

# MEETING REPORTING

## OCTOBER 30 2017 PUBLIC INFORMATION MEETING FOR PROPOSED SUPPORTIVE HOUSING IN LANGLEY

SUBMITTED NOVEMBER 6, 2017

### PURPOSE

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The purpose of this report is to fulfill policy 4.3 *Meeting Reporting*, as outlined in the *Developer Led Public Information Meetings policy 07-164*, as part of the Township of Langley rezoning application process:

#### 4.3 MEETING REPORTING

The applicant is required to provide a record of the meeting to Community Development Division not less than three weeks prior to the presentation of the application to Council. The results shall be submitted in summary report format (to be advanced to Council as an Appendix to the staff report) and should include the following information:

- Sign-in sheet from the meeting;
- Completed feedback / questionnaire forms;
- Summary of comments received;
- Discussion of how any issues / concerns identified from the meeting and/or feedback forms are addressed in the project.

### BACKGROUND

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On October 10, 2017, BC Housing submitted a rezoning application to the Township of Langley for the property located at 6465 201 Street. The property is current zoned as Community Commercial Zone (C-2) and BC Housing is seeking Institutional (P-2) zoning. We propose to convert the existing 50-room hotel into 49 units of supportive housing and programming space, with an office for a new Intensive Case Management (ICM) team funded through Fraser Health and BC Housing to provide access to treatment for people who are homeless. This is in response to the growing need in Langley to provide housing for people who are homeless or at risk to help them transition from shelters, the streets or unstable housing into housing with supports, and ultimately, into independent living.

### NOTIFICATION

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On October 3, 2017, a notice was sent to all neighbours within a 1KM radius, with information about the proposal and an invitation to the public meeting on October 30. On October 16, to fulfill the requirements of policy 4.2, a second notice was sent out to the same group using the template dictated by the Township, as a reminder about the public information meeting. Half-page advertisements (identical to the second notice) were placed in both the Langley Times and Langley Advance starting on October 18 for a two-week run. See *Appendix C* for copies of the notices.

### ADVANCE STAKEHOLDER MEETINGS

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BC Housing and Stepping Stone began stakeholder meetings on September 13. The Langley Homeless Task Force, Langley Meadows Community School PAC, CIBC, Home Depot, Langley Chamber of Commerce, RCMP, Langley Meadows Community Association, Fraser Valley Elementary School PAC, BC Liquor Stores and the local homeless population were contacted. Only the Fraser Valley Elementary School PAC and BC Liquor Stores did not respond to set up a telephone / in-person meeting. See *Appendix E* for a summary.

### MEETING SUMMARY

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On October 30, to fulfill policy 4.1, BC Housing hosted a public information meeting in partnership with Stepping Stone and Fraser Health at the Langley Events Centre, from 5:00-7:45PM. The meeting started with an open house to view poster boards (see *Appendix D*) and talk with the project team, followed by a short presentation by BC Housing and Stepping Stone and a facilitated dialogue. 445 attendees were manually counted and 413 signed in (see *Appendix A*); 54 speakers participated in the facilitated dialogue; and 229 comment forms (see *Appendix B*) were submitted at the meeting. See *Appendix F* for a summary report of the facilitated dialogue as prepared by professional facilitator Catherine Rockandel.

### SUMMARY OF COMMENTS RECEIVED

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First, we'd like to provide an overview of the stance of comments received to date. Comments include the 229 comment forms and one letter (*Appendix B*) submitted at the meeting (plus 1 form submitted by email on 10/31); comments by the individuals who spoke at the meeting (*Appendix E*); 12 emails received up to and including November 5 (*Appendix G*.) The breakdown of stance by method of comment submission is noted, as there is a possibility that individuals have submitted feedback through more than one source.

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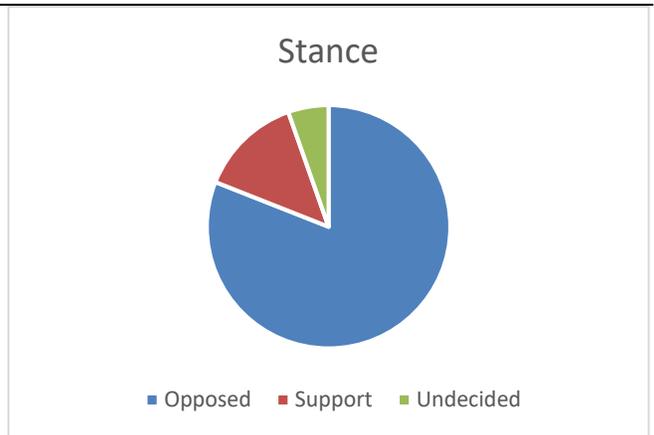
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### STANCE

- 242 comments have been received to date:
  - 196 or 81% have indicated opposition to the proposal
  - 33 or 14% have indicated support for the proposal
  - 13 or 5% have not indicated their stance

FORMS - 230	EMAIL - 12
- 190 opposed	- 6 opposed
- 30 support	- 3 in support
- 10 undecided	- 3 unstated



### COMMENTS

This chart shows the Top 5 comments received to date.



MOST FREQUENTLY MENTIONED COMMENTS	
Location is too close to schools, senior centres, homes, parks, daycares / businesses.	72
Like the proposal / helping the homeless, but this is wrong location.	56
Safety risk to families, children and seniors – mostly drugs/needles.	48
Move this to a rural setting / industrial area / away from residential.	29
Potential for theft, vandalism and property crime.	24
No consultation done before purchase	22
Area is already experiencing issues with drugs, needles, crime.	21
Will affect property value negatively.	18
Not appropriate to put near a liquor store.	16
Supportive housing residents would attract drug dealers to neighborhood.	13
This housing is needed in our community.	13
Recommend different use for building – seniors, low-income families.	10
Many services in one place / ICM is a good idea.	9
Area is quiet and safe right now – do not want that to change.	9
No research done to prove location is good.	9
Would like to see the program be dry.	9
Safer to have people in counselling than on street.	6
The site is a good location.	5
There will never be an acceptable location	6
Other homeless people will gather in area once it opens.	6
Policing in area is not adequate.	6
I support providing low-barrier transition housing.	3

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### DISCUSSION OF HOW ANY ISSUES/CONCERNS IDENTIFIED ARE ADDRESSED IN THE PROJECT

The following questions were received through the public information meeting, both verbally and through comment forms submitted, as well as through emails to [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org). The answers were provided by representatives of BC Housing, Stepping Stone Community Services Society, Fraser Health and the local RCMP.

BUILDING / LOCATION QUESTIONS	
<i>Why was this location chosen? Were any other locations reviewed and if so, why were they rejected?</i>	<p>BC Housing was searching for real estate in the fall of 2016 to address the homeless issues in Langley. We looked to find an existing resource as opposed to land for a purpose-built project, which takes longer to be completed and ready for occupancy. We were committed to looking for the design of the asset to lend itself to a supportive housing project. Criteria included ability to provide a secure and safe development with self-contained units. BC Housing has successfully purchased/leased hotels in several other communities including Vancouver, Chilliwack, Penticton, Hope and Victoria to provide supportive housing. We also wanted to accommodate a number of units within the Langleys, therefore a larger hotel was sought.</p> <p>BC Housing reviewed three hotels for purchase in both the City and the Township of Langley. The Quality Inn was selected. It had internal corridors providing a more secure environment, a commercial kitchen to serve meals, enough units to try to house a significant amount of Langley's homeless and the location was at a busy intersection surrounded predominantly by businesses. The hotel was relatively new and in good condition, so renovating the units for use as supportive housing could be achieved more quickly than a new build.</p>
<i>Has any research been done to choose this location? What criteria did you use to determine the appropriateness of such a residence in the centre of long standing local businesses, schools and family homes? Was business impact assessment done?</i>	<p>BC Housing conducts a large real estate search on basic criteria. We use multiple evaluation criteria to come up with the final selection including meetings with the municipality, context within a neighbourhood and meetings with local stakeholders. We choose sites that are close to services and neighbourhood amenities, and located on transit routes. We prefer to locate housing within neighbourhoods to aid in the integration of vulnerable populations within the broader community. BC Housing and Stepping Stone have talked with the immediate neighbours about the proposed project and will continue to communicate to ensure we address concerns as they arise. A Community Advisory Committee will be formed to include representation from community partners (including Parent Advisory Committees), BC Housing, Fraser Health, RCMP, the Township and the Chamber of Commerce, and will meet regularly.</p>
<i>Why wasn't the community consulted before the purchase?</i>	<p>BC Housing is mandated to provide housing for those who need it most. Where a property requires rezoning, a bylaw amendment or official community plan amendment, there will be opportunity for the public to provide input. This property was purchased due to the factors that made it ideal for supportive housing use, which is urgently needed in the community. This phase of the rezoning application includes the opportunity for the community to provide input to the proposal.</p>
<i>How much did BC Housing pay for the hotel?</i>	<p>\$8 million dollars. This information is available on MLS.</p>
<i>Is this a done deal?</i>	<p>No. BC Housing has purchased the building and has begun minor renovations to prepare the units for supportive housing use. The site is not appropriately zoned, so an application for rezoning has been submitted to the Township of Langley. The public meeting on October 30 is a part of the required municipal process. BC Housing and Stepping Stone are meeting with stakeholders and holding the public meeting to gather feedback and input towards the proposal. All input gathered will be provided to the Township. There will be an opportunity to participate in a public hearing as set by the Township in the future. Council has the final decision.</p>

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<p><i>Why put this in an area already experiencing issues with drugs, needles, crime?</i></p>	<p>Stepping Stone is committed to being a good neighbour in developing new supportive housing that is an asset to the community. Giving people stable housing and access to supports will keep them off the street. However, crime and needle use can also be attributed to the non-homeless population - not all homeless people are drug users and not all drug users are homeless. Our commitments include communication with the neighborhood; identifying resident expectations; rules and regulations and addressing concerns in a timely manner. BC Housing will have expectations on administration and management of the housing units. A Community Advisory Committee will be formed to include representation from community partners, BC Housing, Fraser Health, the Township and the Chamber of Commerce, and will meet regularly.</p>
<p><i>Why put this in an area that is quiet and safe?</i></p>	<p>Stepping Stone Community Services Society is committed to being a good neighbour in developing new supportive housing that is an asset to the community. Our commitments include communication with the neighborhood; identifying resident expectations; rules and regulations and addressing concerns in a timely manner. BC Housing will have expectations on administration and management of the housing units. A Community Advisory Committee will be formed to include representation from community partners, BC Housing, Fraser Health, RCMP, the Township and the Chamber of Commerce, and will meet regularly.</p>
<p><i>Was an environmental assessment done on the creek (department of fisheries)?</i></p>	<p>An environmental report was completed by Next Environmental Inc. on November 23, 2016. They concluded that the risk from environmental impacts from activities that have occurred at the Subject Property to be low and further environmental investigation is not recommended.</p>
<p><i>What happens to the building if the rezoning is rejected?</i></p>	<p>If it doesn't go through, BC Housing will sit down with the Township and explore the options.</p>
<p><i>Can you use the building instead for seniors / low-income families?</i></p>	<p>There is a need in this community for supportive housing. We are committed to the rezoning process for supportive housing use.</p>
<p><i>Are you concerned about putting addicts near a liquor store?</i></p>	<p>No, if people want to purchase alcohol, liquor stores are everywhere and easily accessible.</p>
<p><i>What is the degree of support from surrounding businesses for this project?</i></p>	<p>BC Housing and Stepping Stone have talked with the immediate neighbouring businesses about the proposed project and will continue to communicate to ensure we address concerns as they arise. A Community Advisory Committee will be formed to include representation from community partners, BC Housing, Fraser Health, RCMP, the Township and the Chamber of Commerce, and will meet regularly.</p>
<p><i>How will the Home Depot parking lot be made more secure?</i></p>	<p>The project will not be making any changes to the Home Depot property, but we will be meeting with Home Depot staff to talk about any potential concerns at a future date. Security enhancements on the supportive housing property would include: 24-7 staffing, optimizing lighting, fencing, installing cameras and enabling a fob system for residents only. A RCMP liaison officer will be assigned to the site.</p>
<p><i>Will there be green space?</i></p>	<p>Currently, the outdoor space is concrete, but there are lots of opportunities for green space.</p>
<p><i>Will there be on-site security?</i></p>	<p>Security enhancements on the supportive housing property would include: 24-7 staffing, optimizing lighting, fencing, installing cameras and enabling a fob system for residents only. A RCMP liaison officer will be assigned to the site.</p>
<p><i>Will there be common space in the building?</i></p>	<p>There is a common room on the second floor of the building with a full kitchen and space to provide various groups and offer services for the residents. There is also a</p>

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	<p>dining room area on the main floor and outdoor patio in the back of the building. Shared laundry facilities on each floor.</p>
<p><b>PROGRAM QUESTIONS</b></p>	
<p><i>Can you show us success / failure stories from other cities?</i></p>	<ul style="list-style-type: none"> <li>• <a href="http://www.youtube.com/watch?v=Uf2B8yTic8s&amp;list=PL1RHRy8xuL0bjFNe18NsPbr11wiL_q2uX">www.youtube.com/watch?v=Uf2B8yTic8s&amp;list=PL1RHRy8xuL0bjFNe18NsPbr11wiL_q2uX</a></li> <li>• <a href="http://www.health.gov.bc.ca/library/publications/year/2007/Housing_Support_for_MHA_Adults.pdf">www.health.gov.bc.ca/library/publications/year/2007/Housing_Support_for_MHA_Adults.pdf</a></li> <li>• <a href="http://www.sfu.ca/content/dam/sfu/carmha/resources/hpsu/Annotated%20Bibliography%20-%20Housing%20-FINAL.pdf">www.sfu.ca/content/dam/sfu/carmha/resources/hpsu/Annotated%20Bibliography%20-%20Housing%20-FINAL.pdf</a></li> <li>• <a href="http://vancouver.ca/people-programs/supportive-housing-in-your-neighbourhood.aspx">vancouver.ca/people-programs/supportive-housing-in-your-neighbourhood.aspx</a></li> <li>• <a href="http://homelesshub.ca/resource/housing-first-people-severe-mental-illness-who-are-homeless-review-research-and-findings?_ga=2.268115782.91956897.1509048950-1351843664.1509048950">homelesshub.ca/resource/housing-first-people-severe-mental-illness-who-are-homeless-review-research-and-findings?_ga=2.268115782.91956897.1509048950-1351843664.1509048950</a></li> </ul>
<p><i>How will residents be vetted? Will residents actively involved in the justice system be admitted? If so, what will be considered tolerable and 'safe' to neighbouring community members?</i></p>	<p>The supportive housing units have eligibility requirements around income, homelessness and required supports and programming. A Vulnerability Assessment Tool (VAT) will be used to determine eligibility and help match the available supports to a person's needs. We will be housing low income individuals over the age of 19 who have a history of homelessness and who need additional support services to maintain housing. People who are homeless in Langley will be given priority. Having a criminal record would not necessarily be an exclusion criteria for housing. We will evaluate each applicant on several factors for admission to the supportive housing, and the safety of the residents and community will be a priority for consideration of acceptance.</p>
<p><i>Can you make this a dry facility? Why not?</i></p>	<p>There will be no requirement that residents be clean and sober. Best practice and research shows the more barriers you put into housing, the more people stay on the street. We want people to stay inside and access services so they can stabilize and make change in their lives. We are trying to provide the right services so we are not closing our doors. It's about bringing people inside so we can work with them and support them. It will be a safe place for people to live and safe for people that live in the neighborhood. Stepping Stone has been providing services in Langley for over 30 years. People we are currently supporting have alcohol and substance use issues. Our role is to help people maintain housing. We know we can do it because we have been doing it for a long time. It's going to be better here because we are going to have clinical services (ICMT) on-site to provide wrap around service for those residents that need that level of support.</p>
<p><i>How will the program be run? What exactly is the plan?</i></p>	<p>Stepping Stone will operate the supportive housing and will be accountable to BC Housing. There will be an application process for people to apply for housing with priority given to people in Langley who are homeless. The VAT (Vulnerability Assessment Tool) will be used to determine the need and level of support individuals require. Once accepted into the housing people will sign a Program Agreement. The Program Agreement enables us to add some expectations such as regular suite visits and wellness checks. People will move into their own unit and that will be their home. There will be staff on-site 24/7. The staff team will consist of facility operations staff, resident support workers and cook/kitchen staff. The Intensive Case Management Team will have their office on-site and provide direct clinical service for their clients living in the building. There will be a medical room where people will have access to primary care from a Nurse Practitioner. Resident support workers and the ICMT will work with people on an individual basis to help people identify areas that they need support in and goals around wellness, employment and housing. We will support</p>

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	<p>people to access community resources and use the existing Outreach team to support people in the community. Stepping Stone already works in partnership with many organizations and groups in the community including the faith community. We will use these partnerships to offer on-site programming for residents based on their interests and needs. Some examples are community kitchen, recovery groups, life skills, employment skills, etc. When people are ready to move on from supportive housing we will support people to find housing, provide a rent supplement if needed, and offer on-going support through the Outreach team.</p>
<p><i>What if a person is kicked out? Will they become homeless in the area?</i></p>	<p>Our goal is to help our residents maintain their housing and give them the supports to achieve this. If an individual is not successful and ends up leaving, the ICM team will provide outreach and housing and rental housing needs out in the community. The program will also work closely with groups such as the Salvation Army to ensure people do not return to being homeless. Stepping Stone will have access to 30 new rent supplements in the private market, for example. These former residents will still have support in the community. These are Langley people and it will not increase the number of people in Langley.</p>
<p><i>Do they have rights as tenants?</i></p>	<p>They will have rights as residents. We plan to use a Program Agreement which includes additional expectations. If people are not meeting those expectations, for example not paying rent, displaying behaviors that are putting other residents and staff at risk, we would first try and work with the individual to resolve the issues. If we cannot resolve the issue or there are safety concerns, then we go through an eviction process and the person would have to move out.</p>
<p><i>What will residents do during the day? How will you handle loitering during the day? Will residents be barred from soliciting drivers and pedestrians for money/panhandling and how will this be both monitored and enforced?</i></p>	<p>People living in the building have the right to plan their own daily activities. Staff will support people to engage in both on-site programs / services and access community resources. If people are isolating, we will be checking in with them to ensure their safety. If we know certain residents are involved in activities in the community that put themselves or others at risk, we will address it with them. Depending on the issue we may involve other community partners such as by-law or RCMP. The RCMP has indicated that the solicitation of drivers and/or pedestrians for money will be monitored and enforcement activity taken when appropriate in accordance with enforcement activities throughout the policing jurisdiction of the Langley RCMP.</p>
<p><i>How will the opiate epidemic be considered? Don't closed doors increase risk of overdose?</i></p>	<p>Yes, we have an opiate crisis. The majority of people who have died alone were not homeless, they were housed and used drugs alone. Some of the highest risk groups of the opiate crisis are males aged 20-40 working in trades. Not all homeless people are drug users and not all drug users are homeless. All Stepping Stone staff are trained to administer Naloxone in case of an overdose and have policies and procedures in place. We will be providing on-going education and awareness for the residents. Stepping Stone is also working with the Community Overdose Response Committee to try and figure out ways to best address this crisis.</p>
<p><i>What accountability will the residents have?</i></p>	<p>Residents will sign a Program Agreement and will be expected to abide by it. The Program Agreement will address expectations about behavior, especially as it relates to the health and safety of themselves and others.</p>
<p><i>Will there be education and employment expectations with consequences for non-participation?</i></p>	<p>There is no requirement that residents be actively job searching or applying for education, but when people have stabilized they will be supported to pursue self-identified goals that may include volunteer, work and/or education.</p>
<p><i>Will participation and outreach be mandatory?</i></p>	<p>Participation and outreach not mandatory but the option is there for when the people are ready to participate in the programs.</p>

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<i>Are you helping people get jobs?</i>	There is no requirement that residents be actively job searching or applying for education but when people have stabilized they will be supported to pursue self-identified goals that may include work and/or education. We will be exploring some on-site opportunities for peer support and employment
<i>How will senior homeless be supported?</i>	We will be using the Vulnerability Assessment Tool, which includes seniors. It helps target the right level of support for people moving into housing units.
<i>Will the youth homeless be helped?</i>	This supportive housing is for adults 19 and over. There is an organization in Langley - Encompass Support Services - that works with youth who are homeless or at risk of homelessness. There will be a new Youth Resource Centre/ Youth Hub opening in the 2018. BC Housing has provided support in the amount of \$450,000 to this project.
<i>How will you get women to get into long term housing?</i>	We know there will be women that apply for this housing and we will support them to feel safe.
<i>How will Stepping Stone be accountable?</i>	Stone Community Services Society is committed to being a good neighbour in developing new supportive housing that is an asset to the community. Our commitments include communication with the neighborhood; identifying resident expectations; rules and regulations and addressing concerns in a timely manner. BC Housing will have a contractual agreement with Stepping Stone with expectations on administration and management of the housing units. A Community Advisory Committee will be formed to include representation from community partners, BC Housing, Fraser Health, RCMP, the Township and the Chamber of Commerce, and will meet regularly.
<i>What will be the caseload ratio of residents to qualified social or case workers? What will be their professional credentials?</i>	This supportive housing will be highly resourced. The Stepping Stone staff team providing 24/7 coverage will consist of facility operations staff, resident support workers and cook/kitchen staff. The Intensive Case Management Team is a multi-disciplinary team with Case Managers, Nurses, Addiction Specialist, Nurse Practitioner, Psychiatrist, Housing Specialist and Peer Support Worker. The team will be working 7 days a week 12 hours a day and providing support to their clients that live in the building (those residents with the highest needs).
<i>Will there be a safe injection site?</i>	No.
<i>Will there be a curfew?</i>	There is no plan to have a curfew for residents.
<i>Will there be a community kitchen?</i>	The kitchen will serve the supportive housing residents only.
<i>Will it have beds for cold weather events?</i>	There is no plan to open the building for Extreme Weather Response beds.
<i>Will there be a RCMP liaison?</i>	Yes – BC Housing and Stepping Stone have met with the RCMP and confirmed that there will be a liaison assigned to the building.
<i>How long will the operator be running this facility?</i>	The funding contract is for a 5-year period and will be reviewed at that time. This is an important program for this community.
<i>How long is funding in place and who provides it? What happens at the end of five years?</i>	The funding contract is for a 5-year period and will be reviewed at that time. BC Housing provides funding for the supportive housing and ICM program. This is an important program for this community.
<i>What funding comes from the province to the city and township to support the additional services required for RCMP, parks, etc?</i>	BC Housing is committing annual operating funding to Stepping Stone to support the operation of the housing. This includes a meal program and at a minimum two 24-hour staff. This represents an investment of over \$1m annually. BC Housing believes that providing supportive housing to homeless or those at risk of homelessness will reduce the burden on RCMP and bylaw enforcement in Langley.

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<p><i>Will there be a committee to address community concerns during the life of the facility?</i></p>	<p>Yes. A Community Advisory Committee will be formed to include representation from community partners, BC Housing, Fraser Health, RCMP, the Township and the Chamber of Commerce, and will meet regularly.</p>
<p><b>POTENTIAL CLIENT QUESTIONS</b></p>	
<p><i>Is there any analysis about the percentage of homeless people that are actually from Langley?</i></p>	<p>Yes. In the 2017 Homeless Count 74% of people identifying as homeless stated they had lived in the community of Langley for more than a year. Across Metro Vancouver 50% of the people identified as homeless had been in their community for more than 10 years.</p>
<p><i>What is the percentage of homeless people that have a problem with drug addiction?</i></p>	<p>It varies from 40-60%. The homeless population is a diverse group that needs access to housing and supports.</p>
<p><b>NEIGHBOURHOOD IMPACT QUESTIONS</b></p>	
<p><i>How will this affect my property value?</i></p>	<p><a href="#">A study</a> undertaken by the Centre for Applied Research in Mental Health and Addiction at SFU indicates property values have not declined with supportive housing. The report looked at 18 different studies and found there was no significant effect on either the sales price of homes in the neighbourhood or on the number of sales. A <a href="#">1996 study</a> by the Housing Ministry in BC looked at the impacts of seven social housing projects on neighbouring property values. The study demonstrated that social housing projects have not had a negative impact on the sale prices of nearby homes based on a comparison with a control area.</p>
<p><i>How can you ensure that crime rates won't rise?</i></p>	<p>We refer to the City of Vancouver, who has many years of experience in many different supportive housing buildings. In 25 years of experience with supported housing in Vancouver, there is no evidence that there has been an increase in crime in areas around these buildings. There are 16 apartment buildings outside the Downtown Core, ranging in size from 9 to 34 units, located in apartment zoned residential neighbours. A review of the complaints filed with the City's Licenses and Inspection Department and Vancouver Police Department show few calls have been made by neighbours of supportive housing projects. In fact, the calls that have been received are often calls about activities near the address but unrelated to the residents in the supported housing. This may be due to the presence of housing support staff, who call to report suspicious activity near the supported housing sites. Also, refer to a <a href="#">2013 study</a> showing that appropriately supported housing significantly reduces crime.</p>
<p><i>How will the project assure the safety of the surrounding neighborhood, including schools, senior centres, businesses?</i></p>	<p>We are concerned about the neighbourhood and we will have a community advisory committee to address any concerns. RCMP as well as reps from the schools will be participating on the Community Advisory Committee.</p>
<p><i>How will the safety of children using outdoor spaces be assured?</i></p>	<p>We are concerned about the neighbourhood and we will have a community advisory committee to address any concerns.</p>
<p><i>How will you deter drug dealers from moving into the area?</i></p>	<p>The building will be staffed 24/7 and drug dealing activity will not be allowed. Issues of drug dealing are a criminal matter and any such activity will be reported to the RCMP.</p>
<p><i>Will there be increased police presence in the area?</i></p>	<p>The Langley RCMP are, and will be, fully engaged with all our communities within our policing jurisdiction to ensure the safety of all residents. We will continue to use a</p>

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	consultative, research based approach to reducing crime by targeting our efforts toward high-volume offenders and known crime hot spots.
<i>Who will do needle sweeps and how often? Can the Township make a policy on this?</i>	We will work with Fraser Health to implement evidence-based strategies to reduce number of discards' and engaging residents of the facility to do sweeps. Cannot give specifics, but I know that in other communities when there is an increased need, we increase it. We are very responsive.
<i>Will there be a certain number of people that will clean up certain areas?</i>	We will work with Fraser Health to implement evidence-based strategies to reduce number of discards' and engaging residents of the facility to do sweeps.
<i>What level of partnership is being officially committed to by local policing?</i>	The Langley RCMP will continue to be firmly committed to the countless partnerships within the Township of Langley and the City of Langley. We will continue to work with key community partners to prevent crime and keep our communities safe.
<i>How will the housing benefit the community?</i>	The community includes all members. 49 community members who are currently homeless will have access to housing and needed support services through the on-site ICMT on-site.
<i>How can the community volunteer?</i>	Submit your contact information to <a href="mailto:communityrelations@bchousing.org">communityrelations@bchousing.org</a> and indicate that you are interested in being part of the community advisory committee.
<b>INTENSIVE CASE MANAGEMENT TEAM QUESTIONS</b>	
<i>Is there enough staff on the ICM team for the residents?</i>	Yes, the ICM team has been developed using BC Provincial standards for staffing.
<i>How will you measure the success of the ICM?</i>	Some of the indicators will be reduction in hospital visits, number of clients connected to mental health or substance use services, period of time in stable housing, number of clients receiving primary medical care services (GP.)
<i>Do you have any research of the success of the ICM program?</i>	The ICM team just started in Langley and we will track the stats and do an analysis of it. An annual report will be prepared on the outcome indicators.
<i>What level of partnership is being firmly and officially committed to by local doctors, nurses and allied health services?</i>	There has been a strong partnership developed within the community of Langley between a number of local service providers (Salvation Army, Stepping Stone, Langley Community services, Langley Mental Health., RCMP, as well as others.) The Langley ICM team will have staff from the Langley Mental Health Centre embedded in the team (Psychiatrist, Nurse Liaison Case Manager, Nurse practitioner (providing primary care). The will provide strong linkages between ICM team, Langley Mental Health, Hospital. Refer to <a href="#">information</a> that Fraser Health has made available publicly.
<b>COMMUNITY QUESTIONS</b>	
<i>Why isn't the City of Langley involved in a solution?</i>	The City of Langley is represented on the Homeless Task Force, but it isn't within our ability to answer that question on their behalf.
<i>Where do drug addicts go now for help in Langley?</i>	The Stepping Stone outreach team and the Gateway of Hope support people to access both local substance use programs and to get into treatment. As of September, we now have the ICMT who work on an Outreach basis to help people.
<i>Did crime increase around the Gateway of Hope when /since it first opened up?</i>	The RCMP will have this information available for the public hearing.
<i>Is part of the community help the 200 and 72<sup>nd</sup> BCH development project?</i>	This project is a redevelopment of the Shepherd of the Valley Lutheran Church. It will create 82 units of affordable rental seniors housing. BC Housing is providing a grant to

## MEETING REPORTING

### OCTOBER 30 2017 PUBLIC INFORMATION MEETING FOR PROPOSED SUPPORTIVE HOUSING IN LANGLEY

SUBMITTED NOVEMBER 6, 2017

	reduce the costs and ensure affordability of the units. BC Housing will also provide access to financing.
<i>Does RCMP have any concerns with the site being near a liquor store and school?</i>	No. There is a collective way to make this work. We promote the block watch program. Parks are a valid concern but it is a concern in every community. If we can come up with a solution for needles, I think we would be a lot richer. The average person we are trying to help are males, in their 40s with some mental health issues, they have the lowest level of crime and the most preventable level of crime. We must open our eyes to the points you guys are raising and look for solutions as we go forward.
<i>How will you address the long wait times in the ER?</i>	BC Housing is not able to answer questions about the ER.
<i>What about the density of homeless people in one area?</i>	Once people move into the supportive housing they will no longer be homeless, they will be housed.
<i>Where is our city council doing something to support the housing crisis?</i>	BC Housing is not able to answer this question. We hope that they will approve the application to rezone the property for supportive housing use, so that there will be 49 new supportive housing units available to the community.
<i>What is the province doing the address the root cause of the housing crisis?</i>	New government has promised 114,000 units of affordable housing for low income seniors, low income families.
<i>How will this program be part of a more regional program?</i>	Langley needs an approach at a community level and across the province. The province has announced 2,000 units of modular housing and in negotiations with different municipalities to talk about where those modular units will go.
<i>Is there not social housing already located in the Fraser Health area?</i>	The Langley Lions Complex is in the area. Supportive housing is needed here. Homeless individuals are already in your community, we are bringing them inside and helping them to move towards stable housing.
<i>What happens after 5pm when I need to call RCMP?</i>	RCMP is open 24/7, call 604-532-3200 (non-emergency line.)
<i>How many people were invited to speak on behalf of BC Housing?</i>	Only the members on the panel were invited to speak by BC Housing. The partner organizations involved in the ICMT were invited to stand next to the ICMT board during the open house portion of the evening, to answer any questions.
<i>What is the difference between the Langley bypass shelter and this?</i>	Shelters are emergency shelters like cot or mats like Gateway. This is supportive housing, not shelter. Long term housing with 24/7 support and ICM services.
<i>Does affordable housing exist in Langley for residents to move into? If not, what efforts are being made to ensure these options will be available when needed?</i>	Once residents are ready to move into independent housing, they may be eligible to access social housing units or rent assistance in the private market. BC Housing currently provides 735 social housing units for families and seniors, and rent assistance to 776 families and seniors, in the Langley area. Tenants may also access the soon-to-be 80 rent supplements in the private market. There are also other non-BC Housing related options. There is a shortage of affordable housing in Langley, as in many communities across BC, and all three levels of government need to address this moving forward.