

APPENDIX B

HOUSING CONSULTATION FACILITATORS' NOTES BY COMMUNITY

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Note: The document is a consolidated account of the notes taken by the facilitators at eight meetings in March-April 2006.



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DAWSON CREEK HOUSING CONSULTATION – 20 MARCH 2006

HOUSING ISSUES

- Lower priced housing in state of disrepair - poor quality of housing stock
- Restrictions on trade apprenticeships
- Shortage of skills/ young people entering labour force
- Shortage of land available for development - land supply
- Builders/ developers not developing the land - what are the constraints and incentives
- Affordable housing and assessed value

DISCUSSION GROUP 1

PRIORITIES

- not a land issue – 3-4,000 units
- housing issues
- more innovation is needed
- improved cost efficiency and effectiveness
- trades related
- costs 200 - 250 sf
- lack of builders
- not enough RV parks - temporary housing availability
- low cost rental housing - mix of housing options
- fear that economic boom will not last forever
- affordable housing for 50:50 couples, individuals and lone parents
- affordable housing can be addresses with available land
- densities - more sustainable
- need for housing for seniors
- newer more efficient housing
- lack of choice in housing market
- older stock/ no mix of houses

LACK OF TRADES/ SKILLED LABOUR

- journeyman can only have 1 or 2 apprentices at a time
- electrical trade as example permitting as many apprentices on a project
- caution: safety issue
- beyond capacity of community?

AFFORDABILITY

- entry level home ownership is a market driven issue
- non market housing needs alternative solutions
- co-operatives
- conduct market research studies to show the need/ demand for a number and mix of products



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- tremendous opportunity for redevelopment in the core
- try to access federal \$ for revitalizing the core
- innovative building techniques
- there are good builders in town
- City can facilitate development
- pre-zoning multiple housing and increase density downtown based on a community plan
- City needs to play a role in rezoning inner city areas - to facilitate redevelopment of older stock
- don't build new sub divisions on ALR land and lands that need to be serviced
- is there a role for the City in terms of land assembly?
- make land available for duplexes/townhouses on pre serviced lots
- incentives - developers get a bonus density
- market is driving increased density - smaller lots and a mix of products
- look at what is happening in other communities

LOWER INCOME HOUSING

- cant be met through a market driven environment
- consider a housing corporation
- provided by private sector and managed by the City
- look into Condo development
- would do well in DC
- owner-occupants not living in a duplex and renting unit
- consider second suites
- why aren't developers building apartments?



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NO SOLUTIONS WITHOUT EDUCATION

- secondary suites
- need the labour
- economy is strong

DISCUSSION GROUP 2

PRIORITY ISSUES

Increase housing choice options

- rental and ownership
- developer incentives
- sub division bylaw (modular housing)
- seniors housing
- appropriate
- loss of seniors stock
- missed opportunity gap - \$100,000 to \$250,000
- seniors – care levels

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Construction Crisis

- lack of trades
- regional movement
- trades people
- financing
- City has been very flexible with by-laws, reasonable rate advertising, grants

Affordability

- shelter allowance increase
- rental and owner
- modular homes on permanent foundation
- mixed incomes in neighbourhood
- increasing density
- housing over shops
- housing options
- few city lots for developers
- more appropriate seniors housing
- sizes for housing/ efficient use of space
- innovative heating/ energy costs
- housing next to appropriate amenities
- tax exemptions

Increase housing options

- construction costs
- density bonuses
- modular homes on sub division
- strata parks / option

DISCUSSION GROUP 3

QUALITY, AFFORDABLE HOUSING

- for purchase
- for rent
- high income earners are pushing rental prices up for lower quality housing pushing out lower income local folks
- cant find employees b/c no housing
- low wage earners cant afford to live here
- 54-59 yrs old - don't qualify for senior assistance

SOLUTIONS

- non-profit group to work with CHMC and BC Housing
- workshops with CHMC
- incentive for downtown commercial to include rental housing - zoning changes
- equity co-op



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- land
- strata title partnerships between developer and land holder (non-profit, municipal)
- Habitat for Humanity
- increase diversity - townhouses for families
- Public-Private Partnerships (P3)
- integrated communities for seniors and townhouses
- partnering with industry to build apartments for rental that could be sold later
- BP, Encana?
- partner with municipality, credit union
- by-law enforcement to improve quality of housing
- free up affordable older homes by providing for seniors”
- strata housing with common areas
- 18 units
- indexed to income housing
- municipal govt to make development permits subject to a # of unites indexed/ affordable
- secondary suites
- make houses affordable for young families
- provide affordable rental accommodations



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LACK OF BUILDERS

- land is available
- subdivision for mobile homes/ modular homes
- rezoning
- piece is available on dangerous goods route, reluctant to develop
- potential builders except need financing
- need to be registered in New Home Warranty Program - barrier?
- trades people become investors in the units they build
- building fair
- builders, bankers, mortgage brokers, modular, mobile
- educate public as to options
- land owners
- expropriation of developable land that is not being utilized - paid fair market value

TEMPORARY SHELTER

- 2-3 day shift change
- emergency at risk of homelessness

POUCE COUPE HOUSING CONSULTATION – 04 APRIL 2006

AVAILABILITY OF SERVICED LAND

- 12/24 lots of Peterson sub-division owned by Village - not serviced
- village to talk to developers
- incentives
- develop a call for proposals
- talk to Taylor - what steps are they taking
- inventory of land in village - subdividable?/send letters outlining opportunities, encourage to sell
- covenant requiring development after specified # of years
- increase efficient use of land - duplex, fourplex
- develop larger (acreage) lots - land owners to apply to Land Commission
- 15 yr Comprehensive Development Plan coming - Phased
- City of Dawson Creek
- Village of Pouce Coupe
- Regional District Land Commission

HOUSING CHOICES FOR SENIORS

- Senior's strata manufactured home park
- communal space/maintenance
- green space
- partner with BC Housing to expand Tremblay House - volunteer board to approach BC Housing
- strata housing - smaller # of units, townhouses
- townhouses - Peterson subdivision
- talk with Northern Health Authority - Peace River Haven, community housing covenant

LACK OF TRADES

- affecting renovations
- start to finish time for mfr homes from 5wks to 6 months
- high demand
- high quality/standards
- contractor builds to suit
- incentives
- trades at college
- project - village supply land
- expand apprenticeship program (locally)
- "job core" - labour supplied by those on income assistance - work under journeymen, skills building



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CHETWYND HOUSING CONSULTATION – 14 MARCH 2006

DISCUSSION GROUP 1

- two renter groups
- a. Local (relatively stable)
- b. Come and go (highly cyclical)
- those that can afford \$600
- those that will (may) pay \$1200
- \$45,000 door rental unit
- few secondary suites (bylaw... only family units)
- like privacy
- land- available, either serviced or serviceable
- labour- challenges re: supply
- capital- local buildings/development are risk adverse, not capitalized to build spec homes although are confident of economic growth
- insurance- CMHC lending requires 25% down payment

ISSUE – LACK OF DEVELOPERS, TRADES

- commitment to buy before builders will build
- need for custom homes
- rental rates/affordability
- home ownership, S.F. affordability
- shopping/ commercial experience
- lack of trades
- commitment to buy/build spec homes
- local builders lack of \$ to build spec homes and high risk
- guarantee buy by major companies
- support spec home construction
- guarantee to buy if not sold
- partnership with local builders
- each local builder builds one spec home plus on-demand customers

ISSUE - LOWER INCOME INDIVIDUALS/FAMILIES AND SENIORS HOUSING

- solutions - Need today
- seniors 220 more units
- 2-3 bedrooms ^ 50 more units
- service industry ^ 100 units
- rental
- BC Housing
- partnerships
- non-profit
- Chetwynd (land, services. Fair share)
- faith groups



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- existing buildings that may not be renovated
- ownership
- multifamily/duplex/lower priced units
- needs rezoning
- diversity mix/ type of housing units for sale beyond single family

ISSUE - LACK OF TRADES

- commitment to a lot of work could bring efforts to secure more tradesmen
- find areas of province where there is a slow down
- re-patriation of former residents
- affordability of Chetwynd compared to Kelowna/ OK etc.
- modular Homes
- mobile Homes - 2 lot fees (simple at present)

ISSUE - CAMPS

- temporary solution
- location conditions
- 1 year lease in town at present
- provider needs commitment

DISCUSSION GROUP 2

HOUSING ISSUES

- lack of available trades
- lack of housing - though problem all over - particularly bad in NE, stiff competition from oil and gas
- lack of certainty of markets and population (temp vs. perm)
- developing partnerships between local governments and industry etc
- lack of decent affordable housing for college students, seniors, single parents
- availability of serviced lots
- zoning - mix of residential/ commercial
- seniors want to live within walking distance of amenities
- need to legalize secondary suites
- lack of affordable housing for students, single parents and seniors
- lack of available trades
- lack of housing more generally

SOLUTIONS (LACK OF TRADES)

- training
- colleges to take leadership in partnership with school district
- more apprenticeship and education opportunities
- incentives for people to enter trades
- support for people while they do training
- more training spots available



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SOLUTIONS (LACK OF HOUSING)

- P3's
- government. Industry, developers - to build variety of housing
- social planning. Non-profit and private organizations
- revisit bylaw re: in-law suites, possibly making changes
- revisit zoning - want mix of commercial/ retail and residential
- build suites in existing buildings downtown
- District to take leadership in zoning

DISCUSSION GROUP 3

- future demand for housing: cyclical, steady increase with spikes up
- shortage of available serviced lots
- need for someone with more \$ to develop land
- need for larger lots for multiplexes
- need for partnerships with local govt and services
- 10yr tax reduction/deferral plan
- no lots for sale therefore no 'real' market
- need to negotiate a realistic price for a lot (local govt)
- Senior housing
- Need senior housing close to hospital
- Frees up low-cost housing (still need more low-cost)
- Senior assisted living - start as seniors housing that could switch to a common eating area
- Build retirement community
- Who? P3, community for healthy living, lions, hospital society
- Convert Dokie School to seniors housing?
- CMHC dragging feet on mortgage insurance threshold
- Chamber of commerce to lobby on behalf of community
- More trades training in high schools
- Northern \$ incentive to attract people/ teachers to the north



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HUDSON'S HOPE HOUSING CONSULTATION – 03 APRIL 2006

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LAND AVAILABILITY

- serviced lots in town - young families
- acreage for hobby farms - young retirees, O&G workers
- risk - prepare strategically for downturn
- need increased planned housing choices
- Council to approach ILMB to have ILMB develop another section of crown land and sell acreages
- industrial land shortage - re-zoning required
- Atkinson (10 houses) - Heritage Construction, talking to Hydro

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- buy 10 acres across from Alkinson
- Paquette lots
- strata title
- available to developer
- seniors – BC Housing to work with Hudson’s Hope Housing Society
- lower mainland rising prices are driving people to the Northeast to purchase; people from Europe coming to buy acreages
- need tax incentives
- partnering - BC Housing/BC Hydro
- new lots - requirement to build within certain period of years

INCREASE PLANNED HOUSING CHOICES

- multi-family dwellings
- four-plex
- tax incentives to developers
- partnering with Hydro to develop model Power Smart housing
- explore trailer park alternative

ISSUES

- shortage of acreages on the market
- lack of suitable housing for seniors
- need for quality housing
- permit process and cost
- lands with ALR and ALR rulings
- Homeowner Warranty requirements
- rural septic tanks - new standards and costs

REGULATIONS

- remove 10 year Warranty on construction
- septic system requirements need changes
- increase common sense
- reduce bureaucracy and red tape and costly requirements (home warranty, septic regulations)
- eliminate obstructive regulations
- need to maintain building standards
- blocks innovation of solar power/energy efficiency
- ALR process cumbersome
- standardize construction process between provinces
- municipality needs to be more responsive to builders/developers needs in time and costs
- be more collaborative with applicants

LAND AVAILABILITY

- variety of types of parcels - acreages , serviced In-town



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- ALR - petition to make land more available
- open up crown lands
- town could service some lots
- systematic approach to making land available through better planning/staging (e.g., infill, redevelopment, land assessment of what's here)
- clean up unsightly premises to encourage infill
- densify or encourage other forms of ground orientated housing, e.g. townhouses
- Atkinson subdivision owned by District - mixed income housing/advertise for developer to participate and/or buy
- Site C uncertainty holds back development
- municipal co-op with development of serviceable land
- DCC recovery over period of time
- covenants on land

LABOUR/COSTS OF CONSTRUCTION

- lack of developers
- cost of construction; initial capital investment
- use of manufactures homes
- trailer parks/time specific - move up to single family dwellings
- give developers reason to invest/perm residents with pent up demand
- develop housing strategy based on new community dynamics - social housing
- BC Hydro should stay out of the housing market - let the market look after housing and not be impacted by resource industry and entering into housing market
- grants in-lieu from Hydro for infrastructure, taxes from pipelines
- fair share needs to be assured to allow for longer term planning for community infrastructure



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AFFORDABLE HOUSING

- market driven
- cost effective (duplex)
- acreages
- 1-5 acres cant be subdivided easily
- revisit OCP in relation to ALR and acreages

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TUMBLER RIDGE HOUSING CONSULTATION — 05 APRIL 2006

DISCUSSION GROUP 1

ISSUES

- aging population
- affordable housing options
- choices, diversity and options, rental purchasing
- labour costs - 20% higher than elsewhere

- local building supplies and materials
- pressures on community resources to respond to non-resident worker needs.
- no source of affordable rental housing
- maintain economically efficient development - smart growth

CREATING A DIVERSITY OF HOUSING CHOICES

- affordable housing rental and market, industry support and seniors
- larger lots
- higher end housing ownership

LACK OF CONSTRUCTION TRADES

- available for houses
- construction and cost
- workers/trades/supply
- modular housing - restrictions on size, style, permanent foundation
- renovations
- NLC residential construction program - sell house 1yr over 3yrs
- work with local government
- duplex

LAND AVAILABILITY

- availability of serviced lots
- development of serviced lots
- availability of land for lots - commercial/industrial/hobby farm

DISCUSSION GROUP 2

- Developing the Community for today's consumer

AVAILABILITY OF LAND

- existing serviced into the market place
- disincentive property tax or tax incentive
- negotiate/agree to a re-subdivision to allow for more lots to better meet resident needs
- 20 lots per year come on the market but obstacle is size - to build size of house and garage
- participative development - to possibly defer tax but opens up property for development, while we don't know lets ask (owner of 40 lots)
- keep a smart growth perspective
- mixed use?
- Rymore development of 1-5 acre parcels
- commercial park space available to build, no rental available - coming soon
- explore ways to assemble and disseminate market data to business community
- unserviced Land
- municipality looking at ways to bring its owned land on to the market
- market City lands to a wider audience



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- action to bring on land in a planned manner in the next 6-9 months
- City proposal call out to a prospective developers
- adjust to meet higher standard (size, cost, lifestyle)
- changes to zoning - allow for more duplex/four-plex/townhouses
- You can buy a house for less than you can build! (Tumbler Ridge @ \$200 sq.ft.)

LACK OF CONSTRUCTION TRADES

- modular/manufactured homes - 6 month lead time
- Western Coal = 250 people for Wolverine - growth impact on Tumbler = 1000 per people per year

AFFORDABLE HOUSING

- Homeownership
- condominium housing/apartments/townhouses/4plex/duplex
- provide a spectrum of housing types
- seniors specific housing - CHMC needs to deal with 21 unit co-op
- Forgivable second mortgage from resource companies
- Not for Profit Housing group to work with BC Housing
- Work with developers to incorporate affordable options within a development plan
- Discussions around secondary suites
- Mixed use downtown development
- Delegate fact finding to seniors group - develop terms of release, work with BC Housing



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FORT ST. JOHN HOUSING CONSULTATION – 22 MARCH 2006

HOUSING ISSUES

- housing for people with disabilities/ special needs
- availability of vacant residential lots - inventory of land
- NIMBYism impacting new developments

DISCUSSION GROUP 1

PRIORITIES

- Available & affordable:
- entry level for young families
- young individuals (16 - 23yrs) in school/ part time work/ limited life skills
- seniors (working poor)
- special needs - limited mobility (ground level housing)
- NIMBY

SOLUTIONS

- zoning changes to facilitate mfr home development

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- educate public - responsibility of developer and SmartGrowth BC
- tradeshow/ fair for investors, developers and manufacturers
- developer to hold open house
- survey done by developer
- public meeting minutes part of submission
- re-zoning includes requirements for green space/ buffer zone landscaping
- value-added by developer
- child care facilities
- partnership with industry
- Pacific 66/ Petro Canada
- own apartments to rent to employees
- mortgage incentives to employees
- rental subsidy
- include childcare in development
- Affordable Seniors Housing
- North Peace Redevelopment
- affordable rental units for independent seniors with support (concierge service, dining room etc)
- seek examples of different "community living" to select a model suitable for FSJ
- mix seniors and families
- SAFER program through BC Housing offers seniors choice of where to live
- educate seniors
- build strength of non-profits advocating for Seniors - BC Housing
- Habitat for Humanity
- secondary suites
- improving CMHC financing policies

AFFORDABLE HOUSING

- Partnering with First Nations
- integrated housing
- student housing
- Need to develop action plan
- hire someone to plan and co-ordinate
- housing needs planning with other community amenities
- Need to plan the community
- need for interaction among various groups
- province to work with industry on housing
- work together with other sectors
- service sector has equipment to develop sub divisions



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DISCUSSION GROUP 2

AFFORDABILITY

- lack of affordable housing
- lack of appropriate housing for seniors
- increase density = greater choice
- reduce servicing costs b/c centrally located
- density bonusing - no success
- decrease in housing related costs
- facilities costs for over 4 units (ARCH)

LACK OF SKILLED TRADES

- qualified are difficult to retain
- increased price due to reduction
- trades people from the east
- shift in training education
- high school trades training (on going)
- competition with oil patch
- a lot happening
- piece-meal approach to trades training

SUPPLY OF RENTAL AND TEMPORARY HOUSING

- under utilized current rental housing
- better way?
- secondary suites
- temporary housing (short term basis - before 2 - 3 cheques)
- current men's hostel
- market solution?
- for families and individuals
- communications network
- seniors housing local vs. government subsidies
- need for long term vision

SOLUTIONS - AFFORDABILITY AND BALANCED COMMUNITY

- seniors housing options
- include one-floor, social aspect, senior couple, close to services, 720 sq ft
- secondary suites
- higher density - greater choice
- company housing - to attract qualified workers
- women's housing currently
- money given to non-profit to provide housing
- leadership from city hall



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SKILLS PEOPLE

- currently a large provincial initiative under way
- national issues
- provincial nominee program
- community based
- lifestyle
- high school program
- transportation
- draw to work after high school

SUPPLY OF RENTAL AND TEMPORARY HOUSING

- better communication networks with workers
- classified on on-line
- two markets for seniors housing
- subsidized
- appropriate
- better communication between local developers and provincial BC Housing
- ease risks with communicating intentions
- secondary suites
- temporary camps?
- local/rental/ hotels
- framework or action plan
- define what is temporary?
- what situations would it be considered

DISCUSSION GROUP 3

PRIORITIES

- entry level home ownership
- housing as a recruitment issue - attracting skilled workers
- cost of housing - rental
- seniors housing - affordability (rental and ownership)
- low cost rental - "gouging" and evictions
- corporate involvement and investment in community = role
- role of government

SENIORS

- seniors traditionally moved away - now staying here
- independent seniors - some level of assistance/ care
- housing for seniors only - not able to live in single family home
- seeking alternatives
- income- subsidy
- pre-sales - community not ready?
- town to prezone land



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- tax break for developers to negotiate/ exchange for seniors
- market to address seniors housing for mid to high income households
- affordable apartment style housing
- BC Housing and Northern Health 40 Units - need a society to operate and manage
- builders - subsidies to allow them to build seniors housing
- regulatory body - locally operated to manage seniors units
- partnership with province
- UNBC study - seniors needs assessment (fall)

RENTAL HOUSING

- co-operative housing – family units
- no private sector role in co-op housing
- builders not interested in rental housing b/c they need to recover costs
- older stock of rental apartments need upgrading
- economy not stable - perception of risks in investing
- soft skilled labour cannot afford to rent
- college built dorms for students
- Industry's Role - Recruitment and Maintaining Employees
- build staff housing
- free temporary housing - transitional period of 2-3 months until new employees find a home
- City needs to promote the community and revitalize downtown
- encourage industry to make long-term commitment and contribution to community
- assisted/ second mortgage for workers who stay # of years
- build apartments - mixed use - residential above retail
- tax incentive/ bonus for industry to hire local
- Habitat for Humanity model can be adopted in FSJ
- senior gov't - should be incentives for people and employers to move to north



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TAYLOR HOUSING CONSULTATION – 15 MARCH 2006

DISCUSSION GROUP 1

- Increasing cost of home maintenance
- Seniors needs
- Lack of existing options
- As a community we are looking at approaches
- Small numbers in Taylor, but expect others not living in Taylor to be part of the demand (for example, two-thirds non-residents use our facilities)
- Need to consider: income, age, health, lifestyle
- Possibilities: Strata/ one-level living; Congregate rental (some amenities); Partnerships (non-profit, RD, community societies, BC Housing, Fed \$)

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- Other options: ILBC (BC Housing), municipal non-profit society; SAFER program; life lease
- Phased development could work- rental (congregate); success in seniors housing if services, conveniences, amenities needs are met
- Seniors housing would free up existing housing for other use

OTHER ISSUES

- lack of housing for
- short stays (accommodation and food services)
- sports/ tourism
- visitors go to Fort St. John
- seasonal workers
- Taylor wants to encourage housing for both short term and permanent housing
- Short term
- Overnight
- Seasonal upgrades, turn-arounds
- Rental transitional to permanent

LABOUR SCARCITY

- lack of surveyors, design professionals, contractors, sub-trades
- 'better building solutions'
- manufacturer, energy efficiency, ready to move, kit of parts
- no issues re: mortgage insurance
- no spec building- more "risk" than building to custom
- demand for modular homes
- smaller lots. Smaller homes on fee simple
- grow homes



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OTHER ISSUES

- preferences for smaller lots
- potential Duke partnerships, especially short-term accommodations (e.g. potential guaranteed room bookings)

WRAP-UP

- 'the green building thing' is important – energy efficient, healthy, sustainable
- municipality to support promote
- we are a regional player! - may need a regional approach, but important to look at individual municipality too
- great working relationship with district among contractors

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FORT NELSON HOUSING CONSULTATION – 21 MARCH 2006

HOUSING ISSUES

- land surrounding Town of FN owned by Provincial Govt

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- older mobile home parks and redevelopment/ rezoning issues
- cost of living is higher in FN
- social change - big gap or variance in income levels
- economic stability and risks in housing market
- ALR lands - onerous process to get lands out of ALR
- medium to higher income households do not wish to spend as much money on housing as other communities

DISCUSSION GROUP 1

- gap between OCPs (years) - strategic planning - ALR
- supply - availability of rental stock as well as serviced land (cost?) - who owns appropriate land?
- housing supports
- choice/ mixed incomes
- pricing range
- what is missing?
- quality of life (amenities) and selection
- risk - holding vs. developing
- needs secured from the province (ALR - crown land)
- local training program for the trades
- residential construction program
- role for manufactured homes
- new updated OCP with development vision (for negotiations with ALR)
- locally controlled land bank with locally determined objectives
- strata, affordable, seniors and special needs, appropriate servicing (costs), and approaching province
- investors long range
- building cost coming down
- training for trades
- attracting financing for new rental
- business community to embrace higher density
- empty nesters and seniors
- provide appropriately zoned land for seniors and special needs housing
- work with non-profit



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FINAL ROLE

- provincial role to assist communities toward common housing goals
- build capacity

DISCUSSION GROUP 2

PRIORITY ISSUES

- lack of serviced lands
- lack of housing choice

- i.e. Need for variety of products/ housing to meet diverse needs (rental accommodation)
- mobile homes parks and entry level housing

LAND

- concerns regarding changes in the economy and investing in housing market
- risk factor is perceived to be high
- town/ RD to take more risk and consider servicing land for housing development
- acquire a land bank and sell off/ service
- potential for re-development as duplex/ townhouses and mixed use in downtown
- lots of potential for land assembly
- rezoning potential for multi family use

HOUSING CHOICE/ VARIANCE OF PRODUCT TYPES

- townhouse strata option e.g. Westcoast
- town can promote the development of different product types including strata
- raise awareness, develop policy, facilitate partnerships
- cost charges as disincentive
- what is the role for industry?
- Encana - service sector is bigger employer
- rental accommodation used up by seasonal workers
- regulations around temporary camps - require some structures to be permanent and community amenities
- modular housing bylaw to accommodate seasonal workers?
- industry to contribute to development of staff housing
- mobile Homes
- new subdivision - free hold
- some parcels of land un-serviced available for mobile home use
- need a certain inventory of serviced land and develop policy to establish guidelines for release of land



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FINAL WORDS

- government in unenviable position
- need for creativity and innovation in policy making
- need whole community working together - fewer complaints
- need strata housing
- level of trust is missing

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