



BC Housing

PROVINCIAL HOMELESSNESS INITIATIVE

**Call for Expressions of Interest
To Operate Single Room Occupancy Hotels**

August 2007

BC HOUSING

Expressions of Interest PHI-EOI-#08

August 2, 2007

Closing Date and Time:

Submissions must be received by

2:00 p.m. Pacific Daylight Time on **Friday, September 21, 2007**

Closing Location:

BC Housing
Attention: Director, Regional Development, Development Services
EOI for *Provincial Homelessness Initiative* PHI-EOI-#08
Suite 601 - 4555 Kingsway
Burnaby BC V5H 4V8

Contact:

Danna Locke
Director, Regional Development

Telephone number: 604-439-4193

Fax number: 604-439-4793

E-mail: dlocke@bchousing.org

Table of Contents

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

1. INTRODUCTION

1.1 Background

On April 3, 2007, in partnership with the Ministry of Employment and Income Assistance, the Provincial Rental Housing Corporation (PRHC) acquired 10 Single Room Occupancy hotels in Vancouver for the purpose of preserving and upgrading them as important sources of affordable housing stock in Vancouver for people at risk of homelessness. The City of Vancouver has subsequently purchased the Drake Hotel to provide hard-to-house citizens with supportive rentals.

On April 3, 2007, BC Housing and the City of Vancouver also identified the City-owned site at 339 West Pender Street as an opportunity for a small suite project of up to 120 units. This project is currently in the design development stage. Six to eight of these units have been identified as a priority for youth housing (19 to 24 years). The City will provide a 60 year lease of the site. The selected society will take over the development of the project.

These 12 buildings will provide safe, secure, affordable housing and support services for people who are homeless or at risk of homelessness, people with mental illness and physical disabilities, those with drug and alcohol addictions, Aboriginal peoples, youth, and women fleeing abusive relationships. BC Housing is interested in receiving proposals that target specific groups in certain buildings that will allow for the better provision of housing and services.

The acquisition of these buildings (excluding the Drake Hotel purchased by the City of Vancouver) is part of the Provincial Homelessness Initiative (“PHI”).

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 qualified non-profit housing providers that are interested in assuming the management of one or more of the 12 buildings identified in this document.

A list of qualified societies will be selected from the responses to this EOI. The objective is to qualify those societies that are currently successfully operating supported housing in the vicinity of the subject buildings. The buildings will then be allocated on the basis of the best fit between the qualified societies and the buildings. To assist in achieving the best fit, respondents are requested to indicate their top five preferred properties in descending order. Respondents are also requested to identify what tenant groups (i.e. women, Aboriginal, hard to house) they would like to house in their preferred properties. (See Submission Contents - 7.9 Building Preference)

2. INQUIRIES

All inquiries regarding this EOI should be directed to:

Name: Danna Locke, Director, Regional Development
Address: BC Housing, 601 – 4555 Kingsway, Burnaby BC V5H 4V8
Phone: 604-439-4193
E-mail: dlocke@bchousing.org
Fax: 604-439-4793

Subject Properties:

Hotel	Address
Marble Arch	518 Richards St.
St. Helen's Hotel	1161/63 Granville St.
Walton Hotel	261/265 E. Hastings St.
Orange Hall	329/341 Gore Ave
Molson's Bank Building	166 E. Hastings St.
Park Hotel Apartments	429/433 W. Pender St.
Carl Rooms	335 Princess St.
Orwell Hotel	465 E. Hastings St.
Savoy Hotel	258/260 E. Hastings St.
The Rice Block	404 Hawks St.
The Drake Hotel	606 Powell St.
Pender Street, Small Suite Concept	339 West Pender

A description of each property is included in Appendix B.

3. SCOPE OF SERVICES

The following is a description of the types of services that the selected societies will be expected to provide in each building. 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 monthly reports to BC Housing showing income and 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 each 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 successful proponents will agree to participate in a coordinated tenant selection process. The process will be developed in consultation with the successful proponents, VCHA 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

Nine of the Single Room Occupancy Hotels are 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.

The Drake Hotel was purchased as a vacant building by the City and the Carl Rooms will be vacant to accommodate the immediate repairs and upgrades to the building.

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. A City of Vancouver representative will also participate in the evaluation in relation to the Drake Hotel and Pender Street projects. 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:** Successful proponents are provisionally allocated one or more hotels 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 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

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: Danna Locke, Director, Regional Development, Development Services
EOI for Provincial Homelessness Initiative PHI-EOI-#08
Suite 601 - 4555 Kingsway
Burnaby BC V5H 4V8

All submissions must be received at the above address no later than 2:00 p.m. Pacific Daylight Time on Friday, September 21, 2007.

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.

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.

Also provide:

- A profile of all directors that includes relevant experience, skills and education.
- A profile of all senior staff that includes relevant experience, skills and education.
- A copy of the society's Certificate of Incorporation, constitution and bylaws.

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 in the Downtown Eastside area.

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 Building Preference

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.