

Frequently Asked Questions

Temporary Housing with Supports – 1525 Industrial Road 2, Cranbrook June 29, 2026

Overview

In February 2026, the [Province announced](#) Cranbrook as a [HEART & HEARTH](#) community. Through this program, we can build and offer housing quickly to people experiencing homelessness. This housing stays in place temporarily while we continue to build more permanent supportive homes in the community.

- **Homeless Encampment Action Response Teams (HEART)** bring together local and provincial outreach teams to better support people sheltering outside and in encampments to stay safe and healthy and more quickly transition indoors.
- **Homeless Encampment Action Response Temporary Housing (HEARTH)** projects provide critical safe, indoor spaces to support outreach and encampment resolution, as the Province continues to build more permanent supportive and affordable homes.

What is happening at 1525 Industrial Road 2?

- BC Housing has applied for Crown Land tenure at this site from the Ministry of Water, Land and Resource Stewardship.
- BC Housing, in partnership with the City of Cranbrook, are proposing to build 50 temporary homes with supports at this site. This is a major part of our combined effort to address and prevent homelessness in the community.
- We would build this housing quickly using modular construction. The development would include:
 - 50 single occupancy sleeping suites
 - Shared bathrooms
 - Indoor and outdoor common areas
 - Central kitchen and laundry facilities
 - Reception area and office space for staff
 - Fenced grounds and on-site parking
- We typically plan for temporary housing with supports to be in place for a minimum of 3 years. Our TUP application is for 3 years with a possibility to extend for 3 more years. Council would need to approve the TUP and any extension.
- This housing would stay in place temporarily as we continue to build more permanent homes in the community. For more information about new permanent supportive housing in development in Cranbrook, visit bchousing.org/cranbrook-217-16-avenue-north.

Why do we need temporary housing with supports in Cranbrook?

- There were 172 people experiencing homelessness in Cranbrook according to the [2025 Point-in-Time homeless count](#). This is an increase of almost 50% from 2023.
- The 2024 City of Cranbrook Housing Strategy identified the need for transitional housing. There is

also a need for other types of housing to match the range of needs in the community.

- We know that the existing shelter spaces in Cranbrook are not enough to address the current need.
- This proposed temporary housing would help us address the immediate need to offer safe, stable homes with supports and services to people experiencing homelessness in Cranbrook.
- After a person has safe, stable housing with a range of supports, they are in a much better position to improve their well-being and access things like health care and skills training.

Are there any examples of successful temporary transitional housing in BC?

- Three HEART & HEARTH-funded projects in Kelowna are currently making a positive impact on the community. Learn more by watching the following videos:
 - [Temporary housing STEP Place – City of Kelowna](#) (YouTube)
 - [Temporary housing project opens on Hwy 97 in Kelowna](#) (YouTube)
 - [Balsam Place Temporary Housing – City of Kelowna](#) (YouTube)

What supports are there for people who are living outdoors?

- As part of the Homeless Encampment Action Response Teams (HEART), a group of experienced representatives will meet every two weeks. The representatives include leadership from local non-profits, city and government. This group brings together expertise in the outreach and encampment response sector. This group is called the Cranbrook HEART Table.
- This Table will work together to organize supports to assess the needs of people living outdoors. It will help connect people to appropriate supports and services. This includes access to shelter and longer-term housing options. This ensures more responsive, equitable and impactful outcomes.

Temporary Housing Program & Residents

What is temporary housing with supports?

- Temporary housing with supports provides safe, stable housing for people who are experiencing homelessness. It provides a step between a shelter and a permanent home.
- We would build this housing quickly using modular trailers. It would stay in place temporarily as we continue to build more permanent homes in the community.

What supports and services would be provided for residents?

- Temporary housing provides many onsite support services to residents. Typical supports include:
 - 24/7 onsite staff support
 - Daily meals
 - Access to life-skills training
 - Social and recreational programming
 - Individualized case planning
 - Access to health supports, including overdose prevention and community-based mental

- health and substance-use programs
- Connections to community services, including assistance with Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account
- These services would be available to temporary housing residents only. There would be no walk-in services at this site.

How much rent do temporary housing residents pay?

- Residents of temporary housing pay the shelter rate (\$500) from their Income or Disability Assistance. This rate is set by the Ministry of Social Development and Poverty Reduction and subject to adjustments.

Who would live here?

- Residents would be single adults (19+) of all genders who are experiencing or at risk of homelessness and who need supports to maintain stable housing. This can include seniors, people with disabilities and others.
- Residents would be mainly people currently residing in Cranbrook or, in some cases, people who have close connections with the community and wish to return home.
- To be considered for this housing, people must have an active application in BC Housing's Supportive Housing Registry. Community service providers such as outreach workers or shelter staff often help people fill out this application. People can also apply online, by mail, by fax or by visiting a BC Housing office.

How does a person access temporary housing?

- BC Housing uses a community-based assessment process to offer people temporary homes with supports. This process considers people's individual needs and the supports available. This process helps ensure residents are set up for success and more likely to remain housed.
- We frequently offer temporary transitional housing to people who have been staying in shelters long-term and waiting to access a permanent home.
- Temporary housing residents must be willing to engage in case planning and work towards long-term housing and wellness goals.
- All temporary housing residents sign housing related agreements and pay rent.

Development

Why was this location selected?

- Land availability is a major factor in choosing a location for temporary housing. The property at 1525 Industrial Road 2 is owned by the Province and is vacant and available.

Does this project require any municipal permits?

- This site is currently zoned as M-2 for light industrial use. BC Housing will be applying to the City of Cranbrook for a Temporary Use Permit (TUP) to allow the site to be used for housing on a temporary basis. The TUP application would be for 3 years with the possibility to extend it for 3 more years. Council would need to approve the TUP and any extension.
- This site may need a Development Permit. We would continue to follow all City of Cranbrook's bylaws throughout the development process.

Would there be common spaces for residents on-site?

- The housing would offer shared dining spaces and indoor gathering spaces. There would also be outdoor gathering spaces within the fully fenced site.

How would pedestrians and vehicles access the housing site?

- Pedestrians and vehicles would access the site from Industrial Road 2. There would be a controlled access gate that is monitored 24/7. There would be parking available onsite.

When would this site open?

- If the land lease and Temporary Use Permit are approved, we currently expect construction to begin in late 2026 and open the temporary housing in 2027.
- We will share more information about the project timeline when it's available.

Operations

Who would operate this site?

- BC Housing would select an experienced non-profit housing operator to manage the building and provide services to the residents.
- Once selected, we would introduce the operator to the community later this year.

How would site safety and security be managed?

- BC Housing Design and Construction Standards apply Crime Prevention through Environmental Design (CPTED) practices in all building projects. In this building, security measures would include monitored points of entry, fob access, 24/7 staffed reception, security cameras and lighting.
- We would share a direct phone number for the building with neighbours when it is available. Staff would be on site 24/7 to support residents and provide a point of contact for neighbours.
- BC Housing and our non-profit housing staff commit to working with housing residents and the surrounding community on an ongoing basis to address any safety concerns quickly and collaboratively.

How are you considering safety in the wider community?

- Housing with supports is an important part of community safety. Having safe, accessible and minimal-barrier housing in a community means there are fewer people sheltering outdoors. This

increases people's personal safety and well-being and contributes to community safety overall.

- BC Housing requires temporary housing operators to respect and follow all laws and bylaws and work to ensure that staff, residents and visitors do the same.
- Temporary housing operators would contact the appropriate emergency services (911) if they observe any criminal activity or emergency situations in public or private areas in the vicinity of the temporary housing.
- We also work openly with those who are best able to address safety issues beyond our housing sites. These include bylaw, law enforcement, or other emergency services for whom public safety is their mandate.
- As in any community, for emergencies such as urgent medical needs, crimes in progress or active fires, neighbours should call 911 and wait for help to arrive.

Would alcohol and substance use be allowed in this housing?

- We would not deny this housing to people who may use substances or alcohol.
- Housing is crucial in a person's health journey. After a person has safe, secure housing, washrooms and meals, they are in a much better position to improve their well-being, including accessing health care and substance use treatments.
- Not all temporary housing residents use substances, and this would not be a substance-use recovery facility.
- If residents choose to use substances on site, staff follow a harm-reduction approach. Staff would also link residents to stabilization and recovery services as appropriate based on their health and wellness goals.

What is a harm reduction approach?

- Harm reduction aims to educate people about how to keep themselves safe and minimize death, disease and injury from any activity or behavior that involves risk.
- Harm reduction is an important life-saving health care practice, especially in the current toxic drug crisis. People using substances alone or outside do not benefit communities and often leads to tragic outcomes.
- Harm reduction programs and services are proven to not only reduce harms such as infections, injuries and deaths, they have also been proven to increase social and vocational functioning, and to reduce public disruption.
- The operator would work with Interior Health in determining best practices to promote health and safety among residents. If and when residents are ready to seek substance-use treatment, staff on site would connect them with the appropriate support services.

Who would be responsible for keeping the building and property clean?

- The temporary housing operator and residents would work to keep the property maintained, as any other neighbour would.

- We would share a direct phone number for the building with neighbours when it is available. Staff would be on site 24/7 to provide a point of contact for neighbours and address any cleanliness concerns quickly and collaboratively.
- The City of Cranbrook would continue to maintain public spaces as in any other neighbourhood.

Project Information and Questions

Will there be an opportunity to speak with project representatives in-person?

We commit to keeping lines of communication open throughout this project. We are inviting neighbours and interested community members to join us at a Community Open House to learn more about this project and other BC Housing projects in Cranbrook.

- **Date:** Tuesday, July 7, 2026
- **Time:** 5:00 pm - 7:00 pm
- **Venue:** Heritage Inn & Convention Centre, 803 Cranbrook Street North, Cranbrook
- **Format:** Drop in any time between 5:00 pm and 7:00 pm at this open house-style event. View the latest project information on poster boards, meet project representatives and ask questions one-to-one. *Please note: this event will not include a formal presentation or public Q&A period.*
- **Topics:** At this event, we will share the latest information on several BC Housing projects in Cranbrook, including:
 - Proposed Supportive Housing at 217 16th Avenue North
 - Proposed Temporary Housing with Supports at 1525 Industrial Road 2
 - Cozy Bear Lodge at 621 Cranbrook Street North - opening soon
 - Step Beyond Shelter at 209 16th Avenue North – opened August 2025
 - Additional existing BC Housing supports
- **Representatives:** At this event, representatives will include staff from BC Housing, City of Cranbrook, RCMP Community Engagement, Interior Health and Community Connections Society of South East BC (CCSSEBC).
- **Register:** Please register by visiting cranbrook-open-house.eventbrite.ca or scanning the QR code on the right. Registration is not required but preferred for planning purposes.



Who can neighbours contact with questions or concerns about this development?

- We will share any updates about the overall development as soon as they are available.
- For questions about this temporary housing with supports project, please email BC Housing at communityrelations@bchousing.org.