

SKEENA TERRACE PLANNING & REDEVELOPMENT

Applicant-led Engagement Summary Report | 2021 – 2022

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1. EXECUTIVE SUMMARY

Skeena Terrace is located in East Vancouver, close to Burnaby and bounded by Lougheed Highway to the South, Cassiar Street to the West, 5th Avenue to the North and Skeena Street to the East. The site is operated by BC Housing and was developed in the 1960s as one of Vancouver's first directly managed social housing developments.

It is a beloved home to nearly 600 tenants, including many seniors, families, children and youth, and people of many different ethnic and cultural backgrounds. Those tenants live in 230 Rent-Geared-to-Income (RGI) units in townhomes, low-rise buildings, and one high-rise spread across the 10.8-acre site.

Since January 2021 BC Housing, in collaboration with the City of Vancouver and a team of consultants, has been undertaking a process to consider the redevelopment of Skeena Terrace. The buildings and infrastructure are aging, requiring extensive and ongoing repairs to ensure continued safety and livability for tenants. The redevelopment will create more and better-quality affordable housing for tenants living at Skeena Terrace today and for future generations.

The following report outlines activities undertaken to engage with tenants and stakeholders (i.e., community stakeholders and subject matter experts) conducted by the project team since the launch of the project in January 2021 through to April 2022. Engagement has included workshops, meetings, on-site pop-ups, paper workbooks and brochures, paper and online surveys, and supporting materials.

Engagement with tenants and stakeholders has consisted of several steps. The project team notified tenants and nearby community stakeholders about the launch of the project in January 2021. We engaged with tenants about their hopes and concerns for the future redevelopment of Skeena Terrace in Spring 2021, which contributed to the development of a set of Draft Guiding Principles. We engaged with tenants and stakeholders on the Draft Guiding Principles in Summer and Fall 2021, which contributed to the development of two preliminary concept options. We engaged with tenants and stakeholders to select and refine a preferred concept in Winter 2022, which was further developed into a Draft Concept Plan for the site. Finally, we engaged with tenants and stakeholders on the Draft Concept Plan in Spring 2022, which has been further refined based in-part on their feedback and has supported the development of a Policy Statement to guide the future redevelopment of Skeena Terrace.

The people and organizations that the project team has engaged with to-date include:

- Skeena Terrace tenants
- Skeena Terrace Tenants Association
- Thunderbird Community Centre
- Thunderbird Elementary School
- Hopehill (formerly Beulah Garden Homes)
- Hastings Sunrise Community Policing Centre (HSCPC)
- Vancouver Coastal Health (VCH)
- BC Non-Profit Housing Association (BCNPHA)
- Aboriginal Housing Management Association (AHMA)
- Community Impact Real Estate (CIRES)
- Disability Alliance BC

The project team has reached out to the Akali Singh Sikh Society, recognizing that they are a significant community stakeholder located nearby, but has been unable to meet with them to-date. We will continue to reach out to them as the project progresses.

2. INTRODUCTION

This report provides an overview of engagement activities that BC Housing, the City of Vancouver, and a team of consultants, collectively referred to as the ‘project team’, have undertaken for the Skeena Terrace planning and redevelopment process to-date.

The project team has engaged with tenants and stakeholders through various events and activities between January 2021 and April 2022, including workshops, meetings, on-site pop-ups, paper workbooks and brochures, paper and online surveys, and various notification and communications materials.

The following report provides a summary of tenant and stakeholder engagement details, including:

- An executive summary of engagement undertaken to-date;
- A detailed summary of tenant engagement;
- A detailed summary of stakeholder engagement;
- A description of the notification, communication and engagement materials used; and,
- Appendices which include a selection of engagement materials from the project to-date.

3. TENANT ENGAGEMENT

Since January 2021, the project team has engaged with tenants living at Skeena Terrace during each step of the project. The following section provides an overview of that engagement.

3.1. Tenant Notification – Winter 2021

On January 26, 2021, BC Housing Operations distributed a tenant notification letter and Frequently Asked Questions (FAQ) document to each household at Skeena Terrace. The notification materials included information about the launch of the planning and redevelopment process and how BC Housing would endeavour to protect tenants and minimize impacts to them throughout the process. BC Housing Operations also put posters up across the site encouraging tenants to read the notification materials and reach out if they had any questions or concerns that they would like to share.

Feedback Summary

- Little feedback was received during tenant notification
- General interest in participating in the process
- Questions about how tenants will be impacted by the redevelopment

3.2. Hopes & Concerns – Spring 2021

In this step, the project team sought to understand how tenants felt about living at Skeena Terrace today and what their hopes and concerns might be for the future redevelopment. Tenant input contributed to the development of a set of Draft Guiding Principles which would be presented in the next step of the project and later used to inform the development of preliminary site concept options.

Tenant Survey

Engagement Details

Tenant feedback on hopes and concerns was gathered through a paper and online survey, open between April 16 and May 8, 2021.

The project team distributed a printed copy of the survey along with a project brochure to each household at Skeena Terrace (*see Appendix A*), installed large-format poster boards outside in a central location at Skeena Terrace, and put up posters in each indoor common area on-site. The brochure, poster boards and posters included information about the project, the timeline, a description of what kind of information would be included in the eventual concept plan, BC Housing's commitments to tenants, information about how tenants could get involved, and a link to the online survey.

The project team received 22 completed surveys; 20 respondents were residents at Skeena Terrace and 2 were family members of residents.

Feedback Summary

What is it about living at Skeena Terrace that you like?

- Easy access to transit, retail and restaurants, grocery stores, community centre and hospital
- Gardens or backyards, green spaces and gathering spaces, on-site or in-suite laundry, beautiful views, and spacious units
- A quiet and safe community, with secure housing
- Management staff and great neighbours
- Affordable rent

What is it about living at Skeena Terrace that you would like to see changed?

- Suggestions to improve unit amenities including, access to private balconies, patios or yard space, in-suite laundry, a dishwasher, Wi-Fi and cable, storage space, and access to fresh air
- Suggestions to retain or improve upon on-site amenities, including gardens, gathering spaces, laundry rooms, a playground, and amenity rooms
- Suggestions to include additional amenities on-site, including retail, restaurants, services, a dog park, and bike parking
- Suggestions to design larger units, with basements and living rooms for families, and with multiple bathrooms
- Suggestion to group similar resident types together, especially to reduce impact or conflict between children/families and others. Preference to remain close to the current neighbours, friends, and support staff
- Suggestions to provide more on-site programming (e.g., free meal programs)
- Suggestions to improve building design, including environmentally friendly, modern layouts, colours, and modern finishings that are easier to maintain

- Suggestions to address noise, and privacy through sound proofing, site layout, one-way glass on lower units, and secure windows
- Suggestions to improve accessibility, including minimizing use of stairs and easier site circulation
- Suggestions to ensure units are easily maintained, and to provide more regular maintenance

What are your hopes for the planning and redevelopment process?

- Hope that tenants' thoughts and ideas are meaningfully incorporated into the planning and redevelopment process
- Hope that BC Housing is transparent in its decision-making process and tenants are kept up to date throughout the process
- Hope that the move-in process will be easy and convenient, and that tenants are able to move back in upon building completion
- Hope that the redevelopment process will be quick and done through a phased approach

What are your concerns for the planning and redevelopment process?

- Concern for impacts and disruption caused by construction, and for potential displacement
- Concern tenants may need to relocate far from Skeena Terrace, and that the relocation process will be exceptionally burdensome
- Concern with having to move homes, and a desire to stay at Skeena Terrace
- Concern the redevelopment process will take years to complete
- Concern tenants' thoughts and ideas will not be considered
- Desire for BC Housing to engage with local First Nations

3.3. Guiding Principles – Summer & Fall 2021

In this step, the project team sought tenant feedback on a draft set of guiding principles. Because much of the feedback was positive and focused on how to realize the principles through site planning and design, and other more specific decisions, tenant feedback contributed to the development of two preliminary concept options rather than making substantial changes to the Draft Guiding Principles.

Tenant Survey & Pop-ups

Engagement Details

Tenant feedback on the Draft Guiding Principles was gathered through a paper and online survey, open between June 18 and July 23, 2021, and a series of on-site pop-ups hosted on July 22, 23 and 24, 2021.

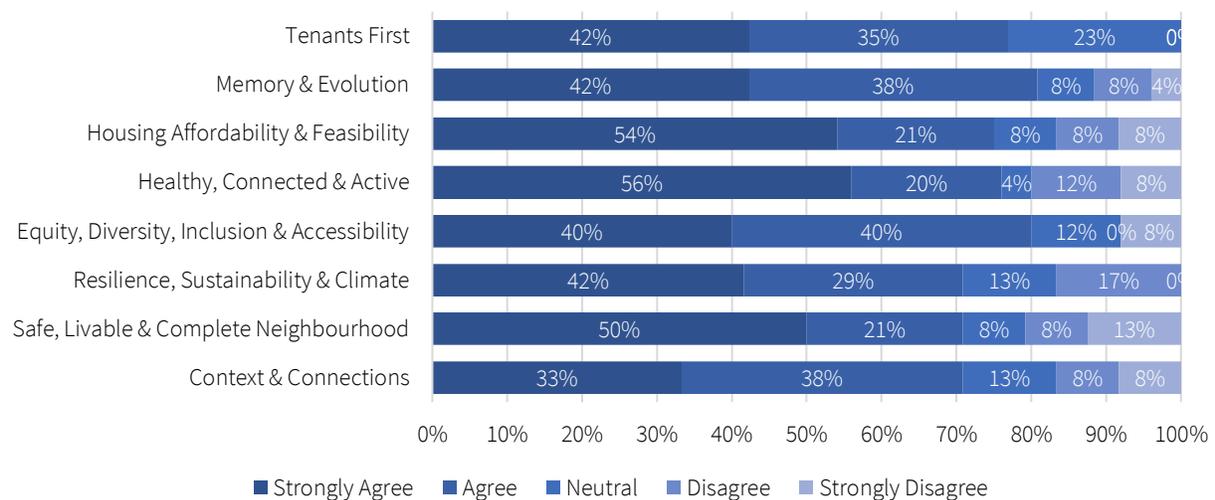
The project team distributed a printed copy of the survey along with a project brochure to each household at Skeena Terrace (see Appendix B), updated the large-format poster boards on-site with new project information and hung new posters throughout common areas.

On July 16, a reminder to complete the survey was delivered to each household, along with a fun tree folding activity and art supplies and an invitation to attend the in-person pop-ups.

The project team received 27 completed surveys from tenants.

Feedback Summary

Tenant Level of Support Across Draft Guiding Principles, Sorted by Most to Least Supported



- Concerns about demolition, fear of displacement, and a lack of trust for BC Housing and the City of Vancouver. Preference for Skeena Terrace as it is (e.g., view, units, affordability, gardens)
- Support for an approach that puts tenants first, particularly around service and site design that is responsive to residents, including diverse mobility, cultural, health and wellness needs
- Suggestions to increase commitments to Truth and Reconciliation and to build a stronger sense of community among tenants
- Suggestions to improve recycling and consider opportunities for solar energy

- Suggestions to improve green and open space, including increased tree coverage, additional healing areas and gathering spaces, youth spaces, basketball courts and fitness areas, and the preservation of food gardens
- Suggestions to improve amenities and programming, including access to food services, a community library, block watch and wellness programs
- Emphasis on BC Housing's accountability to the Draft Guiding Principles, particularly the Tenants First principle to reduce stress and uncertainty
- Suggestions for engagement, including working with nearby community groups, exploring the idea of a tenant ad hoc advisory group, ensuring that project communication is clear and accessible, and translating written materials

Tenants Association Meetings

Through late summer, the project team was encouraged to meet with several tenants who are part of the Skeena Terrace Tenants Association. The project team hosted two meetings in Fall 2021 with the Tenants Association to discuss the project and ongoing tenant engagement.

Meeting 1 - Event Description

The first meeting included introductions and a presentation by the project team on the redevelopment process and timeline, the draft guiding principles, a description of what kind of information would be included in the eventual concept plan, as well as information about the City of Vancouver's Tenant Relocation and Protection Policy and the commitments that BC Housing has made to tenants that meet the requirements of that policy. The presentation was followed by a Q&A and discussion.

Event Details

Date: September 23, 2021

Time: 10:00 am - 12:30 pm

Location: Skeena Hut (the community amenity space located on-site at Skeena Terrace)

Attendees

BC Housing staff and consultants

City of Vancouver staff

Tenants Association members

Discussion Summary

- Suggestions for how to best engage with tenants
- Suggestion that the Tenants Association could reach out to and support with engaging tenants
- Suggestion that the Hut, which is the main community amenity space providing much-needed community building programs, be retained and improved
- Suggestions to maintain and strengthen the relationship between Skeena Terrace, Thunderbird Community Centre and Thunderbird Elementary School
- Questions about the type of housing, and site and unit amenities that would be included in the redevelopment, suggestions to retain and build more much-needed family-oriented housing
- Questions about the types of open spaces and play areas that could be anticipated, suggestions to have a mix of spaces for children, youth, and adults of all ages
- Suggestions to maintain community and tenant gardens and build green roofs

- Concerns about the site's challenging topography, suggestions to improve how tenants move across the site, especially east and west
- Concern about climate and disaster resilience, suggestions to improve site heating and cooling especially during extreme heat events, suggestions to have areas for tenants to retreat to during natural disasters
- Concern about the stigma associated with living in social housing, suggestions for the redevelopment to blend into the community more through thoughtful, modern design
- Concern about safety, privacy and security on-site, suggestions to improve those through the redevelopment

Meeting 2 - Event Description

The second meeting included introductions and a presentation by the project team on the redevelopment process and timeline and proposed approach to engaging with tenants during the next few steps of the project through printed workbooks and more in-person engagement where possible. The presentation was followed by a Q&A and discussion.

Event Details

Date: November 25, 2021

Time: 2:00 - 5:00 pm

Location: Skeena Hut (the community amenity space located on-site at Skeena Terrace)

Attendees

BC Housing staff and consultants

City of Vancouver staff

Tenants Association members

Discussion Summary

- Additional suggestions for how to best engage with tenants, including active participation from the Tenants Association and the importance of word of mouth
- Suggestions to simplify and make our materials more accessible, use more visuals
- Suggestions to make use of the Hut as a space to engage with tenants
- Suggestions for the best time of day to engage with tenants
- Suggestions to meet with a community policing worker who used to do a lot of community development work at Skeena Terrace through Hastings Sunrise Community Policing Centre
- Suggestions to engage with local faith communities
- Additional questions about the type of housing that would be included in the redevelopment, suggestions for improving amenities across the site and in units
- Suggestions to maintain important site programs and to continue to work with organizations like the Food Bank to offer those programs
- Suggestions to maintain and improve the relationship with Thunderbird Community Centre, coordinate programming, community dinners and seniors food programs, shared gathering spaces, training related to restorative justice and first aid
- Suggestions for different types of open spaces and play areas
- Suggestions for ensuring buildings are resilient to natural disasters, especially earthquakes
- Questions about construction, support for phased construction to minimize disruption to tenants
- Concern about ongoing stigma related to living in social housing
- Concern about site safety, suggestions that safety has improved over the years

3.4. Concept Options – Winter 2022

In this step, the project team sought tenant input on a several key topics that would help to select and refine a preferred concept option to guide the redevelopment of Skeena Terrace. Topics included tenant preferences for housing qualities, outdoor activities, indoor activities, shopping and services, landscape character, mobility and connections, trees and vegetation, and whether it would be acceptable to carefully move a site memorial during construction.

Tenant Workbook & Pop-ups

Engagement Details

Tenant feedback on the topics described above was gathered through a paper workbook, open between January 10 and 21, 2022, and seven on-site pop-ups hosted by the Tenants Association.

The project team distributed a printed copy of the workbook (*see Appendix C*) and invitation to the pop-ups to each household at Skeena Terrace and set up display boards and printed maps in the Hut. The pop-up included a display of project information, identical to the workbook, additional workbooks, and information about the City of Vancouver’s Tenant Relocation and Protection Policy.

We received 63 completed workbooks from tenants. The completed workbooks represented between 17% and 26% of the total tenant population, based on response rate and household size.

Feedback Summary

Housing Qualities: What qualities would you like your future unit to have?

- Support for units that are connected to private outdoor space (73%), and with access to daylight (71%). Less support for larger communal spaces (41%) and ground level units (37%)
- Suggestions to improve unit design, including bigger bathrooms and kitchens, new and improved appliances, increased privacy and soundproofing, hardwood floors, and air conditioning
- Suggestions to improve accessibility on-site and in units, provide outdoor space, and improve energy efficiency and security

Outdoor Activities: What outdoor activities would you like to see at Skeena Terrace?

- Support for gardening (60%), visiting with family, friends or neighbours outdoors (56%), resting or appreciating nature (54%), and eating or picnicking (52%)
- Suggestions to include garden plots, barbeque areas, bike racks and parking, places for prayer

Indoor Activities: What indoor activities would you like to see at Skeena Terrace?

- Support for indoor recreation (46%), communal cooking or dining (43%), and large community gatherings (40%)
- Support for arts and creative activities (35%), learning and reading (35%), employment skills training (33%), and office or business services (33%)
- Suggestions to include basketball hoops, a running track, swimming pool or spa, and library

Shopping Service: What local shopping and services would you like to see at Skeena Terrace?

- Support for a small grocery or corner store (75%), restaurant or café (62%)
- Less support for daycare (22%)
- Suggestion to provide medical services, recycling stations, a coffee shop and market, Canada Post station, car washing station, and a supermarket

Landscape Character: What type of landscape character would you prefer at Skeena Terrace?

- Support for open lawn areas with trees (57%), natural areas (57%), patios and plazas (52%), and formal garden rooms (44%). Less support for (25%) tree groves
- Suggestions to design ponds, benches, bridge walkways, bird feeders, and totem poles, and to include flowers, fruit trees, and open lawn areas

Mobility & Connections: What is your preferred way to move around?

- Preference for transit (75%), followed by walking (67%). Less preference (47%) to travel by private vehicle or to cycle or roll (27%)
- Suggestions to increase parking, and space for school buses and emergency vehicles. Some tenants noted they prefer to travel by taxi or Uber
- Tenants take diverse routes to and from home. Workbook respondents most frequently travel by Cassiar Street, Rupert Street, E Broadway, East 8th Avenue, Hermon Drive, East 5th Avenue, Skeena Street, and Lougheed Hwy

Trees & Vegetation: Are there individual trees or groups of trees that you feel are important to protect?

- The trees and vegetation are important to Skeena Terrace residents. Almost all groups of trees were selected by respondents as important to protect. Some concern about aging trees

Memorial Table: We know the memorial table is important to the community. We may need to carefully move it elsewhere at Skeena Terrace as part of the redevelopment. Is this acceptable to you?

- Support for the memorial table being carefully moved (62%)
- Concern with moving the table (6%)
- Some of respondents are unsure (19%)

Additional Comments: Is there anything else you would like to share with BC Housing about the future redevelopment of Skeena Terrace or what you would like to see here in the future?

- Both support and concern for the redevelopment in general
- Suggestions to improve amenities in units and on site, including new appliances, a local convenience or grocery store, more parking, a swimming pool and skating area
- Concerns and suggestions to improve security, privacy and unit comfort
- Concerns with handling noise complaints, and requests for unit changes
- Suggestions to include accessible bathrooms and open concept units, as well as fewer or no stairs on site
- Suggestion to include rainwater harvesting on site as well as support for landscaping with gardens and flowers
- Support for minimizing disruption to current tenants, and fostering community building through the redevelopment
- Questions about the project timeline and phasing, and a request to be contacted personally for feedback

3.5. Draft Concept Plan – Spring 2022

In this step, the project team sought tenant feedback on a Draft Concept Plan to guide the redevelopment of Skeena Terrace. Tenant feedback contributed to the refinement of the Draft Concept Plan and the development of the Policy Statement.

Tenant Workbook & Pop-ups

Engagement Details

Tenant feedback on the Draft Concept Plan was gathered through a paper workbook, open between March 28 and April 10, 2022, on-site pop-ups hosted on April 6 and 9, and the public online survey.

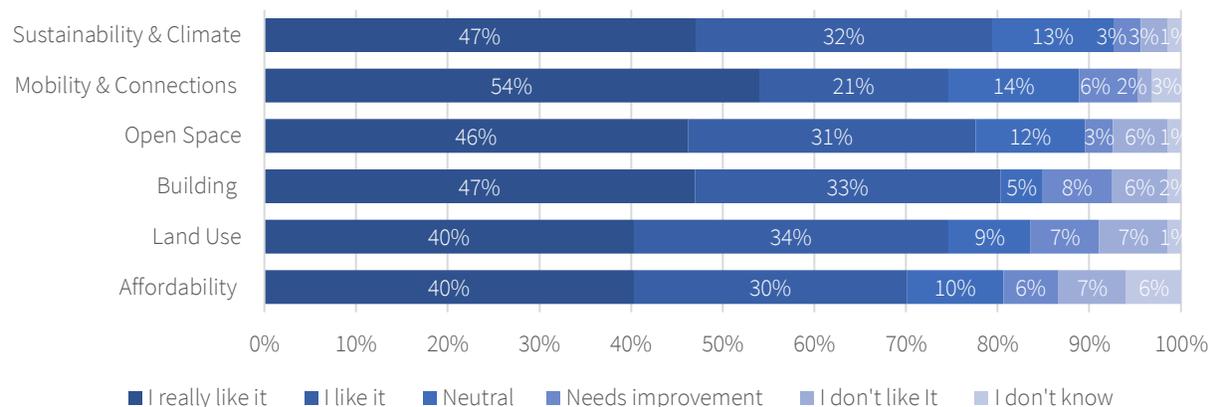
On March 14, the project team distributed a postcard notifying tenants that information about the Draft Concept Plan had been published online on the City of Vancouver’s Shape Your City project webpage for Skeena Terrace and that they would be receiving additional information on March 28. The team also distributed a one-page information sheet clarifying how BC Housing would endeavour to protect tenants and minimize impacts in line with the City’s Tenant Relocation and Protection Policy. These materials were distributed to each household.

On March 28, the project team distributed a printed copy of the workbook (see *Appendix D*) and invitation to the pop-ups to each household at Skeena Terrace.

We received 70 completed workbooks and online tenant surveys, along with 92 written pop-up comments. The completed workbooks represented between 19% and 27% of the total tenant population, based on response rate and household size.

Feedback Summary

Tenant Level of Support for Components of Draft Concept Option, Sorted by Most to Least Supported



Land Use: Please share any comments on the land uses

- Support for the proposed land uses
- Support for affordable food services. Concerns with the need for additional amenities
- Suggestion and concerns about the safety and placement of commercial space and amenities
- Suggestions for community amenities and programming, including a pool and park, totem poles, block watch, and arts program

- Concerns about residential use, that amenities may reduce the space available for affordable family housing, concern about highway pollution, and suggestions to place senior units near the community centre
- Concern about mobility and the challenging topography, questions about residential parking
- Concern with tenant engagement and changing plans

Open Space: Please share any comments on the open spaces

- Support for the proposed open spaces
- Support and suggestions for gardens, as well as concern about protecting old trees
- Support and suggestions for greenspace on site, including backyards and grassy areas
- Suggestions to include community and family spaces, including a recreation room, basketball court, swimming pool, and support for dog parks. Concern teenagers will dominate the public places
- Suggestions to design for site topography and mobility challenges, make the site easy to navigate
- Concern the engagement materials are challenging to read
- Concerns the towers will shade and block the view, and that site improvements will reduce housing supply
- Concern open space does not account for site size and suggestion to not include a water feature

Buildings: Please share any comments on the buildings

- Support for the proposed buildings
- Suggestions to improve building design, including laundry on each floor, quality building materials, easy access to fire escape, and no underground parking
- Suggestions to improve unit design, including balconies, patios, more washrooms, and larger units
- Some support the proposed heights and taller towers, while others expressed preference for townhomes or smaller towers
- Concerns the building height will block the skyline and suggestions for tower placement
- Support for increasing affordable housing, and concern market rentals will increase rent prices
- Concern about access to transit and Thunderbird for those with mobility challenges
- Suggestions to increase site accessibility by removing use of stairs and increasing ground units
- Concern the redevelopment will not be as it is proposed

Affordability: Please share any comments on the proposed affordable housing approach

- Support for the proposed affordable housing approach
- Support for below market units and maintaining affordable rent, suggestions to reduce the number of market rental units
- Support and concern for a mix of market and affordable housing
- Support for removing studio units and increasing family units, suggestions to provide sufficient one-bedroom units to meet current tenant needs
- Concern that units need improvement now, and suggestions to address immediate issues rather than spending resources on redevelopment
- Concern tenants will be displaced, and an increased density will lead to an increase in crime

Mobility & Connections: Please share any comments on the approach to mobility and connections

- Support for considering accessibility and safety of pedestrian and cyclists
- Support for a walkable development, suggestions to provide safe bike storage, and question about proposed bus routes
- Concern accessing the SkyTrain, amenities on the hill is difficult for those with mobility challenges
- Support and concerns about underground parking
- Concerns with making Hermon Drive a one-way and suggestion to add speed bumps
- Support for the proposed approach to mobility and connections
- Concern the redevelopment will reduce affordability and displace high-rise tenants. Suggestion to focus on providing increased supply of affordable units

Sustainability & Climate: Please share any comments on the approach to sustainability and climate

- Support for the proposed approach to sustainability and climate
- Support for providing flowers, green space, urban tree canopy, and increasing biodiversity.
- Concerns about tree maintenance and aging trees
- Support for green roofs and improved building design
- Concerns with current site drainage
- Suggestions to practice sustainable demolition, and to provide solar and wind energy
- Suggestions to improve recycling, including instructions in multiple languages

Final Thoughts: Is there anything else you would like to share with BC Housing about the future redevelopment of Skeena Terrace or what you would like to see here in the future?

- Support for the proposed Draft Concept Plan
- Suggestions to provide larger family units, more accessible units, improve unit amenities, safety
- Questions about the project timeline and redevelopment, and suggestions to phase demolition. Support for a quick redevelopment process
- Support for tenant engagement opportunities and suggestions to improve the process
- Support for food services, indoor and outdoor gathering spaces, and dog parks
- Suggestion to improve programming, including arts programs, neighbourhood watch, dinner programming, social support services and job training
- Suggestion to design green and open space to support biodiversity and minimize crime
- Concern about towers, increased density, losing family style housing and low-income townhomes. Concern the redevelopment will impact residents' connection to place
- Suggestion to locate seniors near the community centre
- Concern market rentals will increase housing price and support for maintaining affordable units
- Support for a design that responds to those with mobility challenges, and a suggestion to change amenity placement
- Support for street parking, and suggestions to consider parking for handy dart and handicap parking for tenants

4. STAKEHOLDER ENGAGEMENT

Since Summer 2021, the project team has engaged with community stakeholders and subject matter experts during each step of the project. The following section provides an overview of that engagement.

The stakeholder groups that the project team has engaged with to-date include:

- Thunderbird Community Centre
- Thunderbird Elementary School
- Hopehill (formerly Beulah Garden Homes)
- Hastings Sunrise Community Policing Centre (HSCPC)
- Vancouver Coastal Health (VCH)
- BC Non-Profit Housing Association (BCNPHA)
- Aboriginal Housing Management Association (AHMA)
- Community Impact Real Estate (CIRES)
- Disability Alliance BC

The project team has reached out to the Akali Singh Sikh Society, recognizing that they are a significant community stakeholder located nearby, but has been unable to meet with them to-date. We will continue to reach out to them as the project progresses.

4.1. Guiding Principles – Summer & Fall 2021

In this step, the project team met with community stakeholders and subject matter experts to provide an overview of the Skeena Terrace planning and redevelopment project (*see Appendix E*), gather feedback on the process and draft guiding principles, assess their willingness and desire to contribute to the project in an ongoing way, and answer questions. Stakeholder feedback contributed to the refinement of our engagement approach and the development of two preliminary concept options which were presented to stakeholders in the subsequent step.

Vancouver Coastal Health (VCH) Meeting and Letter

Event Details

Date: June 7, 2021 (follow-up letter received July 20, 2021)

Time: 2:30 – 4:00 pm

Location: Online via Zoom

Attendees

BC Housing staff and consultants

City of Vancouver staff

Vancouver Coastal Health staff

Discussion Summary

- Support for the equity, diversity, inclusion and accessibility, tenants first draft guiding principle
- Support for affordable family-oriented housing that strives to address climate mitigation and adaptation, and suggestion to consider mitigating health impacts of climate change through building design
- Support for accounting for the physical, mental, and social aspects of wellbeing, and the integration of the Provincial *Healthy Built Environment Linkages Toolkit* in redevelopment

- Suggestions to address food security and accessibility, particularly to improve affordable food retail in the area
- Suggestions to mitigate noise pollution under the healthy, connected & active guiding principle, through neighborhood planning and building design
- Suggestion to increase access to greenspace, particularly shaded play and gathering spaces on-site, and an increase in tree canopy cover
- Suggestion to apply a population health and health equity lens in planning and decisions

BC Non-Profit Housing Association (BCNPHA) Meeting

Event Details

Date: September 24, 2021

Time: 10:00 am – 12:00 pm

Location: Online via Zoom

Attendees

BC Housing staff and consultants

City of Vancouver staff

BCNPHA staff

Discussion Summary

- Comments explaining common challenges of tenants and non-profit housing operators
- Suggestions to ensure long-term financial sustainability
- Suggestions to improve building stock in terms of energy and safety requirements
- Suggestions about non-profit development consultants, operators, and tenant relocation

Aboriginal Housing Management Association (AHMA) Meeting

Event Details

Date: September 28, 2021

Time: 9:00 – 10:30 am

Location: Online via Zoom

Attendees

BC Housing staff and consultants

City of Vancouver staff

AHMA staff

Discussion Summary

- Questions about support services, integration with the surrounding community, and operations
- Suggestions to understand and centre the needs of the community
- Suggestions to address a spectrum of affordable housing and provide accessible unit
- Suggestions to provide culturally appropriate spaces, delivered in culturally appropriate ways

Thunderbird Community Centre Meeting

Event Details

Date: October 7, 2021

Time: 3:30 – 5:00 pm

Location: Thunderbird Community Centre – 2311 Cassiar St, Vancouver, BC V5M 3X3

Attendees

BC Housing staff and consultants

City of Vancouver staff

Thunderbird Community Centre board members and staff

Discussion Summary

- Support for minimizing disruption to tenants
- Suggestions to maintain and strengthen the relationship with Thunderbird Community Centre, Thunderbird Elementary School and other nearby community stakeholders
- Questions about project funding and project phasing
- Comments on the importance of disaster resilience, aligning strategic planning, and planning for an increase in population
- Concern about survey accessibility and need for translation of engagement materials
- Interest in helping with community outreach and seeing a 3D model

Thunderbird Elementary School Meeting

Event Details

Date: October 8, 2021

Time: 9:30 – 11:00 am

Location: Online via Zoom

Attendees

BC Housing staff and consultants

City of Vancouver staff

Thunderbird Elementary School Principal

Discussion Summary

- Support for prioritizing equity, diversity and inclusion and minimizing disruptions to families
- Comments about the student demographics and number of students that live at Skeena Terrace
- Interest in future involvement including concept options

Hopehill (formerly Beulah Garden Homes) Meeting

Event Details

Date: November 3, 2021

Time: 2:00 – 3:00 pm

Location: Online via Zoom

Attendees

BC Housing staff and consultants
City of Vancouver staff
Hopehill staff

Discussion Summary

- Questions about the housing mix and integration, and intentions for retail space
- Suggestion to improve connectivity with the neighbourhood and to provide pathways for recreation and social connection
- Suggestions for meal and grocery programs for residents
- Suggestions for cultivating intergenerational connections
- Support for a pharmacy or walk-in clinic on-site

Community Impact Real Estate (CIRES) Meeting

Event Details

Date: November 4, 2021
Time: 1:30 – 3:00 pm
Location: Online via Zoom

Attendees

BC Housing staff and consultants
Community Impact Real Estate staff
CIRES staff

Discussion Summary

- Questions related to the types of retail opportunities and supports available
- Support for retail and suggestions for the potential types and locations of retail space
- Suggestion to consider contribution to public realm, as well as proximity to industrial space

Hastings Sunrise Community Policing Centre (HSCPC) Meeting

Event Details

Date: January 14, 2022
Time: 10:00 – 11:00 am
Location: Online via Zoom

Attendees

BC Housing staff and consultants
City of Vancouver staff
HSCPC staff

Discussion Summary

- General support for guiding principles
- Questions about funding partnerships, population increase and timing, support services on site
- Concern about tenants' history of mistrust for the police, government and social services and the need to engage in a way that is authentic

- Suggestions to provide accessible, early and ongoing information
- Comments on the importance of Thunderbird Community Centre, Thunderbird Elementary School, and Skeena Terrace Hut for community development
- Comments about the neighbourhood being historically underserved and lacking amenities
- Suggestion to include a community art space that is co-developed with tenants
- Questions about the future range of affordability and community demographics

4.2. Concept Options – Winter 2022

In this step, the project team hosted two workshops with community stakeholders and subject matter experts as part of a weeklong charrette to gather feedback on two preliminary concept options that would guide the future redevelopment of Skeena Terrace. Stakeholder feedback contributed to the selection and refinement of a preferred concept option which was presented to tenants, stakeholders and the public in the subsequent step.

External Stakeholder Workshop

Event Description

The workshop included an introduction and presentation by the project team on the project's guiding principles and big ideas, site and policy analysis, and overview of two concept options. The presentation was followed by breakout group discussions about what works well, what doesn't, and what may be missing in each option.

Event Details

Date: January 26, 2022

Time: 9:30 am – 12:00 pm

Location: Online via Zoom

Attendees

BC Housing staff and consultants

City of Vancouver staff

Thunderbird Community Centre board members and staff

Thunderbird Elementary School Principal

Hastings Sunrise Community Policing Centre (HSCPC) staff

Hopehill (formerly Beulah Garden Homes) staff

BC Non-Profit Housing Association (BCNPHA) staff

Vancouver Coastal Health (VCH) staff

Disability Alliance BC staff

Discussion Summary

- *Open space & landscape:* Suggestions to clarify the tenant mix and associated programming, and to maintain tenant relationships with Thunderbird Community Centre and Elementary School through programming. Support for providing common open space to facilitate relationship-building. Concern for play areas on sloping terrain. Suggestions to consider the balance of private vs. public, large vs. intimate, and flexible vs. programmed spaces.
- *Mobility, connectivity, accessibility:* Suggestions to improve connections (e.g., to transit, east-west across the site, and to the surrounding neighbourhood), to better define the site entry point, and to alleviate traffic concerns. Concern with site topography and mobility challenges, and a suggestion to clarify where accessible units will be located on site. Concern about reducing car dependency and the impact on low-income families.
- *Site planning, building form, program:* Suggestions to ensure adequate amenities and strong tenant-staff relationships given the increased. Suggestions to better demonstrate the connections and benefits of redevelopment for tenants and the surrounding community.

Suggestions to better demonstrate how BC Housing will minimize disruption that could occur during redevelopment, through phasing and construction management strategies.

- *Sustainability & climate resiliency*: Support for maintaining tree canopy and providing access to indoor and outdoor spaces for heat respite. Support for water re-use, renewable energy options, embodied carbon considerations, as well as ways to reduce waste streams through demolition and construction. Concern about noise, air quality, and traffic along Lougheed Highway.
- *Site program prioritization*: Suggestions to prioritize the needs of vulnerable populations and current tenants, to continue current seniors' programming, and to provide nature-based play for children. Support for health and medical services on site, access to food through retail and gardening, affordable sports and youth programming, and for large indoor and outdoor communal gathering spaces.

BC Housing Internal Stakeholder Workshop

Event Description

The workshop included an introduction and presentation by the project team on the project's guiding principles and big ideas, site and policy analysis, and overview of two concept options. The presentation was followed by breakout group discussions about what works well, what doesn't, and what may be missing in each option.

Event Details

Date: January 26, 2022

Time: 1:30 – 3:30 pm

Location: Online via Zoom

Attendees

BC Housing staff and consultants

BC Housing Operations staff

BC Housing Communications staff

BC Housing Development and Asset Management staff

BC Housing Sustainability staff

Discussion Summary

- *Open space & landscape*: Support for tailoring open space programming to the anticipated tenant mix, and for designing central green spaces to provide cooling, social connection, and crime prevention. Suggestion to consider solar access and to perform a shadow analysis.
- *Mobility, connectivity, accessibility*: Suggestions to consider the broader community context, including transit planning and a potential shuttle service. Suggestions to consider a more detailed analysis of universal accessibility on site.
- *Site planning, building form, program*: Suggestions to provide multi-generational housing units, and to consider operations and maintenance requirements (e.g., snow removal).
- *Sustainability & climate resiliency*: Support for addressing climate resilience through stronger social connections. Support and suggestions to pursue passive house and other sustainability and resilience standards, and a potential sewer heat pump strategy. Suggestions to meet and exceed BC Housing guidelines on energy efficiency.

- *Site program prioritization:* Suggestions to consider youth activities (especially for teens) and coordination of programming with Thunderbird Community Centre and Elementary School. Support for social enterprises, work training opportunities, and covered outdoor spaces for families and groups.

4.3. Draft Concept Plan – Spring 2022

In this step, the project team invited stakeholders to share their feedback on a Draft Concept Plan through one-on-one meetings, the online public survey, or written feedback via email. In addition to the following activities, many stakeholders committed to completing the survey. Stakeholder feedback contributed to the refinement of the Draft Concept Plan and the development of the Policy Statement.

Vancouver Coastal Health (VCH) Meeting

Event Description

The meeting included attendee introductions and a presentation by the project team on the redevelopment process and timeline, guiding principles and big ideas, and an overview of the Draft Concept Plan. The presentation was followed by a Q&A and general discussion.

Event Details

Date: April 5, 2022

Time: 1:30 - 3:00 pm

Location: Online via Zoom

Attendees

BC Housing staff and consultants

City of Vancouver staff

Vancouver Coastal Health staff

Discussion Summary

- Question about coordination with Vancouver School Board to accommodate increase in families
- Question about the affordable housing model, suggestions for mixed-income communities
- Support for the approach to green and open space, and suggestion to ensure year-round activation of spaces
- Questions about opportunities to increase access to affordable food on site
- Question about potential back water treatment on site
- Concerns about noise and air pollution from Lougheed Highway
- Suggestions to consider future context with the Rupert-Renfrew Station Area Plan
- Support for the proposed approach, density, and careful mix of incomes

Event Description

The meeting included attendee introductions and a presentation by the project team on the redevelopment process and timeline, guiding principles and big ideas, and an overview of the Draft Concept Plan. The presentation was followed by a Q&A.

Event Details

Date: April 7, 2022

Time: 3:15 – 4:30 pm

Location: Online via Zoom

Attendees

BC Housing staff and consultants
City of Vancouver staff
Thunderbird Elementary School teachers and staff

Discussion Summary

- Question about the size of the proposed daycare
- Support for inclusion of youth considerations, and question about opportunities for youth artistic involvement in the project
- Question about coordination with Vancouver School Board to accommodate increase in families
- Question about public access to green space
- Questions about the proposed parking, and electric charging for bikes and cars
- Questions about tenant relocation process and costs
- Question about opportunities to improve the community centre
- Suggestion to reach out to the Akali Singh Sikh Society
- Question about site layout and unit mix
- Question about active transportation infrastructure

Additional Stakeholder Emails

Engagement Details

The project team received additional feedback from several stakeholders via email.

Hastings Sunrise Community Policing Centre (HSCPC) Email

Date: March 21, 2022

Feedback:

- No additional feedback to share at this time
- Interest in receiving ongoing project updates

BC Non-Profit Housing Association (BCNPHA) Email

Date: March 21, 2022

Feedback:

- Question about redevelopment timing and alignment with the Rupert-Renfrew Station Area Plan
- Concern with the active spaces being poorly implemented in other projects, and suggestion to include teen/young adult infrastructure

Hopehill (formerly Beulah Garden Homes) Email

Date: March 28, 2022

Feedback:

- Support for the proposed draft plan, particularly the outward-facing plaza
- Suggestion to include medical services in the retail space
- Question about public access to the various outdoor spaces in the draft plan
- Support for the building massing, connectivity, shade, and tree planting

Vancouver Coastal Health (VCH) Email

Date: April 19, 2022

Feedback:

- Vancouver Coastal Health staff shared several resources related to:
 - Traffic-related air pollution mitigation by the United States and California Environmental Protection Agencies
 - Benefits of natural areas to human health by Vancouver Coastal Health
 - Extreme heat and public health emergencies by the BC Centre for Disease Control
 - Benefits of mixed-income developments, harms related to income segregation, and research on gentrification by several researchers and non-profit organizations

5. NOTIFICATION, COMMUNICATION & ENGAGEMENT MATERIALS

Project websites and email addresses updated and monitored throughout the process:

- City of Vancouver Shape Your City project webpage (primary source for online information): shapeyourcity.ca/skeena-terrace
- BC Housing project webpage: bchousing.org/vancouver-skeena-terrace
- BC Housing engagement webpage: letstalkhousingbc.ca/vancouver-skeena-terrace
- Project email address: communityrelations@bchousing.org

Tenant notification materials – Winter 2021:

- Tenant notification letter
- Frequently asked questions two-pager
- Notification posters
- Community stakeholder notification

Hopes and concerns materials – Spring 2021:

- Tenant brochure (*see Appendix A*)
- Tenant survey – paper and online
- Large-format display boards
- Indoor posters

Guiding principles materials – Summer and Fall 2021:

- Tenant brochure (*see Appendix B*)
- Tenant survey – paper
- Large-format display boards
- Indoor posters
- Tenant pop-up invitation postcard
- Tenant tree activity kit and craft supplies
- Tenant pop-up display boards
- Stakeholder meeting invitation letter
- Stakeholder presentation (*see Appendix E*)
- Tenant Association presentations and handouts

Concept options materials – Winter 2022:

- Tenant workbook (*see Appendix C*)
- Tenant update letter
- Pop-up display boards and table maps
- Stakeholder presentation and Miro boards

Draft concept plan materials – Spring 2022:

- Tenant protection and relocation one-pager
- Tenant notification postcard
- Tenant workbook (*see Appendix D*)
- Tenant pop-up invitation posters
- Tenant pop-up display boards
- Stakeholder presentation

6. APPENDICES

6.1. Appendix A: Tenant Brochure – Hopes & Concerns – Spring 2021

The Future of Skeena Terrace

We are launching a planning and design process to consider the redevelopment of Skeena Terrace to create more and better quality affordable housing on the site.

Redevelopment Commitments

- We will involve tenants in creating a new plan for Skeena Terrace.
- To meet future housing needs, we will plan to develop more homes than currently exist at Skeena Terrace.
- We will communicate with tenants in a clear and open way through the planning and redevelopment process.
- BC Housing will retain ownership of Skeena Terrace.

The Plan

We are creating a plan to guide the redevelopment of Skeena Terrace. The plan will show how Skeena Terrace will be redeveloped over time to create more housing and a more liveable, sustainable community.

Approach

We value community input and recognize how important it is to the success of this project. We are committed to an inclusive, tenant-first approach. Throughout the process we will be asking for feedback. The ideas of tenants and the public will be some of the most important parts to set the direction for what the community will become.

Tenant Relocation Commitments

We will develop a Tenant Relocation and Protection Plan. We will ensure tenants are well informed about how the redevelopment will affect them. We will work with tenants to ensure that plan meets their specific needs. Some of the commitments we will include in that plan will be:

- We will communicate with tenants in a clear and open way through the planning and redevelopment process.
- We will minimize disruption to tenants during construction and relocation.
- We will assist in addressing the needs of seniors, persons with disabilities, and others during housing transition as much as we are able.
- We will cover reasonable costs for moving and utilities reconnection, such as telephone or cable TV.
- We will assign the new homes at Skeena Terrace to tenants through a fair and equitable process based on household need, the requirement for adaptable or wheelchair units, and similar considerations.
- Tenants at the new Skeena Terrace will continue to pay rent per their current rental arrangement unless their income or family size has changed.
- We will cover reasonable costs for moving and utilities reconnection, such as telephone or cable TV.

The Plan will include:

- An overall explanation of the design and development approach
- Recommended land uses, suite and housing mix
- Location, type, and general height and size of buildings
- A financial strategy to redevelop and operate Skeena Terrace
- A landscape plan
- Proposed transportation and utility infrastructure
- An overview of how sustainability and resilience will be achieved
- A Tenant Relocation and Protection Plan that ensures the needs of tenants are thoughtfully considered during the process

The plan will be used as the basis for an application to change the zoning of the site through the City of Vancouver's rezoning process.

Process and Timeline

We are at the beginning of the planning process for Skeena Terrace. No decisions about the future of the community have been made yet. There will be many ways for people to have their say on what this future looks like.

We want to hear from you!

Share your thoughts on the future of Skeena Terrace.

A plan for the future of Skeena Terrace

Esta carta contiene información importante sobre Skeena Terrace. Si no la puede leer, solicite a alguien que se la traduzca.
 本信函包含有关 Skeena Terrace 的重要信息。如果您看不懂，请找人帮您翻译一下。
 本信函包含有關 Skeena Terrace 的重要資訊。如果您看不懂，請找人為您翻譯。

How You Can Get Involved

We have an important opportunity to create more high quality affordable housing at Skeena Terrace, while enhancing the livability and sustainability of the community. We want to hear your ideas about how to make this happen.

COVID-19 makes it difficult to gather in person. We expect to offer many ways for tenants and the surrounding community to have their say on the future of Skeena Terrace including:

- Project Website
- Community Information Boards
- Flyers and Postcards
- Questionnaires and Activities

A large format version of this information has been posted by the gazebo near the entrance to the highrise.

Please visit the following website to answer the questions online before May 8th:
www.surveymonkey.com/r/SkeenaTenantSurvey1

Or submit your paper copy to the BC Housing mailbox to the right of the front door at the high rise. If you need an extra survey, BC Housing staff will be happy to provide you with one.

14 Months

- Introduction & Understanding Values** (Spring 2021)
 - Introduce the planning process and the project team
 - Answer questions and address issues and concerns that come up
 - Explore community values to create a set of design principles
- Designing Options Together** (Summer 2021)
 - Work together to explore site and building design, informed by the principles that we developed in step one
 - Develop a number of site concept options to explore
- Choosing a Preferred Option** (Fall 2021 / Spring 2022)
 - Explore the concept options to determine a preferred option
 - Present the preferred option to Vancouver City Council. If approved, a rezoning application will be submitted in 2022

Site Concept for Skeena Terrace

6.2. Appendix B: Tenant Brochure – Guiding Principles – Summer & Fall 2021

a Healthy & Livable community

Guiding Principle:
Healthy, Connected, & Active

Create a healthy, well-connected built environment that enhances residents' physical and mental wellbeing.



For Skeena Terrace, this could mean:

- Support a variety of mobility options that consider the varied needs of the tenants
- Establish clear, convenient, joyful walking and rolling connections to daily needs and transit
- Support mental and physical wellness by creating a range of open spaces that address the variety of tenants needs including access to nature, social (gathering) spaces, and quiet (secluded) spaces
- Support physical health by mitigating air pollution, using healthy materials, promoting walking and biking, creating outdoor exercise areas, and offering food gardens

Guiding Principle:
Safe, Livable, & Complete Neighbourhood

Take a people first approach to create a safe, socially-connected, complete community that is friendly, supportive, and strengthens the southeast Hastings Sunrise neighbourhood.

For Skeena Terrace, this could mean:

- Complement residential uses on the site with local-serving retail opportunities and dedicated spaces for amenities, workshops, and businesses
- Design and program buildings and open spaces to encourage gathering and social interaction (e.g. City of Vancouver's 'Hey Neighbour' program)
- Partner with non-profits and other levels of government to deliver a variety of services (food, childcare, youth programming).
- Create multipurpose, age-diverse, community spaces for both indoor and outdoor use in all-seasons

BC HOUSING

What we heard in April and May:

We heard that you appreciate living in a great, quiet, and safe neighbourhood. You like having secure housing with many amenities within walking distance, accessing gardens and gathering spaces, and the beautiful views.

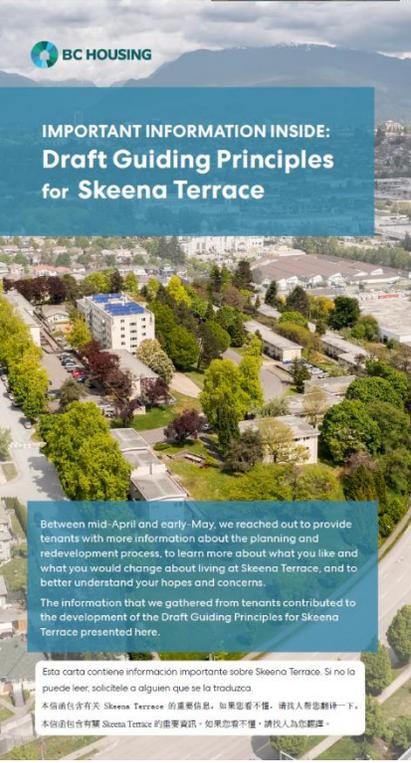
You also offered ideas about the future of Skeena Terrace. You want BC Housing to ensure that the site is as safe, quiet, and accessible as possible. You want the site and homes to be modern, environmentally friendly, and easy to maintain. You also want BC Housing to carefully consider any amenities and programs that will be available on the site.

You said that you should be kept informed throughout the planning and redevelopment process, and that we should incorporate your thoughts, ideas and concerns in a meaningful way.

You expressed concerns about the impact of future construction or any disruption that may result from relocating you into new buildings on site. Some of you were concerned that the planning and redevelopment process could take a long time. Others said that we should consider redeveloping the site in phases to minimize disruption.

BC HOUSING

IMPORTANT INFORMATION INSIDE: Draft Guiding Principles for Skeena Terrace



Between mid-April and early-May, we reached out to provide tenants with more information about the planning and redevelopment process, to learn more about what you like and what you would change about living at Skeena Terrace, and to better understand your hopes and concerns.

The information that we gathered from tenants contributed to the development of the Draft Guiding Principles for Skeena Terrace presented here.

Esta carta contiene información importante sobre Skeena Terrace. Si no la puede leer, solicítele a alguien que se la traduzca.
本信請包含有關 Skeena Terrace 的重要信息。如果您看不懂，請找人為您翻譯。
本信請包含有關 Skeena Terrace 的重要資訊。如果您看不懂，請找人為您翻譯。

a Socially Just community

Guiding Principle:
Tenants First

Listen carefully to the needs and aspirations of current and future tenants throughout engagement and while collaboratively designing the future of Skeena Terrace.



For Skeena Terrace, this could mean:

- Reach out to tenants early and often during the engagement process and provide tenants the earliest and most significant opportunities to engage
- Get to know tenants' needs, aspirations, and desires and incorporate these into the plan and long-term implementation (e.g. maintenance, programs, employment opportunities, safety, amenities)
- Reduce stress for tenants by ensuring as much stability as possible during the process; create and implement a Tenant Relocation Plan

Guiding Principle:
Equity, Diversity, Inclusion, & Accessibility

Create an equitable, diverse, and inclusive Skeena Terrace that is welcoming and supportive.



For Skeena Terrace, this could mean:

- Work hard to understand and plan for the varied needs of the community
- Build mobility infrastructure that is safe, comfortable, accessible, and convenient for all ages and abilities
- Engage with local First Nations and the urban Indigenous community to consider what Reconciliation could look like for Skeena Terrace including opportunities for Indigenous peoples

BC HOUSING

What are your thoughts on these draft guiding principles?



For more detail on these principles and the opportunity to provide feedback, please visit the following City of Vancouver website to share your thoughts online before July 23rd:
<https://shapeyourcity.ca/skeena-terrace>

Or submit your paper copy to the BC Housing mailbox to the right of the front door at the high rise. If you need an extra survey, BC Housing staff will be happy to provide you with one.

a community Rooted in Place & History

Guiding Principle:
Context & Connections

Celebrate and embrace the unique qualities, context, and connections of Skeena Terrace.



For Skeena Terrace, this could mean:

- Enhance physical and social connections with the surrounding community
- Celebrate the topography and views of Skeena Terrace through landscape and building heights
- Improve the interface with adjacent employment lands and transportation corridors

Guiding Principle:
Memory & Evolution

Recognize, acknowledge, and reflect the unique history of Skeena Terrace, its community, and diverse culture.



For Skeena Terrace, this could mean:

- Consider art and interpretive signage that speaks to the history of community and place
- Reincorporate and enhance key aspects of the existing site that tenants value (e.g. views, gardens, playground, gathering spaces)
- Understand and respect the Indigenous history of the site and explore opportunities for Reconciliation

a Sustainable & Resilient community

Guiding Principle:
Resilience, Sustainability & Climate

Make Skeena Terrace a precedent-setting sustainable community that demonstrates leadership in climate action, waste, and water management through regenerative approaches.



For Skeena Terrace, this could mean:

- Enhance community resilience and strengthen community connections
- Improve Skeena Terrace's relationship with the Still Creek Watershed by minimizing impacts to groundwater, managing stormwater, preserving natural features, and using green infrastructure
- Celebrate the urban forest and enhance biodiversity on-site to support a healthy urban ecology
- Mitigate the impacts of climate change through sustainable approaches to building design, energy generation, mobility, and waste management

Guiding Principle:
Housing Affordability & Feasibility

Provide a diversity of housing types that are affordable to a broad range of incomes and family types.



For Skeena Terrace, this could mean:

- Build a diversity of mixed-income housing for families of all sizes to ensure a balanced community and feasible project
- Design modern, high-quality below-market housing to be indistinguishable from market housing
- Explore childcare that supports households and creates opportunities for income

6.3. Appendix C: Tenant Workbook – Concept Options – Winter 2022

BC HOUSING

Skeena Terrace Redevelopment
TENANT WORKBOOK

Please submit by Friday, January 21!

Complete and hand in this workbook to receive a \$10 grocery gift card!

See back page for details

We want to hear from you!

Share your thoughts on the future of Skeena Terrace.

Please submit this completed workbook to the BC Housing mailbox by **Friday, January 21**. The mailbox is located to the right of the front door at the high rise.

This workbook is being distributed by BC Housing. A copy of this workbook, not including the bottom half of the last page of the workbook, will be shared with City of Vancouver employees for the purposes of fulfilling municipal rezoning requirements.

If you need an additional workbook for another member of your household, BC Housing staff will be happy to provide you one.

Please submit this completed workbook to the BC Housing mailbox by Friday, January 21.

Process and Timeline

We are now in the 'Designing Options Together' stage of the process for Skeena Terrace. That means we are now creating design options to guide the future redevelopment. Your responses to the questions in this workbook will help us select one of those options. Your responses will also help us refine the selected option to make it better for current and future tenants.

As a tenant living at Skeena Terrace, the ideas you share with us are very important for the design of the future of Skeena Terrace. Your responses to this workbook, and the ideas that you and your neighbours have already shared, help us understand what is most important to your community.

Thank you for taking the time to fill out this workbook.

WE ARE HERE

- Introduction & Understanding Values**
SPRING & SUMMER 2021 (COMPLETED)
- Designing Options Together**
FALL 2021 & WINTER 2022
- Choosing a Preferred Option**
SPRING 2022
- Preferred Site Concept for Skeena Terrace**

- Introduce the planning process and the project team
- Answer questions and address needs and concerns that come up
- Explore community values to create a set of design principles
- Work together to explore site and building design, informed by the principles that we developed in step one
- Develop a number of site concept options to explore
- Explore the concept options to determine a preferred option
- Present the preferred option to Vancouver City Council. If approved, a rezoning application will be submitted in 2022

Housing Qualities

The new Skeena Terrace will create more affordable homes and amenities for many people. This means there will be more people, more homes, and some more high rises than today.

What qualities would you like your future unit to have?

CHECK ALL THAT APPLY

GREAT VIEWS FROM YOUR UNIT

YOUR UNIT BEING GROUND LEVEL

YOUR BUILDING HAVING LARGER COMMUNAL SPACES

YOUR UNIT CONNECTED TO PRIVATE OUTDOOR SPACE (E.G., BALCONY, PATIO, ROOFTOP TERRACE)

DAYLIGHT IN YOUR UNIT

OTHER

Outdoor Community Activities

What outdoor activities would you like to see at Skeena Terrace?

CHECK ALL THAT APPLY

RESTING / APPRECIATING NATURE

VISITING WITH FAMILY, FRIENDS, AND NEIGHBOURS

OUTDOOR EATING / PICNICKING

GARDENING

WALKING YOUR PET / PLAYING WITH YOUR PET

PLAYING IN CHILDREN'S PLAY AREAS

ORGANIZED RECREATION (E.G. FITNESS CLASS, BASKETBALL, YOGA, BOCCIE, ETC.)

ATTENDING LARGE COMMUNITY EVENTS

OTHER

Indoor Activities

What indoor activities would you like to see at Skeena Terrace?

CHECK ALL THAT APPLY



LEARNING / READING / REFLECTING



ARTS / CRAFTS / CREATIVE ACTIVITIES



INDOOR PLAY



COMMUNAL COOKING AND DINING



LARGER COMMUNITY GATHERINGS, EVENTS



EMPLOYMENT SKILLS TRAINING



OFFICE/BUSINESS SERVICES



INDOOR RECREATION



OTHER

Shopping & Services

What local shopping and services would you like to see at Skeena Terrace?

CHECK ALL THAT APPLY



SMALL GROCERY/CORNER STORE



RESTAURANT/CAFÉ



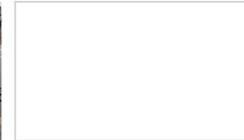
CLICK AND COLLECT / DELIVERY MAILBOXES FOR TENANTS



DAYCARE



SOCIAL ENTERPRISE, LOCAL EMPLOYMENT



OTHER

Landscape Character

What type of landscape character would you prefer at Skeena Terrace?

CHECK ALL THAT APPLY



FORMAL GARDEN ROOMS



NATURAL AREAS (NATIVE PLANTS THAT SUPPORT HABITAT)



OPEN LAWN AREA WITH TREES



TREE GROVES



PATIOS AND PLAZAS



OTHER

Mobility & Connections

What is your preferred way to move around?

CHECK ALL THAT APPLY



MOBILITY DEVICES



WALKING



CYCLING / ROLLING



BIKE SHARE / E-SCOOTER



TRANSIT



HANDY DART



CAR SHARE



PRIVATE VEHICLE



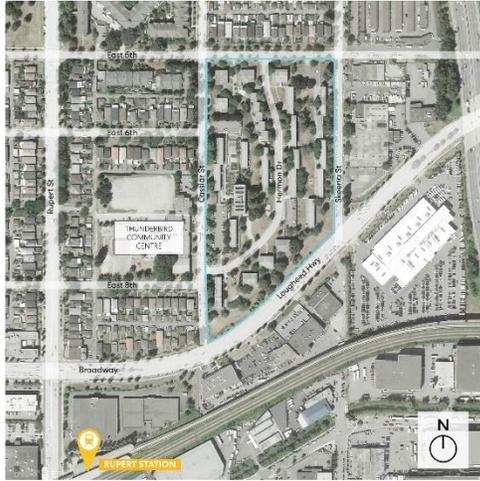
OTHER

Regular Trips

What is your regular route to and from home?



DRAW YOUR ROUTES ON THE MAP BELOW



Trees & Vegetation

Are there individual trees or groups of trees that you feel are important to protect?



LOOKING NORTH



LOOKING SOUTH



DRAW CIRCLES AROUND THE IMPORTANT TREES

Memorial Table

We know the memorial table is important to the community. We may need to carefully move it elsewhere at Skeena Terrace as part of the redevelopment. Is this acceptable to you?

- YES
- NO
- I DON'T KNOW / MAYBE



About You

Are you responding on behalf of your household or yourself?

- JUST ME
- MY HOUSEHOLD

How big is your household (i.e. how many children, youth, adults, grandparents do you live with?)

- 1 (I LIVE ALONE)
- 2-4
- 4-6
- 6+

What is your age?

- UNDER 15
- 15-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80 YEARS OR OLDER
- PREFER NOT TO SAY

What is your gender?

- WOMAN
- MAN
- NON-BINARY / GENDER DIVERSE
- PREFER NOT TO SAY
- NONE OF THE ABOVE, I IDENTIFY AS

Do you currently live in a townhouse, walk-up or residential tower?

- OWNHOUSE
- WALK UP
- RESIDENTIAL TOWER

How many bedrooms does your current home have?

- STUDIO
- 1 BEDROOM
- 2 BEDROOMS
- 3 BEDROOMS
- 4+ BEDROOMS



today

How many bedrooms will you need going forward?

- STUDIO
- 1 BEDROOM
- 2 BEDROOMS
- 3 BEDROOMS
- 4+ BEDROOMS



future

How many bicycles does your household own?

- 0 BICYCLES
- 1 BICYCLE
- 2 BICYCLES
- 3+ BICYCLES



How many cars does your household own?

- 0 CARS
- 1 CAR
- 2 CARS
- 3+ CARS



Do you or family members have any accessibility challenges or use special mobility equipment?

- YES
- NO
- PREFER NOT TO SAY



Final Thoughts

Is there anything else you would like to share with BC Housing about the future redevelopment of Skeena Terrace or what you would like to see here in the future?

To receive a \$10 grocery gift card:

- Answer as many questions as you can in this workbook.
- Submit this completed workbook to the BC Housing mailbox, located to the right of the front door at the high rise, by **Friday, January 21**.
- Tell us your name, unit number, and the best way to get in touch with you to give you your gift card.
- Limit of 1 gift card per household.

Unit #: _____

Full Name: _____

Best way to reach you
(email, phone, etc.)

Your personal information is collected for the purpose of delivering a gift card to you. The collection is in accordance with section 26(c) of the Freedom of Information and Protection of Privacy Act. Please contact fiipa@bchousing.org if you have questions about the collection of your information.

Thank you!

6.4. Appendix D: Tenant Workbook – Draft Concept Plan – Spring 2022

BC HOUSING

Esta carta contiene información importante sobre Skeena Terrace. Si no la puede leer, solicite a alguien que se la explique.

此文件包含重要關於士嘉堡街(Skeena Terrace)的資料。如果您無法閱讀，請向他人尋求協助。

Skeena Terrace Redevelopment

TENANT WORKBOOK - DRAFT CONCEPT PLAN

Please submit by Sunday, April 10
to BC Housing Mall box, at front door of the high rise

Complete and hand in this workbook to receive a \$10 grocery gift card!
See back page for details

We want to hear from you!

Share your thoughts on the Draft Concept Plan for Skeena Terrace.

This workbook has been developed by BC Housing. A copy of this workbook, not including your personal information on the last page, will be shared with the City of Vancouver to fulfill municipal rezoning requirements.

If you need an extra workbook for another member of your household, BC Housing staff will be happy to provide you one at the office.

Please submit this completed workbook to the BC Housing mailbox by Sunday, April 10. This mailbox is located to the right of the front door of the high rise.

Process and Timeline

Since January, we have been considering input from Skeena Terrace residents, along with input from your neighbours and other nearby community groups. This input has gone a long way to help us create a preferred concept plan to guide the redevelopment of Skeena Terrace.

We are now in the 'Choosing a Preferred Option' stage of the process for Skeena Terrace. In this stage we are gathering feedback on a Draft Concept Plan to guide the future redevelopment. Your responses to the questions in this workbook will help make the Draft Concept Plan better for current and future tenants.

As a tenant living at Skeena Terrace, your ideas are very important to us. Your responses to this workbook, and the input that you and your neighbours have shared, help us understand what is most important to you and your community.

WE ARE HERE! Choosing a Preferred Option

Site Concept Plan for Skeena Terrace

Introduction & Understanding Values (Spring & Summer 2021)
Designing Options Together (Fall 2021 & Winter 2022)
Choosing a Preferred Option (Spring 2022)

Phase 1: Introduce the planning process and the project team. Review key questions and concerns, and set a timeline for the workbook. The workbook will include a series of questions to guide the planning process.

Phase 2: Work together to explore site and building design, informed by the planning process and the workbook. Develop a number of alternative options. Understand the constraints to the site and the planning process.

Phase 3: Consult the preferred option based on the workbook. Create the preferred option. Vancouver City Council (Proposed) will be consulted on the preferred option.

Draft Concept Plan (WHAT SKEENA TERRACE COULD LOOK LIKE)

The ideas that you and your neighbours have shared with us have helped to create this Draft Concept Plan. We've also used the guiding principles that tenants contributed to last year, City of Vancouver policies, and technical studies to help create the Draft Concept Plan.

The Draft Concept Plan Includes:

- A large increase in the amount of **affordable rental housing**.
- Different **types, sizes, and arrangements of buildings** to accommodate household needs.
- Open spaces** for gardening, visiting, resting, eating, and playing.
- An indoor community **gathering space** much like the Hut that exists today.
- Improved pathways and connections** across Skeena Terrace and linking to the surrounding community.
- Childcare** and **local-serving retail** like a small grocery or corner store, a café, deli, or a small pharmacy.

Land Use (HOMES, SHOPS, SERVICES)

Skeena Terrace will be primarily residential and will include the following land uses:

- Residential:** A mix of affordable rental housing.
- Retail:** This could include a café, deli, bakery, small grocery store, corner store, or pharmacy.
- Childcare:** A 69-space childcare centre.
- Community Amenities:** Indoor community gathering space much like the Hut.

What do you think about the proposed land uses?

I REALLY LIKE IT

I LIKE IT

NEUTRAL

NEEDS IMPROVEMENT

I DON'T LIKE IT

I DON'T KNOW

Please share any comments on the land uses:

Open Spaces (PARKS, PLAZAS, PATHS, YARDS)

Skeena Terrace will have a mix of different open spaces, including:

- A central **gathering space** across from Thunderbird Community Centre.
- Spaces for **gardening** on the ground and on rooftops.
- Spaces for **gathering, resting, and eating**.
- Spaces for **children and youth** to play (e.g., playgrounds and sport courts).
- Semi-private spaces called neighbourhood rooms that are like **communal backyards**.
- Space for **dogs** to play.



What do you think about the proposed open spaces?

- I REALLY LIKE IT
- LIKE IT
- NEUTRAL
- NEEDS IMPROVEMENT
- DON'T LIKE IT
- DON'T KNOW



Please share any comments on the open spaces:

Buildings (HEIGHT, SIZE, TYPE)

Skeena Terrace will have a mix of buildings that vary in height and type including:

- A. **Ground-oriented** units at street level.
- B. **Terraced buildings** with the upper floors stepped back. This creates more usable outdoor space and makes the buildings appear smaller when looking at them from the street.
- C. **Residential towers** at the low point of Skeena Terrace near Lougheed Highway and Skeena Street. This provides a lot of affordable rental housing, while minimizing impact to the community.
- D. **Shorter buildings** at the west and north edges of Skeena Terrace near Cassiar and 5th Avenue. This reduces the impact on nearby homes and open spaces.
- E. All buildings will include **landscaping, views, shared spaces and play areas**. Community/amenity spaces will complement other neighbourhood services (i.e., currently offered at Thunderbird Community Centre).



What do you think about the proposed buildings?

- I REALLY LIKE IT
- LIKE IT
- NEUTRAL
- NEEDS IMPROVEMENT
- DON'T LIKE IT
- DON'T KNOW

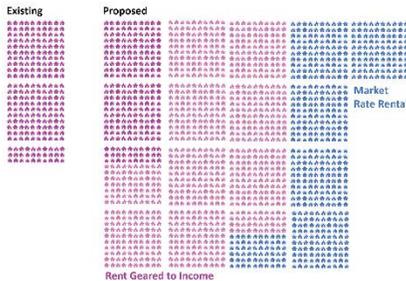


Please share any comments on the buildings:

Affordability (HOUSING FOR FAMILIES, SENIORS, SINGLES, YOUTH, PEOPLE WITH DISABILITIES)

Skeena Terrace will replace all the existing homes and add more affordable housing, including:

- 1700+ new rental units.
- One-to-one replacement of all existing units.
- 66% of units will be very affordable, Rent Geared to Income (RGI).
- 33% of units will be market rate rental units.
- 60% of the units will be for families (i.e., two or more bedrooms).
- 40% of the units will be one-bedrooms (i.e., there will be no studios).



What do you think about the proposed affordable housing approach?

- I REALLY LIKE IT
- LIKE IT
- NEUTRAL
- NEEDS IMPROVEMENT
- DON'T LIKE IT
- DON'T KNOW



Please share any comments on the proposed affordable housing approach:

Mobility and Connections (MOVING AROUND)

Skeena Terrace will have better connections across the site and to the surrounding community, including:

- Safer and easier **walking, biking, and rolling** in and around Skeena Terrace.
- An interconnected **network of pathways** will help move up and down the hilly site. Pathways will be accessible for people of all ages and abilities. This includes people using canes, walkers, wheelchairs, and strollers.
- Improved connections to neighbourhood, including **public transit**, especially buses and Rupert SkyTrain Station.
- Improved access to **Thunderbird Community Centre** and Elementary School.
- **Herman Drive will be narrower** to make it safer and more enjoyable for pedestrians. It will be designed as a slow, primarily one-way street. Two-way entrances will be maintained to access parking.
- Surface parking lots will mainly be replaced with **underground parking**.



What do you think about the proposed approach to mobility and connections?

- I REALLY LIKE IT
- LIKE IT
- NEUTRAL
- NEEDS IMPROVEMENT
- DON'T LIKE IT
- DON'T KNOW



Please share any comments on the approach to mobility and connections:

Sustainability and Climate (GREEN BUILDINGS, NATURAL LANDSCAPE)

Skeena Terrace will have many sustainability features, including:

- **Construction methods** to reduce impact on the environment and climate (e.g., lower carbon building materials like wood-frame where possible).
- **Building design** to reduce energy consumption, improve interior air quality, and keep units cool in the summer and warm in the winter.
- **Retain as many trees as possible** and plant new trees to provide shade in hot months, retain storm water in wet months, and buffer noise and visual impacts from busy streets and nearby industrial activity.
- Improved **rainwater management**, soil retention, and green roofs.
- Indoor and outdoor **community spaces** designed to strengthen connections between neighbors and provide opportunities for different types of recreation.
- Community spaces that serve as **safe places** to go during a disaster.



Legend:
 GREEN BUILDING
 NATURAL LANDSCAPE
 COMMUNITY SPACE

What do you think about the proposed approach to sustainability and climate?

REALLY LIKE IT

LIKE IT

NEUTRAL

NOT TOO MUCH TO LIKE

DON'T LIKE IT

DON'T KNOW

Please share any comments on the approach to sustainability and climate:

About You

Are you responding on behalf of your household or yourself?

JUST ME

MY HOUSEHOLD

How many bedrooms does your current home have?

STUDIO

1 BEDROOM

2 BEDROOMS

3 BEDROOMS

4+ BEDROOMS

today

How many bedrooms will you need going forward?

STUDIO

1 BEDROOM

2 BEDROOMS

3 BEDROOMS

4+ BEDROOMS

future

How many bicycles does your household own?

0 BICYCLES

1 BICYCLE

2 BICYCLES

3+ BICYCLES

How many cars does your household own?

0 CARS

1 CAR

2 CARS

3+ CARS

Do you or family members have any accessibility challenges or use special mobility equipment?

YES

NO

PREFER NOT TO SAY

What is your age?

UNDER 15

15-19

20-29

30-39

40-49

50-59

60-69

70-79

80 YEARS OR OLDER

PREFER NOT TO SAY

What is your gender?

WOMAN

MAN

NON-BINARY / GENDER DIVERSE

PREFER NOT TO SAY

NONE OF THE ABOVE... IDENTIFY AS

Do you currently live in a townhouse, walk-up or residential tower?

TOWNHOUSE

WALK UP

RESIDENTIAL TOWER

Final Thoughts

Is there anything else you would like to share with BC Housing about the future redevelopment of Skeena Terrace or what you would like to see here in the future?

To receive a \$10 grocery gift card:

1. Answer as many questions as you can in this workbook.
2. Submit this completed workbook to the BC Housing mailbox, located to the right of the front door at the high rise, by **Sunday, April 10**.
3. Tell us your name, unit number, and the best way to get in touch with you to give you your gift card.
4. Limit of 1 gift card per household.

Your personal information is collected for the purpose of delivering a gift card to you. The collection is in accordance with section 26(c) of the Freedom of Information and Protection of Privacy Act. Please contact fiipa@bchousing.org if you have questions about the collection of your information.

Unit #: _____

Full Name: _____

Best way to reach you
(email, phone, etc.): _____



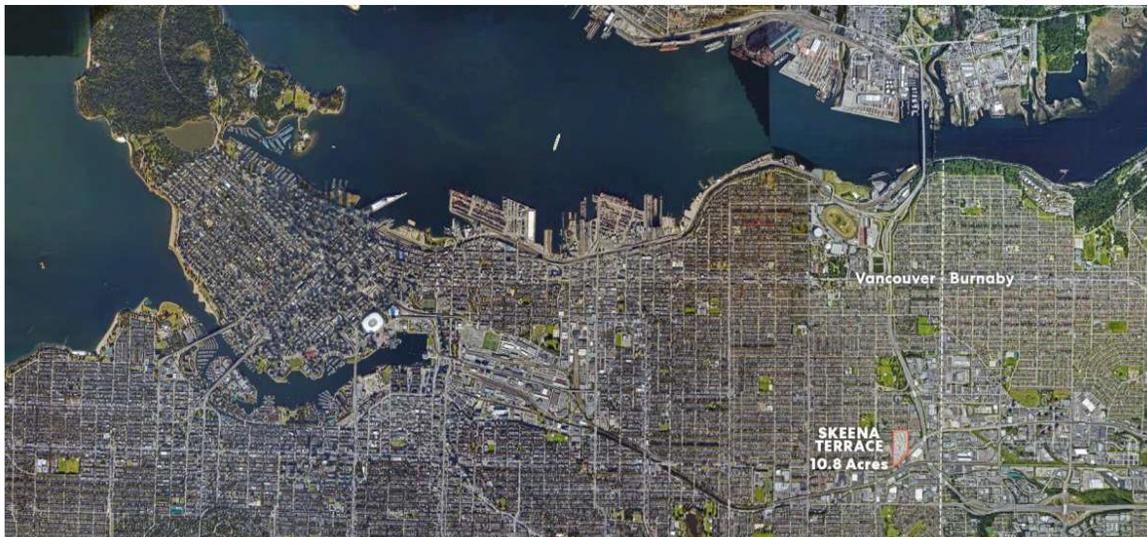
6.5. Appendix E: Stakeholder Presentation – Guiding Principles – Summer & Fall 2021

The Future of Skeena Terrace



Perkins&Will  **BC HOUSING**

Location



Existing Site

- Size – 10.8 Acres / 470,000 sf
- Form of Buildings:
 - Townhomes
 - Low Rise
 - High Rise
- 232 RGI Units



Skeena Terrace under construction circa 1964



Provincial Housing Goals



Refresh the affordable housing stock by replacing aging developments in need of costly repair with brand new homes.



Create homes that fully integrate affordable housing into surrounding communities.

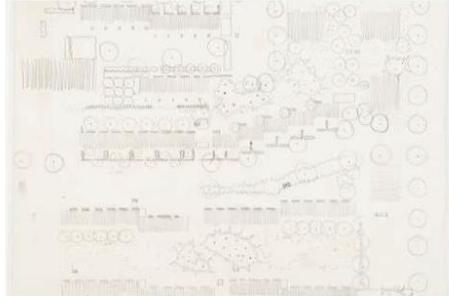


Use our resources to better address any gaps in the range of housing options.



Provide more environmentally sustainable housing.

History & Current Condition



→
Landscape Plan,
Cornelia Hahn Oberlander
(area 1991 - 1995)



←
View of Units,
Cornelia Hahn Oberlander
(October 1982)



→
Skeena Terrace Present Day

5

Redevelopment Commitments

- Involve tenants
- Develop more homes than currently exist
- Communicate with tenants in a clear and open way
- BC Housing will retain ownership of Skeena Terrace.

6

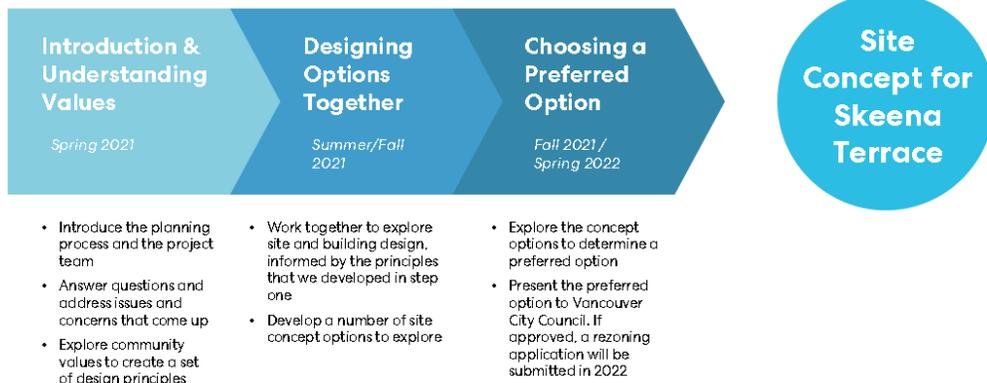
The Plan

The plan will include and address:

- Explanation of the design and development approach
- Recommended land uses, suite and housing mix
- Location, type, and general height and size of buildings
- Financial strategy
- Landscape
- Proposed transportation and utility infrastructure
- Sustainability and resilience
- Tenant relocation and protection



Timeline



What we've done so far

- January 2021**
 - Tenants: Postcard, posters in common spaces, website, and a letter/FAQ **notifying** tenants of the Redevelopment Process
 - Public: Postcard notification
- April/May 2021**
 - Tenants: Brochure, posters in common spaces, and a paper survey to let us know their **hopes and concerns** for the redevelopment process
- June 2021**
 - Tenants: Brochure, posters in common spaces, an engaging activity, and a paper survey to provide feedback on a set of **draft guiding principles**
 - Public: Postcard, City of Vancouver survey to provide feedback on a set of draft guiding principles for the project
- July 2021**
 - Tenants: Pop up event to gather feedback in-person on the draft guiding principles and hopes and concerns



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Draft Guiding Principles



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Draft Guiding Principles



a **Socially Just** community

Tenants First

Listen carefully to the needs and aspirations of current and future tenants throughout engagement and while collaboratively designing the future of Skeena Terrace.



Equity, Diversity, Inclusion, & Accessibility

Create an equitable, diverse, and inclusive Skeena Terrace that is welcoming and supportive.

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Draft Guiding Principles



a community
Rooted in Place & History

Context & Connections

Celebrate and embrace the unique qualities, context, and connections of Skeena Terrace.



Memory & Evolution

Recognize, acknowledge, and reflect the unique history of Skeena Terrace, its community, and diverse culture.

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Draft Guiding Principles



a **Sustainable & Resilient** community

Resilience, Sustainability, & Climate

Make Skeena Terrace a precedent-setting sustainable community that demonstrates leadership in climate action, waste, and water management through regenerative approaches.



Housing Affordability & Feasibility

Provide a diversity of housing types that are affordable to a broad range of incomes and family types.

13

Draft Guiding Principles



a **Healthy & Livable** community

Healthy, Connected, & Active

Create a healthy, well-connected built environment that enhances residents' physical and mental wellbeing.



Safe, Livable, & Complete Neighborhood

Take a people first approach to the redevelopment of Skeena Terrace to create a safe, socially-connected, complete community that is friendly, supportive, and strengthens the southeast Hastings Sunrise neighborhood.

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How to learn more:



Website: www.bchousing.org/vancouver-skeena-terrace

Email: communityrelations@bchousing.org



Website: shapeyourcity.ca/skeena-terrace

Contact: Sarah Crowley, Rezoning Planner

Email: skeena-terrace@vancouver.ca

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