Social Development  
 (604-247-4671)

Att. 1

| REPORT CONCURRENCE   |  |                                       |
|--|--|---------------------------------------|
| <b>ROUTED TO:</b>  | <b>CONCURRENCE</b>   | <b>CONCURRENCE OF GENERAL MANAGER</b> |
| Communications<br>Development Applications                   | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> |                                       |
| <b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b> | <b>INITIALS:</b><br>   | <b>APPROVED BY CAO</b><br>            |

## Staff Report

### Origin

In the Fall of 2017, BC Housing approached the City proposing to work together on a temporary modular housing development which would provide supportive housing options for individuals experiencing or at-risk of homelessness. The proposed project would include 40 self-contained units with wraparound 24/7 supports and be located on the City-owned site at 7300 Elmbridge Way for a time period of up to five years. BC Housing would be responsible for all capital and operating funding, and RainCity Housing would be responsible for managing the housing and providing supports to tenants. Additionally, Vancouver Coastal Health would work in partnership with RainCity to provide the necessary supportive services to the tenants.

After the proposed project was announced on February 9, 2018, the City embarked on a number of engagement initiatives:

- Individual stakeholder meetings
- Online survey (LetsTalkRichmond.ca)
- Two community information meetings
- Nine discussion groups

The purpose of this report is to provide a summary of all the feedback received through the engagement initiatives and through letter, e-mail and petition submissions to the City, and to outline next steps should Council decide to approve the proposed modular supportive housing.

This report supports Council's 2014-2018 Term Goal #2 A Vibrant, Active and Connected City:

*Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.*

2.2. *Effective social service networks.*

This report supports Council's 2014-2018 Term Goal #3 A Well-Planned Community:

*Adhere to effective planning and growth management practices to maintain and enhance the livability, sustainability and desirability of our City and its neighbourhoods, and to ensure the results match the intentions of our policies and bylaws.*

3.4. *Diversity of housing stock.*

This report supports Council's 2014-2018 Term Goal #5 Partnerships and Collaboration:

*Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.*

5.1. *Advancement of City priorities through strong intergovernmental relationships.*

This report also supports the Social Development Strategy Goal #1: Enhance Social Equity and Inclusion:

*Strategic Direction #1: Expand Housing Choices*

The report provides the City with the opportunity to respond to the Affordable Housing Strategy 2017-2027 *Strategic Direction #2: Maximize use of City resources and financial tools* and *Strategic Direction #4: Facilitate and strengthen partnership opportunities*. The proposed modular supportive housing also addresses a number of the housing gaps and priority groups in need identified in the Housing Affordability Profile (companion document to the Affordable Housing Strategy 2017-2027) which are as follows:

- Vulnerable populations including households on fixed incomes, persons experiencing homelessness, women and children experiencing family violence, persons with mental health and addictions issues and Aboriginal populations; and
- Non-market housing with supports.

## **Analysis**

### Project Proposal

BC Housing approached the City proposing to work together on a temporary modular housing development utilizing a City-owned site. The project would be funded through the Province's Rapid Response to Homelessness Program, which endeavours to provide an immediate housing option and necessary support services for vulnerable individuals. The proposal from BC Housing includes 40 units of modular supportive housing for individuals who are homeless or at-risk of homelessness. The units would be rented at income assistance levels of \$375/month, and would remain on the site for up to five years. Currently, there are no supportive housing options for households in Richmond.

Each unit will be approximately 320 square feet (final unit size to be confirmed through the development permit process) in a three-storey development. The building will also include amenity spaces, such as a medical room, communal kitchen, dining area and programming/client interaction areas. The exterior design will incorporate security features, such as cameras and lighting. The site will also be staffed 24/7 by an experienced housing provider.

In terms of operations, support services for tenants will be integrated into the development. RainCity Housing (RainCity) is the selected operator, with over 35 years' experience in managing and delivering supportive housing across Metro Vancouver. RainCity will be responsible for all operations, including providing support services to tenants and maintaining the building and site. In collaboration with Vancouver Coastal Health (VCH), healthcare services will be provided to tenants. With VCH's Anne Vogel Clinic located in close proximity (less than a five-minute walk), residents will be able to access services at the clinic or in their homes. Some examples of the support services offered include:

- Meals;
- Laundry facilities;

- Support for residents to maintain their tenancies;
- Life skills;
- Social/recreational supports;
- Connection to community supports and services (including education, employment, health and wellness); and
- Assistance with accessing income (e.g. income assistance, pension, disability and/or establishing a bank account).

There will also be opportunities for RainCity to collaborate with other local non-profit providers to deliver additional wraparound services to clients.

#### Applicability to the City's Affordable Housing Strategy 2017-2027 and Community Need

The preliminary modular supportive housing proposal provides the City with the opportunity to respond to priority groups and housing gaps identified in the Affordable Housing Strategy 2017-2027 such as:

- Serving vulnerable groups including households on fixed incomes, persons experiencing homelessness, women and children experiencing family violence, persons with mental health and addictions issues and Aboriginal populations; and
- Non-market housing with supports.

The proposed modular supportive housing aims to address a community need for supportive housing for individuals at-risk of or experiencing homelessness and relieve some of the pressure in Richmond. There are currently no supportive housing options in Richmond for individuals who have low-incomes and face barriers accessing affordable and stable housing in the rental market. As well, there is a lack of rental housing units available at the income assistance rate of \$375/month. For example, local community agencies have noted that of those individuals in existing recovery programs, more than half require long term or stable housing. The lack of long term supportive or affordable housing is one of the main reasons for relapse, which may put a strain on healthcare and other first responder services. As well, women exiting Chimo Community Services' Nova House Transition House (a 10-bed facility for women fleeing violence with a maximum stay of 30 days) often do not have stable and affordable housing options available to them in Richmond. It is estimated that Chimo turns away 40-60 women every month at Nova House due to lack of available space. For men experiencing homelessness, the Salvation Army's Richmond House shelter offers 10 beds. It is estimated that the Salvation Army turns away 130 individuals per month due to lack of space.

Furthermore, the Metro Vancouver 2017 Homeless Count reported 70 individuals experiencing homelessness in Richmond, which is an 84% increase since 2014. Local service and housing providers estimate the number to be closer to 120 individuals that are currently experiencing homelessness. The proposed project would add 40 units of supportive housing units in Richmond, alleviating some of the pressures on local non-profit service providers, Nova House and the Salvation Army's Richmond House shelter. The development would also provide another option along the housing continuum between shelter services and permanent housing.

## Engagement Initiatives

City staff have worked with BC Housing, RainCity and an external engagement consultant on various engagement initiatives subsequent to the February 9, 2018 proposed modular supportive housing announcement. To date, the following engagement initiatives have taken place:

| Initiative  | Date                  | Engagement                         |
|---|-----------------------|------------------------------------|
| Online survey                                       | February 19 – March 4 | 1,980 responses received           |
| One-on-one meetings with “high-impact” stakeholders | February 16 – March 6 | 10 meetings held (38 participants) |
| Community information meeting (#1)                  | February 28           | Approximately 600 attendees        |
| Discussion groups                                   | April 17 – May 1      | 9 sessions held (137 attendees)    |
| Community information meeting (#2)                  | May 10                | 41                                 |

Information about engagement initiatives were disseminated using the following tools:

- Notices regarding the first community information meeting (sent to residents within a 50 metre radius following the standard notification process);
- News releases (in English and Chinese);
- Advertisements in local and Chinese media; and
- Updates to the City’s Rapid Response to Homelessness webpage.

To date, there has been significant interest in the proposed modular supportive housing project, generating additional feedback via various channels:

- 13,200 petition form letters expressing opposition (note that some petition form letters were sent to each Council member by the same individual)
- Written petition expressing opposition with 175 signatures
- Online petition expressing support with 1,500 signatures
- 192 letters/e-mails (mix of opposition and support) addressed to Council

The feedback from all forms of engagement is organized into themes in the Engagement Summary Report (Attachment 1). As well, feedback has been compiled and will be held in the City Clerk’s office. The section below provides an overview of the key themes brought forward by members of the public.

### Summary of Feedback Received

The feedback to the proposed modular supportive housing has been mixed. Overall, the feedback themes can be identified as either in opposition to the project or expressing support.

The primary concerns identified include:

- Perceived impact on individual and neighbourhood safety;
- Tenant selection process;
- Tenant mix and perceptions of potential tenants (e.g. expressing fear that residents may be criminals, may have mental health/addictions issues, or may be violent);
- Cost of the proposed project;
- Effectiveness of supportive housing in addressing homelessness;
- Perceived negative impact on property values;
- Project approval process;

- Loss of green space and dog park;
- Location of the proposed modular supportive housing; and
- Perceived increase in noise and garbage in the neighbourhood.

Support for the project highlighted:

- General need for supportive housing in Richmond;
- Need for permanent supportive housing options;
- Positive impact of getting people off the street;
- Perceived minimal impact on neighbourhood, as individuals experiencing homelessness are already in the community;
- Opportunities for tenants to learn good habits from each other and make positive life choices in a supportive environment;
- Appropriate location due to proximity to services and amenities;
- Need for a quick response;
- Concern that homelessness will increase if no action is taken; and
- Need for better awareness and understanding of homelessness in the community.

These themes were expressed throughout each engagement initiative. Many Richmond non-profit organizations also expressed support for the proposed supportive housing and the willingness to provide services to future tenants. Many organizations stated that the effectiveness of their services dramatically increases when clients have a stable home. Through experience, many organizations stated that supportive housing can lead to increased positive outcomes for clients including enhanced life skills, improved health status, and an increased sense of involvement within the community. The City received 13 support letters from organizations including:

- Atira Women's Resource Society;
- Chimo Community Services;
- Coast Mental Health;
- Gilmore Park United Church;
- Pathways Clubhouse;
- Richmond Addictions Services;
- Richmond Society for Community Living;
- Salvation Army;
- St. Alban Outreach and Advocacy;
- S.U.C.C.E.S.S.;
- Tikva Housing Society;
- Turning Point Recovery Society; and
- Vancouver Coastal Health.

### Responses to Feedback Received

Staff have reviewed all feedback received regarding the proposed modular supportive housing at 7300 Elmbridge Way. The following responses to the expressed concerns are as follows:



| Feedback Theme   | Response  |
|--|---|
| Perceived impact on individual and neighbourhood safety        | <ul style="list-style-type: none"> <li>• The City and BC Housing are committed to ensuring that the proposed modular supportive housing development is managed safely and responsibly.</li> <li>• Should the project be approved, a Community Steering (Advisory) Committee will be established to identify and resolve any issues, opportunities, and concerns related to the supportive housing.                             <ul style="list-style-type: none"> <li>◦ RCMP will participate in the Community Steering Committee</li> </ul> </li> <li>• Increased lighting, site design considerations and incorporation of security (cameras) would address potential issues relating to safety and be discussed through the development application process should the project be approved.</li> </ul> |
| Perceived impact of crime                                      | <ul style="list-style-type: none"> <li>• There is no evidence from the City of Vancouver to indicate an increase in neighbourhood crime with supportive housing.</li> <li>• RainCity Housing staff will be onsite 24/7 and encourage residents to connect with them to address any issues that may arise.</li> </ul>  |
| Tenant selection process                                       | <ul style="list-style-type: none"> <li>• BC Housing and RainCity Housing will undertake a thoughtful assessment process to select tenants and to understand what supportive services are required for each tenant.</li> <li>• Local service providers will be involved in tenant selection, as they have experience with homelessness in the community.</li> </ul>  |
| Tenant mix and perceptions of potential tenants                | <ul style="list-style-type: none"> <li>• Priority will be given to Richmond residents already experiencing homelessness in the community.</li> <li>• Tenants will have access to individualized wrap-around support that meets their specific needs and helps assist them towards housing independence and full participation in the community.</li> </ul>  |
| Cost of the proposed project                                   | <ul style="list-style-type: none"> <li>• Evidence states that supportive housing is the most cost effective way to support persons experiencing homelessness in a community.</li> <li>• Through the Affordable Housing Strategy, the City acknowledges that an appropriate mix of housing, including housing with supports, is essential to creating a liveable and inclusive community.</li> </ul>   |
| Effectiveness of supportive housing in addressing homelessness | <ul style="list-style-type: none"> <li>• Supportive housing is seen as a best practice for supporting people experiencing homelessness to move off the street and shelters into more permanent housing options and to reintegrate back into their community.</li> <li>• In the Affordable Housing Strategy, the City acknowledges that the right mix of housing, including housing with supports, is essential for creating a healthy, safe, and inclusive community.</li> </ul>  |
| Perceived negative impact on property values                   | <ul style="list-style-type: none"> <li>• Evidence states that the presence of supportive housing does not cause property values in the neighbourhood to decrease.</li> </ul>  |
| Project approval process                                       | <ul style="list-style-type: none"> <li>• Prior to consideration of approval, members of the public have been invited to attend two community information meetings, participate in a community forum and submit feedback through a survey on LetsTalkRichmond.ca and/or via email.</li> <li>• If approved, the proposal will follow the development application process.</li> <li>• The site currently has the appropriate zoning in place to allow for residential development. Should the project proceed to the development permit stage, the application will address form and character, and no public hearing will be required.</li> </ul>   |
| Loss of green space and dog park                               | <ul style="list-style-type: none"> <li>• A portion of the site will still be maintained as an off-leash dog park and there are a number of parks/green spaces within walking distance from the proposed site (7300 Elmbridge Way).</li> </ul>   |

|   |  |
|---|--|
| <p>Location of the proposed modular supportive housing</p>          | <ul style="list-style-type: none"> <li>• The site was thoughtfully selected due to its proximity to transit, community amenities, and health and supportive services that potential tenants already access.</li> </ul>   |
| <p>Perceived increase in noise and garbage in the neighbourhood</p> | <ul style="list-style-type: none"> <li>• RainCity Housing will undertake regular sweeps of the property and the immediate area to ensure cleanliness.</li> <li>• Like all Richmond residents, supportive housing tenants will be required to be good neighbours.</li> <li>• Tenants will agree to a Good Neighbour Agreement and will be expected not to make excessive noise or cause unnecessary disturbances, put garbage in appropriate bins, and clean up after pets.</li> <li>• Operational procedures developed with Bylaws to address potential noise and garbage challenges, as well as ongoing collaboration with RCMP.</li> </ul> |

More detailed staff responses can be found in the attached engagement summary report.

In terms of City-specific responses to the feedback received, the City will take on the following roles to proactively address concerns should the project be approved:

- Begin to develop a Memorandum of Understanding with BC Housing and RainCity to outline each partner’s roles and responsibilities, and begin negotiation of a ground lease with BC Housing;
- Actively participate in the Community Steering Committee and act as an ongoing staff liaison to the project;
- Communicate any concerns or complaints to BC Housing and RainCity Housing
- Develop operational procedures to address potential smoking, needle/garbage disposal and animal control issues should they arise;
- RCMP will provide information on an as-needed basis throughout the tenant selection process, such as their experience working with clients and behavioural observations;
  - RCMP has committed that a representative will participate on the Community Steering Committee;
  - City staff will work with RCMP staff to collect baseline data around crime rates and police calls in the area, and continue monitoring data/trends over time; and
- Continue work on the Homelessness Strategy to increase advocacy and awareness around homelessness issues in the community

Next Steps

Should Council approve the proposed project, the following process would be undertaken:

1. Establishing a Memorandum of Understanding and Ground Lease between the City and BC Housing;
2. Development Permit Submission from BC Housing to address form and character (3 months);
3. Building Permit Submission from BC Housing (1-2 months);
4. Construction of modular housing units off-site/on-site preparation work (3-4 months);
5. Establishing Community Steering Committee (1 month; while construction is taking place); and
6. Occupancy.

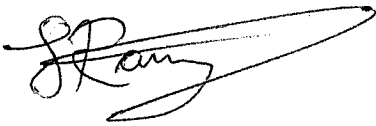
An accelerated timeframe is proposed to respond to the Rapid Response to Homelessness program guidelines, providing an opportunity to immediately house individuals in need.

**Financial Impact**

None.

**Conclusion**

The City recognizes that providing a range of affordable and diverse housing types for residents is an important element of creating a livable community. The primary objective of the Affordable Housing Strategy is to ensure that the City is successful in providing housing options for households of different ages, family types, incomes and abilities. The proposed modular supportive housing offers another option along the housing continuum to support residents in achieving stable and permanent housing. The report summarizes feedback regarding the proposed modular supportive housing through various engagement initiatives and communication channels, and provides next steps should Council approve the proposed project.



Joyce Rautenberg  
Affordable Housing Coordinator  
(604-247-4916)

Att. 1: Engagement Summary Report

## PROPOSED MODULAR, SUPPORTIVE HOUSING FOR 7300 ELMBRIDGE WAY STAKEHOLDER FEEDBACK SUMMARY

### Overview

The City of Richmond, BC Housing and RainCity Housing have partnered on a proposal for the development of 40 units of supportive housing on City-owned land at 7300 Elmbriage Way. Supportive housing is identified as a housing gap in Richmond in the Affordable Housing Strategy 2017–2027, as a result of significant community consultation as part of the update of the Strategy. Subsequent to the proposed supportive housing announcement in February 2018, City Council directed staff to engage with the public and stakeholders.

The feedback has been documented and is held at the City Clerk’s Office.

### Consultation Platforms and Engagement

A summary of the consultation platforms utilized to provide information on the proposed housing and to gain feedback from the public and stakeholders is outlined below.

#### *Dissemination of information (news release, advertisements, notice letters, webpage information)*

News releases, advertisements in the local media and social media, and notice letters were used to ensure the public was notified of the proposed supportive housing and opportunities for engagement. A City webpage dedicated to the proposed supportive housing was created and has continued to be updated as more information becomes available.

News releases were issued by the City to inform the community of engagement opportunities, including:

- Announcement of the proposed supportive housing and of the February 28 community information session (February 9);
- Announcement of the community discussion forums (April 10);
- Announcement of the May 10 community information session (May 3); and
- Announcement of the May 17 Special Council Meeting (May 10).

News releases were also translated into Chinese to meet the expressed needs of the community. Advertisements were placed in local media and on social media for both community information meetings and the community discussion forums.

Residents and businesses adjacent to 7300 Elmbriage Way were also notified through notices mailed utilizing the standard 50-meter radius applicable to other City notification processes (e.g. development applications). The notices were mailed out on Tuesday, February 13, 2018.

#### *Stakeholder Meetings*

One-on-one meetings with high-impact stakeholders (e.g. residents and businesses located adjacent to the proposed project, and service/outreach providers that may have clients in need of supportive housing) were scheduled with project partners (City of Richmond, BC Housing, RainCity Housing and

Vancouver Coastal Health) to discuss the proposed supportive housing and answer preliminary questions. Meetings were held between February 16 and March 6, 2018.

#### *Community Information Meetings*

Two (2) community information meetings were held on February 28, 2018 from 3:30 pm to 7:30 pm at the Richmond Public Library – Brighthouse (Main) Branch, and on May 10, 2018 from 3:30 pm to 6:30 pm at Richmond City Hall.

The community information sessions were drop-in style and provided the public with an opportunity to learn more about the proposed supportive housing and to ask questions to representatives from the City, BC Housing, RainCity Housing and Vancouver Coastal Health. Interpreters were present to facilitate conversations in Cantonese and Mandarin. In addition, information boards were translated into Chinese. There was an opportunity to provide feedback via paper surveys at the February 28 session. Participants at the May 10 session were asked to send additional comments to [modularhousing@richmond.ca](mailto:modularhousing@richmond.ca).

Only a limited number of participants were permitted into each of the sessions at one time due to fire safety regulations. In anticipation of a large crowd, the May 10 session was organized so that each participant was permitted into the information session for 15 minutes. This ensured that everyone had an opportunity to speak with project partners.

Over 600 people attended the community information meeting on February 28 and 41 people attended the meeting on May 10.

#### *Community Discussion Forums*

The City hosted nine (9) community discussion forums for residents between April 17 to May 1. These two-hour sessions were facilitated by an independent consultant and provided an opportunity for participants to learn more about homelessness in Richmond. Through the facilitated discussion, participants were able to express their views regarding the proposed supportive housing and ask project partners questions.

Registration to attend these sessions was required. Each forum was restricted to 25 participants, and the City was able to accommodate everyone who expressed interest to participate. A total of 225 individuals registered and 137 individuals participated. City staff recorded participants' comments through the sessions.

#### *Feedback forms*

An online survey was available on [LetsTalkRichmond.ca](http://LetsTalkRichmond.ca) from February 19 to March 4 to gain feedback on the proposed supportive housing from the public. Print surveys were also available at the community information meeting on February 28 in both English and Chinese. Chinese responses were translated by an external consultant. Respondents were asked two questions:

- 1) My understanding of homelessness in Richmond is; and
- 2) My thoughts on what the City, BC Housing and RainCity Housing should consider for the modular supportive housing are.

A total of 1,980 surveys were received. It is noted that some respondents may have filled out multiple surveys using different e-mail addresses or filled in multiple paper copies. As well, some respondents identified as non-Richmond residents and/or not employed in Richmond.

### Key Engagement Themes

All feedback received through the consultation and engagement platforms have been reviewed by City staff and presented to Council for consideration. The following table is a summary of comments received from all engagement activities, organized by theme.

| Theme   | Summary of Comments   | Staff response   |
|---|---|--|
| Support for the proposed supportive housing at 7300 Elmbridge Way | <ul style="list-style-type: none"> <li>• Respondents stated the need for supportive housing in Richmond.</li> </ul>   | <ul style="list-style-type: none"> <li>• The 2017 Metro Vancouver Homelessness Count identified 70 homeless individuals – an increase of 84% since 2014.</li> <li>• Local service providers and the RCMP believe the number of persons experiencing homelessness is over 120.</li> <li>• Richmond's current housing inventory and support for individuals experiencing homelessness are over capacity. <ul style="list-style-type: none"> <li>○ The Salvation Army turns away 130 clients a month seeking shelter.</li> <li>○ Chimo Community Services' transition house for women turns away 40-60 clients a month seeking shelter.</li> </ul> </li> </ul>  |
| Permanent supportive and affordable housing                       | <ul style="list-style-type: none"> <li>• Respondents stated the need for long-term, permanent affordable housing options in addition to the proposed housing units.</li> <li>• Respondents suggested that the length of time of the project at 7300 Elmbridge Way should be extended.</li> <li>• Respondents suggested that permanent housing be built on the site instead of temporary modular housing.</li> </ul> | <ul style="list-style-type: none"> <li>• The City acknowledges that the right mix of housing with supports for all residents is important to creating a liveable community.</li> <li>• If the project is approved, BC Housing will sign a lease agreement with the City of Richmond to return 7300 Elmbridge Way in its original condition after 5 years.</li> <li>• The City's 2007 Affordable Housing Strategy has been instrumental in the creation of more than 1,500 affordable homes in Richmond. <ul style="list-style-type: none"> <li>○ This includes the City's contribution of \$24.1 million to the Kiwanis Towers project (296 units of affordable rental housing for low-income seniors) and \$19.8 million to the Storeys project (129 units of affordable housing for vulnerable residents, including those who are at-risk of being homeless).</li> </ul> </li> <li>• The City continues to work with other partners, including senior governments and the private and non-profit sector on permanent affordable housing projects.</li> </ul> |

| Theme                | Summary of Comments   | Staff response  |
|----------------------|---|---|
| Neighbourhood Safety | <ul style="list-style-type: none"> <li>• Respondents stated a concern for a potential decrease in safety in their neighbourhood and for the entire Richmond community.</li> <li>• Specific fears that were raised include:               <ul style="list-style-type: none"> <li>○ Discarded needles;</li> <li>○ Loitering and panhandling;</li> <li>○ Unwanted interactions with supportive housing tenants.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• The City and BC Housing are committed to ensuring that the proposed modular supportive housing development is managed safely and responsibly.</li> <li>• RainCity Housing, a qualified and experienced housing provider, will manage the operations 24/7 and at least two staff will be on site at all times.</li> <li>• Once the project is approved, a Community Steering (Advisory) Committee will be established to identify and resolve any issues, opportunities, and concerns related to the supportive housing.               <ul style="list-style-type: none"> <li>○ This committee will consist of community members (local resident and community organizations, businesses, neighbouring residents) and program partners (City of Richmond, RainCity Housing, BC Housing, Vancouver Coastal Health and RCMP).</li> </ul> </li> </ul>  |
| Crime                | <ul style="list-style-type: none"> <li>• Respondents stated a concern about an increase of crime in the proposed area, including vandalism and property break-ins.</li> </ul>   | <ul style="list-style-type: none"> <li>• The City of Vancouver found no evidence that there has been an increase in crime in areas around its supportive housing sites in the last 25 years. There are over 30 supportive housing buildings with over 1,200 units in Vancouver and these have been successfully integrated into the neighbourhoods where they are located.</li> <li>• The City of Vancouver also reported that few complaints have been made by neighbours of supportive housing sites to the City's Licenses and Inspection Department and Vancouver Police Department.</li> <li>• RainCity Housing staff will be onsite 24/7 and encourage residents to connect with them to address any issues that may arise.</li> <li>• RainCity Housing will develop a Community Steering (Advisory) Committee to continue to work with stakeholders regarding any feedback.</li> <li>• Like all Richmond residents, supportive housing tenants will be required to be good neighbours. Tenants will agree to a Good Neighbour Agreement and will be expected to be good neighbours.</li> </ul> |

| Theme                       | Summary of Comments  | Staff response   |
|-----------------------------|--|--|
| Noise and littering         | <ul style="list-style-type: none"> <li>• Respondents stated a concern for an increase in noise disturbance late at night.</li> <li>• Respondents stated a concern for a decrease in cleanliness throughout the neighbourhood.</li> </ul> | <ul style="list-style-type: none"> <li>• RainCity Housing will undertake regular sweeps of the property and the immediate area to ensure cleanliness.</li> <li>• Like all Richmond residents, supportive housing tenants will be required to be good neighbours. Tenants will agree to a Good Neighbour Agreement and will be expected not to make excessive noise or cause unnecessary disturbances, put garbage into appropriate bins, and clean up after pets.</li> </ul>   |
| Loss of green space         | <ul style="list-style-type: none"> <li>• Respondents stated a concern for a loss of green space and an off-leash dog park.</li> </ul>  | <ul style="list-style-type: none"> <li>• 7300 Elmbridge Way is currently being used as a temporary off-leash dog park.</li> <li>• A portion of the site will still be maintained as an off-leash dog park.</li> <li>• There are a number of parks/green spaces within walking distance from the proposed site (7300 Elmbridge Way), including Minoru Park and Brighthouse School Park.</li> </ul>  |
| Decrease in property values | <ul style="list-style-type: none"> <li>• Respondents stated concern for a potential decrease in the property values of adjacent properties and the entire municipality of Richmond.</li> </ul>   | <ul style="list-style-type: none"> <li>• A report conducted by the Centre for Applied Research in Mental Health and Addiction (CARMHA) at SFU shows that property values in close proximity to supportive housing have not declined. The report looked at 18 different studies and found that there was no significant effect on the sale price and number of homes sold in the neighbourhood.</li> <li>• A research study sponsored by the BC government in 1995 studied the impact of social housing projects on their host neighbourhoods in seven communities, including Vancouver, Surrey, North Vancouver, and Victoria. It found no negative impacts on the sale price of homes.</li> </ul> |



| Theme                                     | Summary of Comments  | Staff response  |
|---|--|---|
| Tenant mix                                | <ul style="list-style-type: none"> <li>• Respondents stated concern for the mix of 'level 3' tenants at the proposed supportive housing.</li> <li>• Respondents questioned how tenants will be selected and suggested that potential tenants go through a screening or background check.</li> </ul>  | <ul style="list-style-type: none"> <li>• BC Housing and RainCity Housing will undertake a thoughtful assessment process to select tenants and to understand what supportive services are required for each tenant.</li> <li>• Priority will be given to Richmond residents already experiencing homelessness in the community.</li> <li>• Tenants will have access to individualized wrap-around support that meets their specific needs and helps assist them towards housing independence and full participation in the community.</li> </ul>   |
| Site location (7300 Elmbridge)            | <ul style="list-style-type: none"> <li>• Respondents indicated that there are high-density residential buildings, hotels, and child care facilities in close proximity to the proposed location.</li> <li>• Respondents suggested the proposed site should be moved to a rural area in Richmond or moved outside Richmond to neighbouring municipalities.</li> </ul> | <ul style="list-style-type: none"> <li>• The site was thoughtfully selected due to its proximity to transit, community amenities, and health and supportive services that potential tenants already access.</li> <li>• The appropriate zoning "CDT1" is already in place on the site. This zoning allows for a range of commercial, service and residential needs typical of a City Centre neighbourhood.</li> <li>• The City acknowledges that providing the right mix of housing with supports for all residents is an important part to creating a liveable community.</li> </ul>  |
| Process of project approval               | <ul style="list-style-type: none"> <li>• Respondents expressed confusion about the project approval process.</li> <li>• Respondents stated that they would like a more formal process to present their feedback to City Council.</li> </ul>  | <ul style="list-style-type: none"> <li>• If approved, the proposal will follow the proper development application process.</li> <li>• Council has directed staff to engage the public and key stakeholders on what project partners need to consider regarding this proposed support housing.</li> <li>• To date, members of the public have been invited to attend two community information meetings, participate in a community forum and submit feedback through a survey on LetsTalkRichmond.ca and/or via email.</li> <li>• All of the public input received has been communicated to Council and will be considered in any decisions they make regarding the proposed supportive housing.</li> </ul> |
| Effectiveness of supportive housing model | <ul style="list-style-type: none"> <li>• Respondents expressed concern that the supportive housing model may not be effective in moving people experiencing homelessness from living on the street or in shelters to permanent housing.</li> </ul>   | <ul style="list-style-type: none"> <li>• Supportive housing is only one option among the entire range of the housing continuum. It provides a range of on-site, non-clinical supports, such as life-skills training, and connections to primary health care, mental health or substance use services, so that residents can maintain a successful tenancy and move on to more permanent housing.</li> <li>• The Storeys building on 8111 Granville Avenue is an example of a successful housing complex that integrates supportive housing units within an affordable rental housing development and provides support services for Richmond's most vulnerable residents.</li> </ul>                         |

| Theme                    | Summary of Comments  | Staff response  |
|--------------------------|--|---|
| <p>Cost to taxpayers</p> | <ul style="list-style-type: none"> <li>• Respondents stated that they believe that the proposed modular, supportive housing is not a cost-effective use of tax payer money.</li> <li>• Respondents stated they believe that a different type of affordable housing may be more appropriate in Richmond.</li> </ul> | <ul style="list-style-type: none"> <li>• A report conducted by Vancouver Coastal Health reveals that inadequate housing and supports result in more frequent use of emergency departments, lengthier and more frequent stays in hospital, and directly result in increased costs in health, social service and criminal justice sectors.</li> <li>• Studies have shown that the provision of safe and secure shelter, and adequate supports, are more cost-effective solutions that require less government funding or subsidies than traditional forms of interventions, such as hospitalization, crisis care, incarceration or institutionalization.</li> <li>• City staff continue to work with BC Housing and other partners on long term affordable housing options.</li> <li>• The City acknowledges that an appropriate mix of housing, including housing with supports, is essential to creating a liveable and inclusive community.</li> </ul> |