

Overview

BC Housing and the City of Vancouver are engaging with neighbours early in the development process for the proposed supportive housing at 2518-2538 South Grandview Highway at Copley Street.

As part of the early engagement, BC Housing hosted two Neighbourhood Dialogue sessions on March 1 and 2, 2022 with a total of 12 community members in attendance. The virtual sessions featured short presentations followed by roundtable discussion where participants could ask questions and share feedback about the proposal.

This document provides a summary of the two Neighbourhood Dialogue sessions that took place for the proposed supportive housing at 2518-2538 South Grandview Highway at Copley Street. It includes feedback shared by community members in the meeting, with corresponding responses from the project team including BC Housing, the City of Vancouver, and the non-profit building operator Community Builders.

Summary of Feedback: Neighbourhood Dialogue Sessions

1. Community members expressed a desire to know about who will live in the building and how they will be selected, including:

- The criteria used to select residents and if priority would be given to people already in the neighbourhood
 - *The project team responded:* People may be or become homeless for many different reasons. The City and the operator will identify people in the area and assess what their needs are. We will focus on offering the new homes to people in the area first and then look for other people who would benefit from the services and supports offered by the operator.
- What the turnover of residents typically looks like
 - *The building operator responded:* We work with our tenants to understand their needs and goals, recognizing that people's needs change over time. Some people will stay in the building for a while then eventually move to more independent living. Other people will need supports for the long term.
- Suggestions that the building would integrate into the neighbourhood better if the housing was designed for families
 - *The project team responded:* We are looking at the community needs and who is at risk and who is experiencing homelessness — right now we are looking at individuals, but we are aware of the need for supportive family housing and are considering this on other projects.

Neighbourhood Dialogue Meeting Summary

Supportive Housing in Vancouver – South Grandview Highway at Copley Street

2. Community members sought clarification on the types of supports that would be available to tenants living in the building and how the building would be operated, including:

- If staff are on site 24/7
 - *The building operator responded:* Yes, we would have multiple staff available at the front desk and in the building. It will be well-staffed 24/7.
- The type of staff that would be on site 24/7 (for example: nursing, security, social workers)
 - *The building operator responded:* We have a mix of staff working at the site who serve as Resident Support Workers. We also have maintenance personnel, a property manager, home support service workers, nutrition workers, a site manager and coordinator and when needed, we have health care aides for basic care.
- If there would be support specifically for substance use and mental health to help people towards healing and recovery
 - *The project team responded:* BC Housing and Community Builders will provide the required services to ensure support and safety for all residents. Trained support workers partner with each resident to develop a customized plan to meet their personal and housing goals. We also partner with Vancouver Coastal Health and if people need extra support, we will ensure that we connect people to those supports.

3. Community members sought clarification on how sites are selected for supportive housing, including:

- Why this site was selected when there are other supportive housing buildings nearby already
 - *The project team responded:* There is a need for supportive housing in neighbourhoods across the city. Supportive housing is a residential use and this area is a residential area. This site is a good fit due to accessible transit, parks, etc. which is why it is being proposed.

4. Community members shared feedback on building height and design elements, including:

- A concern that the building may contribute to existing parking issues around 15th Avenue
 - *The building operator responded:* Based on other similar buildings that we run, the parking spaces in the proposal for this building would cover the parking needs for operating this site. Typically, residents of supportive housing do not own vehicles and do not require a parking space, so the parking would be predominantly for staff and visitors.
- A suggestion that a six-storey building is higher than other buildings in the area and three storeys would be a better fit
 - *The project team responded:* The need for affordable housing in Vancouver is profound. In this specific area and under specific rental housing policies, this building qualifies for additional zoning height to six-storeys. We are proposing this height to provide homes to as many people as possible.

Neighbourhood Dialogue Meeting Summary

Supportive Housing in Vancouver – South Grandview Highway at Copley Street

5. Community members wanted to understand all available opportunities for providing feedback and to know who they can contact directly, including:

- Available opportunities for the community to provide feedback
 - *The project team responded:* There are multiple opportunities for the community to provide input on the proposal including attending a Neighbourhood Dialogue, submitting a comment during the Public Comment Period on the Let's Talk Housing website, submitting a comment anytime on the Let's Talk Housing website, phoning or emailing the Community Liaison at anytime. We are reaching out to the community early in the development process. Feedback collected during this early engagement will inform the development of a rezoning application that will be submitted to the City of Vancouver for review by City Council. When a rezoning application is submitted, a further City-led public engagement process will be held including an open house and eventually a public hearing.
- Having an available contact person to send feedback to directly
 - *The project team responded:* The Community Liaison can be reached at communityliaison@bchousing.org or by calling 604-829-9321 Monday to Friday between 9:00am and 4:00pm.
- Concern for neighbours who don't have a computer and can't use Zoom
 - *The project team responded:* There is a Community Liaison Officer that you can contact directly via phone or email. This is a very early part of the pre-application process and we are providing lots of ways to ensure that everyone has their interests and priorities heard.
- Concern that neighbours who don't speak English would not be able to provide feedback
 - *The project team responded:* It is important to make this information available and accessible to as many people as possible. Translated materials are available in Traditional Chinese, Tagalog and Vietnamese at www.letstalkhousingbc.ca/vancouver-grandview.
- An on-site contact once the building is open.
 - *The building operator responded:* We will have multiple staff on site 24/7 who can be reached by a dedicated phone line. We also have mobile on-call management staff for extra needs. These will allow for open, transparent dialogue with our neighbours.

Opportunities for Community Feedback

In addition to the Neighbourhood Dialogue sessions, community members can also provide feedback on the proposed supportive housing at 2518-2538 South Grandview Highway through the channels below. BC Housing and the City of Vancouver are reaching out to community early in the development process. Feedback collected during this early engagement will inform the development of a rezoning application that will be submitted to the City of Vancouver for review by City Council. When a rezoning application is submitted, a further City-led public engagement process will be held including an open house and a public hearing.

Public Comment Period

A Public Comment Period is currently open on the BC Housing Let's Talk webpage. From February 21, 2022 to March 18, 2022 community members can submit feedback about the proposed supportive housing directly to the project team. As part of the Public Comment Period, a self-guided presentation with information about the development proposal is available to review.

Let's Talk Housing Webpage

BC Housing is accepting feedback at any time through an online comment form available on the Let's Talk Housing webpage at www.letstalkhousingbc.ca/vancouver-grandview.

BC Housing Community Liaison Email and Phone

A Community Liaison is available Monday to Friday from 9:00am to 4:00pm, for community members to contact via phone or email. Community members can submit comments and questions on the project and receive responses from BC Housing at www.letstalkhousingbc.ca/vancouver-grandview. The Community Liaison can be reached at communityliaison@bchousing.org or by calling 604-829-9321.

Next Steps



Dates in the timeline are approximate and subject to change.

For more information, please visit letstalkhousingbc.ca/vancouver-grandview

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