



BC Housing

# **PROVINCIAL HOMELESSNESS INITIATIVE**

## **Call for Expressions of Interest**

**For non-profit societies to operate the Whistler Inn  
Kamloops**

September 2007

# **BC HOUSING**

## **Expressions of Interest PHI-EOI- #10**

September 17, 2007

### **Closing Date and Time:**

Submissions must be received by

**2:00 p.m.** Pacific Daylight Time on **Wednesday, October 24, 2007**

### **Closing Location:**

BC Housing  
Attention: Director, Regional Development, Development Services  
EOI for *Provincial Homelessness Initiative* PHI-EOI-#10  
Suite 601 - 4555 Kingsway  
Burnaby BC V5H 4V8

### **Contact:**

**James Munro**  
**Director, Regional Development**

Telephone number: 604-456-8873

Fax number: 604-439-4793

E-mail: [jmunro@bchousing.org](mailto:jmunro@bchousing.org)

## Table of Contents

<b>1.</b>	<b>Introduction</b> .....	4
	1.1 Background .....	4
	1.2 Provincial Homelessness Initiative Description .....	4
	1.3 Objective of Expression of Interest (EOI) .....	4
<b>2.</b>	<b>Inquiries</b> .....	5
<b>3.</b>	<b>Scope of Services</b> .....	6
	3.1 Property Management Services .....	6
	3.2 Support Services .....	6
	3.3 Professional and Clinical Services .....	6
	3.4 Tenants .....	7
<b>4.</b>	<b>Administrative Issues</b> .....	7
	4.1 Freedom of Information .....	7
	4.2 Expenses .....	7
<b>5.</b>	<b>Evaluation and Allocation Process</b> .....	7
<b>6.</b>	<b>Expressions of Interest Submission Requirements</b> .....	8
	6.1 Submission Protocol .....	8
	6.2 Contact Information .....	9
	6.3 Letter of Committal .....	9
	6.4 Corporate Governance .....	9
	6.5 Financial Management Experience .....	10
	6.6 Operational Experience .....	10
	6.7 Staffing Capacity .....	10
	6.8 Tenant and Community Relations Strategy .....	10
	6.9 Building Preference .....	10
	6.10 Disclaimer .....	11
<b>7.</b>	<b>Submission Contents</b> .....	12
	7.1 Summary Information .....	12
	7.2 Letter of Committal .....	13
	7.3 Corporate Governance .....	14
	7.4 Financial Management Profile .....	15
	7.5 Current Program/Service Delivery .....	16
	7.6 Operational Experience .....	17
	7.7 Staffing Capacity .....	18
	7.8 Tenant and Community Relations Strategy .....	18
	7.9 Capital Contributions and Property Management .....	19
	7.10 Project Development Team .....	20
	7.11 Schedule .....	21
	<b>APPENDIX A: Evaluation and Scoring Matrix</b> .....	22
	<b>APPENDIX B: Site Description</b> .....	23

## **1. INTRODUCTION**

### **1.1 Background**

The Province will assume ownership of the small suite rental building on October 1, 2007. Located at 506 St. Paul St., it has 15 bachelor units and 13 one-bedroom units. Each unit includes a small kitchenette and a three-piece bathroom.

The Whistler Inn is an existing 28 unit small suite rental building located in downtown Kamloops. Recognizing that there is a need to maintain affordable housing stock in the City of Kamloops and given the amount of for profit development occurring, the Whistler Inn was identified as an opportunity to preserve housing for those at risk of homelessness.

### **1.2 The Provincial Homelessness Initiative Description**

In September 2004, the Premier's Task Force on Homelessness, Mental Illness and Addictions (the "Premier's Task Force") was established. The mandate of the Premier's Task Force was to identify the needs and strategies required to address homelessness in diverse communities across the province.

The main objective of the Provincial Homelessness Initiative is to bring together various levels and agencies of government and community groups to develop housing and support service partnerships and strategies that will address the needs of vulnerable citizens in a sustainable manner through a transition from homelessness (or high risk for homelessness) to independence and/or stability.

Service providers under the program must comply with certain terms and conditions which will generally include that a project under management:

- continues to address the needs of vulnerable in the local community;
- is effective in supporting its tenants' needs and facilitating their transition to greater stability;
- maintains support from local community and government; and
- operates in a cost-effective and sustainable manner, providing good value for the public monies expended.

### **1.3 Objective of Expression of Interest (EOI)**

The objective of this EOI is to identify a qualified non-profit housing provider that is interested in assuming the management and operation of the building. The housing model is expected to provide low barrier housing following Health Canada and the National Housing Initiative established best practices.

Respondents are also requested to identify what tenant groups (i.e. women, Aboriginal, hard to house) they would like to house.

## 2. INQUIRIES

All inquiries regarding this EOI should be directed to:

**Name:** James Munro, Director, Regional Development  
**Address:** BC Housing, 601 – 4555 Kingsway, Burnaby BC V5H 4V8  
**Phone:** 604-456 8873  
**E-mail:** [jmunro@bchousing.org](mailto:jmunro@bchousing.org)  
**Fax:** 604-439-4793

A description of the property is included in Appendix B.

### **3. SCOPE OF SERVICES**

The following is a description of the types of services that the selected society will be expected to provide. The delivery of these services will be governed through an Operator Agreement with BC Housing.

#### **3.1 Property Management Services**

The society will be required to provide full property management services including:

- acting as BC Housing's management agent including relations with the residents, the public, municipal authorities, service providers, and other non-profit organizations;
- collecting rents;
- ensuring that all building expenses are current (taxes, utilities, insurance, etc.);
- maintaining the units, building and grounds in good condition (including routine inspections, maintenance and repairs, groundskeeping, etc.);
- providing security and responding to emergencies; and
- submitting yearly reports to BC Housing showing income, expenses, and proof that bills are being paid, as well as submitting annual budgets and financial statements.

#### **3.2 Support Services**

The society will also be expected to design and implement a support service program, including staffing plans appropriate for the needs of the population being housed in the building. At minimum, the society must have the capacity to offer supportive services in the following areas:

- referrals/linkages with other community-based organizations, local government agencies, and the continuum of health, mental health, and addiction services;
- interface between residents and their case managers;
- basic life skills training; and
- permanent housing placement.

BC Housing will provide sufficient operating funding to employ the requisite non-clinical support staff for each building. The specific staffing levels for each building may vary and will be determined through consultations with the society and BC Housing. The society should identify any new models of shared support services.

#### **3.3 Professional and Clinical Services**

BC Housing's funding does not include professional and clinical support services. If professional and clinical support services are required for the target tenants, the society is responsible for coordinating the delivery of these services directly with support ministries and agencies.

### 3.4 Tenants

#### 3.4.1 Selection

A feature of this EOI is that the successful proponent will agree to participate in a coordinated tenant selection process. The process will be developed in consultation with the successful proponent, IHA and other community partners. This selection process is intended to improve access for applicants and facilitate matching of applicants to appropriate housing and supports.

#### 3.4.2 Current Tenants

The building is fully tenanted and the society's tenants will be housed as vacancies occur. There will be existing tenants who may benefit from the proposed support service program to be delivered by the society.

## 4. ADMINISTRATIVE ISSUES

### 4.1 Freedom of Information

Information submitted in response to this Expression of Interest will be treated in accordance with the relevant provisions of the Freedom of Information and Privacy Protection Act.

### 4.2 Expenses

Each society is responsible for its own expenses in preparing and submitting a proposal and any subsequent discussions with BC Housing.

## 5. EVALUATION AND ALLOCATION PROCESS

BC Housing staff will evaluate the proposals received and forward recommendations to BC Housing's Executive Committee for final approval. BC Housing may invite other Ministries and agencies to participate in the evaluation process based on the proposed tenant population and services.

The allocation process involves the following stages:

- 1. Expression of Interest (EOI) Stage:** The Expression of Interest is issued and interested societies make their EOI Submissions in the form outlined in this document.
- 2. Evaluation Stage:** BC Housing, and their partners where appropriate, reviews and evaluates the submissions received. Proponents may be contacted to clarify their submissions.
- 3. Provisional Project Approval (PPA) Stage:** The successful proponent is provisionally allocated and invited to develop site specific property management and support service delivery plans, including operating budgets and staffing plans. These plans will form the basis of an Operator Agreement between BC Housing and the Society.

- 4. Final Project Commitment Stage:** When the terms and conditions of the PPA have been met to the satisfaction of BC Housing, BC Housing will grant Final Project Commitment. The conditions required to meet Final Project Commitment will include, but may not be limited to, the following:
- execution of an Operator Agreement and Lease between the proponent and BC Housing;
  - agreement on a support service and staffing model for the building; and
  - agreement to participate in a centralized tenant selection system to fill all vacancies in the building.

The Evaluation and Scoring Matrix is included in Appendix A.

## 6. EXPRESSION OF INTEREST SUBMISSION REQUIREMENTS

The following is a summary of the EOI Submission requirements:

### 6.1 Submission Protocol

#### Mandatory Requirements

All Submissions must meet the following requirements:

- Proponents must be an incorporated non-profit society or in the process of incorporation.
- Submissions must use the Format as stipulated below.
- All Submissions must be received at the above address no later than **2:00 p.m. Pacific Daylight Time on Wednesday, October 24, 2007.**
- Submit three copies of the proposal, two in bound form and one in unbound form, to facilitate easy reproduction. All three copies should be submitted in one package, clearly addressed as follows:

BC Housing  
Attention: James Munro, Director, Regional Development, Development Services  
*EOI for Provincial Homelessness Initiative PHI-EOI-#10*  
Suite 601 - 4555 Kingsway  
Burnaby BC V5H 4V8

Submissions received later than the specified closing time will be returned, unopened, to the society.

Submissions submitted by e-mail or facsimile will **NOT** be accepted.

## **Format**

Proponents are required to provide the information requested in the specified format (**Section 7**) which may be downloaded for direct input at BC Housing's web site: [www.bchousing.org](http://www.bchousing.org)

Some sections request Support Documentation, for example, letters confirming support from the municipality. Please insert that documentation immediately following the section in which the request is made, not in appendices at the end of the submission.

### **6.2 Contact Information**

A completed copy of 7.1.

### **6.3 Letter of Committal**

A letter of committal as per 7.2.

Also provide a copy of a resolution by the Society's Board of Directors or Executive Committee authorizing approval of the submission.

### **6.4 Corporate Governance**

A completed copy of 7.3.

### **6.5 Financial Management Experience**

Completed copies of 7.4 and 7.5.

Also provide:

- Any management letters received from the society's auditor in the past three years.
- Details of any shared services from other projects managed by your society and any shared services with other societies.
- 

### **6.6 Operational Experience**

A completed copy of 7.6.

### **6.7 Staffing Capacity**

A completed copy of 7.7.

Also provide:

- An organization chart that includes all full-time and part-time staff and any volunteers.
- Job descriptions of staff positions (if available).

### **6.8 Tenant and Community Relations Strategy**

A completed copy of 7.8.

## **6.9 Capital Contributions and Property Management**

A completed copy of 7.9.

## **6.10 DISCLAIMER**

### **NOTE:**

**BC Housing reserves the right at their sole discretion to cancel this EOI or to not select any proposal.**

**Societies are solely responsible for their own costs and expenses in making their Submission.**

**BC Housing is not liable to pay such costs and expenses or to reimburse or compensate a Proponent under any circumstances.**