

Marpole Community Conversation Frequently Asked Questions

On February 7, Community Builders, the non-profit housing operator, in partnership with BC Housing and the City of Vancouver convened two community conversations inviting residents from the Marpole neighbourhood to find out more about the progress of the project, enable strong lines of communication between the local community and all the partners, hear any questions, concerns and suggestions from the community, discuss how to foster a positive reception for new residents and clarify the role of the Community Advisory Committee and how community members can stay connected and informed.

Below are ten of the most frequently asked questions from that conversation.

Q1: Does temporary modular housing pose a safety risk to the neighbourhood?

A1: No, we do not believe the community should be concerned about neighbourhood safety in relation to the new temporary modular housing buildings in Marpole.

The City, BC Housing and the non-profit housing operator, Community Builders Group, are committed to ensuring that the building is managed safely and responsibly. We will work with community members towards good stewardship of this site and the community as a whole. This includes listening to the interests and concerns of community members and key stakeholders and working closely with them to address those concerns.

There will be regular Community Advisory Committee meetings with representatives from Community Builders Group, City of Vancouver, BC Housing and key stakeholders in the community, who will discuss any issues or concerns raised by community members. This will ensure good communication and dialogue between all stakeholders, Community Builders Group and the surrounding community. It will allow Community Builders Group to be proactive and responsive, resulting in a safe and responsibly managed building (Reiderman Residence).

Full representation of the CAC, and other information, is available in the committee's Terms of Reference document, which is available on the City's temporary modular housing site: <http://vancouver.ca/people-programs/temporary-modular-housing.aspx>

The CAC monthly agendas and minutes from the meetings will be available online on the Community Builders website: communitybuilders.ca

Q2: Will crime in the community increase because of the temporary modular housing?

A2: We do not expect crime in the community to increase because of the new temporary modular housing buildings in the neighbourhood.

The City and BC Housing have opened over 1,100 units of supportive housing on 13 sites across the City over the past several years. These sites are managed safely and responsibly by non-profit housing operators, and demonstrate that this approach can be successful when all partners work together.

Studies in Canada have shown that when people experiencing homelessness are housed, they are less likely to be involved with the police and criminal justice system.

The City also works closely with its partners like the Vancouver Police Department to understand existing crime rates and to identify and address any safety concerns. The City will monitor crime rates and community complaints.

- We will monitor community complaints received through 3-1-1 and VanConnect
- For any concerns there will be a 24/7 on-site staff at Reiderman Residence which can be reached at: 778-939-6224
- Staff from Community Builders Group will do regular patrols around the building.

Q3: We would like to know about the people who will live in the facility. Please describe the tenant mix at the new facility in terms of the background and characteristics. For example, criminal record, known mental illnesses, etc?

A3: People experiencing homelessness can have a variety of challenges, including mental and physical health and may have a variety of support needs. For example, not all people experiencing homelessness have substance abuse issues.

We are in the midst of a housing crisis, which is affecting many people in our city. Once an individual or family loses their home, getting back into housing can feel nearly impossible. For some, it is because of financial situations – they simply do not have enough money to provide housing for themselves/their families. For others, it's because of job loss and/or underemployment. Just over 2,100 people are homeless in our city, and they are the most affected by the housing crisis. They are someone's elderly grandparent who has been evicted due to non-payment of rent and who is experiencing significant health issues. They are someone's aunt, who has lost her home fleeing domestic violence. They are young people leaving the foster-care system, finding it hard to get the support they need.

Q4: When will people start to move in?

A4: Two temporary modular housing buildings are being constructed at 7430 and 7460 Heather Street. Residents will move in gradually once the buildings are completed. Building one is complete and tenants will begin to move in throughout late-February. Building two is estimated to be completed in late-February, with tenants moving in in early March.

Q5: People are concerned that undesirable activity in the neighbourhood will increase (vandalism, petty theft, break and enter and littering with used needles) due to the opening of the Reiderman Residence. How will you deal with it if this should happen?

A5: The City is committed to ensuring Temporary Modular Housing is managed safely and responsibly. The Vancouver Police Department (VPD) are involved in this project and work closely with the City staff, BC Housing and Community Builders Group to ensure that these buildings are managed safely and responsibly. The VPD also attend the Community Advisory Committee meetings.

Information regarding drug use policy within Reiderman Residence, health plans, or other supports being offered to residents is a matter of personal choice and private to

the individual. This is the same kind of consideration given to any home owner or tenant in any neighbourhood.

This is about moving people who are homeless into housing as quickly as possible and providing them the right supports to be successful. The people moving in have a right to privacy and to having their personal history protected.

If needles are found, please call the needle hotline at 604.657.6561 or email needlevan@phs.ca. Residents can also report needles to 3-1-1 or through the VanConnect app.

Q6: How will the Community Advisory Committee operate: what is their role and how can residents communicate with them; and how will they communicate with residents?

A6: A Community Advisory Committee (CAC) of approximately 20 members has been established to:

- Build and maintain positive relationships amongst the community, Community Builders Group and the program partners
- Facilitate information sharing and dialogue
- Identify and resolve any issues, opportunities and concerns related to building operations

The Community Advisory Committee includes community members, Parent Advisory Council members, a local school Principal, representatives from BC Housing, Community Builders Group, Vancouver Coastal Health, the Pearson Dogwood Centre, and the Vancouver Police Department.

Full representation of the Community Advisory Committee, and other information, is available in the committee's Terms of Reference document, which is available on the City's temporary modular housing site: <http://vancouver.ca/people-programs/temporary-modular-housing.aspx>

The Community Advisory Committee will meet monthly, and agendas and minutes from the meetings will be available online on the Community Builders website: communitybuilders.ca

Q7: What services will be put in place to address tenant needs in temporary modular housing buildings?

A7: Community Builders Group selected by BC Housing will provide support services to the residents 24/7 at the Reideman Residence, including life skills training, volunteer work, employment preparation and connections to community-based programs. Vancouver Coastal Health will provide support services to residents as well.

A professional, supportive non-profit housing management organization will be selected by BC Housing to operate each site.

- Each site will have an Operations Management Plan that describes how the housing will be managed:
 - 24/7 dedicated onsite staff
 - Rules of conduct and emergency procedures protocol

- 24 hour/day housing contact and phone number
- Residents will be held to the same residential tenancy agreement as any other renter
- All residents will have access to on site health and social supports

Q8: How are the residents chosen for each building?

A8: BC Housing, Vancouver Coastal Health, Community Builders Group and the City of Vancouver undertake a thorough and thoughtful process to understand each person's unique needs and ensure they will be met by the services and staffing provided by the operator.

Tenancing decisions are made on a person-by-person basis in the best interests of both the individual and the community. The residents of temporary modular housing pay rent for their accommodation. As such they have the same privacy protections as any neighbourhood resident.

The City of Vancouver is committed to ensuring the residents and the building successfully transition into the community

Q9: What can the Marpole community do to make the temporary modular housing residents feel welcome?

A9: Anyone interested in welcoming or helping the new residents is asked to contact Community Builders Group before making any arrangements. Email: info@communitybuilders.ca or shauna.semenowich@communitybuilders.ca; Phone: 778-379-3940.

Q10: Why was there no public hearing for this temporary modular housing project?

A10: In September, Council approved amendments to the City's Zoning and Development By-Law to streamline the process for proposed affordable housing developments where a minimum of 70 per cent of all units in the building are for people receiving Income Assistance, such as temporary modular housing.

Under the new streamlined process, no formal public hearing is required, but community input is considered before the Director of Planning makes a decision. Development permits are required and the standard process will be followed, including local notification and public comment. Each site will be required to obtain a development permit. Standard neighbourhood notification is required and the Director of Planning will consider public comment in making the decisions. In addition to this process, the City also notified all residents within a five-block radius of the planned temporary modular housing sites, provided additional information through a printed fact sheet and online, held face-to-face meetings with community groups and hosted community information sessions where residents connected with staff directly to ask questions and provide feedback through comment cards.

Feedback gathered from the community meetings informed the Director of Planning's decision on issuing the development permit, and also provided BC Housing and the Community Builders with community feedback on the operation of the building.

Community Builders Group:

Email: info@communitybuilders.ca

Phone: 604-879-4645

Reiderman Buildings Cell for use of staff doing rounds: 778-939-6224

Community Builders Emergency After Hours Cel: 604-910-9730

Community Builders Head Office: 778-379-3940