SUMMARY REPORT

COMMUNITY INFORMATION SESSION JULY 18, 2019
ON DEVELOPMENT OF SUPPORTIVE HOUSING AND
AFFORDABLE RENTAL HOUSING AT 540 3rd STREET SW,
SALMON ARM B.C.

SEPTEMBER 13, 2019

Prepared by:
BC Housing Community Relations
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1.0 Purpose

This report provides a record of the Community Information Session BC Housing organized – in partnership with the Canadian Mental Health Association – Shuswap / Revelstoke Branch, Interior Health, M’akola Development Services and CanZea Developments – to inform the community and answer questions about the housing planned for 540 3rd St. SW (previous civic address 250 5th St.) with 105 units total (38 self-contained studio homes with supports, and 57 affordable rental housing units.) The site rezoning for the project had been approved prior to the session.

The Community Information Session took place July 18, 2019, 5:30 to 7 p.m. at Prestige Hotel, 251 Harbourfront Drive NE, Salmon Arm.

This report includes:

- A summary of the session;
- An analysis of the comment sheets and emails received; and
- A discussion on how issues and concerns, identified at the meeting and through comments, are addressed in the project or will be addressed through changes to the proposal.

This report will be shared with the City of Salmon Arm, and a redacted version of the report (without comment forms or emails to protect personal information) will be made available to the public.

Input collected was provided to the partners and informed the direction of the proposal. All questions have been answered directly and/or through section 6.0 (Key Interests Emerging and How the Application Responds) of this report.

2.0 Background

In April 2019, BC Housing (funding partner) and Canadian Mental Health Association (operator) reached out to inform neighbours about supportive housing being considered for the site, in addition to two buildings with 67 affordable rental housing units, and the zoning amendment that would allow housing with supports on this site.

On May 13, Salmon Arm City Council unanimously passed the amendment to allow assisted living (which includes supportive housing) in the R-5 zone.

There was no community outreach necessary to move forward, but as good neighbours, BC Housing and CMHA invited the community to learn more about supportive housing and affordable rental housing. This will be the first supportive housing for Salmon Arm.

Community engagement for this project included:

- Mailed letters to neighbours within 200 metre of the site in April, June and July.
- A drop-in style Community Information Session held on July 18, 2019.
- BC Housing responses to questions through www.letstalkhousingbc.ca/salmonarm and communityrelations@bchousing.org, and information at www.bchousing.org/salmon-arm.
The Need

The Columbia Shuswap Regional District has a total of 21,700 households, of which 23 per cent are renter households. Of those renters, 48 per cent are in core housing need and 20 per cent are at risk of homelessness. People aged 55 to 59 make up the majority of renters in the district.

During summer 2019, there were three tent cities in Salmon Arm. The city has an extremely low vacancy rate and limited access to affordable rentals in the private market. The only resource available in the community for people experiencing homelessness is a shelter with 12 beds run by Salvation Army, which is only open November through March and is consistently at or over capacity.

The Opportunity

BC Housing is providing capital and operational funding for 38 units of supportive housing, in addition to capital funding for 67 affordable housing units for families, seniors and people with disabilities. The supportive housing will be available to people over age 19 living in Salmon Arm who have a history of homelessness or are at risk of homelessness, and need additional support to maintain housing.

Now under construction and scheduled to open in spring 2021, the supportive housing units will be an important addition for the community and will be operated by the Canadian Mental Health Association – Shuswap / Revelstoke Branch.

The 38 self-contained studio homes will include 24/7 on-site supports to ensure residents can achieve and maintain housing stability. Applicants will go through a thorough assessment process to ensure an appropriate mix of residents with the right supports. All residents will sign a Resident Program Agreement (similar to a tenancy agreement) and will pay rent.

The project partners are as follows:

- **Canadian Mental Health Association – Shuswap / Revelstoke** (CMHA) will own the land and operate the housing. They have operated in Salmon Arm since 1983 and currently operate a total of 128 units for seniors, families and people with disabilities.
- **BC Housing** is providing capital funding for the development of the site and will provide operational funding for the supportive housing.
- **M’akola Development Services** is a professional consulting firm with Indigenous roots that is committed to supporting vibrant, diverse communities.
- **CanZea Developments** owns the property at 540 3rd St. SW and led the development permit application with the City of Salmon Arm, as designer-builder. It will sell the land to CMHA.
3.0 Notification

BC Housing conducted an extensive notification program for the proposed development, including print media ads, earned media through a news release, direct mail, online information and targeted outreach (samples in Appendix):

**Print Media**

Half-page full colour ads ran in *The Salmon Arm Observer* on July 10 and 17, 2019, prior to the meetings.

**Online**

The Community Information Sessions were listed on the “Let’s Talk Housing” site: [https://letstalkhousingbc.ca/salmonarm](https://letstalkhousingbc.ca/salmonarm). The page received 261 page views.

A project page was posted on the BC Housing website, [www.bchousing.org/salmon-arm](http://www.bchousing.org/salmon-arm). The page received 335 page views in June and July.

**Letters**

Letters were mailed to neighbours within 200 metres of the site informing them of the project (April 8, 2019), and inviting them to the Community Information Sessions (June 27 and July 11, 2019).

**Stakeholder Outreach**

CMHA also reached out to the following stakeholders:

- Downtown Salmon Arm Business Association
- School District 83
- The Salvation Army
- RCMP
- Family Resource Centre
- Housing Task Force
- Economic Development
4.0 Community Information Session Summary

BC Housing and the project partners hosted a Community Information Session on July 18, 2019 from 5:30 to 7 p.m. at Prestige Hotel, 251 Harbourfront Drive NE, Salmon Arm. The meeting was formatted as an open house drop-in event, and intended to provide the community with information and an opportunity to ask questions.

Seventeen display boards were set up, providing information about the need for housing in Salmon Arm and about different aspects of the project, including the supportive housing and the affordable housing component, a building rendering and site plan, partners, services to be provided, safety considerations, resident selection and effect on property value. A project factsheet was also provided.

Representatives from BC Housing, Canadian Mental Health Association – Shuswap / Revelstoke Branch, Interior Health, M’akola Development Services and CanZea Developments were on hand to answer questions and address concerns. Project details, background and frequently asked questions were provided to all representatives to ensure consistent and accurate information was provided to those in attendance.

Participants were invited to ask questions of the staff, fill out a comment form and go to the project websites for additional information and updates. See the Appendices for copies of the feedback and questions received, and Section 5.0 for a summary of comments.

- **Attendance:** 79 people
- **Comments:**
  - 12 comment forms
  - 1 emailed comment or question
  - 7 comments or questions through the Let’s Talk Housing BC website
5.0 Summary of Comments Received

The breakdown of stance by method of submission is noted below, with the caveat that some individuals may have submitted feedback through more than one source or more than once.

See Section 4.0 for more information about the sources of the comments summarized below. Full versions of can be found in the Appendices.

Overall:

- 11 comments (55%) expressed support of the proposal
- 1 comments (5%) expressed opposition to the proposal
- 8 comments (40%) expressed a neutral or unclear opinion

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<td><strong>Total</strong></td>
<td><strong>20</strong></td>
<td><strong>11 (55%)</strong></td>
<td><strong>1 (5%)</strong></td>
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6.0 Key Interests Emerging and How the Application Responds

**Need for Housing**

More than half of the respondents indicated support for the proposal. Those in favour commented on the need for the housing, the provision of on-site supports and services, and the hope that Salmon Arm could become a model for this type of housing.

There were also some inquiries indicating an interest in potentially living at the site, such as questions about how to apply, damage deposit and rules for pets.

The project will provide much-needed safe and stable housing in an area with a growing number of people experiencing or at risk of homelessness.

The Columbia Shuswap Regional District has a total of 21,700 households, of which 23 per cent are renter households. Of those renters, 48 per cent are in core housing need and 20 per cent are at risk of homelessness. People aged 55 to 59 make up the majority of renters in the district.

One indicator of the need in Salmon Arm is the three tent cities in the community. Salmon Arm has an extremely low vacancy rate and limited access to affordable rentals in the private market. The only resource available in the community for people experiencing homelessness is a shelter with 12 beds run by Salvation Army, which is only open November through March and is consistently at or over capacity.

Those interested in applying to live in a BC Housing property can find information at [https://www.bchousing.org/housing-assistance](https://www.bchousing.org/housing-assistance)
Property Values

One resident expressed concern about the impact on property values in the area, and that the project would deter future buyers. There was also a request that no large development signage be erected at the site showing the type of housing to be built.

BC Housing has seen numerous supportive housing buildings open successfully across the province, bringing benefits to both the community and residents of the new housing. Research shows that property values do not decline with proximity to supportive housing, and neighbours enjoy positive relationships with their new supportive housing neighbours.

Further information can be found at http://www.bchousing.org/research-centre/library/community-acceptance/blk-case-study-overview-supplement

Analysis was conducted on five housing developments located in different communities across the province. None of the sites saw a significant decline in property values in the two years post-opening in the immediate areas or neighbourhoods. For example, the Cardington apartments study showed property values followed the same pattern as the City of Kelowna overall in the two years pre- and post-opening of the site, with slightly above-average growth rates.

The goal of supportive housing is to provide safe, stable housing to people who would otherwise be living in the community on the streets, in parks, cars, shelters or temporarily on friend’s couches. All residents in supportive housing have made a choice to work towards living a healthy, stable life.

Development Signage
Development signs are designed to meet the requirements of the local government. BC Housing would ensure that the community has access to information about the project should they have any questions or concerns.
One resident, while noting the need for the housing, expressed concerns about monitoring residents and ensuring their good behaviour, particularly those dealing with addictions.

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**Good Neighbours**

The safety of our future residents, staff and the surrounding community is a priority, and BC Housing and CMHA are committed to being good neighbours. BC Housing supportive housing is staffed 24/7, by an experienced non-profit operator. The goal is to successfully integrate new housing into a community.

All residents would sign a Resident Program Agreement in respect to expectations around behaviours. More details on the agreement are provided under the Resident Selection and Housing Management section below. An example of supportive housing in a similar residential neighbourhood is Cardington Apartments in Kelowna: [www.bchousing.org/publications/BK-Case-Study-Community-Acceptance-Cardington.pdf](http://www.bchousing.org/publications/BK-Case-Study-Community-Acceptance-Cardington.pdf)

CMHA would also develop a Community Advisory Committee to support the successful integration of the new building and residents into the community, with representation that may include BC Housing, Interior Health, the City of Salmon Arm, local RCMP, local service providers, a local supportive housing resident and a few selected community members at large. Committee members would share a common desire to:

- Create a peaceful, safe, and beautiful neighborhood;
- Work together on neighborhood revitalization initiatives;
- Support diversity and inclusion;
- Share respectful, open and honest communication; and
- Help each other address concerns.

The committee would start meeting on a regular basis after the housing opens in 2021.

**Substance Use**

Those experiencing homelessness in Salmon Arm suffer a wide range of challenges that may include dependence to drugs and alcohol. It is important to acknowledge that dependence on drugs and alcohol can also be a result of experiencing homelessness.

CMHA will not exclude someone from housing opportunities if they live with a substance misuse issue. This is consistent with the rights of other property owners and tenants in the wider community, many of whom also live with substance misuse issues.
The key difference is that in BC Housing homes there is 24/7 staff on site who can help if a tenant’s behaviour becomes a problem to others. The Resident Program Agreement noted above also provides avenues for ending a residency agreement in cases where a satisfactory resolution cannot be found.

Supportive housing follows an evidence-based and internationally demonstrated Housing First model, which aims to end chronic homelessness by first providing stable housing, and then working with the resident to promote recovery and well-being. Supportive housing works to lessen potential issues by providing a safe environment where medical intervention is readily available, and where building staff and partners like Interior Health provide ongoing guidance, encouragement and support. Learn more at [https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first](https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first).

Individuals with substance misuse and mental health issues already live on our streets, in our parks and in our neighbourhoods. Residents who wish to live in supportive housing have made a choice to work towards living a healthy, stable life.

**No Safe Injection Site**
There would not be a public safe injection site on the property. BC Housing takes a harm-reduction approach, which means staff is available to support any residents who are in various phases of substance use. Statistics show that many people who die from overdoses do so when they are alone, and so the building would be set up with the ability to provide a safe consumption space for residents only, to ensure the safety of residents who are active substance users.

**Design Features**
A number of building design features will also contribute to neighbourhood safety, including:

- Optimized sightlines
- Lighting
- Security cameras
- Fob-access only
- Staff reception
- Contained outdoor space for smoking and dog walking
Resident Selection & Housing Management

Questions were asked about building cleanliness, site management and the supports provided to residents.

Building Maintenance and Cleanliness
BC Housing and CMHA are committed to providing supportive housing that is an asset to the community. Both staff and residents will be committed to keeping the property and neighborhood maintained and clean, with regular sweeps of the property and immediate area.

As mentioned above, CMHA would develop a Community Advisory Committee to support the successful integration of the new building and residents into the community, with representation that may include BC Housing, Interior Health, the City of Salmon Arm, local RCMP, local service providers, a local supportive housing resident and a few selected community members at large.

Staffing and Site Management
CMHA has over 20 years of experience operating affordable housing, and provides a wide range of innovative services and supports tailored to and in partnership with the community.

CMHA would ensure that all staff will have the appropriate training, experience and skills necessary to support the clients. The required training required by BC Housing includes, but is not limited to: crisis prevention training, First Aid/CPR, mental health first aid training, domestic violence and safety planning, substance use awareness and safety training, and trauma-informed training.

Resident Selection
People who apply to live in supportive housing need to meet eligibility requirements around income, risk of homelessness and required supports and programming. All residents who wish to live in supportive housing have made a choice to work towards living a healthy, stable life.

Residents are low-income individuals over the age of 19 who live in the community, have a history of homelessness and need additional support services to maintain housing. Salmon Arm residents would have priority.

Residents are selected through a thoughtful and thorough assessment process by BC Housing, CMHA and local service providers. Every potential resident is considered on an individual basis to ensure the available housing and services match the support they need, such as life skills training, employment assistance, and help accessing social and health care services.
**Resident Expectations**
Staff would be onsite 24/7 to support residents, manage the building and respond directly to any related concerns that arise in a timely manner.

Residents would sign a Program Agreement and would be expected to abide by it. The agreement addresses expectations about appropriate and respectful behaviour, especially as it relates to the health and safety of themselves and others. Staff work with residents and the neighbours to foster good neighbourhood relations.

Residents would be expected to:
- Treat neighbours and the community with consideration;
- Not make excessive noise or cause unnecessary disturbances;
- Ensure security doors are closed properly and not let any unknown persons into building;
- Put garbage in the appropriate bins;
- Clean up after pets; and
- Not smoke in the common areas, including the front entrance.

CMHA could end an agreement at any time if a resident is:
- Behaving in a manner which is abusive and/or a threat to the mental or physical health or safety of anyone in the building or community;
- Significantly disrupting the quiet enjoyment of other participants and/or neighbours; and
- Engaging in willful vandalism or damage to the building or property.

**Resident Services**
The 38 safe, secure self-contained studio units will include private bathrooms and kitchenettes. Residents would have access to shared amenity space, 24/7 on-site staff, daily breakfast and a hot meal, life-skills training and access to supports.

All residents receive individualized case planning to further develop life and social skills, such as employment planning and managing the transition to independence and recovery. There is also programming space to facilitate training and food preparation. Other services include outreach workers, life skills training, wellness checks, and connection/referral to community services and support groups.

Residents would also have access to counselling, as well as health, mental health, addiction recovery and other services through Interior Health.
Questions were asked about project details, including timing and parking.

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**Project Details**

The project includes:

- Two four-storey buildings with 67 units of affordable rental housing (one- to four-bedroom apartments) for families, seniors and people with disabilities.
- One four-storey building with 38 safe and secure self-contained units for people experiencing or at risk of homelessness, with private bathrooms and kitchenettes and access to shared gathering spaces and 24/7 on-site staff support.

The landscaping plan takes into account privacy and separation for the future residents and their neighbours. This includes a contained outdoor space for smoking and dog walking.

**Parking**

Parking for the new development will fulfill the City of Salmon Arm’s zoning bylaw for Required Offstreet Parking Spaces, found at [http://www.salmonarm.ca/DocumentCenter/View/74/Zoning-Bylaw-No-2303?bid=](http://www.salmonarm.ca/DocumentCenter/View/74/Zoning-Bylaw-No-2303?bid=)

The site’s zoning permits up to 105 units on this property. Approximately 97 total parking spots (29 underground and 68 surface stalls) will be created for this project. This should be sufficient for all residents and staff, as the site was selected for its proximity to transit and amenities.

**Timeline**

The site preparation work and construction began in July. The buildings are anticipated to be complete in fall 2020 and open by early 2021.
Appendices

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Appendix 1

Letters to Residents
Hello neighbour,

We are writing to let you know that Canadian Mental Health Association – Shuswap / Revelstoke Branch (CMHA), through the support of BC Housing, is in the process of purchasing the property at 250 5th Avenue South West in Salmon Arm. BC Housing will be building approximately 70 units of affordable rental housing for families, seniors and people with disabilities. The housing will be operated by CMHA.

In addition, to respond to the local need for housing with supports for people experiencing homelessness, BC Housing is currently exploring the opportunity to build approximately 40 additional units with on-site supports, at 250 5th Avenue South West. When considering locations for supportive housing, BC Housing looks for proximity to community services (commercial and recreational activities); accessibility to transit; adequate lot size; connections to utilities; compatible land use policies. People without homes are already living in our community – supportive housing would give people a home, access to a range of supports and communal interior and exterior living space. They would no longer need to live in camps, on the streets, in parks, in cars, in shelters. Learn more about supportive housing at: www.bchousing.org/community-supportive-housing

The City of Salmon Arm will be bringing forward a Bylaw Amendment to allow Assisted Living in R-5 zoning throughout the community, including at 250 5th Avenue South West. BC Housing understands that supportive housing, as congregate housing providing daily common meal preparation using commercial cooking facilities, dining area and laundry facilities, with health services accommodated on-site including individualized case planning to further develop life and social skills such as employment planning and managing the transition to independence and recovery, would fit under the proposed definition of Assisted Living Housing to be included in the R-5 zone:

Assisted Living Housing means:
housing intended for both independent and semi-independent living in the form of either congregate housing, dwelling units, sleeping units, or any combination thereof, within which is provided for the exclusive use of the occupants, their families and guests, daily common meal preparation using commercial cooking facilities, dining area and laundry facilities. Assisted living housing may or may not accommodate health services such as nursing care, home support, rehabilitative and transportation services.

We will reach out to the community again once the project moves forward. In the meantime, we welcome questions and comments to communityrelations@bchousing.org.
Hello neighbour,

We are writing to let you know that Canadian Mental Health Association – Shuswap / Revelstoke Branch (CMHA), through the support of BC Housing, will be building and operating 38 units of supportive housing, as well as approximately 67 units of affordable rental housing for families, seniors and people with disabilities, at 540 - 3 Street South West (previous civic address 250 5th Street South West) in Salmon Arm. Site preparation work has begun with construction to start this summer. This new housing will be an important addition for the community.

There will be two buildings of affordable rental housing providing a mix of one-bedroom up to four-bedroom units for families, seniors and people with disabilities.

A third building will provide approximately 40 studio units with 24/7 on-site supports, plus amenity space for people experiencing or at risk of homelessness in Salmon Arm. Applicants will go through a thorough assessment process to ensure an appropriate mix of residents with the right supports. All residents will sign a program agreement (similar to a tenancy agreement) and will pay rent.

We invite you to join CMHA, BC Housing and Interior Health at a Community Information Session to learn more, see renderings of the building and have questions answered:

**Date:** Thursday, July 18  
**Time:** 5:30 pm – 7:00 pm  
**Place:** To be confirmed – please check letstalkhousingbc.ca/SalmonArm and watch the Salmon Arm Observer for an update soon

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Hello neighbour,

As a follow-up to our letter dated June 27, we have confirmed a venue for the July 18 Community Information Session for the new housing planned at 540 – 3rd Street SW, Salmon Arm.

**Date: Thursday, July 18**  
**Time: 5:30 pm – 7:00 pm**  
**Place: Prestige Hotel, 251 Harbourfront Drive NE, Salmon Arm – Seymour Salon**

This is a drop-in session to learn more about the housing planned, view poster boards and speak with representatives from BC Housing, Interior Health and CMHA.

If you are unable to attend the session:

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Appendix 2

Advertisement
New Affordable Rental Homes and Homes with Supports

Community Information Session
Thursday, July 18
Drop-in 5:30 pm - 7:00 pm

Prestige Hotel, Seymour Salon
251 Harbourfront Drive NE

BC Housing, Interior Health and the Canadian Mental Health Association – Shuswap / Revelstoke Branch invite the community to learn more about the plans for 67 new affordable rental homes for families, seniors and people with disabilities, and 38 new homes with supports for people experiencing or at risk of homelessness in Salmon Arm, under development at 540 – 3rd Street SW. Drop in at the session on July 18, or submit your questions online through Let’s Talk Housing BC.ca/Salmon-Arm or to communityrelations@bchousing.org.

Visit www.letstalkhousingbc.ca/SalmonArm to learn more and share your questions now!

Everyone needs a home.
Appendix 3

Community Information Session Handout
Salmon Arm Affordable and Supportive Housing

New housing at **540 - 3rd Street SW** in Salmon Arm will include:

- Two buildings containing a total of **67 units of affordable rental housing** (one to four-bedroom apartments) for families, seniors and people with disabilities
- One building with **38 supportive housing studio homes**, with shared gathering spaces, and staff on-site 24/7 to provide support, for people experiencing or at risk of homelessness.

Why does the Columbia-Shuswap Regional District need housing?

The Columbia-Shuswap Regional District has a total of 21,700 households, of which 23% are renter households. Of those renters, 48% are in core housing need and 20% are at risk of homelessness. People aged 55 to 59 make up the majority of renters in the district.

What is supportive housing?

Supportive housing is a self-contained studio home with supports provided on-site, to ensure people can achieve and maintain housing stability. Supports will include outreach workers, wellness checks, life skills training, employment assistance, connection and referral to community services and support groups. All residents will sign a program agreement and will pay rent.

Who will live here?

Anyone can apply for **affordable rental housing**. However, housing providers may have specific requirements, including that:
- You are able to live independently
- You meet the Canadian residency requirements
- You have a source of income
- You have names of references

**Supportive housing residents** must:
- Be over the age of 19
- Have a history of homelessness or be at risk of homelessness
- Need additional support services to maintain housing
- Live in the Salmon Arm area
Safe and Secure Supportive Housing

We are committed to building a safe community both inside and outside the supportive housing with:

Experience: CMHA has more than 30 years of experience working in Salmon Arm.

Staffing: Staff will be onsite 24/7 to support residents, manage the building, and be available to respond to any related concerns that arise in a timely manner.

Resident Mix: Residents will be selected based on ability of staff to provide the right level of support to all.

Property Maintenance: Regular sweeps of property and immediate area will ensure cleanliness.

Design Features: Optimized lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking and dog walking, will be implemented.

Agreements: Residents will sign a program agreement around expectations.

Community Advisory Committee: A Community Advisory Committee will be established to work collaboratively with partners and the community. This committee will mitigate and address any related concerns that come forward, with representation from BC Housing, CMHA, and community partners: local businesses, community organizations and community members.

Next steps

Site preparation work has begun, with construction to start this summer. We anticipate the buildings will open by early 2021.

Partners

- **Canadian Mental Health Association – Shuswap / Revelstoke Branch (CMHA)** will own the land and operate the housing. They have operated and provided services in Salmon Arm since 1983, and currently operate a total of 128 units for seniors and families.

- **BC Housing** is providing capital funding for the development of the site, and will provide operational funding for the supportive housing.

- **M’akola Development Services** is a professional consulting firm with Indigenous roots that is committed to supporting vibrant, diverse communities.

- **CanZea Developments Ltd** owns the property at 540 – 3rd Street SW and led the development permit application with the City of Salmon Arm, as Designer-Builder. They will sell the land to CMHA.

How can I provide input?

Email [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)

Fill out a comment form at the July 18 Community Information Session

Visit [bchousing.org/salmon-arm](http://bchousing.org/salmon-arm) and [LetsTalkHousingBC.ca/SalmonArm](http://LetsTalkHousingBC.ca/SalmonArm)

Join the Community Advisory Committee.
Appendix 4

Community Information Session Display Boards
Welcome

Community Information Session
for New Housing at 540 – 3rd Street SW

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<thead>
<tr>
<th>Community Information Session</th>
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<td>5:30 pm - 7:00 pm</td>
<td>Drop in to learn more about the new housing planned for 540 – 3rd Street SW and talk with representatives from BC Housing, Interior Health, Canadian Mental Health Association – Shuswap / Revelstoke Branch, M’akola Development Services and Canzea Developments.</td>
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</table>

- Please ensure that comments and discussions are respectful
- Please recognize that the issues are complex and we need thoughtful discussion about how to meet community needs
- Please do not bring any signs, banners or placards into the venue
Housing Needs

Renters

The Columbia-Shuswap Regional District has a total of 21,700 households*, of which 23% are renter households:

- most renters are aged 55-59**
- 48% are in core housing need***
- 20% are at risk of homelessness****

People Experiencing Homelessness

Currently, people experiencing homelessness in Salmon Arm have access to 12 temporary shelter beds, which are only open November through March.

---

* Source: 2016 Canadian Rental Housing Index

** StatsCan Census Profile 2016

*** Core housing need means a household is spending more than 30% of before-tax income on rent and utilities.

**** Risk of homelessness is defined by a household spending more than 50% of before-tax income on rent and utilities.
New Affordable Rental and Supportive Housing for Salmon Arm

Ensuring everyone has a place to call home.

Project:

- Two buildings containing a total of 67 units of affordable rental housing (one to four-bedroom apartments) for families, seniors and people with disabilities.
- One building containing 38 safe and secure self-contained (own bathroom and kitchenette) studios, with shared gathering spaces, and staff on-site 24/7 to provide support, for people experiencing or at risk of homelessness.

Location:

540 – 3rd Street SW
(previous civic address 250 5th Street SW)

Operated by:

Canadian Mental Health Association – Shuswap / Revelstoke Branch

Timeline:

- Summer 2019: currently under construction
- Fall 2020: anticipated opening date
Preliminary Site Plan

Disclaimer: These technical drawings are subject to change during the municipal approvals process.
Elevations: Affordable Rental Building ‘A’

Disclaimer: These technical drawings are subject to change during the municipal approvals process.
Elevations: Affordable Rental Building ‘B’
Perspectives:
Supportive Housing Building ‘C’

Disclaimer: These technical drawings are subject to change during the municipal approvals process.
Who Can Live in the New Affordable Rental Housing?

Affordable rental housing units, like those in development at 540 – 3rd Street SW, are divided into three rent levels and will require verification of income and household size, along with confirmation that applicants:

- are able to live independently;
- meet Canadian residency requirements and live in BC permanently;
- have a source of income;
- have names of references.

Here is a sample of rent levels, subject to adjustment when the housing is completed:

<table>
<thead>
<tr>
<th>BDRM</th>
<th>HOUSEHOLD INCOME MAXIMUM</th>
<th>MONTHLY RENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent Geared to Income (34 units)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>32,000</td>
<td>$565</td>
</tr>
<tr>
<td>2</td>
<td>38,000</td>
<td>$692</td>
</tr>
<tr>
<td>3</td>
<td>49,000</td>
<td>$838</td>
</tr>
<tr>
<td>4</td>
<td>55,000</td>
<td>$965</td>
</tr>
<tr>
<td>Affordable Housing (20 units)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Applicants must make between 50-150K to qualify.</td>
<td>$775</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>$950</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>$1150</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>$1313</td>
</tr>
<tr>
<td>Deep Subsidy (13 units)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>No maximums, as long as in receipt of Income Assistance, Old Age Security, and/or Guaranteed Income Supplement.</td>
<td>$375</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>$570</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>$660</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>$700</td>
</tr>
</tbody>
</table>
Who Can Live in the New Homes with Supports?

All residents in supportive housing have made a choice to work towards living a healthy, stable life. They pay rent and sign a program agreement that addresses expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others.

People who apply to live here would need to:

- Be over the age of 19
- Have a history of homelessness or be at risk of homelessness
- Need additional support services to maintain housing
- Live in the Salmon Arm area

Resident Selection Process:

Residents are selected through a collaborative and thorough assessment process between BC Housing, CMHA and local service providers to ensure the needs of a tenant are well matched to the types of support services that would be provided in this residence.

Every potential resident will 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.
Support Services for Supportive Housing Residents

- Private Washrooms
- Laundry
- Support for a diverse group
- Connection to local community services
- Peer employment opportunities
- 24/7 professional support staff
- Safe and secure place to sleep
- Breakfast and one hot meal a day
- Referral to health care, mental health and addiction services
- Trauma-informed support and care to assist people in stabilizing and creating plans to move from homelessness to successfully housed.
- Individualized case planning
## Being Good Neighbours

### Expectations

All new residents of 540 – 3rd Street SW are required to:

<table>
<thead>
<tr>
<th>Treat neighbours with consideration by...</th>
<th>Avoid excessive noise or disturbance by...</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ensuring security doors are properly closed.</td>
<td>• Not smoking in common areas or at the front entrance of buildings.</td>
</tr>
<tr>
<td>• Not letting unknown people into secure buildings.</td>
<td>• Not consuming drugs or alcohol in public areas.</td>
</tr>
<tr>
<td>• Putting garbage into appropriate bins.</td>
<td>• Not inviting guests to stay overnight.</td>
</tr>
<tr>
<td>• Cleaning up after pets.</td>
<td></td>
</tr>
</tbody>
</table>

### Accountability

A Community Advisory Committee will be developed to support the successful integration of the new supportive housing building and residents into the community.

### Who?

Representation from BC Housing, the RCMP, City Bylaw, CMHA, local businesses, community organizations and community members.

### When?

Committee would start meeting on regular basis after the housing opens.

### How?

CMHA will manage the units 24/7 and be available to respond directly to any related concerns that may arise in a timely manner.
Neighbourhood Safety

CMHA and BC Housing are committed to building a safe community both inside and outside of the supportive housing with:

<table>
<thead>
<tr>
<th>Experience</th>
<th>Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMHA has over 30 years of experience in Salmon Arm.</td>
<td>Experienced and skilled staff on-site 24/7 to support residents, manage the building and serve as primary point of contact for the building.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resident Mix</th>
<th>Property Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident selection takes into account the ability of staff to provide the right level of support to all.</td>
<td>Regular sweeps of property and immediate area to ensure cleanliness.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agreements</th>
<th>Design Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents sign program agreements around expectations and if promises are broken there are consequences.</td>
<td>Optimized sightlines, lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking and dog walking.</td>
</tr>
</tbody>
</table>
What is Supportive Housing?

Supportive housing and shelters are different. The new supportive housing at 540 – 3rd Street SW would **not** be a shelter.

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Supportive Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>First come first served</td>
<td>Assessment process for applicants</td>
</tr>
<tr>
<td>Access to a bed temporarily</td>
<td>A self-contained studio home</td>
</tr>
<tr>
<td>Some meals may be provided</td>
<td>1 hot meal provided, plus private kitchenette</td>
</tr>
<tr>
<td>Often required to leave during day time</td>
<td>No requirement to leave home or building</td>
</tr>
<tr>
<td>Shared sleeping space</td>
<td>Private studio apartment</td>
</tr>
<tr>
<td>No payment</td>
<td>Pay rent for home</td>
</tr>
<tr>
<td>Outreach worker available to connect to support services onsite</td>
<td>24/7 access to staff and support services onsite</td>
</tr>
</tbody>
</table>
Examples of Supportive Housing

Timber Grove in Surrey

- Located in a multi-residential area a short walk from amenities
- Opened in 2011
- 52 self-contained homes
- Operated by Coast Mental Health
- Similar eligibility, programming and services

Timber Grove blends into the neighbourhood. While neighbours initially had fears about the new housing during the development phase, many now show support. Residents are proud of their homes, engaging with neighbours and frequenting local shops and restaurants.

Cardington Apartments in Kelowna

- Located in a residential-commercial mix neighbourhood
- Opened in 2008
- 30 self-contained homes
- Operated by the John Howard Society of the Central and South Okanagan
- Similar eligibility, programming and services

When Cardington Apartments first opened, there were some complaints from neighbours as on-site support levels were still being worked out. Once the level of on-site support service was adjusted, there were few complaints from neighbours. Today, the building has a good reputation in the neighbourhood. Neighbours look out for tenants when they are out and about in the neighbourhood, as well as homeless people camping out in the area. Neighbours often bring donations by and help with fundraising. A nearby business offered free services to tenants. Residents feel comfortable accessing nearby businesses, such as the pharmacy.
How will this Affect my Property Value?

Research shows that property values do not decline with proximity to supportive housing.

- Centre for Applied Research in Mental Health and Addiction at SFU (2007). 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.
- In 2018, BC Housing conducted analysis on five housing developments located in different communities across the province. None of the sites saw a significant decline in property values in the two years post-opening in the immediate areas or neighbourhoods surrounding the case study sites, as feared by some neighbours.

How Can I Learn More?

We welcome any questions you may have at letstalkhousingbc.ca/SalmonArm

Keep up on the project: www.bchousing.org/salmon-arm

Learn more about supportive housing: www.bchousing.org/community-supportive-housing

Learn more about the Community Housing Fund: www.bchousing.org/partner-services/Building-BC/community-housing-fund
Partners

Canadian Mental Health Association – Shuswap / Revelstoke Branch (CMHA)

CMHA will own the land and operate all of the housing at 540 – 3rd Street SW. They have operated and provided services in Salmon Arm since 1983, and currently operate over 130 units for seniors and families.

CMHA provides a wide range of innovative services and supports to people who need mental health support and their families. These services are tailored to the needs and resources of the communities where they are based. These programs and services help people of all ages celebrate, protect and support their mental health so we can all thrive in meaningful and productive lives.

BC Housing is providing capital funding for the development of the site, and will provide operational funding for the supportive housing.

BC Housing works in partnership with the private and non-profit sectors, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options.

M’akola Development Services is a professional consulting firm with Indigenous roots that is committed to supporting vibrant, diverse communities. We specialize in housing and community development, and our interdisciplinary team partners with non-profit organizations, all levels of government, Aboriginal communities, and private industry to examine social and economic opportunities to develop collaborative, sustainable and unique development solutions that respect the past while building for the community of tomorrow.

CanZea Developments Ltd owns the property at 540 – 3rd Street SW (previous civic address 250 5th Street SW) and led the development permit application with the City of Salmon Arm, as Design-Builder. They will sell the land to CMHA.
Appendix 5

Community Information Session Comment Sheets
540 3rd Street South West, 
New Affordable Rental and Supportive Housing 
Community Information Session – July 18, 2019 

Which of the following best identifies you? 
☑ Salmon Arm Resident  ☐ Other: ____________________
☐ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed? 

What are the pet rules?

Any comments: 

 Please put this form in a comment box or email: communityrelations@bchousing.org. 
To protect your privacy, please do not include identifying details such as name and address.

Please note: this form may be shared with BC Housing, CMHA Shuswap-Revelstoke, City of Salmon Arm, Interior Health, M'akola Development Services and Conzea Development Services.
540 3rd Street South West,
New Affordable Rental and Supportive Housing
Community Information Session – July 18, 2019

Which of the following best identifies you?

☐ Salmon Arm Resident
☐ Salmon Arm Business Owner
☐ Other: __________________________

Do you have any questions about this new housing that you would like addressed?

How do you come up with the number of affordable housing units or the number of supportive housing units are required in Salmon Arm?

If this is successful, is there a chance of more affordable housing being built in Salmon Arm?

Any comments:

Thank you for the information – well done and very informative

Please put this form in a comment box or email: communityrelations@bchousing.org.
To protect your privacy, please do not include identifying details such as name and address.

Please note: this form may be shared with BC Housing, CMHA Shuswap-Revelstoke, City of Salmon Arm, Interior Health, M'akola Development Services and Canzea Development Services.
540 3rd Street South West,
New Affordable Rental and Supportive Housing
Community Information Session – July 18, 2019

Which of the following best identifies you?
☐ Salmon Arm Resident
☐ Salmon Arm Business Owner
☐ Other: Information & Referral Centre

Do you have any questions about this new housing that you would like addressed?

Some have been answered such as:
1. Selection of residents
2. Process for applying

But I'm sure more info would be very helpful.

Any comments:

Would like more printed info to share with our staff & board of directors. Also to give to clients who come to us for info on low-cost housing.

Please put this form in a comment box or email: communityrelations@bchousing.org.
To protect your privacy, please do not include identifying details such as name and address.

Please note: this form may be shared with BC Housing, CMHA Shuswap-Revelstoke, City of Salmon Arm, Interior Health, M'akola Development Services and Canzea Development Services.
540 3rd Street South West, New Affordable Rental and Supportive Housing Community Information Session – July 18, 2019

Which of the following best identifies you?

☐ Salmon Arm Resident

☐ Salmon Arm Business Owner

☐ Other: __________________________

Do you have any questions about this new housing that you would like addressed?

________________________________________________________________________

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Any comments:

You need to say what is in your wrap:

________________________________________________________________________

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Which of the following best identifies you?

☑ Salmon Arm Resident
☐ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed?

ALL MY QUESTIONS HAVE BEEN ANSWERED

Any comments:

GOOD JOB BY ALL INVOLVED.

Please put this form in a comment box or email: communityrelations@bchousing.org.
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540 3rd Street South West,
New Affordable Rental and Supportive Housing
Community Information Session – July 18, 2019

Which of the following best identifies you?

☑ Salmon Arm Resident
☐ Other: ______________________________
☐ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Any comments:

Agreat project - long needed

Great to see adequate parking

or support + services on site for the supportive housing

A wonderful project to build our community.

Please put this form in a comment box or email: communityrelations@bchousing.org.
To protect your privacy, please do not include identifying details such as name and address.

Please note: this form may be shared with BC Housing, CMHA Shuswap-Revelstoke, City of Salmon Arm, Interior Health, M'akala Development Services and Canzea Development Services.
540 3rd Street South West,
New Affordable Rental and Supportive Housing
Community Information Session – July 18, 2019

Which of the following best identifies you?

☐ Salmon Arm Resident
☐ Salmon Arm Business Owner
☐ Other: _______________________

Do you have any questions about this new housing that you would like addressed?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Any comments:

This is a great idea. Kamloops has been very successful with these supportive housing units. CMHA & Ask Willner, have done an exceptional job.

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Please put this form in a comment box or email: communityrelations@bchousing.org.
To protect your privacy, please do not include identifying details such as name and address.

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Interior Health, M’akola Development Services and Canzea Development Services.
540 3rd Street South West,
New Affordable Rental and Supportive Housing
Community Information Session – July 18, 2019

Which of the following best identifies you?
☑ Salmon Arm Resident
☐ Other: _______________________
☐ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed?

Will there be any homeless housing for people that live on the streets etc.

Why is it some places don't have site support 24/7?

Any comments:

___________________________________________________________________________

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Which of the following best identifies you?

☑ Salmon Arm Resident
☐ Other: ______________________
☐ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Any comments:

I am so pleased by the scope of this project! It has been a long time coming and is desperately needed. It looks very well-thought-out. I very much appreciate this investment in people.

________________________________________________________________________

Please put this form in a comment box or email: communityrelations@bchousing.org.
To protect your privacy, please do not include identifying details such as name and address.

Please note: this form may be shared with BC Housing, CMHA Shuswap-Revelstoke, City of Salmon Arm, Interior Health, M’akola Development Services and Canzea Development Services.
540 3rd Street South West, New Affordable Rental and Supportive Housing Community Information Session – July 18, 2019

Which of the following best identifies you?

☑️ Salmon Arm Resident
☐ Other: __________________________
☐ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Any comments:

I am very happy to see this development happening in Salmon Arm and hope we see an example to other communities.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Please put this form in a comment box or email: communityrelations@bchousing.org. To protect your privacy, please do not include identifying details such as name and address.

Please note: this form may be shared with BC Housing, CMHA Shuswap-Revelstoke, City of Salmon Arm, Interior Health, M’akola Development Services and Canzea Development Services.
Which of the following best identifies you?

☑ Salmon Arm Resident
☐ Other: ______________________

☑ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed?

What's the timeline on the support housing?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Any comments:

This is a brilliant step for Salmon Arm, I'm very happy the plans are becoming a reality! 😊

________________________________________________________________________

________________________________________________________________________

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________________________________________________________________________

________________________________________________________________________

Please put this form in a comment box or email: communityrelations@bchousing.org.
To protect your privacy, please do not include identifying details such as name and address.

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540 3rd Street South West,
New Affordable Rental and Supportive Housing
Community Information Session – July 18, 2019

Which of the following best identifies you?
☑ Salmon Arm Resident
☐ Other: ______________________

☑ Salmon Arm Business Owner

Do you have any questions about this new housing that you would like addressed?

Could there be a collaboration with other ministries like CLBC

Is there a willingness to have a meeting around housing for CLBC eligible folks!

Great stuff! Thanks for the invite

Any comments:

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

Please put this form in a comment box or email: communityrelations@bchousing.org.
To protect your privacy, please do not include identifying details such as name and address.

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Appendix 6

Email Received

*Redacted for privacy purposes*
Appendix 7

Let’s Talk Housing BC Online Comments Received

Redacted for privacy purposes