

COMMUNITYFAQ

Transitional Housing with Supports (Tiny Home Village)
502 Twentieth Street, New Westminster

February 2026

1. What is housing with supports?

- Housing with supports provides urgently needed transitional housing and embedded support services for people experiencing or at risk of homelessness.
- This project is funded through the Province's Homeless Encampment Action Response Temporary Housing (HEARTH) program. Through this program, we work with municipalities to build and offer housing quickly to those who need it most. This modular housing stays in place for a period of several years while we continue to build more permanent, purpose-designed supportive homes in the community.
- Many residents are people who have been staying in shelters long-term and have been waiting to access a permanent home. This, in turn, frees up shelter spaces for people experiencing unsheltered homelessness and/or living in encampments

2. Who would live in these homes?

- Residents will be adults (19+) from the local area who are experiencing or at risk of homelessness and need support services to become more independent and transition into more permanent housing.
- All residents apply to live in the transitional housing, sign program agreements which outline behavioural expectations, and pay rent.
- BC Housing uses a community-based process to offer homes to people based on their individual needs and supports available. This process helps ensure residents are set up for success and more likely to remain housed

3. What security measures will be in place?

- 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, strict guest and visitor policies, security cameras, and lighting.
- The building will have a minimum of two trained staff on site 24 hours a day, 7 days a week. Residents will be supported and any concerns will be addressed in a timely manner.
- BC Housing and our non-profit staff commit to working with housing residents and the surrounding community on an ongoing basis to address any safety concerns quickly and

collaboratively.

- We will share a direct phone number for the project with neighbours when it is available.

4. Will the project cause safety and security issues in the neighbourhood?

- Affordable and supportive housing are 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.
- Residents will sign and be expected to abide by a program participant agreement. This agreement includes a crime-free addendum, and addresses expectations about appropriate and respectful behaviour, especially as it relates to the health and safety of residents and others in the community.
- BC Housing and our non-profit partners are committed to being good neighbours. We also 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.

5. Will alcohol or drug use be permitted in the site?

- We will not deny this transitional housing to people who may use substances. If residents choose to use substances onsite, the housing operator follows a harm-reduction approach and can connect residents to mental health and substance use recovery services.
- Harm reduction is an important life-saving health care practice, especially in the current toxic drug crisis. People using substances alone or outside does not benefit communities and often leads to tragic outcomes. Learn more about the importance of harm reduction and how it works by visiting [Fraserhealth.ca](https://www.fraserhealth.ca).
- 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.

6. Who is going to be responsible for keeping the facility/area clean?

- BC Housing and the future operator would be committed to being good neighbours. Both staff and residents will work to keep the property maintained with a daily clean-up.
- If neighbours observe cleanliness issues on the housing property, we encourage them to contact the operator directly.
- We would share a direct phone number for the housing operator with neighbours when it is available. We would also continue working with residents, staff and the surrounding community on an ongoing basis to address any concerns about cleanliness on the property.
- The City of New Westminster would work with the operator to maintain cleanliness in public spaces and within public amenities through waste collection, maintenance and enforcement of sanitation regulations where applicable. City bylaws and programs would apply to this area, similar to other private property.