



Communications and Engagement Summary Report

1182 Welch Street, North Vancouver, BC
Temporary Housing with Supports

May – June 2026

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Introduction

This report provides an overview of communications and community engagement during May and June 2026 regarding the proposal to develop 40 temporary homes with support at 1182 Welch Street in North Vancouver.

This report shares:

- How project plans were communicated to site neighbours and the wider community
- How equitable, accessible and inclusive outlets were provided for community questions, concerns and feedback about the project
- Key questions/themes and responses

This report has been posted to the project webpage at bchousing.org/north-vancouver-1182-welch-street and submitted to the District of North Vancouver to help inform decisions regarding the project.

Project Overview

BC Housing and the District of North Vancouver, in partnership with Lookout Housing and Health Society (Lookout), are proposing to develop temporary housing with supports at 1182 Welch Street.

The project would include:

- A two-storey building with approximately 40 temporary homes with supports
- Shared washrooms
- Indoor and outdoor common areas
- Laundry facilities
- Fenced grounds and controlled access

BC Housing has selected Lookout to manage the building and provide services to the residents.

This project would be funded through the Province's [HEART & HEARTH](#) program. Through this program, we can build and offer housing quickly to people experiencing homelessness. This housing would be in place temporarily while we continue to build more permanent supportive homes in the community.

As proposed, the District would lease the site to BC Housing. A Temporary Use Permit is required for this project. The District will consider public feedback when it reviews this project.

Project Communications

This project was [announced](#) on May 21, 2026.

Note: A Community Information Session was originally scheduled for June 16, 2026, however this session was rescheduled to June 25, 2026 due to a subsequent conflict with a District of North Vancouver public hearing on an unrelated topic. In response to community feedback and to accommodate those unable to attend the June 25 session at Pemberton Heights Community Hall, an additional Community Information Session was hosted on June 30, 2026 at Norgate Xwemélch'stn Community Elementary Gym.

Project webpage

On May 21, 2026, BC Housing published a project webpage at bchousing.org/north-vancouver-1182-welch-street. This webpage contains the latest information about the project, as well as translated versions of project communications in Simplified Chinese, Traditional Chinese, Farsi and French.

Project information letters & open house invitations

On May 21, 2026, BC Housing mailed a [letter and invite to the Community Information Session](#) to **311** residential and business addresses within a 300-metre radius of the proposed housing site. The [Community FAQ](#) was also enclosed to the letter and invite.

This communication included:

- An overview of the proposed project
- An introduction to Lookout as the operator of the proposed housing
- More detailed project information through the Community FAQ
- An invitation to register for the Community Information Session
- A direct email address for questions

Emails to IAPs

On May 21, 2026, BC Housing sent an email with project information, with the letter and Community FAQ included as attachments, to a list of **188** interested and affected parties (IAPs). These IAPs comprised local businesses and community services that operate closest to the proposed housing site.

This communication included:

- An overview of the proposed project
- An introduction to Lookout as the operator of the proposed housing
- More detailed project information through the Community FAQ
- An invitation to register for the Community Information Session
- An offer to set up a meeting with the project team
- A direct email address for questions

Subsequent correspondence relating to the Community Information Sessions

On June 5, 2026, BC Housing mailed a [letter](#) to the same list of 311 residential and business addresses. This letter explained that the Community Information Session had been rescheduled. It included the new date, time and location of the rescheduled session.

On June 5, 2026, BC Housing sent an email to the same list of 188 IAPs. This email contained the same information about the Community Information Session having been rescheduled. It also included a reminder of the offer to set up a meeting with the project team.

On June 15, 2026, BC Housing mailed another [letter](#) to the same list of 311 residential and business addresses. This letter shared that a second Community Information Session has been scheduled for June 30, 2026 and provided the date, time and location.

On June 15, 2026, BC Housing sent another email to the same list of 188 IAPs. This email contained the same information about the second Community Information Session.

Community Engagement Events

Community Information Sessions

Session 1 – June 25, 2026, 7:15 – 9:00 pm, Pemberton Heights Community Hall

Session 2 – June 30, 2026, 6:00 – 8:00 pm, Norgate Xwemélch'stn Community Elementary Gym

The Community Information Sessions featured large [poster boards](#) with project information that attendees could view in a self-guided format. Project team members were positioned near the boards to answer questions and engage in conversations.

Copies of the poster boards were also made available in advance of the sessions via the project webpage.

There were **46 attendees** at Session 1 and **147 attendees** at Session 2. Common themes, questions, and feedback received during these sessions are included in the “What We Heard” section below.

Meetings with IAPs

[Meeting with Taylormotive – June 30, 2026, 1:00 – 2:00 pm](#)

[Meeting with Vanleena Dance Studios – June 30, 2026, 3:30 – 4:30 pm](#)

Project team representatives met with representatives of two IAPs to discuss the project. Questions and feedback received during these meetings are also included in the “What We Heard” section below.

Community Relations Inbox

BC Housing’s Community Relations inbox (communityrelations@bchousing.org) received a total of **35** emails related to the project between May 21 and June 30, 2026.

Among the emails received were an email from the Norgate Park Community Association (NPCA) addressed to BC Housing and the District of North Vancouver attaching a Written Submission dated June 30, 2026, as well as an email from Vanleena Dance Studio attaching a letter. Several other emails also attached or referenced NPCA’s Written Submission.

Common themes, questions, and feedback received via this inbox, including NPCA’s Written Submission and Vanleena Dance Studio’s letter, are summarized in the “What We Heard” section below.

BC Housing’s community relations team will continue to respond to inquiries regarding this project throughout its development.

What We Heard

The following provides a summary of the main topics and themes that arose during this communications and engagement period and BC Housing’s responses to them. These topics were gathered during the two Community Information Sessions, the meetings with IAPs, and from emails sent to the BC Housing Community Relations inbox.

Site Selection & Location

Community members raised questions and concerns about:

- Why 1182 Welch Street was selected as the proposed location
- Whether other alternative sites had been considered
- The concentration of housing and homelessness-related services in the area
- The proximity of the proposed site to childcare facilities and youth services, including the neighbouring dance studio
- Whether the surrounding area is appropriate for this type of housing
- Lack of transit, services and amenities in the area

- Environmental considerations, including flood risk, ecological value and impact

Response: The North Shore urgently needs more housing solutions for people experiencing or at risk of homelessness. BC Housing and the District of North Vancouver worked together to identify this location for temporary housing with supports.

Site selection was based on factors such as land availability, suitability for rapid modular construction, lot size, site grade. Available land owned by the District that is suitable for rapid modular construction is limited.

Other considerations included proximity to transportation, shops, amenities, health care and other community and social services. These are important considerations for people who are pursuing healthy, stable lives and may not own vehicles. There are bus stops and a grocery store about 750 metres (or about a 10-minute walk) from the site.

Regarding the site's proximity to schools, childcare facilities and youth-oriented programs, BC Housing has extensive experience operating housing with supports in communities throughout the Province. There are more than 210 provincially funded supportive housing sites operating within 500 metres of a school. More than half of these have been operating successfully for over 10 years, such as the Biltmore supportive housing in Vancouver, which is located within 200 metres of an elementary school. Lookout also has experience operating sites near schools, such as the Baird Blackstone supportive housing and Guildford Shelter in Surrey, which is located directly across the street from an elementary school. BC Housing and Lookout would work closely with neighbours and interested parties on an ongoing basis to ensure the smooth integration of the temporary housing into the neighbourhood.

Regarding environmental conditions and site suitability, the project would be required to meet all applicable municipal, environmental and building requirements as part of the permitting process (see below).

Safety, Security & Community Impacts

Community members raised concerns and asked questions about:

- Safety of nearby children, youth, workers and businesses
- Potential increases in crime, trespassing, nuisance behaviour or loitering
- RCMP response times and emergency services capacity
- Security measures at the housing site
- The design and purpose of fencing around the housing
- How issues would be addressed if they arise
- How BC Housing and Lookout would support a positive relationship with neighbours

Response: Homelessness affects people, families, neighbourhoods and communities. 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.

All residents apply to live in the temporary housing, sign program agreements and pay rent. Program agreements address expectations about appropriate and respectful behaviour on the housing site and in the wider community. Temporary housing spaces are offered based on individual needs and

supports available. This helps ensure a balanced tenant mix, housing stability for residents and successful operations (see “Residents & Operations” below for more details).

[Recent research](#) shows that supportive housing residents:

- Have an incarceration rate that was over 6 x less than people identified as experiencing homelessness;
- Access the emergency department 46.9% less than people identified as experiencing homelessness;
- Have a 31.8% lower rate of hospital admission than people identified as experiencing homelessness.

We also know that housing with supports works in stabilizing people’s lives. A [2019 BC Housing study](#) on modular supportive housing in Vancouver showed that:

- 94% of residents remained housed six months after moving in
- 84% of survey respondents reported improvements to their overall well-being
- 54% of survey respondents reported improved access to employment opportunities and employment support services
- While not everyone who moves into supportive housing has a substance use disorder, 39% of all survey respondents reported improvements in addiction issues six months after moving in

Regarding site security, BC Housing Design and Construction Standards apply Crime Prevention Through Environmental Design (CPTED) practices in all building projects. This includes measures such as fenced grounds, controlled access, 24/7 staffed reception, security cameras and lighting. BC Housing and Lookout commit to being good neighbours. There would be a no-tolerance policy for violence or criminal activity by temporary housing residents. Lookout would have staff on site 24/7 to support residents and serve as a point of contact for neighbours. We would share a direct contact phone number and work to build positive relationships with neighbours. If concerns arise, we would work to address them quickly and collaboratively.

For safety concerns beyond the housing site, BC Housing and Lookout would report any observed criminal activity or safety concerns and cooperate with investigations. Overall, BC Housing and Lookout are committed to working collaboratively with community partners, including law enforcement, bylaw, fire services or other emergency services for whom public safety is their mandate.

Lookout staff would keep the property clean and maintained. In many cases, housing residents also participate in a daily clean-up. Lookout would follow all local bylaws regarding disposal and collection of garbage, recycling and organics.

Lookout operates two HEARTH-funded projects. The Village in Duncan is located directly across the street from seniors’ complexes, while Homewood in Campbell River is adjacent to industrial businesses. Both sites have operated successfully for several years, with crime decreasing and community acceptance increasing since they opened.

Three HEARTH-funded projects in Kelowna are currently making a positive impact on the local community. Learn more by watching the following videos:

- [Rapid safety net housing – City of Kelowna](#) (YouTube)

- [Transitional housing project opens on Hwy 97 in Kelowna](#) (YouTube)
- [Balsam Place – City of Kelowna](#) (YouTube)

Site Design, Access & Neighbourhood Integration

Community members raised concerns, asked questions and shared feedback about:

- The orientation of the proposed building and outdoor spaces
- Privacy and sightlines between the proposed site and neighbouring properties
- Opportunities for additional privacy screening and landscaping
- The location of the site entrance and exit
- Pedestrian travel routes and foot traffic management around the proposed site and laneway
- The width of the laneway and emergency vehicle access to the site
- Similarities between the address of the proposed site and neighbouring addresses

Response: BC Housing recognizes the importance of privacy, accessibility and safety for both temporary housing residents and neighbours. Feedback regarding building orientation, access points, fencing, landscaping, privacy screening and pedestrian movement will help inform the ongoing design process.

BC Housing appreciates the constructive design-related feedback received thus far and will continue working with partners and municipal staff as planning progresses. Detailed design work would continue following project approvals and consider operational requirements and project budget as well as emergency access and neighbourhood context.

Alcohol & Substance Use

Community members raised concerns and asked questions about:

- The policy around alcohol and drug use at the temporary housing
- Why the housing would not operate as an abstinence-based program
- Whether drugs would be provided to residents
- Concerns about increases in open drug use
- Potential impacts on the surrounding neighbourhood

Response: Stable housing is an important part of a person's health journey. 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. We would not deny this housing to people who may use substances.

It is important to note that not all residents use substances. If a temporary housing resident chooses to use substances onsite, Lookout would follow a harm reduction approach and can connect the resident to mental health and substance use recovery services.

The temporary housing site would include a space where Lookout staff can offer various health-related services to residents, such as harm reduction and overdose prevention. These services are available to residents only and not the wider community. Staff do not supply illicit or illegal substances to residents.

Harm reduction programs and services are [proven](#) to not only reduce harms such as infections, injuries, and deaths, they have also [shown](#) to improve engagement with health and social services and to reduce public disruption.

Harm reduction is an important life-saving health care practice, especially in the current toxic drug crisis. People using substances alone or outside does not benefit communities and often leads to tragic outcomes.

Residents & Operations

Community members asked questions about:

- Who would be eligible to live in the housing
- How residents would be selected and whether criminal record checks would be conducted
- Whether residents would come from outside the North Shore
- Resident expectations and program agreements
- Staffing levels and available supports
- How this housing differs from shelters and other housing programs in the area

Response: 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.

BC Housing, Lookout and local partners use a community-based process to offer temporary housing to people based on their individual needs and supports available. This process involves interviews and assessments that are inclusive and person-centered. It identifies peoples' needs and provides insight on how best to support them.

We frequently offer temporary housing to people who have been staying in shelters long-term and are ready to access a stable, permanent home. Others may be currently experiencing unsheltered homelessness in the community.

While we do not discriminate against people based on their past experiences with the criminal justice system, there is a no-tolerance policy for violence or criminal activity by temporary housing residents.

Unlike shelters which offer free, temporary, emergency accommodation, temporary housing residents would pay rent and sign program agreements. There would be onsite supports and services to help residents stabilize and transition toward longer-term housing.

At least 3 experienced staff would be onsite 24/7. Typical support services can include life skills training, employment assistance and help with accessing a range of social and health care services.

Temporary Nature of the Project

Community members asked questions about:

- Whether the housing would truly be temporary
- Why the proposed timeline is three to five years
- The possibility of future extensions
- What would happen to the modular building at the end of the project
- How residents would be supported when the housing closes

Response: This project is funded through the Province's [HEART & HEARTH](#) program. Through this program, BC Housing works with municipalities to build and offer housing quickly to those who need it most.

- Homeless Encampment Action Response Temporary Housing (HEARTH) projects provide critical safe, indoor spaces as the Province continues to build more permanent supportive and affordable homes.
- 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.

We typically plan for this type of housing to be in place for 3 to 5 years while we continue to build more permanent supportive homes in a community. In the District of North Vancouver, we are currently working towards developing 65 new permanent supportive homes at [1234 East Keith Road](#). These homes are currently estimated to open in fall 2028. In many communities, residents of temporary housing transition into new permanent housing as they become available.

Modular buildings used in HEARTH projects can be relocated and reused to help meet housing needs in other communities across the Province. For example, a HEARTH-funded project at 940 Caledonia Avenue in Victoria closed in March 2026, and the modular homes are being relocated to New Westminster to provide 30 temporary homes with supports at 502 20th Street.

Municipal Approvals & Community Engagement Process

Community members expressed concerns that:

- Some people first learned about the proposal through news coverage
- The project might have already been approved
- There had been insufficient opportunity for community input
- A public hearing would not be held
- More information is needed regarding permitting requirements and the Temporary Use Permit process

Response: BC Housing announced this project on May 21, 2026. On the same day, BC Housing, the District of North Vancouver and Lookout worked together to launch a project webpage, distribute letters and emails to neighbouring homes and businesses within 300 metres of the site, share a Community FAQ and provide a direct email address for questions and feedback.

We also hosted two Community Information Sessions where community members could learn more about the project, ask questions and provide feedback directly to representatives from BC Housing, the District and Lookout.

We recognize that many neighbours would like to be informed in advance of BC Housing selecting a site. However, confidentiality is a standard and important part of real estate negotiations. Sharing information too early can affect property values and make negotiations more difficult. It can also create uncertainty for property owners and tenants. This can make it harder for BC Housing to secure suitable sites and provide safe, quality, accessible, and affordable housing options to British Columbians.

We recognize that BC Housing projects often generate significant interest and discussion within communities. While there will not be a public hearing for this project, questions and feedback received during the engagement period have been collected in this report, which has been submitted to the District of North Vancouver Council for their consideration.

Municipal approvals that are required for this project include a lease agreement, Temporary Use Permit (TUP), building permit and occupancy permit:

- **Lease Agreement:** District Council will consider the lease agreement following this phase of community engagement.
- **Temporary Use Permit:** District staff will consider the TUP if the lease agreement is approved. The TUP may have specific conditions related to the temporary housing.
- **Building Permit:** BC Housing would submit a building permit application to the District in accordance with the BC Building Code. District staff would review the application. A building permit would be issued if it meets all applicable requirements.
- **Occupancy Permit:** District Staff would issue an occupancy permit once construction is complete, and the project complies with all relevant regulations and requirements.

BC Housing remains committed to sharing information, answering questions and engaging with neighbours throughout project development. We welcome questions and discussion about how to best promote successful inclusion of the housing into the community, and we incorporate feedback where possible.

Community Need & Support for Housing Solutions

Community members voiced support for the project and recognized the need for more housing options on the North Shore. Topics included:

- The need for additional housing solutions on the North Shore
- The challenges associated with homelessness and encampments in the community
- Helping people move indoors from unsafe living situations
- The importance of providing people with stability and a second chance
- The need for permanent housing solutions alongside temporary housing

Response: The North Shore urgently needs more housing for people who are experiencing or at risk of homelessness. Like many communities across the region, the North Shore is experiencing rising homelessness and ongoing challenges with housing affordability.

The [2025 Point-in-Time Count](#) identified 168 people experiencing homelessness on the North Shore. The actual number is likely higher due to known limitations of Point-in-Time counts.

There are several encampments on the North Shore. We know that outdoor sheltering is not a safe or suitable option for the people sheltering in encampments, or for the surrounding neighbourhood.

This project would provide approximately 40 units of temporary housing with supports. 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.

This housing would be in place temporarily as we continue to build more permanent homes in the community, including the 65 new permanent supportive homes at [1234 East Keith Road](#) and the 73 new subsidized homes for single women and women-led families at [1577 Lloyd Avenue](#).

Communications and Engagement Outcomes

The combination of direct communication to neighbours and the surrounding community, a publicly accessible webpage and email inbox, two Community Information Sessions, and IAP meetings gave residents of the local community opportunity to access accurate, up-to-date information about this project, ask questions and provide feedback.

Overall, BC Housing produced communications and shared information about this project that was simplified in format and language. We also facilitated equitable, accessible and inclusive opportunities for community members to obtain accurate project information, ask questions and share feedback. All community questions and feedback have been summarized in this report, made public online and submitted to the District of North Vancouver Council.

These communications and engagement efforts have also allowed BC Housing and Lookout to start building relationships with neighbours and the surrounding community and open lines of communication about the proposed project.

In Total

- We reached out to **331** residential and business neighbours, as well as **188** IAPs in the local community with project information and direct invitations to the Community Information Sessions.
- These invitations resulted in **46** people attending the first Community Information Session on June 25, 2026 and **147** people attending the second Community Information Session on June 30, 2026.
- **Two IAP groups** also accepted our offer to meet directly with the project team and discuss the temporary housing proposal.
- As of June 30, 2026, the BC Housing project webpage has logged approximately **1,300 visits** from around **1,100 visitors**.
- As of June 30, 2026, BC Housing's Community Relations inbox (communityrelations@bchousing.org) has received **35** emails related to the project.

NEXT STEPS

BC Housing will continue working with The District of North Vancouver and Lookout to share information, answer questions and engage with neighbours throughout project development. We welcome questions and discussion about how to best promote successful inclusion of the housing into the community, and we will incorporate feedback where possible. The project partners will share updates with neighbours at project milestones, such as when permits are approved or when construction starts. We also look forward to sharing an opportunity to celebrate the opening of this temporary housing together.