

COMMUNITY FAQ

Supportive Housing

45 Government Road, Nelson, BC

SEPTEMBER 2025

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THE NEED IN NELSON

Why build these supportive homes in Nelson?

- Nelson is in a housing crisis and urgently needs supportive homes. Emergency shelters in Nelson are consistently full and are only intended for short stays.
- According to the 2024 Point-in-Time Homeless Count, at least 122 Nelson residents had no home on November 7, 2024. The count took place over a 24-hour period and also included a three-week survey period. The number includes people who are couch surfing or living in vehicles, provisionally housed in shelters and transitional housing.

DEVELOPMENT

Can community members have input on where BC Housing builds supportive homes?

- We recognize that many neighbours would like to be informed in advance of BC Housing purchasing or leasing a property. However, it is not possible to disclose or publicize real estate transactions (such as purchases or leases) until they are concluded, as this could potentially jeopardize the transactions.
- BC Housing will follow all municipal land use bylaws and obtain the required permits for this housing development.
- We also recognize that BC Housing projects tend to generate much interest and questions from neighbours. Because of this, we welcome questions at any time to communityrelations@bchousing.org and we make every effort to respond within 5-10 business days.

What will happen to the building at 45 Government Road?

- Work is currently underway on a concrete building at 45 Government Road. Gerrard Station Development Co. Inc. owns the site and will complete construction of the supportive homes in this building.
- BC Housing plans to take ownership of the property and open the new supportive homes in summer 2026.

How will 45 Government Road be configured?

- The main floor of the building will include three accessible suites along with a common dining area, community spaces, commercial kitchen, office and

program space.

- Floors 2 to 4 will have self-contained studio apartments.

What is the project timeline?

- Construction start – September 2025
- Expected completion – Summer 2026

Are bylaw approvals (such as rezoning) required?

- No. The site is already zoned for residential use (MU3 Residential Mixed Use). Tallows for care facility and supportive housing designation.

SUPPORTIVE HOUSING

What is supportive housing?

- The 43 supportive homes in this building would be deeply affordable, self-contained studio apartments. They are intended for people who need ongoing supports to maintain stable housing.
- BC Housing has selected an experienced non-profit housing operator, Nelson CARES, to manage the supportive housing and provide services to the residents.
- Support services provided are tailored for each resident to help them maintain stable housing and work towards other life goals.
- All supportive housing residents sign housing agreements and pay rent.

Who would live in the supportive homes?

- Supportive housing residents are as varied as any other neighbour. In these supportive homes, residents would be single adults (19+) of all genders, including seniors, people with disabilities or any others who need supports to maintain stable housing.

Would alcohol and drugs be allowed onsite?

- We will not deny this supportive housing to people who may use substances. If residents choose to use substances onsite, staff will follow a harm-reduction approach and can connect residents to mental health and substance use recovery services.
- Stable housing is crucial in a person's health journey, including recovery from substance use disorders. After a person who is experiencing or at risk of homelessness can access a warm bed, washrooms and meals, they are in a much better position to improve their well-being, including accessing health

care such as substance use treatments

- It is also important to note not all supportive housing residents use substances, and this would not be a substance-use recovery facility.

SAFETY & SECURITY

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. This includes security measures such as fenced grounds, a single point of entry, fob access, 24/7 staffed reception, security cameras and lighting.
- Nelson CARES will manage and maintain the building and property to neighbourhood standards.
- We will share a direct phone number for the building with neighbours when it is available. Staff will be on site 24/7 to support residents and provide a point of contact for neighbours.
- BC Housing and our non-profit partners commit to working with housing residents and the surrounding community on an ongoing basis to address any safety concerns quickly and collaboratively.

Would this building cause safety and security issues in the neighbourhood?

- Supportive housing is an important part of community safety. Having safe, accessible and low-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.
- On average, a person with addictions and/or mental illness in supportive housing used 33% less per year in health care and/or corrections costs than a person experiencing homelessness.
- Supportive housing residents are also 64% less likely than shelter guests to use ambulance services.
- See this research and more by downloading our [Community Benefits of Supportive Housing](#) package.

How would you address neighbourhood safety concerns if they arise?

- Overall neighbourhood safety must be a collective effort.
- BC Housing is mandated and funded by the province to deliver safe,

accessible and quality housing for people living in B.C.

- We are also committed to working with partners who are best positioned to address safety issues beyond our properties. These include bylaw, law enforcement, or other emergency services for whom public safety is their mandate.
- Our nonprofit partners are committed to supporting neighbours address concerns that may arise, and answer calls for non-emergency support. A “Who to Call, When” sheet will be provided when the building is operational.
- BC Housing also supports housing operators to work directly with the community to address any concerns that may arise.
- 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.