Maple Ridge Community Open House #2
March 15, 2018
Summary Report of Feedback on Proposed Temporary Modular Supportive Housing

Background

On March 15, 2018, BC Housing welcomed approximately 480 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**
22534, 22548, 22556 Royal Crescent
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 located at Royal Crescent.

Notification

Half-page advertisements were placed in the Maple Ridge / Pitt Meadows News on March 9 and March 14. Targeted Facebook posts were live in the days leading up to the event. A public engagement web page has been set up at [www.bchousing.org/partner-services/public-engagement/projects/maple-ridge-supportive](http://www.bchousing.org/partner-services/public-engagement/projects/maple-ridge-supportive)

Open House Format

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, and RainCity Housing were on hand to answer any questions.

Summary of Comment Forms

Comment forms, the outlined questions on each proposed project as well as room for comments, were available for participants to complete and submit. A total of 220 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.

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<th>Live/Work/Own near</th>
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<th>Other</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>Royal Crescent</td>
<td>Burnett Site</td>
<td>Lougheed Site</td>
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<td>45</td>
<td>138</td>
<td>35</td>
<td>61</td>
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Of the 220 comments received, 143 (65%) had specific feedback about the proposal for temporary supportive modular housing at Royal Crescent under the question “What should BC housing consider when planning the long-term use for the 22534 / 22548 / 22556 Royal Crescent Site?” or “Any additional comments”.  

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

| Proximity to schools, seniors’ homes, residential neighbourhood / police presence needed | 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.  
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. |
| No tenants with drug addictions | 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 strict operator rules for tenants | 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.

| Site should be used long term for seniors/ families | The long-term use of the site will be considered for affordable housing for low-income families and seniors.

| Re-open Riverview/Valleynview | The plan for a Centre for Mental Health and Addiction (on the old Valleyview site) was announced in 2015. [Learn more.](#)

| Suggesting various recovery models | A recent study shows that 80% of people with mental health and addiction issues developed these issues after becoming homeless, not before becoming homeless. 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.

**Housing First Principles**
• 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.  
