Maple Ridge Community Open House #1
Monday, January 29, 2018
Summary Report of Feedback on Proposed Temporary Modular Supportive Housing

Background
On January 29, 2018 BC Housing welcomed approximately 460 residents to an open house to discuss three housing options to support people in need, and to strengthen the overall response to the ongoing challenges around homelessness and housing in Maple Ridge. In partnership with the Fraser Health Authority and The Salvation Army, BC Housing proposed the following three options:

**Option One: Supportive Housing and Shelter Beds**
11749/11761 Burnett Street
up to 80 units of supportive housing and shelter. Exact unit mix TBD, with emphasis on housing

**Option Two: Affordable Rental Housing for Families and Seniors**
21375 Lougheed Highway
60 units of affordable rental housing for low-income families and seniors

**Option Three: Temporary Supportive Modular Housing**
Location TBD
Up to 55 units of temporary supportive modular housing

It is important to note that this report focuses on feedback received towards the temporary supportive modular housing site.

Notification
Half-page advertisements were placed in the Maple Ridge / Pitt Meadows News on January 24 and January 26. Geotargeted Facebook advertisements were posted in the days leading up to the event.

Input Process
Attendees had an opportunity to visit different stations to learn more about how the proposed housing in three potential locations would be operated, how the sites were selected and what services would be offered. Representatives from BC Housing, Fraser Health, The Salvation Army, RainCity Housing and Alouette Addiction Services were on hand to answer any questions.

Summary of Comment Forms
Comment forms, that outlined questions on each proposed project with room for general comments, were available for participants to complete and submit. BC Housing also accepted forms and emails up to and including March 2, 2018, towards this report. A total of 274 comments were submitted. It is impossible to know whether an individual submitted more than one comment so these numbers are not exact, but show a trend.

Attendees were asked to identify where they lived in relation to each proposed project. Most attendees lived or worked near the Burnett Street site (58%).

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<th>Live near</th>
<th>Work/Own near</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>Burnett</td>
<td>Lougheed</td>
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Of the 274 comments received, 165 (60%) had specific feedback about the proposal for temporary supportive modular housing under the question “What should BC housing consider when planning the development of temporary modular supportive housing at the TBD site?”

The most commonly noted considerations have been listed below, along with responses on how the project will address these considerations.

| Safety and security | We will be committed to building a safe community both inside and outside the housing with:  
|                     | • Experience: The future operator will have experience in providing supportive housing.  
|                     | • Staffing: Minimum of 2 staff would be onsite 24/7 to support residents, manage building, be available to respond directly to any related concerns that arise in a timely manner.  
|                     | • Tenant Mix: Tenant selection would be based on ability of staff to provide right level of support to all residents.  
|                     | • Property Maintenance: Regular sweeps of property and immediate area would ensure cleanliness.  
|                     | • Design Features: Optimized lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking and dog walking, would be implemented.  
|                     | • Agreements: Tenants would sign program agreement around expectations.  
|                     | • Community Advisory Committee: To mitigate and address any related concerns that come forward, with representation from BC Housing, Fraser Health, RCMP, local businesses, community organization and community members.  
|                     | Case studies show that concerns about potential risks do not actually occur once the housing is operating. |
| Proximity to parks, schools, daycares / Remote, industrial location preferred | One of the key factors in making supportive housing a success is proximity to amenities/services and accessibility to transit. People experiencing homelessness are already a part of our community; we want to help them find safe and stable housing in the community. This is the first step in providing safe and supportive housing for those currently staying on the streets or in shelters. |
| Screening for tenants | BC Housing and the operator will collaborate with local service providers on a thoughtful and thorough assessment process with local service providers to ensure an appropriate mix of tenants with the right supports live in the housing. |
Every potential tenant would be considered on an individual basis to ensure that the housing and services provided by the program match the support services that they need, such as life skills training, employment assistance, and help with accessing a range of social and health care services. People who apply to live at the proposed housing would need to:

- Be over the age of 19
- Be a Maple Ridge resident currently experiencing homelessness
- Need additional support services to maintain housing
- Pay rent
- Sign a program agreement

**Consultation process**

Half-page advertisements were placed in the Maple Ridge / Pitt Meadows News on January 24 and January 26. Geotargeted Facebook advertisements were posted in the days leading up to the event. Approximately 460 attendees had an opportunity to visit different stations to learn more about how the proposed housing would be operated and what services would be offered. This open house was held in advance of any required municipal process, to share information with the community about proposed housing and take in feedback.

**Operational management**

The housing will be operated an experienced and professional supportive housing operator. Their responsibilities will include property management, operations management and tenant selection, in collaboration with BC Housing and community partners. Once people move in, staff would remain on-site 24/7 to support residents. All staff will have the appropriate training and skills necessary to support the tenants. BC Housing requires the following training be completed by all staff, including not limited to: crisis prevention training; First Aid/CPR; Indigenous awareness training; mental health first aid training; domestic violence and safety planning; substance use awareness and safety training; and trauma-informed training.

BC Housing will have expectations on administration and management of the housing. A Community Advisory Committee would be formed to meet monthly and is formed several months before opening. This Committee will include members of the local community as well as representatives from the Municipality, Health Authority and BC Housing. This is the avenue to raise concerns, the record of the responses to the concerns and ways to learn and improve our practice.

**No low-barrier**

It’s important to note that not all homeless people have addictions and not all people with addictions are homeless. The 2017 Homeless Count found that 53% of people experiencing homelessness report having addiction issues. A recent study shows that 80% of people with mental health and addiction issues developed these issues after becoming homeless, not before becoming homeless.

We anticipate that not all tenants would have substance abuse issues, but all tenants will have the opportunity to move forward with their lives. The approach for the proposed housing is Housing First. Our experience is that having a home reduces mental health and addiction issues. People are better able to move forward with their lives if they are first housed. Housing is provided first and then supports are provided including physical and mental health, education, employment, substance abuse and community connections.
We want to work with people on their issues, but it difficult to do this until they have a home. If we leave them on the streets, nothing will change for them or the community.

### Need for adequate support services

There are a variety of support services planned. Each tenant may require different supports. All tenants will receive individualized case planning to further develop life and social skills such as employment planning and managing the transition to independence and recovery, as well as programming space to facilitate training and food preparation. Other services will include outreach workers, wellness checks, connection and referral to community services and support groups.

Housing applicants will be assessed to ensure they are matched with the right level of support services they need to remain housed and live a more healthy, stable life. Tenants of supportive housing live independently and will have direct access to the support services they need. All tenants will sign agreements in regards appropriate and respectful behaviours. Substance use and mental health challenges will be addressed through onsite and community supports.

### Accountability of future tenants to property and neighborhood

Tenants will sign a program agreement before moving in and would be expected to abide by it. The program agreement will address expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others. Staff will work with tenants and the neighbours to foster good neighbourhood relations, including:

- Treating neighbours, the community and each other with consideration;
- Not making excessive noise or cause unnecessary disturbances;
- Ensuring security doors are closed properly and not letting any unknown persons into building;
- Disposing of garbage appropriately;
- Cleaning up after their pets;
- Not smoking in the common areas, including the front entrance.

The future operator may end an agreement if a tenant is:

- Engaging or behaving in a manner which is abusive and/or a threat to the mental or physical health or safety of anyone in the building/community;
- Significantly and repeatedly disrupting the quiet enjoyment of other participants / neighbours;
- Engaging in willful vandalism or damage to the building or property.

### The need in community to build expediently

BC Housing agrees that this housing is urgently needed for the community and work with the City of Maple Ridge to put a plan in place to move this housing forward.

### Doubt of temporary nature of housing

This housing is intended to be temporary, to meet an urgent need in the community. BC Housing is currently working with the City of Maple Ridge on a plan for permanent supportive housing, including the proposal for Burnett Street.

### Tenants need to pay rent

Tenants will pay rent for their unit - $375.