

Bertram Street Redevelopment

Public Involvement Summary

1451 and 1469
Bertram Street
Kelowna, BC

April 2021 *Prepared by: Juliet Anderton Consulting Inc.*



CONTENT

| | |
|---|----|
| INTRODUCTION | 02 |
| EXECUTIVE SUMMARY | 03 |
| PHASE 1 – PROPERTY PURCHASE AND TENANT TRANSITION, MARCH 2018 | 03 |
| PHASE 2 – DEMOLITION AND REDEVELOPMENT PLANNING, MARCH 2019 | 04 |
| PHASE 3 – REDEVELOPMENT CONCEPTS, SEPTEMBER 2020 | 04 |
| PHASE 4 – DEVELOPMENT PROPOSAL, FEBRUARY 2021 | 08 |
| NEXT STEPS | 09 |
| APPENDIX ONE – REDEVELOPMENT QUESTIONNAIRE OUTCOMES | 10 |

EXECUTIVE SUMMARY

The Bertram Street Redevelopment Plan Public Involvement Summary describes the process and outcomes of the public involvement initiative undertaken as part of the BC Housing Management Commission's (BC Housing) planning process for 1451 and 1469 Bertram Street, in Kelowna, British Columbia. The Public Involvement Plan was designed and implemented by Juliet Anderton Consulting Inc. in coordination with BC Housing's Corporate Communications, Operations and Development Services and Asset Strategies Branch.

The public involvement outcomes ultimately contributed to BC Housing's redevelopment proposal prepared by S2 Architecture and submitted to the City of Kelowna (the City) in February 2021. The redevelopment proposal consists of a 20 storey apartment building, including 162 apartment units, 14 townhomes and a children's daycare. The affordable non-market and market housing proposed will create urgently needed independent living rentals for seniors, couples, individual and families, and will include a share of wheelchair accessible units.

Throughout the design process, it was a central goal of BC Housing to redevelop this significant City Centre property to the fullest extent, while still ensuring a complementary and sensitive architectural fit within this evolving neighbourhood. This continues to be an important goal moving forward in that it allows BC Housing to support the community investment they are making in the development of affordable non-market rental housing, through the development of additional market rental units. All 176 apartment and townhome units proposed are necessary to support the overall redevelopment investment model. The redevelopment plan requires Official Community Plan and Zoning Bylaw amendments, a Development Variance Permit to vary building height and a form and character Development Permit.

In the preparation and implementation of the Public Involvement Plan, BC Housing committed to a process that aligned with the Principles and Best Practices of Public Participation outlined by the Office of the Auditor General of British Columbia and that exceeded statutory and municipal requirements and guidelines, including



View looking east - West Elevation Bertram Street

EXECUTIVE SUMMARY - CONT.

City of Kelowna Council Policy 367. The process was designed to provide BC Housing a thorough understanding of the range of community interests, as well as the ability to carefully consider public feedback at each stage of the process, along with other input from City staff, technical agencies and consultant team specialists.

The process began in 2018, with BC Housing's purchase of the property. Comprehensive engagement was initiated with existing on-site tenants to understand their future housing needs and reassure them of BC Housing's support through their transition to alternate housing. Key community engagement efforts, focussed on the immediate neighbourhood, took place in September and October 2020, and in December 2020 and January 2021. The former sought feedback on the early stage redevelopment concepts and the latter on the draft development proposal to the City. Primary stakeholders included the residents and property owners of Bertram Street, those across the property's back lane fronting on Richter Street and nearby business and property owners on Bernard. Special engagement efforts were directed to those neighbours sharing property lines with the BC Housing site; including the owners and managers of Elkar Apartments to the south and the Evangel Housing Society to the north. Stakeholder organizations with neighbourhood or housing specific interests, and those with adjacent development interests, were also part of the consultation efforts, including: the Kelowna Downtown Knox Mountain Neighbourhood Association (KDKM), Downtown Kelowna Association (DKA), Chamber of Commerce, the Central

Okanagan Journey Home Task Force, Carmel Court Housing Cooperative, the UBC redevelopment team for Doyle Avenue, Mission Group, Callahan Construction, and New Town Planning as agent for the owners of 1464-1476 Bertram Street.

Due to COVID-19 risks and restrictions, in-person public open house events and workshops were not possible as part of the engagement efforts. Instead, comprehensive brochures were prepared and direct-mailed to neighbourhood residents and property owners during the two key engagement periods. The project stakeholder organizations were also emailed the brochures for distribution to their membership. The September 2020 brochure, which introduced the project's redevelopment concepts, requested recipients complete a feedback questionnaire and provide general comments. Feedback could also be provided by posting public comments on the BC Housing Let's Talk website or through directed emails to BC Housing's community relations email. The brochures, the questionnaire, as well as two videos highlighting key redevelopment features, were also posted online.

It should also be noted, at opportune times during the consultation efforts, the project team was able to undertake socially distanced in-person meetings with representatives of the adjacent property owners to the north and south. In-person communication through door knocking also took place where feasible with those residents and business owners with a minimum of 50 metres of the site.



Preliminary Design Rendering

EXECUTIVE SUMMARY - CONT.

KEY OUTCOMES AND THEMES

It is estimated the project brochures, questionnaire opportunity and other materials reached approximately 750 people. The BC Housing webpage received 495 independent visits, and local media - including Castanet, Kelowna Now and the Capital News - also publicized the redevelopment proposal, bringing further awareness to the initiative throughout the community.

Through the early stages of the design process, redevelopment concepts considered by the design team explored building heights ranging from 12 to 26 storeys. Concepts based on the lower end of the building height spectrum resulted in a wider building form, with smaller separation distances from adjacent buildings, narrower view corridors between buildings and increased shadow impacts on immediate neighbours. Conversely, the concepts based on the taller building form allowed for greater separation distances from immediate neighbours, wider view corridors and reduced shadow impacts. In addition, the concepts with a taller narrower building form allowed the design team to plan for community gardens and other outdoor social spaces and green spaces on the roof of the podium. These spaces could not be achieved where the footprint of the apartment building encompassed the majority of the parkade rooftop. Early stakeholder consultation with immediate neighbours and the City of Kelowna prioritized greater separation distances from immediate neighbours over concerns with the taller building height, resulting, ultimately, in a proposal for 20 storeys.

The feedback received on the redevelopment concepts presented in the mail out brochures was on the whole very positive and included a number of inquiries from those looking for affordable rental housing. The three strongest themes that came through were:

- the importance of building subsidized rental housing in downtown Kelowna, including larger units for families,
- personal interest in attaining subsidized rental housing, and
- the importance of strong leadership in environmentally sustainable building and landscaping design.

Other more general feedback outcomes are summarized by the following comments:

- it will be important to ensure the affordability of subsidized units over the long term
- supportive housing would not be welcome

- BC Housing's communication and outreach are really appreciated
- the emphasis on family units, townhomes and wheelchair units is important
- the project is well designed with a mix of architectural types
- the building height is too ambitious
- landscaping and screening should be designed to encourage privacy for adjacent residents
- new trees and landscaping should not create maintenance issues for adjacent owners
- measures should be taken to ensure security lighting, vehicle lights and emissions from the parkade do not affect neighbours
- all required parking needs should be accounted for on the site

KEY IMPACTS

From the onset of the planning process, the design team proactively anticipated potential interests of and concerns from neighbours. Building height, shadowing, views, privacy, noise, traffic, parking, boulevard tree protection, personal safety, neighbourhood character and construction impacts were all actively considered in the design process. The form and character of the project proposal ultimately mitigated and minimized these potential impacts. The design team's success in effectively anticipating concerns is believed to have contributed to the limited response from the neighbourhood to BC Housing's requests for input. From the feedback that was received, the design team was able to confirm the current direction of the proposal. Feedback also resulted in the following changes and amendments to the plan:

- A stronger commitment to climate change mitigation, including a commitment to Step Code 3, the inclusion of electric vehicle charging for 25% of parking stalls and the intent to pursue a car share provider.
- The total number of units was reduced from 186 to 176 units to accommodate more three bedroom units for families.
- Landscaping and other design elements along shared property lines were refined to minimize maintenance needs for adjacent owners, manage privacy concerns, reduce impacts of security and vehicle lighting and ensure implementation of CPTED principles.

EXECUTIVE SUMMARY – Public Involvement SUMMARY Table pt.1

Neighbourhood and Interest Based Organizations Consulted

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • Kelowna Downtown Knox Mountain Neighbourhood Association • Downtown Kelowna Association • Chamber of Commerce • University of British Columbia | <ul style="list-style-type: none"> • Central Okanagan Journey Home Society • Evangel Seniors Housing Society • Elkar Apartments • Carmel Court Housing Cooperative | <ul style="list-style-type: none"> • Callahan Construction • New Town Planning • Mission Group |
|---|--|---|

Consultation and Communication Methods

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • Neighbourhood Letters 2018-19 • Direct Mail Brochure Sept 2020 • Direct Mail Brochure Dec 2020 • Redevelopment Concepts Questionnaire | <ul style="list-style-type: none"> • BCH Webpage • Let's Talk Housing Online Discussion Forum • Online Video Sept 2020 • Online Video Dec 2020 | <ul style="list-style-type: none"> • In-Person Meetings • Consultant Email and Phone Calls • BCH Community Relations Email • Door Knocking |
|--|--|--|

Quantitative Outcomes

| Total Direct Contacts – 742 Individuals (min) | Website Visits – 495 Independent Visits | Media Articles – 4 (as of Feb. 2021) |
|--|--|---|
| <ul style="list-style-type: none"> • Sept 2020 Brochure: 700 individuals • Dec 2020 Brochure: 750 individuals • In-Person Meetings: 10 individuals • Direct Email/Phone: 11 organizations • BCH Com. Relations Email: 6 individuals • BCH Let's Talk Housing: 15 individuals | <ul style="list-style-type: none"> • BCH Website: 495 independent visitors • Questionnaire Responses: 19 individuals | <ul style="list-style-type: none"> • Castanet (2) • Capital News • Kelowna Now |

Neighbourhood-Sensitive Design Features

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> • Mature boulevard tree preservation • Residential scale setbacks reinforce neighbourhood character | <ul style="list-style-type: none"> • Parking podium hidden from Bertram • Apartment centred on site to minimize shadow | <ul style="list-style-type: none"> • Privacy enhanced through building setbacks, step backs, fencing and landscaping • CPTED principles reinforce safety and security |
|--|--|---|

Key Feedback Outcomes

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> The importance of building subsidized rental housing in downtown Kelowna, including larger units for families | <ul style="list-style-type: none"> The importance of strong leadership in environmentally sustainable building and landscaping design | <ul style="list-style-type: none"> Personal interest in attaining affordable housing |
|---|--|---|

General Feedback Outcomes

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> It will be important to ensure the affordability of subsidized units over the long term Supportive housing would not be welcome BC Housing’s communication and outreach are really appreciated | <ul style="list-style-type: none"> The emphasis on family units, townhomes and wheelchair units is important The project is well designed with a mix of architectural types The building height is too ambitious All required parking needs should be accounted for on the site | <ul style="list-style-type: none"> Landscaping and screening should be designed to encourage privacy for adjacent residents. New trees and landscaping should not create maintenance issues for adjacent owners. Measures should be taken to ensure security lighting, vehicle lights and emissions from the parkade do not affect neighbours |
|--|---|--|

Key Changes Made Through Feedback

A stronger commitment to climate change mitigation, including a commitment to Step Code 3, the inclusion of electric vehicle charging for 25% of parking stalls and the intent to pursue a car share provider.

The total number of units was reduced from 186 to 176 units to accommodate more 3-bedroom units for families.

Landscaping and other design elements along shared property lines were refined to minimize maintenance needs for adjacent owners, manage security and privacy, reduce impacts of vehicle lighting and ensure implementation of CPTED principles.



Preliminary Design Rendering

INTRODUCTION

The *Bertram Street Redevelopment Public Involvement Summary* outlines the consultation and communication activities and outcomes undertaken by BC Housing in the preparation of the redevelopment for 1451 and 1469 Bertram Street, Kelowna, BC. The Public Involvement Plan included in eight phases, as outlined in Figure 1. These phases correspond to the overall project planning and approvals timeline outlined in Figure 2. The balance of the document details the intentions of each phase, the methods of communication and consultation and the feedback outcomes.

Figure 1: Public Involvement Plan Phases

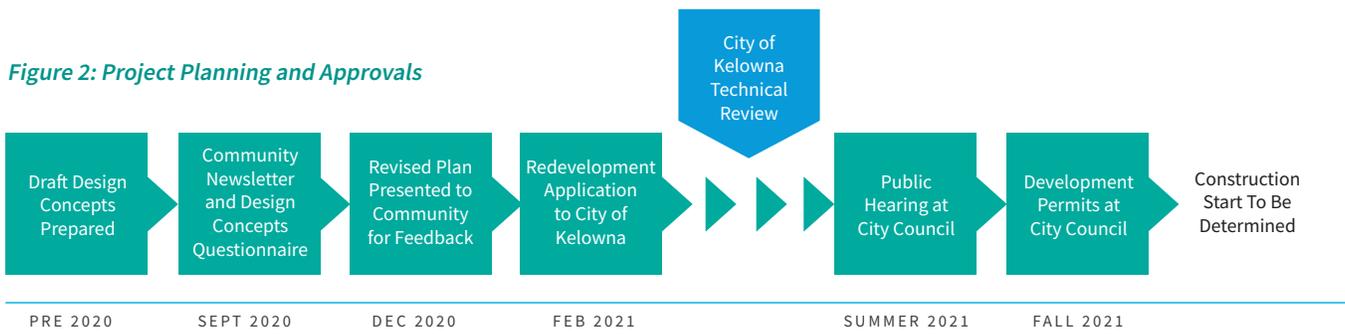
| PHASES 1-8 | TIMING |
|---|------------------|
| PHASE 1: Property Purchase and Tenant Transition | 2018 |
| PHASE 2: Demolition and Redevelopment Planning | Spring 2019-2020 |
| PHASE 3: Redevelopment Concepts | Fall 2020 |
| PHASE 4: Development Proposal | Early 2021 |
| PHASE 5: City Council Public Hearing (Rezoning and Official Community Plan Amendment) | Summer 2021 |
| PHASE 6: City Council Public Meeting (Development Permit and Development Variance Permit) | Fall 2021 |
| PHASE 7: Building Permit and Construction | 2022 |
| PHASE 8: Occupancy | TBD |

Redevelopment Location



APPROVALS - ESTIMATED TIMELINE

Figure 2: Project Planning and Approvals



PHASE 1 – Property Purchase and Tenant Transition, March 2018

In 2018, BC Housing purchased 1451 and 1469 Bertram Street with the intention of redeveloping the properties for affordable rental housing. Phase 1 primary engagement and communication activities were designed to inform neighbours and on-site tenants of the purchase and the high-level intentions for the property, and to connect them with avenues to communicate with BC Housing. Engagement activities focused on efforts to understand the future housing needs of the on-site tenants. Tenants were reassured that BC Housing would support them through the necessary transition to alternate housing. Engagement and communication methods included:

- **Neighbourhood letters** – inclusive of neighbours within the boundary of Richter St., Bernard Ave., Doyle St. and St. Paul St. (approximately 100 metres and 280 households).
- **Neighbourhood door-knocking and hand delivery of neighbourhood letters** – inclusive of neighbours within the boundary of Richter St., Bernard Ave., Doyle St. and St. Paul St. (approximately 100 metres, and 20 households and 10 commercial neighbours), exclusive of residents in apartment buildings.
- **Phone call/email to stakeholder organizations and immediate neighbours** - including the Evangel Seniors Housing Society, Elkar Apartments, Downtown Kelowna Association, Chamber of Commerce, Kelowna Downtown Knox Mountain Neighbourhood Association, Homelessness Leadership Group and Journey Home Task Force.
- **Tenant introduction letters** – inclusive of all existing tenants of the housing on-site.
- **Tenant door-knocking** – inclusive of all tenants in their units.
- **Tenant group meetings** – inclusive of all interested tenants of the housing on-site.
- **Tenant one-on-one meetings** – inclusive of all tenants interested in support in relocating to alternate rental housing.
- **Tenant individual relocation letters** – inclusive of all tenants of the housing on-site.

TENANT AND PUBLIC FEEDBACK

- Tenant communications were comprehensive and resulted in a year of working with residents to successfully transition to alternate housing.
- Limited neighbourhood and stakeholder feedback was received by the BC Housing Community Relations email. Responses ranged from a request for assurance that housing would not include supportive housing, to indications of general support for affordable rental housing.
- Neighbourhood door-knocking included general gratitude for the information, support for affordable housing and interest in student participation in the environmental leadership components of the building and site design.

PHASE 2 – Demolition and Redevelopment Planning, March 2019

Phase 2 communication activities were focused on notifications associated with the building demolition, boulevard tree protection and on-site geotechnical testing.

- **Neighbourhood letter, demolition** – inclusive of neighbours within the boundary of Richter St., Bernard Ave., Doyle St. and St. Paul St. (approximately 100 metres and 280 households) as well as immediate property owners.
- **Phone call/email to stakeholder organizations and immediate neighbours** – including the Evangel Seniors Housing Society, Elkar Apartments, Downtown Kelowna Association, Chamber of Commerce, Kelowna Downtown Knox Mountain Neighbourhood Association, Homelessness Leadership Group and Journey Home Task Force.
- **Neighbourhood letter, geotechnical testing** – immediate neighbours only.

PUBLIC FEEDBACK

- Limited feedback to the BC Housing Community Relations email; one question regarding hazardous materials abatement procedures during demolition.

PHASE 3 – Redevelopment Concepts, September 2020

Phase 3 engagement and communication activities began with the comprehensive preparation of materials and engagement tools for a public open house and meetings with adjacent property owners in March of 2020. Due to restrictions associated with Covid-19, these activities were not undertaken and public engagement was put on hold to respect related pressing concerns and priorities of neighbourhood residents. Despite challenges associated with the pandemic, it was important that the opportunity to obtain early feedback from the neighbourhood and other stakeholders remained a high priority. The following engagement tools and communication methods were undertaken with the objective of gaining feedback on the preliminary redevelopment plan and design concepts.

- **Neighbourhood brochure (8 pages)** – the Planning for Redevelopment, September 2020 brochure was direct mailed to approximately 370 households and immediate property owners. The distribution of the brochure was expanded beyond previous mail-outs to reflect the potential impacts of the 20 storey height of the preliminary design concepts presented.
- **Project feedback questionnaire** – on-line link was direct mailed as part of the neighbourhood brochure; questionnaire requested comments on key project decisions and general feedback on redevelopment plans and design concepts.
- **Project features and highlights video** – on-line video highlighting key features of the preliminary redevelopment plan and design concepts.
- **Let's Talk Housing website** – on-line link was direct mailed as part of the neighbourhood brochure and included opportunities to post public comments and receive feedback from BC Housing; <https://letstalkhousingbc.ca/Kelowna>
- **Phone calls/emails to stakeholders and immediate neighbours** – the Evangel Seniors Housing Society, Elkar Apartments, Downtown Kelowna Association, Chamber of Commerce, Kelowna Downtown Knox Mountain Neighbourhood Association, Homelessness Leadership Group and Central Okanagan Journey Home Society were contacted by email and by phone for comments.
- **In-person meetings** – meetings were held with representatives of property owners to the north and south (Evangel Seniors Housing Society and Elkar Apartments).

PUBLIC FEEDBACK

OUTREACH AND OUTCOMES

- In total, it is estimated that the September brochure reached approximately 700 people.
- The project website received 194 independent visitors and 36 visitors downloaded the brochure.
- In person or telephone meetings included approximately 7 individuals providing feedback, either as individuals or on behalf of an organization or property owner.
- The questionnaire was completed by 19 respondents and the Let's Talk Housing feedback line received 2 inquiries. The BC Housing Community Relations email also received 2 emails.



QUESTIONNAIRE HIGHLIGHTS

Despite the broad reach of the neighbourhood brochure, there was limited interest in completing the project questionnaire. Only nineteen people completed the questionnaire out of the 194 website visitors, and the estimated 700 people who received the neighbourhood brochure. Despite the limited response, there was a range of viewpoints expressed. It is difficult to determine if the low response was due to general acceptance of the project ideas, a preoccupation of potential respondents with Covid-19 concerns, or another reason altogether.

In looking at the questionnaires received, highlights from the responses included the following:

- About half (10 of 19) of the respondents live on Bertram
- About a third (6 of 19) were interested in renting the non-market housing
- The vast majority (14 of 18) believed it was important or very important that non-market housing is built in the downtown
- About half (8 of 17) believed it was important or very important that the townhomes be included
- About half (8 of 17) believed the daycare was important or very important
- About half (8 of 18) preferred BCH to continue planning for a narrow and tall building form and just more than half preferred that BCH look again at planning for a lower and wider building form
- Slightly more than half (11 of 19) believed that one parking stall for each unit was about right
- There was strong support for environmental leadership, particularly passive energy design (17 of 18), and Step Code 3 designation (14 of 17)
- There was a broad mix of feedback on the preferred architectural styles and landscaping approach
- Streetscape improvements that ranked the highest were sidewalk lighting, universal design, planting additional trees and protecting existing trees

PUBLIC COMMENTS

The response from the 30 people who elected to actively engage in providing feedback touched on a wide range of themes. Bracketed numbers indicate frequency of each response.

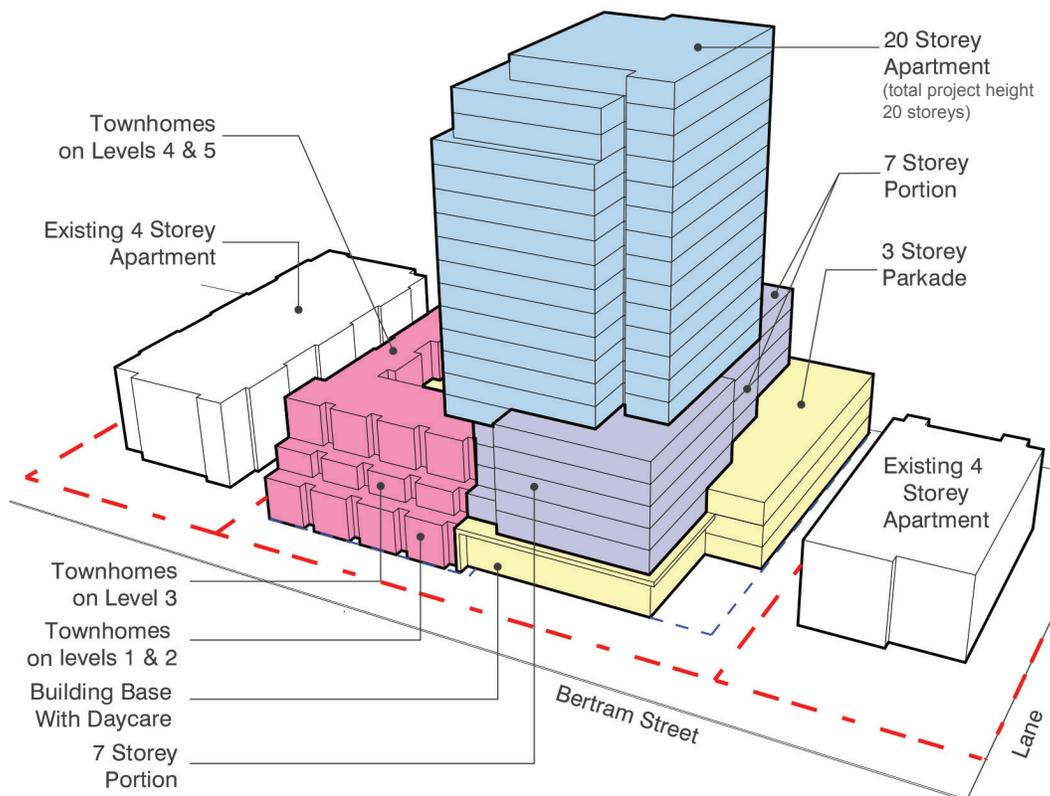
- Personal interest in subsidized rental housing (2)
- Project will support downtown service industry jobs (1)
- Concentrate more on the homeless population (1)
- Rental housing attracts crime, drug use, doesn't help homelessness (1)
- No supportive housing for the homeless here (3)
- The building height is too ambitious (3)
- Would not choose 20 storeys but believe this housing is needed (1)
- Project looks great (2)
- Support for the mix of densities and architectural types (1)
- Townhomes are a wonderful idea (1)
- Downtown is not a place where families want to live (1)
- Support the focus on the daycare and larger units for families (1)
- Having green areas for residents to exercise would be good (1)
- Sustainable green space should be achieved along Bertram through greater building setbacks (1)
- Trees and grass are essential, irrigation will be necessary (1)
- Lack of support for dead, dangerous, unused green space in downtown (1)
- Desire for a restaurant or retail to animate the street (1)
- Support for sustainable property maintenance and upkeep (1)
- No cats/dogs for noise and feces (1)
- Location will save on household transportation costs, reduce emissions, free up downtown parking (1)
- Adequate parking is necessary at this time, design space so it can be repurposed in the future (1)
- Future residents won't take transit (1)
- No bike lane on Bertram if it is going to reduce available parking (2)
- Make sure the parkade does not lead to fumes and light impacts for neighbouring balconies (2)
- Add landscaping for privacy for the neighbours' balconies (2)

FEEDBACK FROM DIRECT NEIGHBOURS

Formal and informal face-to-face meetings were held with representatives of neighbours to the north and south. General feedback from the meetings was supportive of the overall project objectives, including the need for rental housing. There was general support for the cause, including the daycare and the attention to family housing. There was some question of the 20 storeys proposed, however, the feedback expressed was supportive of the design measures incorporated to minimize height impacts.

Productive outcomes were achieved in discussion with neighbours on the preferred fencing and landscaping on both the north and south side of the property. Suggestions were made to increase privacy, and measures were discussed to ensure security lighting, vehicle lights and emissions from the parkade do not affect neighbouring balconies to the south.

PRELIMINARY BUILDING FORM – Sample of Neighbourhood Brochure Material, September 2020



PHASE 4 – Development Proposal, February 2021

The development proposal application submitted to the City of Kelowna includes the following bylaw amendments and permit applications:

- Official Community Plan Future Land Use Amendment from Multiple Unit Residential – Medium Density (MRM) to Mixed Use – Residential/Commercial (MXR)
- Zoning Bylaw Amendment from Medium Density Multiple Housing (RM5) to Central Business Commercial – Residential Rental Tenure only (C-7r)
- Development Variance Permit to vary the height of the C-7r zone from 12 storeys to 20 storeys
- Development Permit for the form and character in the City Centre Revitalization Area

Phase 4 engagement and communication activities continued to be impacted by Covid-19 restrictions affecting in-person gatherings. To meet the intent of City of Kelowna Council Policy 367 (Public Notification and Consultation for Development Applications), engagement activities were adjusted to respect the restrictions. The following required or voluntary engagement tools and communication methods were undertaken with the objective of providing feedback to City Council and refining the form and character of the development proposal. City staff confirmed these methods, in combination with the methods undertaken in previous phases, met the intent of Council Policy 367.

- Let's Talk Housing website update - including a question and answer forum and email to BC Housing's Community Relations
- Neighbourhood mail-out Brochure (eight pages) (See Appendix 3 - Brochure, Proposed Redevelopment Plan, December 2020) – brochure was direct mailed to approximately 370 households and immediate property owners.
- Proposed redevelopment on-line video
- Neighbourhood door-knocking where possible within 50 meters
- Email/phone communication with stakeholder organizations – the Evangel Seniors Housing Society, Elkar Apartments, Downtown Kelowna Association, Chamber of Commerce, Kelowna Downtown Knox Mountain Neighbourhood Association, Homelessness Leadership Group and Central Okanagan Journey Home Society were contacted by email and by phone for comments.
- Continued discussion with neighbours with shared property lines
- Development notice signs posted (on-site) prior to initial consideration by City Council
- Public Involvement Summary to City of Kelowna

PUBLIC FEEDBACK – Outreach and Outcomes

- In total, it is estimate that the December brochure reached approximately 750 people (approximately 50 more people than the September brochure).
- The project website received 300 independent visitors in addition to the 195 visitors during Fall 2020 consultations, and 15 additional people emailed BC Housing or participated in BC Housing’s Let’s Talk webpage.
- In person or telephone meetings included 6 individuals providing feedback, either as individuals or on behalf of an organization or property owner.
- Feedback received indicated support for the project and included a number of questions about how to apply for the units and how the housing would remain affordable of the long term.

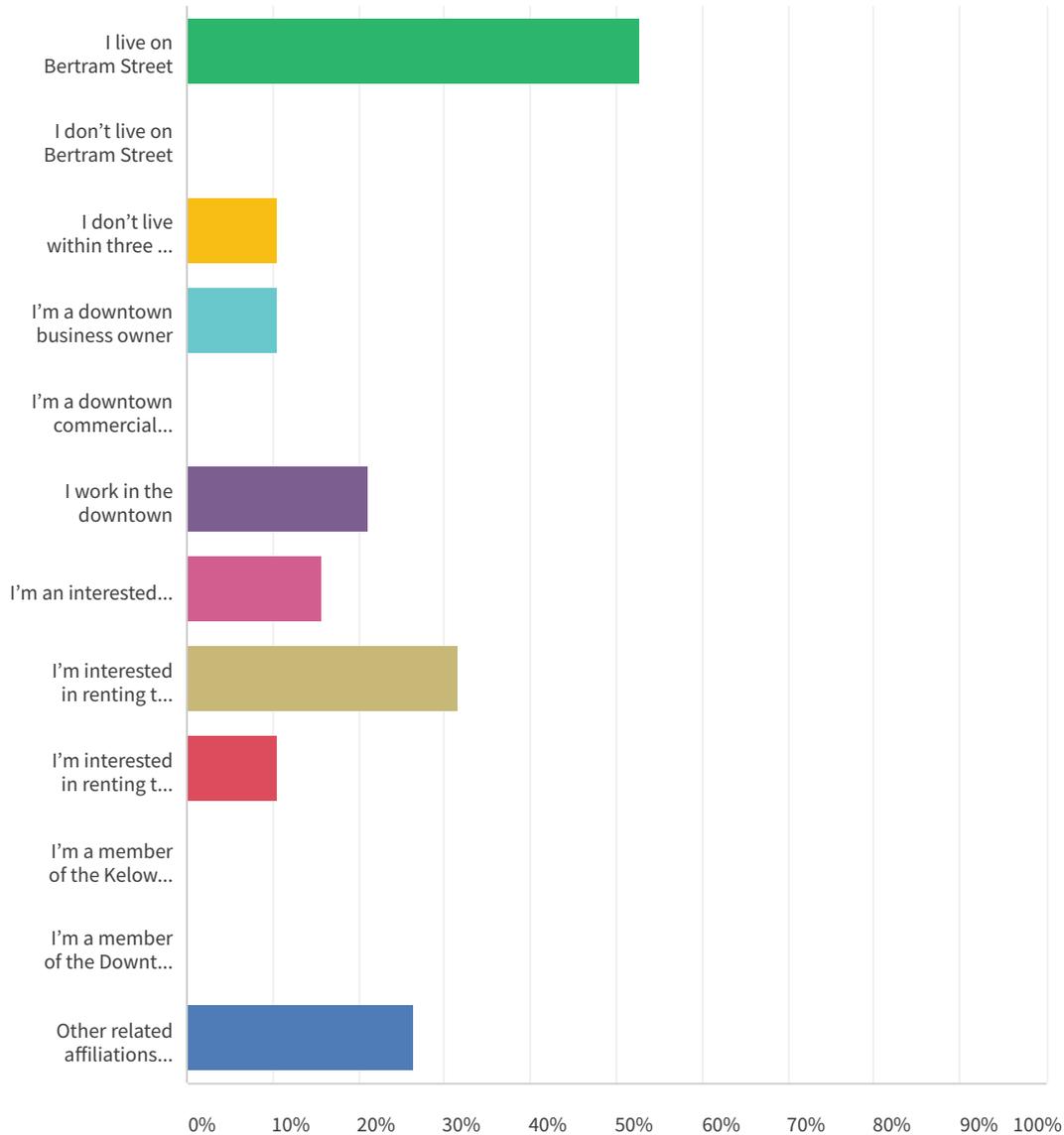
NEXT STEPS

Phases 5 and 6 of the Public Involvement Plan include the Public Hearing and Public Meeting held by City Council. Notification processes are undertaken by the City of Kelowna, with the exception of updates to the on-site development notice sign. Phase 7 - Building Permit and Construction, typically includes a ground-breaking ceremony and neighbourhood notification undertake by BC Housing contractors associated with construction-related disruptions. Phase 8 - Occupancy is expected to include an opening ceremony.

APPENDIX ONE – Redevelopment Questionnaire Outcomes

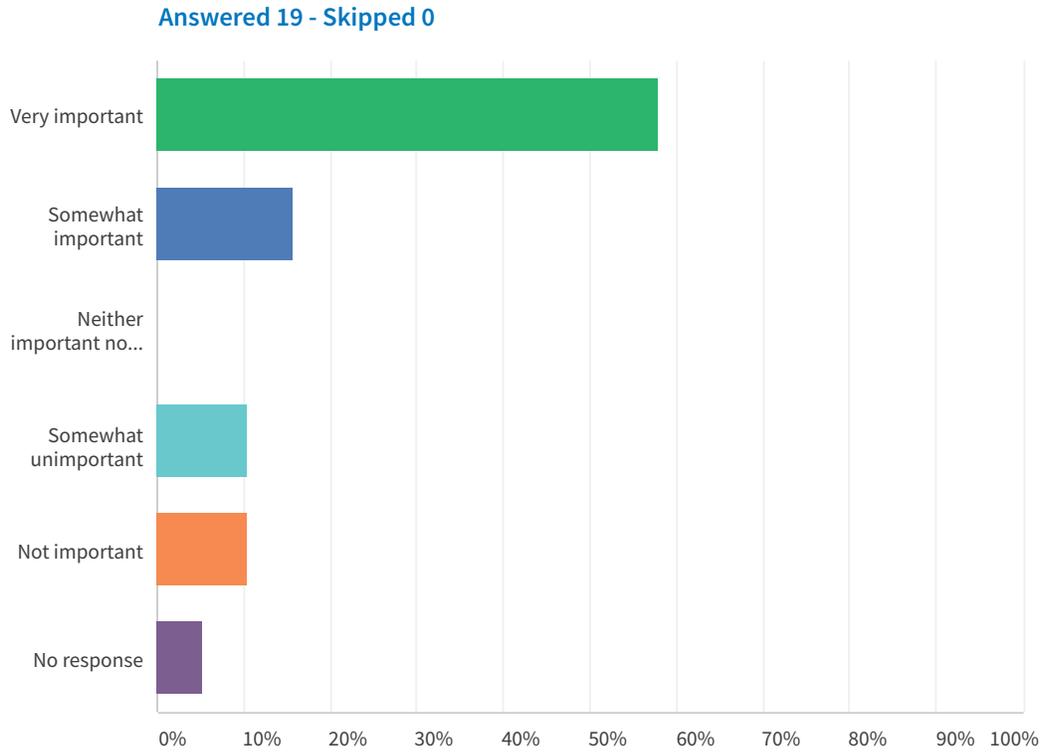
Q1 - What describes your relationship to the Bertram Street redevelopment property?
Check all categories that apply.

Answered 19 - Skipped 0



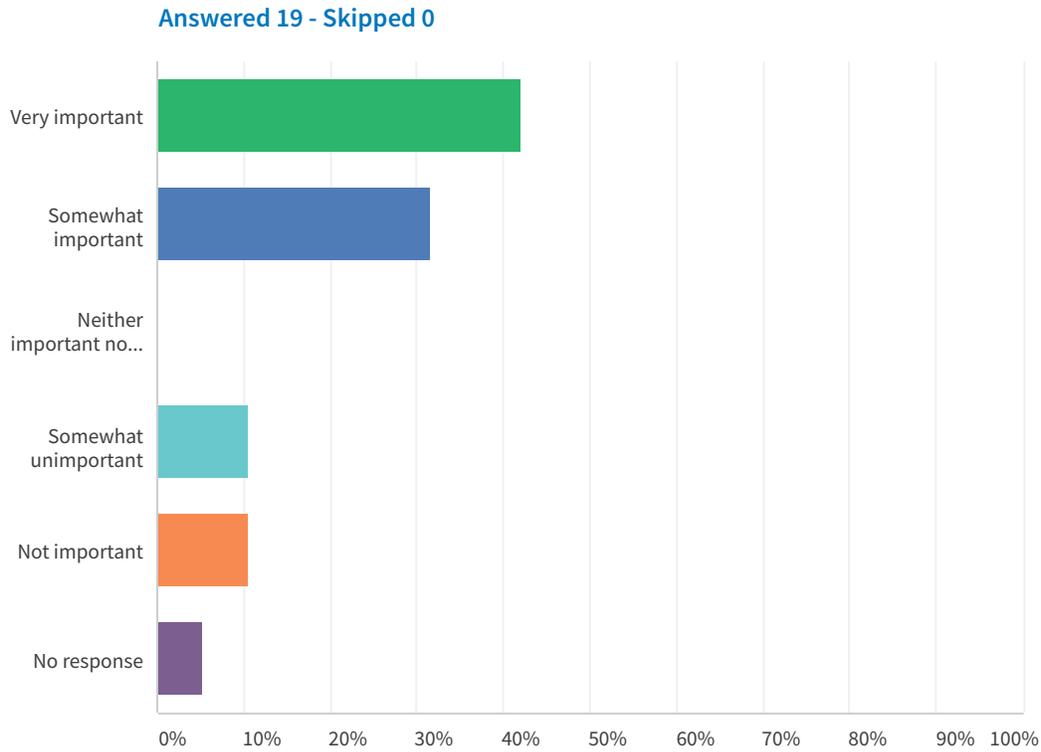
| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| I live on Bertram Street | 52.63 | 10 |
| I don't live on Bertram Street, but I live within about three blocks of the property | 0.00 | 0 |
| I don't live within three blocks, but I live in downtown Kelowna | 10.53% | 2 |
| I'm a downtown business owner | 10.53% | 2 |
| I'm a downtown commercial property owner | 0.00% | 0 |
| I work in the downtown | 21.05% | 4 |
| I'm an interested member of Kelowna's broader community | 15.79% | 3 |
| I'm interested in renting the future non-market housing | 31.58% | 6 |
| I'm interested in renting the future market housing | 10.53% | 2 |
| I'm a member of the Kelowna Downtown Knox Mountain Neighbourhood Association | 0.00% | 0 |
| I'm a member of the Downtown Kelowna Association | 0.00% | 0 |
| Other related affiliations? (please specify) | 26.32% | 5 |
| Total Respondents: 19 | | |

Q2 - How important is it that new NON-MARKET RENTAL housing is built in Kelowna's downtown?
Please select one.



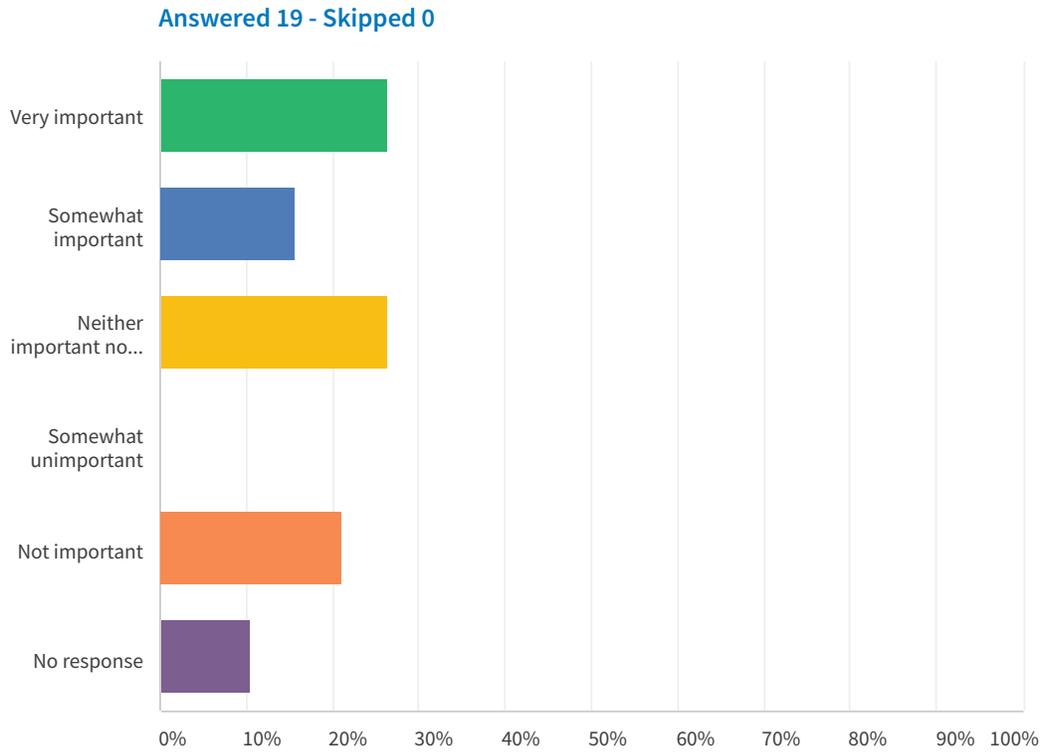
| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|----|
| Very important | 57.89% | 11 |
| Somewhat important | 15.79% | 3 |
| Neither important nor unimportant | 0.00% | 0 |
| Somewhat unimportant | 10.53% | 2 |
| Not important | 10.53% | 2 |
| No response | 5.26% | 1 |
| Total Respondents: 19 | | |

Q3 - How important is it that new MARKET RENTAL housing is built in Kelowna’s downtown?
Please select one.



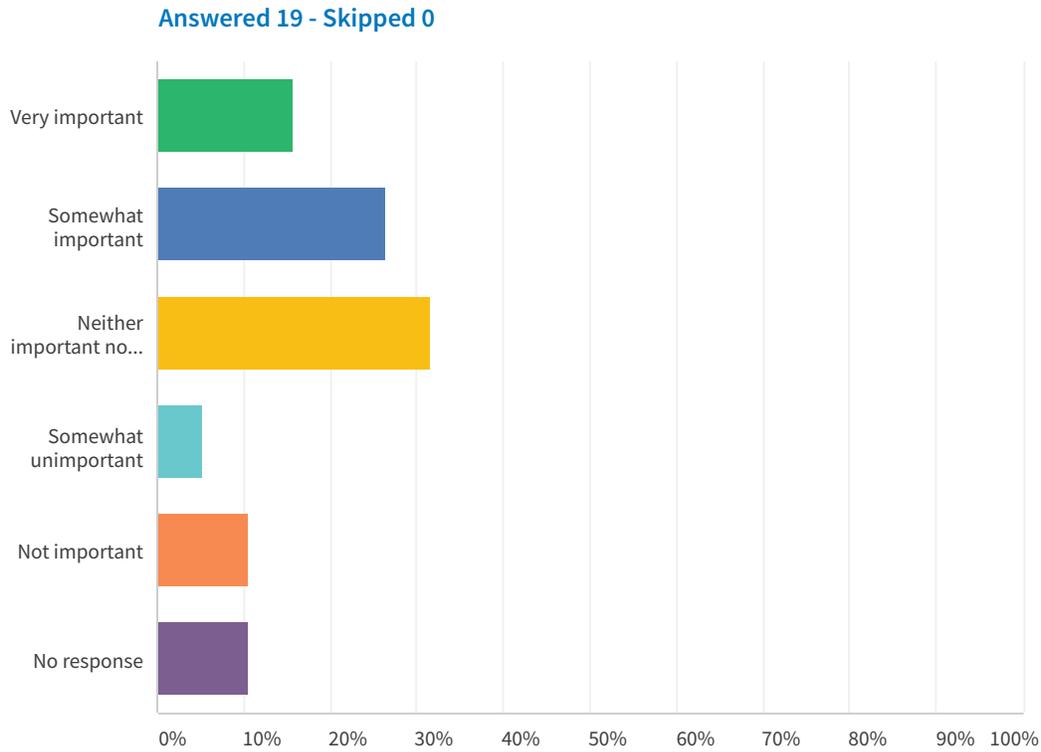
| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|---|
| Very important | 42.11% | 8 |
| Somewhat important | 31.58% | 6 |
| Neither important nor unimportant | 0.00% | 0 |
| Somewhat unimportant | 10.53% | 2 |
| Not important | 10.53% | 2 |
| No response | 5.26% | 1 |
| Total Respondents: 19 | | |

Q4 - The redevelopment is considering including a children’s daycare with a play area along Bertram.
 How important is this new daycare service in Kelowna’s downtown? Please select on.



| ANSWER CHOICES | RESPONSES |
|-----------------------------------|-----------|
| Very important | 26.32% 5 |
| Somewhat important | 15.79% 3 |
| Neither important nor unimportant | 26.32% 5 |
| Somewhat unimportant | 0.00% 0 |
| Not important | 21.05% 4 |
| No response | 10.53% 2 |
| Total Respondents: 19 | |

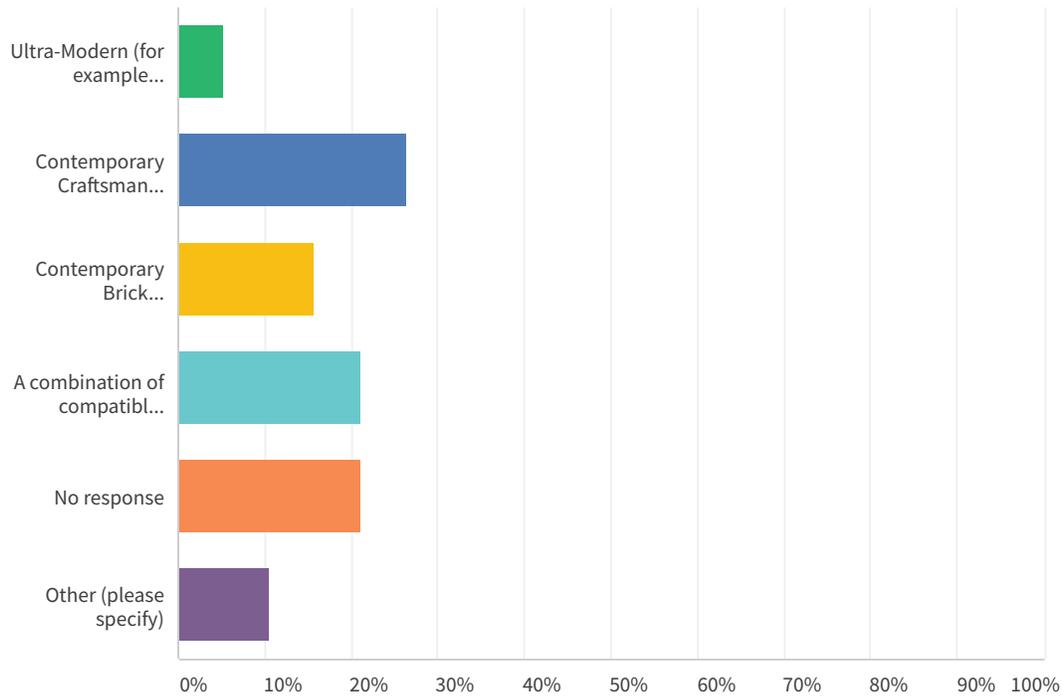
Q5 - The redevelopment is considering 8 family townhomes along Bertram Street and 6 family townhomes facing north. How important is it that these townhomes be included in the redevelopment? Please select one.



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|---|
| Very important | 26.32% | 5 |
| Somewhat important | 15.79% | 3 |
| Neither important nor unimportant | 26.32% | 5 |
| Somewhat unimportant | 0.00% | 0 |
| Not important | 21.05% | 4 |
| No response | 10.53% | 2 |
| Total Respondents: 19 | | |

Q6 - The townhomes would be designed to enhance the residential look and feel of the redevelopment.
 What architectural style do you think is most appropriate for the new townhomes? Please select one.

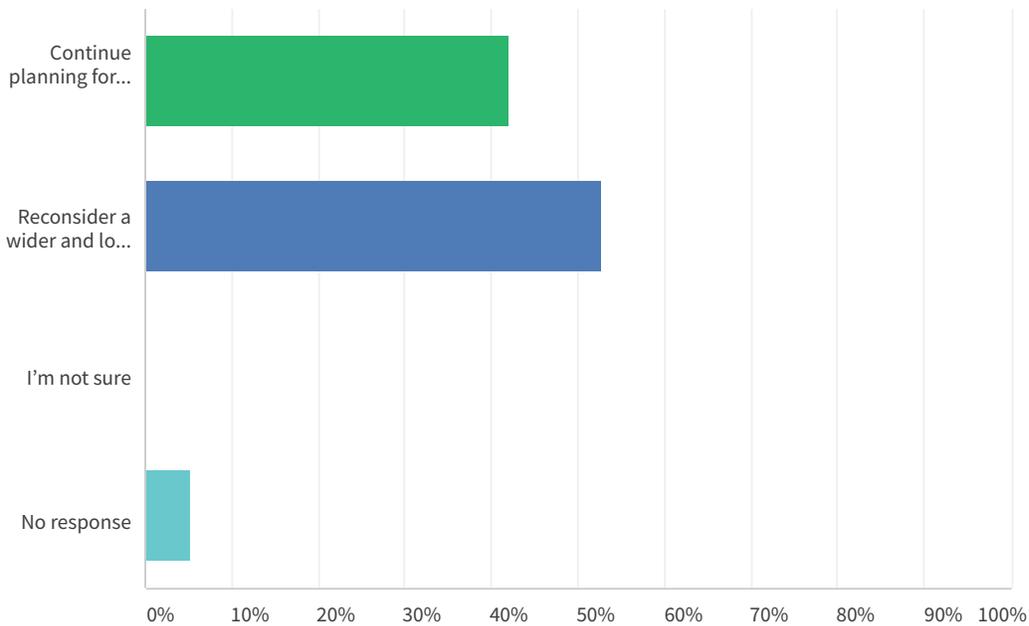
Answered 19 - Skipped 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|---|
| Ultra-Modern (for example: minimal architectural details, concrete and glass featured) | 5.26% | 1 |
| Contemporary Craftsman Contemporary Craftsman (for example: pitched rooflines, plank siding, covered front porches) | 26.32% | 5 |
| Contemporary Brick Brownstone (for example: flat rooflines, brick finishes, walk-up front steps) | 15.79% | 3 |
| A combination of compatible architectural styles | 21.05% | 4 |
| No response | 21.05% | 4 |
| Other (please specify) | 10.53% | 2 |
| Total Respondents: 19 | | |

Q7 - The redevelopment is planning for a 17-storey apartment building on a 3-storey parkade. The apartment is planned to house approximately 186 units. The tall building form allows separation from immediate neighbours and greenspace at ground level and on the parkade, but the tall building will be visible from a distance. A lower and wider apartment building, closer to immediate neighbours, was also considered by the project team. In your opinion, should BC Housing continue to plan for a tall apartment or reconsider a wider but lower apartment? Please select one.

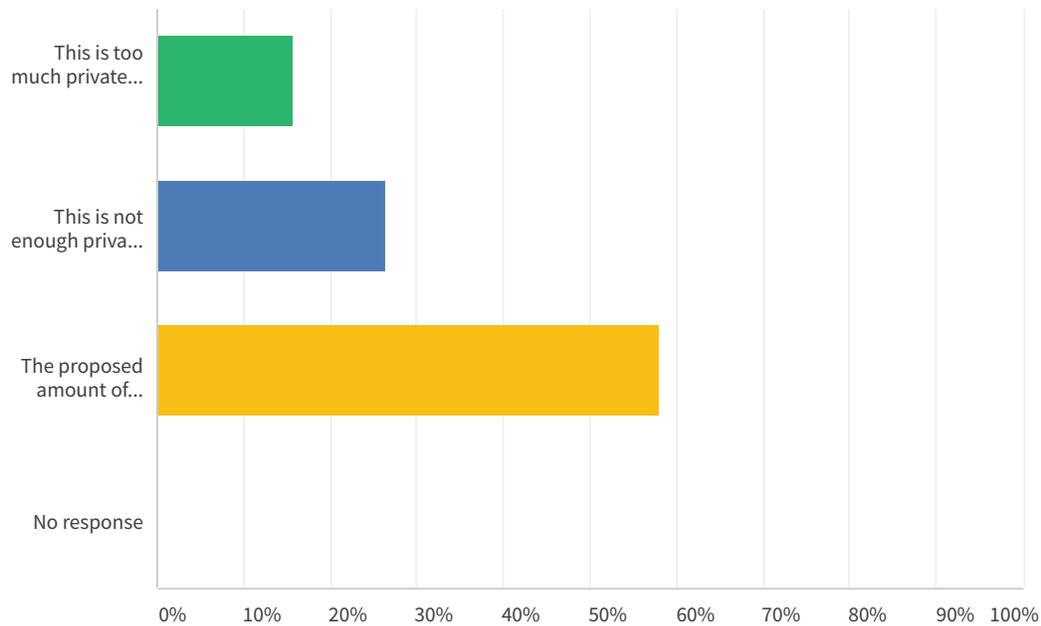
Answered 19 - Skipped 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Continue planning for a narrow and tall apartment | 42.11% | 8 |
| Reconsider a wider and lower apartment | 52.63% | 10 |
| I'm not sure | 0.00% | 0 |
| No response | 5.26% | 1 |
| Total Respondents: 19 | | |

Q8 - TA 3-storey parkade is planned behind the townhomes and daycare. Because of the walkable downtown location and the proximity to transit, future residents of the redevelopment will be encouraged to use transit and other active transportation options. Close to one vehicle parking spot will be available for every housing unit. Please choose the response that best describes your opinion on this parking plan.

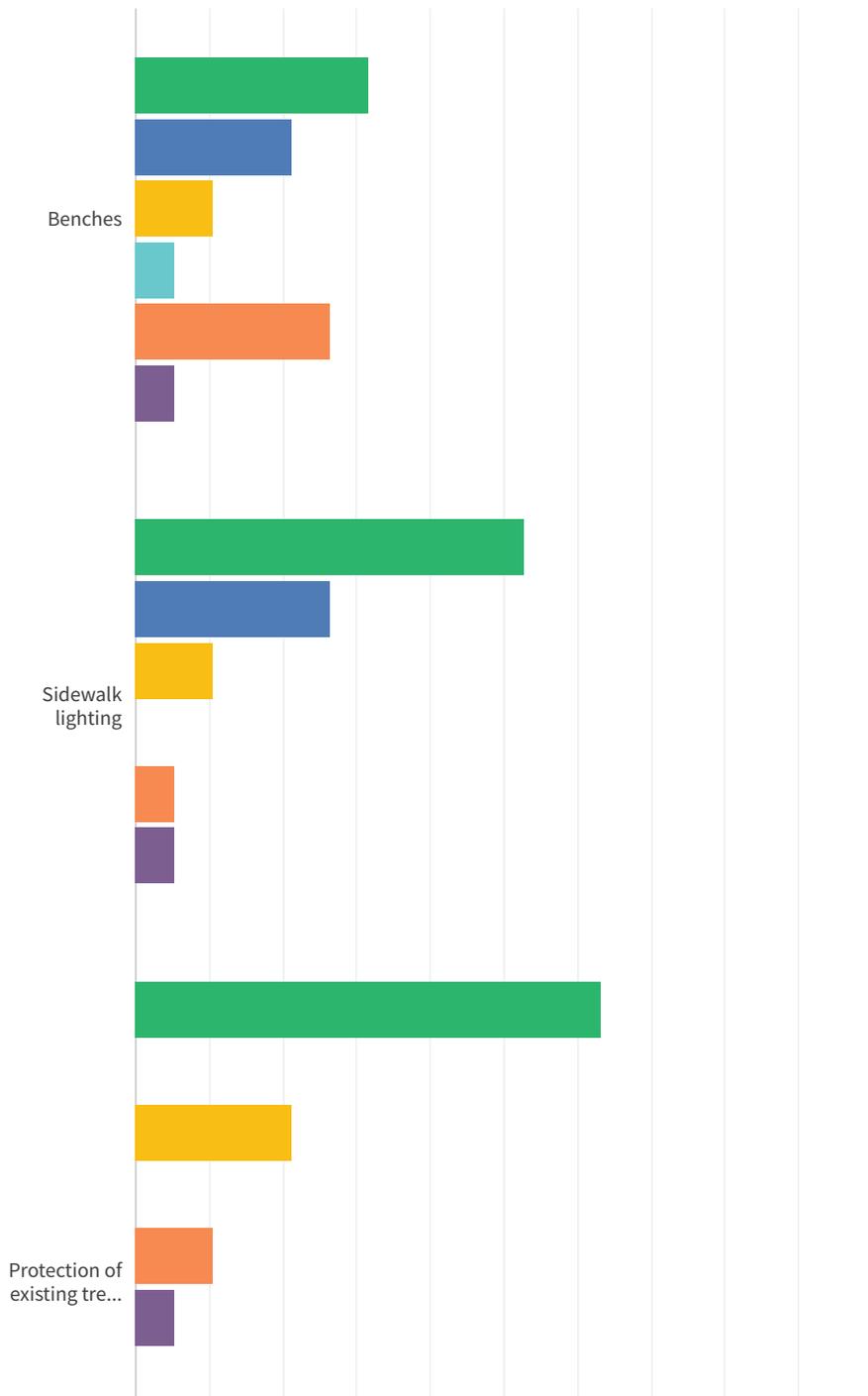
Answered 19 - Skipped 0



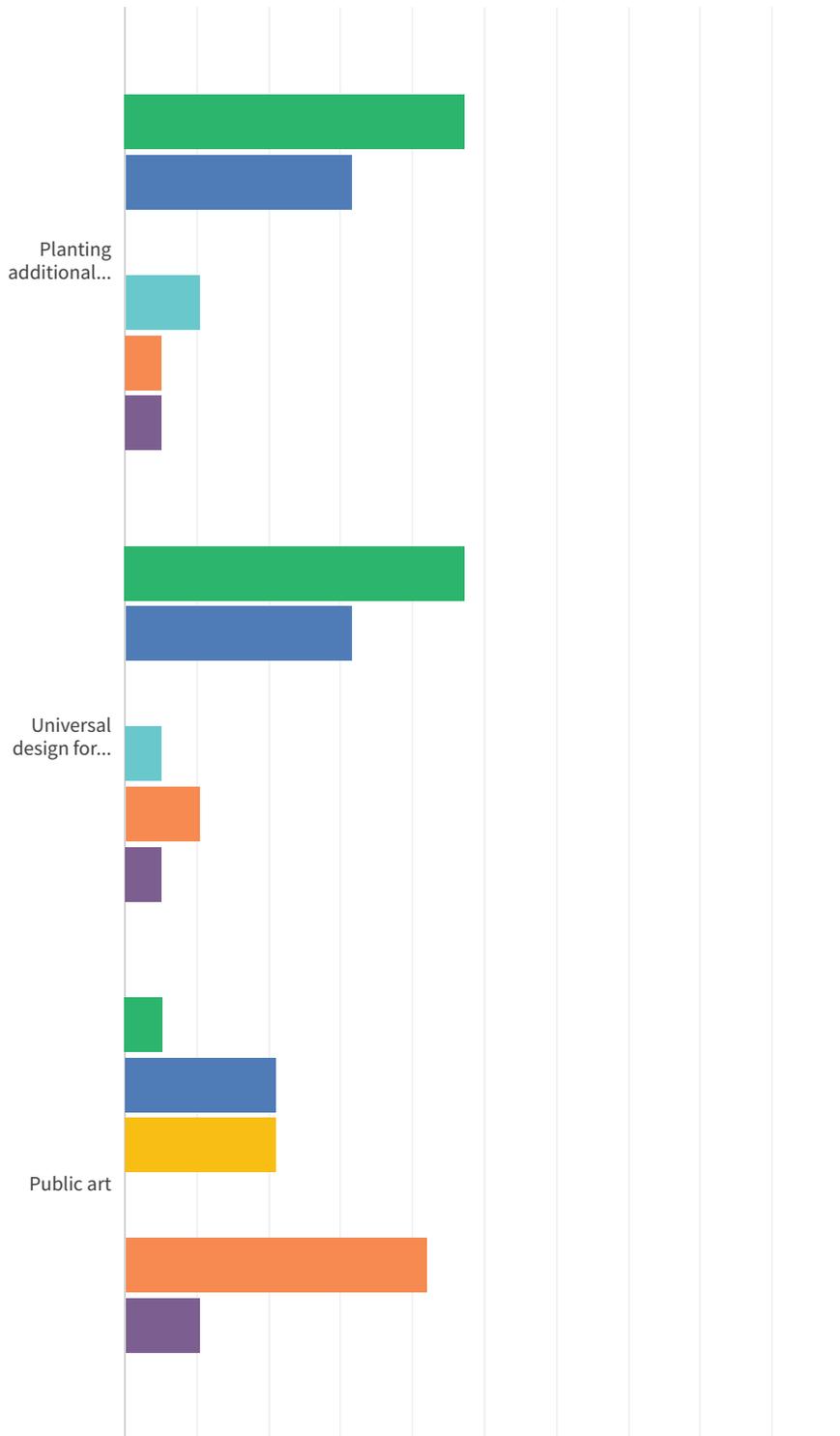
| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| This is too much private vehicle parking | 15.79% | 3 |
| This is not enough private vehicle parking | 26.32% | 5 |
| The proposed amount of vehicle parking is sufficient | 57.89% | 11 |
| No response | 0.00% | 0 |
| Total Respondents: 19 | | |

Q9 - The redevelopment will upgrade the sidewalk and public space along the Bertram Street section of the property and create a new bicycle lane. How important is it that project team also include the following additional features along Bertram Street?

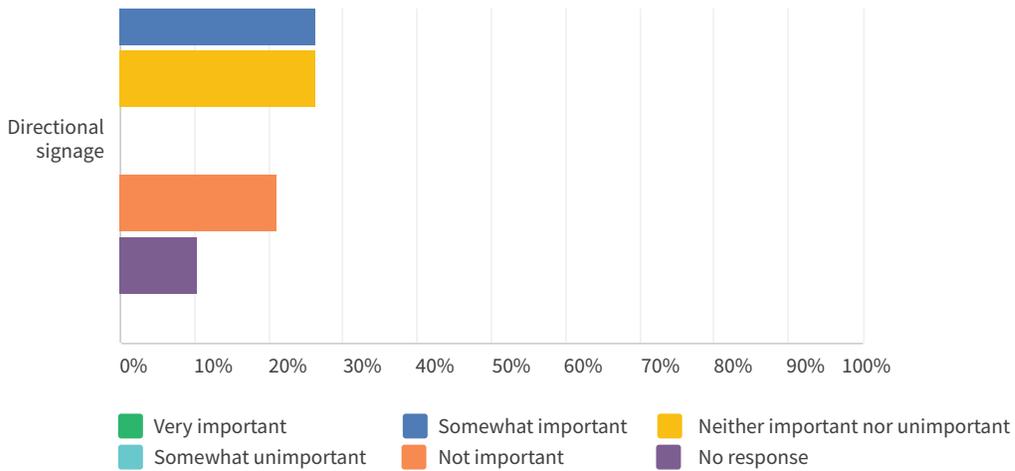
Answered 19 - Skipped 0



Cont.

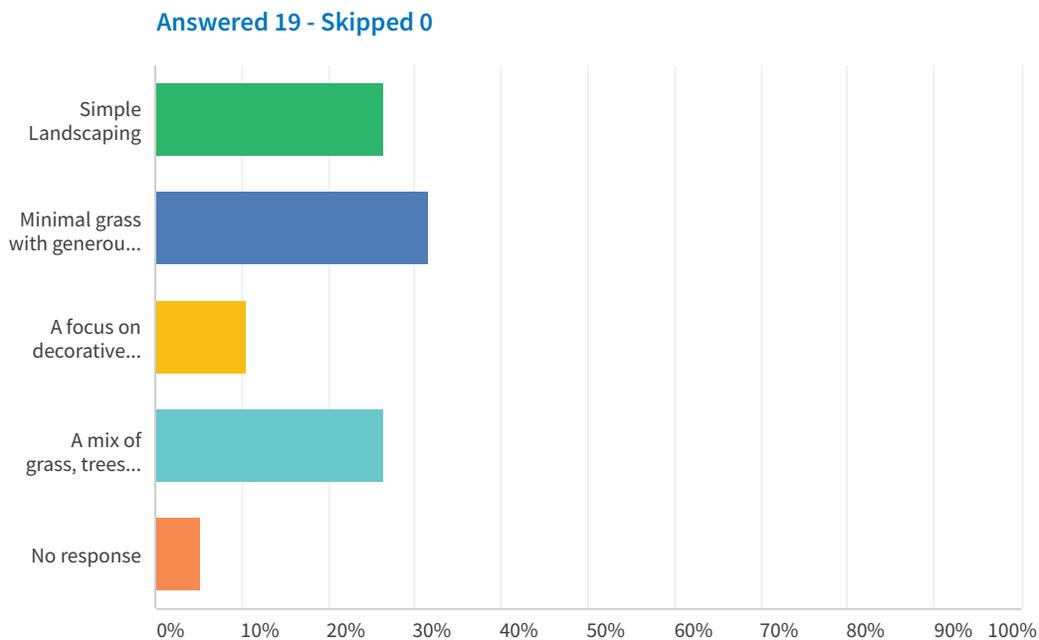


Cont.



| ANSWER CHOICES | VERY IMPORTANT | SOMEWHAT IMPORTANT | NEITHER IMPORTANT NOR UNIMPORTANT | SOMEWHAT UNIMPORTANT | NOT IMPORTANT | NO RESPONSE | TOTAL |
|---|----------------|--------------------|-----------------------------------|----------------------|---------------|-------------|-------|
| Benches | 31.58% 6 | 21.05% 4 | 10.53% 2 | 5.26% 1 | 26.32% 5 | 5.26% 1 | 19 |
| Sidewalk lighting | 52.63% 10 | 26.32% 5 | 10.53% 2 | 0.00% 0 | 5.26% 1 | 5.26% 1 | 19 |
| Pottection of existing trees along Bertram | 63.16% 12 | 0.00% 0 | 21.05% 4 | 0.00% 0 | 10.53% 2 | 5.26% 1 | 19 |
| Planting additional trees along Bertram | 47.37% 9 | 31.58% 6 | 0.00% 0 | 10.53% 2 | 5.26% 1 | 5.26% 1 | 19 |
| Universal design for mobility, visually or hearing impaired | 47.37% 9 | 31.58% 6 | 0.00% 0 | 5.26% 1 | 10.53% 2 | 5.26% 1 | 19 |
| Public art | 5.26% 1 | 21.05% 4 | 21.05% 4 | 0.00% 0 | 42.11 8 | 10.53% 2 | 19 |
| Directional signage | 15.79% 3 | 26.32% 5 | 26.32% 5 | 0.00% 0 | 21.05% 4 | 10.53% 2 | 19 |

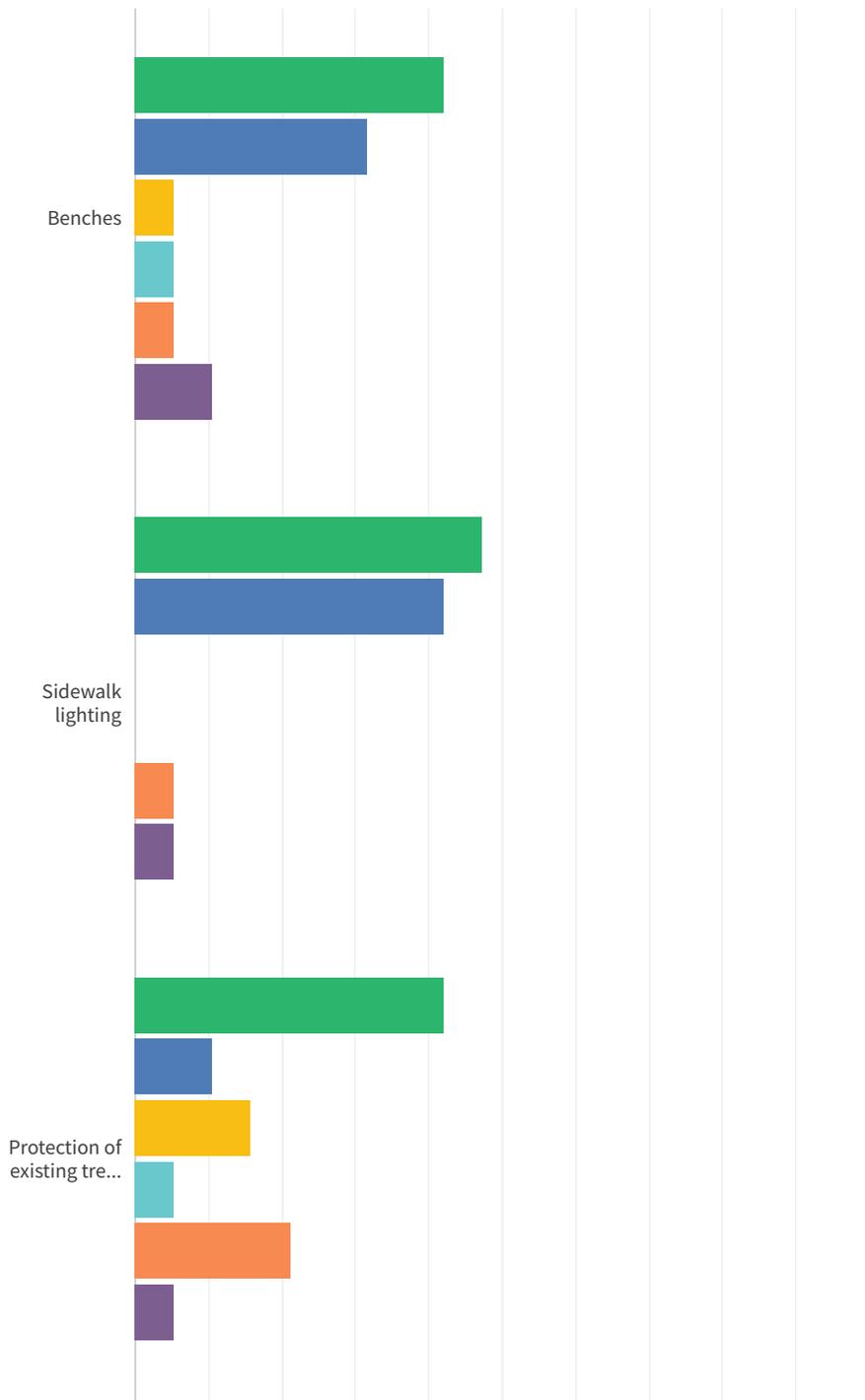
Q10 - BC Housing will redesign the landscaping between the townhomes, the daycare, and Bertram Street. Please choose the response that best describes how you think this area should be landscaped?



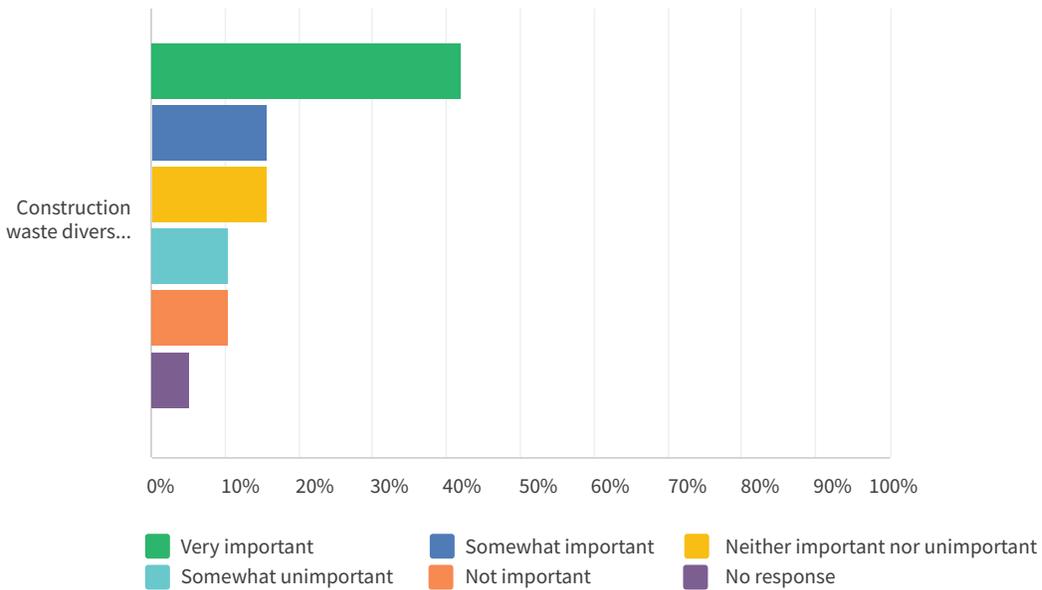
| ANSWER CHOICES | RESPONSES | |
|---|-----------|---|
| Simple landscaping, with mostly grass and trees | 26.32% | 5 |
| Minimal grass with generous plantings of shrubs and trees | 31.58% | 6 |
| A focus on decorative pavers and limited plantings | 10.53% | 2 |
| A mix of grass, trees and decorative pavers | 26.32% | 5 |
| No response | 5.26% | 1 |
| Total Respondents: 19 | | |

Q11 - BC Housing is planning a leadership role in mitigating climate change through a number of project features. How important is it that BC Housing pursue the following?

Answered 19 - Skipped 0



Cont.



| ANSWER CHOICES | VERY IMPORTANT | SOMEWHAT IMPORTANT | NEITHER IMPORTANT NOR UNIMPORTANT | SOMEWHAT UNIMPORTANT | NOT IMPORTANT | NO RESPONSE | TOTAL |
|--|----------------|--------------------|-----------------------------------|----------------------|---------------|-------------|-------|
| Implementation of BC Energy Step Code 3 (i.e., construction standards to encourage environmental sustainability) | 42.11% 8 | 21.05% 6 | 10.53% 1 | 5.26% 1 | 26.32% 1 | 5.26% 2 | 19 |
| Passive energy design (i.e., building design that uses the sun's energy to minimize energy consumption) | 47.37% 9 | 42.11% 8 | 0.00% 0 | 0.00% 0 | 5.26% 1 | 5.26% 1 | 19 |
| Xeriscaping (i.e., landscaping requiring little or no irrigation) | 42.11% 8 | 10.53% 2 | 15.79% 3 | 5.26% 1 | 21.05% 4 | 5.26% 1 | 19 |
| Construction waste diversion from landfill of 60% | 42.11% 8 | 15.79% 3 | 15.79% 3 | 10.53% 2 | 10.53% 2 | 5.26% 1 | 19 |

Q12 - Please provide any additional related comments.

What do you like most and, or, least, about the design ideas presented for the redevelopment?

Answered 19 - Skipped 0

SEE PAGE 6 OF THIS DOCUMENT FOR COMMENT SUMMARY