New Homes with Supports Proposed for Surrey

Ensuring everyone has a place to call home.

**Proposed Project:**
Approximately 60 new homes with supports. Daily breakfast and hot meal; life-skills training and access to health services.

**Proposed Location:**
14706 104 Avenue.

**Operated by:**
Lookout Housing + Health Society, who currently operates the Guildford Shelter (adjacent property.)

**Who is it for:**
People experiencing or at risk of homelessness in Surrey.

**Housing Type:**
Safe and secure self-contained (own bathroom and kitchenette) studio; shared amenity space; staff on-site 24/7; daily breakfast + hot meal; life-skills training and access to health services.

**Timeline:**
- BC Housing conducts public engagement
- Rezoning & Development Permit Application
- Public Information Meeting: June 20th
- Intro to City Council: To be determined
- Public Hearing: To be determined
- Feedback collected on the proposed project
- City Council process
Who Would Live Here?

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 community*

*Priority given to Surrey residents

Resident Selection Process:

Residents are selected through a collaborative and thorough assessment process between BC Housing, the operator, and Fraser Health 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 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.
## Support Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Washrooms</td>
<td>Accessible for a diverse group</td>
</tr>
<tr>
<td>Safe and secure place to sleep</td>
<td></td>
</tr>
<tr>
<td>Laundry</td>
<td>Social Connection</td>
</tr>
<tr>
<td>Breakfast and one hot meal a day</td>
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<tr>
<td>24/7 support staff</td>
<td></td>
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<tr>
<td>Connection to local community services</td>
<td>Peer employment opportunities</td>
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<tr>
<td>Accessible for a diverse group</td>
<td></td>
</tr>
<tr>
<td>Referral to health care, mental health and addiction services, as required</td>
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<tr>
<td>Trauma-informed support and care</td>
<td>Individualized case planning</td>
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<tr>
<td>to assist people in stabilizing and creating plans to move from homelessness to successfully housed.</td>
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</tbody>
</table>
Housing First

Supportive housing is based on an evidence-based and internationally-demonstrated Housing First approach: to first provide stable housing, and then work with a resident to promote recovery and well-being.

Here is how it works:

People are living on the streets, in shelters and precariously housed, without access to the basic needs of food and a place to live. **People without homes are in survival mode, which makes it difficult to work on their goals and challenges.** Being homeless is traumatic and may result in dependence to drugs and alcohol, and mental health challenges.

1. Move people experiencing homelessness into independent and permanent housing. They have a bed to sleep in, a door to close, their own washroom. They have breakfast every morning and one hot meal. **Basic necessities are met.**

2. Provide additional supports, services, guidance and encouragement as needed, such as health services, recovery plans, life skills, employment, finances and social connection.

People who live with substance use issues **will not be excluded** from applying for supportive housing. If we exclude people with substance use issues, they will remain on the street or in shelters, with deteriorating health. They cannot start their journey to a healthier life until they have a roof over their heads.
Being Good Neighbours

Expectations
Like all Surrey residents, people living in supportive housing are expected to:

- Not smoking in common areas or at the front entrance of buildings.
- Not consuming drugs or alcohol in public areas.

Treat neighbours with consideration by...
- Ensuring security doors are properly closed.
- Not letting unknown people into secure buildings.
- Putting garbage into appropriate bins.
- Cleaning up after pets.

Avoid excessive noise or disturbance by...
- Not smoking in common areas or at the front entrance of buildings.
- Not consuming drugs or alcohol in public areas.

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

Who?
Representation from BC Housing, the City of Surrey, Fraser Health, RCMP, local businesses, community organizations and community members.

When?
Committee would start meeting on regular basis before the housing opens.

How?
The operator will manage the building 24/7 and be available to respond directly to any related concerns that may arise in a timely manner.
Neighbourhood Safety

BC Housing, Fraser Health, the City of Surrey and the operator are committed to building a safe community both inside and outside the supportive housing with:

<table>
<thead>
<tr>
<th>Experience</th>
<th>Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operators are selected based on experience and success in operating supportive housing in the community.</td>
<td>Staff onsite 24/7 to support residents and manage building.</td>
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<table>
<thead>
<tr>
<th>Resident Mix</th>
<th>Property Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents selected based on ability of staff to provide right level of support to all.</td>
<td>Regular sweeps of property and immediate area to ensure cleanliness.</td>
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<tr>
<th>Agreements</th>
<th>Design Features</th>
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<tr>
<td>Residents sign program agreement around expectations.</td>
<td>Optimized lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking and dog walking.</td>
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