

Frequently Asked Questions

Supportive Housing 217 16th Avenue North, Cranbrook

June 17, 2026

Overview

What is happening at 217 16th Avenue North?

- BC Housing purchased this property in 2022. We would build this new housing in the vacant parking lot next to the existing Step Beyond shelter at 209 16th Avenue North.
- BC Housing is proposing to build 50 supportive homes at 217 16th Avenue North. This project is a major part of our effort to address and prevent homelessness in Cranbrook.
- This 4-storey wood-frame building would include:
 - 50 studio homes, each with a private bathroom and kitchenette
 - Indoor and outdoor common areas
 - Central kitchen and laundry facilities (for use by residents and staff only)
 - Reception area and office space for staff
 - Fenced grounds and on-site parking
- Each studio home would have its own private bathroom and a kitchenette with fridge. Units are fully furnished with basic furniture and kitchen setup and linens.

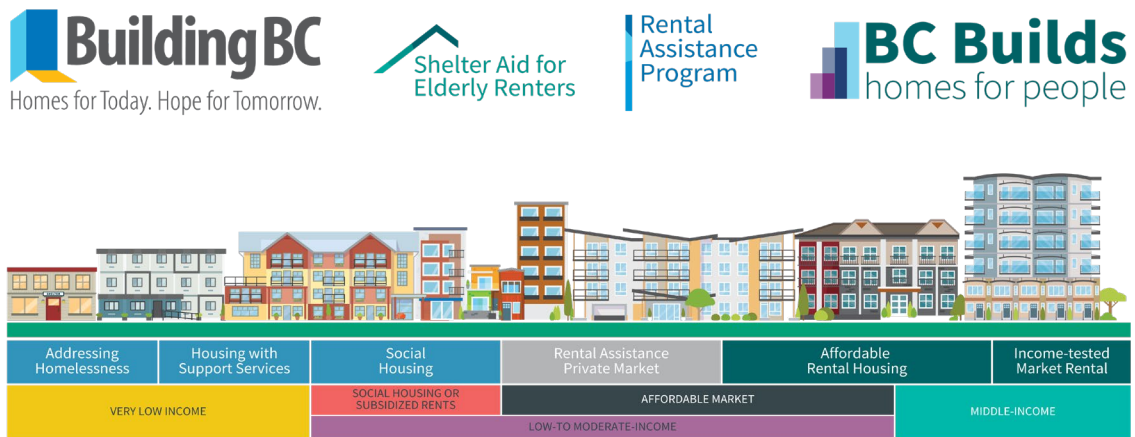


Why do we need supportive housing in Cranbrook?

- There were 172 people experiencing homelessness in Cranbrook according to the [2025 Point-in-Time homeless count](#). This is an increase of almost 50% from 2023.
- The [2024 City of Cranbrook Housing Strategy](#) identified the need for supportive housing. There is also a need for other types of housing to match the range of needs in the community.
- We know that the existing shelter spaces in Cranbrook are not enough to address the current need.
- This proposed supportive housing would help us address the urgent need to offer safe, stable homes with supports and services to people experiencing homelessness in Cranbrook.
- After a person has safe, stable housing with a range of supports, they are in a much better position to improve their well-being and access things like health care and skills training.

What role does shelter have in Cranbrook and how does it connect to supportive housing?

- Shelters offer free, immediate places to stay for people who are experiencing or at risk of homelessness. They play an important role in addressing unsheltered homelessness and encampments in a community.
- Shelters are often the first step on a person’s journey into stable housing. They are not a permanent home. Shelter staff work with each guest to help them move toward stable, permanent housing.
- Safe, quality housing looks different for every person and depends on their individual needs and goals. Depending on the person, they could apply for private market rental housing, affordable/subsidized rental housing or supportive housing. For people with ongoing support needs, supportive housing can become their permanent home.
- BC Housing develops housing across this continuum:



What else is the Province doing to help address homelessness and encampments in Cranbrook?

- In February 2026, the Province announced Cranbrook as a HEART & HEARTH community. Through this program, we can build and offer housing quickly to people experiencing homelessness. This housing stays in place temporarily while we continue to build more permanent supportive homes in the community.
 - **Homeless Encampment Action Response Teams (HEART)** bring together local and provincial outreach teams to better support people sheltering outside and in encampments to stay safe and healthy and more quickly transition indoors.
 - **Homeless Encampment Action Response Temporary Housing (HEARTH)** projects provide critical safe, indoor spaces to support outreach and encampment resolution, as the Province continues to build more permanent supportive and affordable homes.
- BC Housing and the City have been exploring opportunities for a HEARTH site for temporary housing with supports. We look forward to sharing more information with the community in the coming months.

Supportive Housing Program & Residents

What is supportive housing?

- Supportive housing is subsidized housing with on-site supports. Residents are adults (19+) who are at risk of or experiencing homelessness. This can include seniors and people with disabilities.
- All residents apply to live in supportive housing, sign tenancy agreements and pay rent.
- To learn more, check out our [Stories from Supportive Housing](#) playlist on YouTube. These short videos show inside several supportive housing buildings. They also share stories from residents, staff and neighbours.

What supports and services would be provided here for residents?

- Supportive housing provides many onsite support services to residents. Typical supports include:
 - 24/7 staffing
 - Daily meals
 - Life skills and employment training
 - Individualized case planning
 - Access to health supports, including overdose prevention and community-based mental health and substance-use programs
 - Connections to community services, including assistance with Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account

How much rent do supportive housing residents pay?

- Residents of supportive housing pay the shelter rate (\$500) from their Income or Disability Assistance. This rate is set by the Ministry of Social Development and Poverty Reduction and subject to adjustments.

Who would live here?

- Residents would be single adults (19+) of all genders who are experiencing or at risk of homelessness and who need supports to maintain stable housing. This can include seniors, people with disabilities and others.
- Residents would be mainly people currently residing in Cranbrook or, in some cases, people who have close connections with the community and wish to return home.
- To be considered for this housing, people must have an active application in BC Housing's Supportive Housing Registry. Community service providers such as outreach workers or shelter staff often help people fill out this application. People can also apply online, by mail, by fax or by visiting a BC Housing office.

How are residents selected?

- BC Housing works with community partners through a Coordinated Access and Assessment (CAA) process to offer supportive homes to people based on their individual needs, goals and the services provided. This process also ensures a balanced mix of residents in the building.

- A CAA table is made up of BC Housing representatives, Interior Health, the housing operator and local community service providers and partners. This working group meets regularly to review supportive housing applications and identify people who would be a good fit for this housing.

How would you promote positive community integration for residents of this building?

- BC Housing and our non-profit operators commit to being good neighbours. We would work with residents and neighbours to foster good community relationships. This could include opportunities for engagement activities and volunteer programming (e.g., neighbourhood clean teams, etc.).
- Residents in supportive housing have rights and responsibilities under the Residential Tenancy Act. Supportive housing operators communicate clear expectations to residents regarding respectful behaviour onsite and in the surrounding neighbourhood.
- Supportive housing staff conduct wellness checks to protect both tenants and staff and support an inclusive and safe environment.
- BC Housing requires supportive housing operators to respect and follow all laws and bylaws and work to ensure that staff, residents and visitors do the same.
- BC Housing requires supportive housing operators to contact the appropriate emergency services (911) if they observe any criminal activity or emergency situations in public or private areas in the vicinity of the supportive housing.

Development

Why was this location selected?

- It is important for supportive housing to meet people where they are, in the community where they already live. Supportive housing must also be located close to services, amenities and transit. These things are essential for people who are transitioning out of homelessness and working towards a healthy, stable life.
- Land availability is also a major factor in choosing a location for supportive housing. The property at 217 16th Avenue North is owned by BC Housing, vacant and available.

Does this project require any municipal permits?

- Yes, BC Housing has applied to the City of Cranbrook for a zoning amendment for this project. This amendment would:
 - allow supportive housing and support services on site,
 - increase the number of housing units from 45 to 50, and
 - decrease the minimum front and rear yard setback from 9.0 metres to 6.75 metres.
- This application will first go to council at the June 22, 2026 meeting.
- If the zoning amendment is approved, we would apply for a Development Variance Permit later this summer. We would request to reduce off-site parking and setback variance requirements.
- We would continue to follow all City of Cranbrook's bylaws throughout the development process.

Would this proposed supportive housing project cause property values to go down in the neighbourhood?

- Research completed in 2019 of 13 B.C. supportive housing sites showed that property values immediately surrounding 10 sites either kept pace or surpassed surrounding municipal trends. Property values for the other three sites were not notably different compared to municipal trends. View this research report at: bchousing.org/publications/Property-Values-Case-Study-Overview-Report.pdf.

What is Digitally Accelerated Standardized Housing (DASH)?

- This building will be designed and constructed using Digitally Accelerated Standardized Housing (DASH) tools.
- DASH provides a set of ready-to-use digital building tools and permit-friendly designs. They help architects, designers, and housing providers build multi-family homes faster and at lower cost and high-quality design.
- DASH works by using standardized designs, prefabricated parts, and a coordinated supply chain.
- Through this program, we can deliver more homes for people in communities across BC. Learn more about DASH at www.acceleratedhousing.ca.

When would this site open?

- We currently expect construction to begin in 2027. We would expect the project to be complete in 2028. We will share more information about the project timeline when it's available.

Operations

Who would operate this site?

- BC Housing will select an experienced non-profit housing operator to manage the building and provide services to the residents. The operator would be onsite 24/7. This process will begin in June 2026. We will introduce the operator to the community later this year.

How would site safety and security be managed?

- BC Housing Design and Construction Standards apply Crime Prevention through Environmental Design (CPTED) practices in all building projects. In this building, security measures would include monitored points of entry, fob access, 24/7 staffed reception, security cameras and lighting.
- We would share a direct phone number for the building with neighbours when it is available. Staff would be on site 24/7 to support residents and provide a point of contact for neighbours.
- BC Housing and our non-profit housing staff commit to working with housing residents and the surrounding community on an ongoing basis to address any safety concerns quickly and collaboratively.

How would you address concerns about community safety?

- Supportive housing is an important part of community safety. Having safe, accessible and minimal barrier housing in a community means there are fewer people sheltering outdoors. This increases people's personal safety and well-being and contributes to community safety overall.
- Research shows that supportive housing residents:
 - Have an incarceration rate that was over 6 x less than people identified as experiencing homelessness;
 - Access the emergency department 46.9% less than people identified as experiencing homelessness;
 - Have a 31.8% lower rate of hospital admission than people identified as experiencing homelessness.(Source: BC Ministry of Housing. 2025. Preventing and Reducing Homelessness: An Integrated Data Project. Government of British Columbia.)
- BC Housing and our non-profit partners work openly with those who are best able to address safety issues beyond our housing sites. These include bylaw, law enforcement, or other emergency services for whom public safety is their mandate.
- As in any community, for emergencies such as urgent medical needs, crimes in progress or active fires, neighbours should call 911 and wait for help to arrive.

Would alcohol and substance use be allowed in this housing?

- We would not deny this housing to people who may use substances or alcohol.
- Housing is crucial in a person's health journey. After a person has safe, secure housing, washrooms and meals, they are in a much better position to improve their well-being, including accessing health care and substance use treatments.
- Not all supportive housing residents use substances, and this would not be a substance-use recovery facility.
- If residents choose to use substances on site, staff follow a harm-reduction approach. Staff would also link residents to stabilization and recovery services as appropriate based on their health and wellness goals.

What is a harm reduction approach?

- Harm reduction aims to educate people about how to keep themselves safe and minimize death, disease and injury from any activity or behavior that involves risk.
- Harm reduction is an important life-saving health care practice, especially in the current toxic drug crisis. People using substances alone or outside do not benefit communities and often leads to tragic outcomes.
- Harm reduction programs and services are proven to not only reduce harms such as infections, injuries and deaths, they have also been proven to increase social and vocational functioning, and to reduce public disruption.

- The operator would work with Interior Health in determining best practices to promote health and safety among residents. If and when residents are ready to seek substance-use treatment, staff on site would connect them with the appropriate support services.

What training does BC Housing require for supportive housing staff?

- BC Housing requires training for supportive housing staff that includes, but is not limited to:
 - Crisis prevention training and/or de-escalation training, non-violent intervention
 - First Aid/CPR
 - Indigenous awareness training
 - Mental health first aid training
 - Domestic violence and safety planning
 - Safety for women in co-ed shelters training
 - Substance use awareness and safety training, including Naloxone training
 - LGBT2SQIA+ awareness training
 - Vulnerability Assessment Tool (VAT) training
 - Trauma-informed practice training
 - Staff self-care training

Who would be responsible for keeping the building and property clean?

- The operator and residents would work to keep the property maintained, as any other neighbour would.
- We would share a direct phone number for the building with neighbours when it is available. Staff would be on site 24/7 to provide a point of contact for neighbours and address any cleanliness concerns quickly and collaboratively.
- The City of Cranbrook would continue to maintain public spaces as in any other neighbourhood.

Project Information and Questions

Will there be an opportunity to speak with project representatives in-person?

In the coming months, we plan to host an in-person **Community Information Session**. At this session, you could view poster boards, meet project partners and ask questions one-on-one about various BC Housing projects in Cranbrook. We will mail event details directly to neighbors and publish them online.

Who can neighbours contact with questions or concerns about this development?

We will share any updates about the overall development as soon as they are available.

For questions about this supportive housing project, please email BC Housing at **communityrelations@bchousing.org**.