

Community FAQ

May 2026

Temporary housing with supports

1182 Welch Street, North Vancouver

What is temporary housing with supports?

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

Who would live in these homes?

- Temporary housing residents are adults (19+) from the local area who are experiencing or at risk of homelessness and need support services to maintain stable housing. This can include seniors and people with disabilities.
- All residents apply to live in temporary housing, sign program agreements and pay rent.
- BC Housing and local partners use a community-based process to offer temporary housing to people based on their individual needs and supports available. Support services can include life skills training, employment assistance, case planning, help with accessing a range of social and health care services, and support in accessing more permanent housing. This process helps ensure residents are set up for success and more likely to remain housed.

How would this building support safety and a sense of security in the neighbourhood?

- Having safe, accessible and low-barrier housing in a community means there are fewer people sheltering outdoors. This increases people's personal safety and well-being and contributes to community safety overall.
- BC Housing and Lookout are committed to being good neighbours. We would share a direct phone number for the building when it is available and address any safety

concerns quickly and collaboratively.

- We would 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.

What security measures would be in place at the site?

- BC Housing Design and Construction Standards apply Crime Prevention through Environmental Design (CPTED) practices in all building projects. This includes security measures such as fenced grounds, a single point of entry, fob access, 24/7 staffed reception, security cameras and lighting.
- BC Housing and Lookout staff commit to working with housing residents and the surrounding community on an ongoing basis to address any safety concerns quickly and collaboratively. The building would have staff on site 24 hours a day, 7 days a week. Staff would support residents and address any concerns in a timely manner.

Would alcohol or drug use be permitted?

- Stable housing is crucial in a person's health journey, including recovery from substance use disorders. After a person who is experiencing or at risk of homelessness can access a warm bed, washrooms and meals, they are in a much better position to improve their well-being, including accessing health care such as substance use treatments.
- It is important to note that not all people experiencing homelessness use substances. If a temporary housing resident chooses to use substances onsite, Lookout's role is to support health, safety and wellbeing by using a harm reduction approach. Staff can also help connect the resident to mental health and substance use recovery services.
- Learn more about the proven benefits of harm reduction by visiting vch.ca/en/health-topics/harm-reduction.

Who would be responsible for keeping the facility/area clean?

- BC Housing and Lookout are committed to being good neighbours. Staff and residents would work to keep the property maintained with a daily clean-up. We would share a direct phone number for the building when it is available and address any cleanliness concerns about the housing property quickly and collaboratively.
- The District of North Vancouver would maintain public areas as in any neighbourhood.