



Community Engagement Report

321, 327 Fortune Drive & 285 Leigh Road Kamloops, BC
Supportive Housing

JANUARY 2025

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INTRODUCTION

This report provides a summary of community engagement held in January 2025 regarding the purchase and rezoning planned for 321, 327 Fortune Drive and 285 Leigh Road in Kamloops, B.C. The project would provide:

- A 4-storey building with 54 long-term supportive homes for people who need essential supports to maintain their housing.
- Indoor and outdoor gathering spaces and on-site parking.

This report was submitted to Kamloops City Council on January 29, 2025.

ANNOUNCEMENT – AUGUST 2024

On August 15, 2024, the Province [announced](#) the plan of purchasing the sites at 321, 327 Fortune Drive and 285 Leigh Road in Kamloops to build supportive housing. This purchase is contingent on successful rezoning of the site.

ENGAGEMENT COMMUNICATIONS – AUGUST 2024

Webpage

BC Housing launched a dedicated project webpage (letstalkhousingbc.ca/kamloops-fortune-dr-leigh-rd) on August 14, 2024. On this page, we will continue to share the latest information on the project as well as opportunities to connect with the project team and operator.

Questions and comments were also received through BC Housing's Community Relations email (communityrelations@bchousing.org). In total, 15 inquiries were received from August 2024 (the date purchasing and the rezoning consideration of land was announced) to January 2025.

Neighbourhood Update Letter and Invitation – August 2024 and January 2025

On August 14 and 15, 2024, BC Housing shared letters to residents and businesses within 100 meters of the site about the purchase and our intentions for this property. This is a standard radius that we use for many BC Housing projects. It also aligns with the City's rezoning requirements.

On January 20, 2025, BC Housing hand-delivered letters to residents and businesses within 100 meters of the site. These letters included invitations to attend small group information sessions on January 27, 2025.

We recognize that the wider community has interest in this project, which is why we have also published a Let's Talk page.

COMMUNITY ENGAGEMENT SESSIONS – SUMMARY (JANUARY 2025)

Event Name and Date	Small group information sessions Monday, January 27, 2025 <ul style="list-style-type: none"> • 2:30 p.m. - 3:30 p.m. • 4:30 p.m. - 5:30 p.m. • 6:30 p.m. - 7:30 p.m. Location: Salon A, Holiday Inn & Suites, 675 Tranquille Road, Kamloops
Organizers	BC Housing Project and Community Engagement Team: <ul style="list-style-type: none"> • Kiran Basra, Senior Communications Advisor, Interior, Project & Community Engagement • Alexia Diablo, Senior Communications Specialist, Project & Community Engagement
Presenters	BC Housing <ul style="list-style-type: none"> • Tyler Baker, Director of Regional Development • Nanette Drobot, Regional Director of Operations • Dawn Himer, Supportive Housing Advisor • Stacy Wormell-Street, Supportive Housing Advisor • Kiran Basra, Senior Communications Advisor Facilitator + Event support <ul style="list-style-type: none"> • Alyson Gourley-Cramer, Monogram Communications • Kaisa Raina, Monogram Communications
Event Audience	Attendees included neighbours, local business owners, and other interested community members
Number of Attendees	A total of 15 people attended the small group information sessions

WHAT WE HEARD – SUMMARY

Themes

During all sessions, several consistent themes arose from the questions and discussion with neighbours. These themes included the following:

- security and safety
- resident selection
- operations

Topics

Safety

- Strong concern for safety and security for neighbours, seniors, children (young families and daycare) and businesses in the area
- Requests for accountability from the selected operator and BC Housing to ensure neighbourhood safety
- Concerns with potential substance use and crime around the site
- Concerns with potential disruptions around the site

Operations

- Interest in general operations and site management details
- Interest in the future operator and questions about what supports would be available for neighbours
- Interest in criteria for tenant selection
- Interest in supports and programs available for tenants
- Desire for a qualified service provider and trained staff
- Desire for a balanced distribution of supportive housing throughout the community
- Concerns about substance use and desire to prohibit substance use
- Concerns about property maintenance and cleanliness

Development

- Questions about the site selection and purchase process
- Questions about the rezoning process
- Sentiment that a different location should have been chosen
- Support for the project, but not for the current location
- Concern for density and concentration of supportive housing and shelters in one area

Engagement/process

- Interest in more community engagement and additional information as it becomes available

- Request to see examples of similar projects around the city and the province
- Desire for the future operator to be part of community engagement and addressing concerns

Other

- Concerns with existing substance use and crime in the neighbourhood
- Frustration with perceived lack of response related to existing neighbourhood challenges
- Concerns about potential reduction in nearby property values
- Concerns about impacts to nearby businesses
- Confusion about difference between supportive housing and shelters
- Concerns about how to connect with the City and City Councillors
- Frustration that there was no City representation in the sessions

FREQUENTLY ASKED QUESTIONS

How is community safety considered in the design of this development?

- Safety of the residents, staff and surrounding community is always our top priority. One of the most important safety features for any supportive housing project is 24/7 staffing by experienced professionals.
- BC Housing Design and Construction Standards considers Crime Prevention through Environmental Design (CPTED) in all new purpose-built supportive housing. This approach includes an assessment to ensure CPTED features are included, such as maximizing views of parking areas, entrances, sidewalks and other public spaces, and would include security features such as cameras, fob entry, fencing, gates and lighting.

How was this location selected?

- Project locations are considered with respect to:
 - availability of site and project needs
 - access to community services (health services, commercial and recreational activities)
 - accessibility to transit
 - connections to utilities
- Access to community services and transit is key for people without homes but so is feeling part of a neighbourhood. With a remote site, there is no access to services, no regular transit access, and no integration with the community, which is essential for people who are working towards a healthy, stable life.
- The property on 321, 327 Fortune Drive & 285 Leigh Road became available and fit the above criteria.

Who would manage this site?

- BC Housing would select a non-profit operator for the supportive housing building through a fair and public process. The operator would be responsible for managing the building and the property and providing support services to the housing residents.
- The operator would reach out to the neighbourhood to foster positive relationships and open communication.
- As part of the selection process, BC Housing would review the operator's previous community involvement and their plan for community involvement for this housing.

How would the supportive housing building be staffed?

- One of the most important ways supportive housing can integrate into the neighbourhood is with a robust staffing model.
- At this site, at least 2 staff would be onsite 24/7 to provide support for residents and manage the building.

What training does BC Housing require for operator staff?

- Staff training, as required by BC Housing, includes but is not limited to:
 - Crisis prevention training and/or de-escalation training and non-violent intervention
 - First Aid/CPR
 - Indigenous Awareness training
 - Mental Health First Aid training
 - Domestic violence and safety planning
 - Safety for women training
 - Substance use awareness and safety training
 - LGBT2Q+ awareness training
 - Trauma-informed practice training
 - Staff self-care training

Would alcohol and drugs be allowed on-site?

- BC Housing's sites are operated based on the widely recognized and proven Housing First model. Residents are permitted to make their own choices regarding lifestyle. This includes the decision to abstain or use drugs/alcohol.
- If residents choose to use substances, we take a harm reduction approach, which means support staff would work with each person to use safely.
- Harm reduction is an important life-saving measure in the current toxic drug crisis. The goal of harm reduction is to prevent the negative consequences of substance use (including saving lives) and to improve health. Harm reduction acknowledges that many people may not be in a position to remain abstinent. This approach also meets people where they are at and provides an option to engage with peers, medical, and social services in a non-judgmental way. Harm reduction approaches and programming are seen as a best practice for engaging with people who have substance use issues.

- The operator would work with Interior Health in determining best practices to promote overall resident safety and health. Staff are always available to support residents who are in various phases of substance use and/or their recovery journey.

Who is responsible for keeping the housing/property clean?

- The operator would be responsible for managing and maintaining the property itself. BC Housing and our operators are committed to being good neighbours and keeping the property maintained, just as any other resident in the neighborhood would.
- Residents are encouraged to keep their personal living spaces tidy and to participate in maintaining the overall cleanliness of the property.

Are there drop-in services for outside people?

- Supportive Housing does not provide drop-in services. Supportive Housing provides services to the tenants only, and these can include meals and referrals to health, community supports, and culturally informed services.

When does the construction start if rezoning is approved?

- We are still in the very early stages of this development. If rezoning is approved and following site purchase, we would work with a planning and design team and share a project timeline when it is available.
- Designing the building can take from 6 months to a year, and construction can take 1-2 years.

How does BC Housing determine who can move into the supporting housing units?

- Residents of supportive housing are single adults (19+) of all genders, including seniors, people with disabilities or any others who need support to maintain stable housing.
- BC Housing and the selected Operator will select residents using the Coordinated Access and Assessment (CAA) process.
- ✎ A CAA working group is made up of BC Housing representatives, local health authority, housing operators and community service providers and partners. The working group meets regularly to review supportive housing applications and evaluate resident support needs. We offer homes to people based on their level of need and supports available. This process also ensures a balanced mix of residents in any building.
- All residents sign housing-related agreements and pay rent.

Will this development decrease my property value?

- BC Housing research shows that property values surrounding supportive housing sites tend to keep pace with or surpass municipal trends.
 - *Source: Insight Specialty Consulting, 2019. Exploring Impacts of Non-Market Housing on Surrounding Property Values. BC Housing*
- See the full report here: bchousing.org/publications/Property-Values-Case-Study-Full-Report.pdf

What other buildings in Kamloops fit this category of housing?

- [Rosethorn House](#) and [Spero House](#) are both supportive housing buildings in Kamloops.

What is the process for determining what kind of housing is needed in Kamloops?

- All B.C. cities are required to complete Housing Need Assessment Reports. Through this report, the City of Kamloops determines what kind of housing is needed within the city limits. The City will provide this information to BC Housing and BC Housing will start the process of looking for available properties to provide for the housing needs.
- Find more information about City of Kamloops housing vision here kamloops.ca/housing
- Find the latest Housing Needs Assessment Report here kamloops.ca/city-hall/strategies-plans/2024-housing-needs-report

How are supportive housing residents able to pay rent?

- Many supportive housing residents are on Income or Disability Assistance. The rent for supportive housing units is subsidized to ensure it is affordable and realistic for the people who need it the most.
- 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.



Neighbourhood Update

August 13, 2024

321 & 327 Fortune Drive & 285 Leigh Road, Kamloops

Dear Neighbour,

We are writing to share that BC Housing is planning to purchase the property at **321 and 327 Fortune Drive and 285 Leigh Road** in Kamloops. At this site, we plan to create 54 homes with support services. These new homes are an important part of our continued effort to address and prevent homelessness in the community.

BC Housing has applied to rezone this site from Residential 2 (R2) to Multi-Family 4 – Medium High Density (RM4). The site purchase is dependent on this rezoning. If approved, we will continue to follow the City's permitting processes throughout this project.

This project is still in the very early stages of planning and development. We will share a project timeline when it is available including when we expect construction to start in the years ahead.

About the project

We are planning to build a 4-storey building that will include indoor and outdoor gathering spaces and on-site parking. These homes would be deeply affordable studio apartments for people who need supports to maintain their housing. Residents would be single adults (19+) of all genders, including seniors and people with disabilities.

BC Housing would select a non-profit operator to manage the building and provide services to the residents. Supports typically include services such as meals, referrals to health care, life skills, employment training, and culturally informed services.

Questions?

A caring community can contribute greatly to the success of supportive housing residents. We will continue to share updates and keep lines of communication open with neighbours as the project moves forward.

Stay informed about this project by visiting letstalkhousingbc.ca/kamloops-fortune-dr-leigh-rd. You can also email communityrelations@bchousing.org with any questions.

Kind regards,

BC Housing

Neighbourhood Update

January 20, 2025

321, 327 Fortune Drive and 285 Leigh Road, Kamloops

Dear Neighbour,

We are writing to share an update about the property that BC Housing is planning to purchase at **321 and 327 Fortune Drive and 285 Leigh Road in Kamloops**. In August 2024, we announced that BC Housing plans to create 54 homes with support services at this site. These new homes are an important part of our continued effort to address and prevent homelessness in the community.

This project will require rezoning. The site purchase is dependent on this rezoning. If approved, we would work with a planning and design team and share a project timeline when it is available. We would continue to follow the City's permitting processes throughout this project.

You can find more details about this project by visiting letstalkhousingbc.ca/kamloops-fortune-dr-leigh-rd.

Information sessions

We are pleased to invite area neighbours to join us at in-person information sessions to learn more about the proposed housing project, meet project partners and ask questions.

Date: Monday, January 27, 2025

Available session times:

- 2:30 p.m. - 3:30 p.m.
- 4:30 p.m. - 5:30 p.m.
- 6:30 p.m. - 7:30 p.m.

Location: Salon A at Holiday Inn & Suites, 675 Tranquille Road, Kamloops

Each session will have a **maximum of 15 participants** to ensure meaningful participation. Priority will be given to direct site neighbours followed by the wider community.

Please RSVP for a session by visiting kamloops-leigh-fortune.eventbrite.ca or by scanning the QR code below. **Registration is required to attend.**



What is supportive housing?

Supportive homes are deeply affordable studio apartments for people who need supports to maintain their housing. Residents are single adults (19+) of all genders, including seniors, people with disabilities or any others who need supports to maintain stable housing. Supportive housing typically includes services such as meals and referrals to health, community supports, and culturally informed services.

BC Housing offers supportive homes to people through a community-based assessment process that matches people's needs with the supports available. All residents sign housing related agreements and pay rent.

If rezoning is approved, BC Housing will proceed with our procurement process to select an experienced non-profit operator to manage the housing and provide services to residents. They would provide 24/7 staffing and keep the property well-maintained. The operator would also work to build good relationships with the community. When the building opens, we would share direct contact information with neighbours and address any concerns quickly and collaboratively.

Questions?

A caring community can contribute greatly to the success of residents. We commit to keeping lines of communication open throughout this project.

We look forward to meeting you at our upcoming information sessions. You can also continue emailing communityrelations@bchousing.org at any time with questions.

Kind regards,

BC Housing