Tools for Building Community Acceptance of Supportive Housing
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Overview

• Provincial mandate to increase supportive housing

Key findings
• Community Acceptance of Supportive Housing Case Study Series
• Update of Toolkit - Towards More Inclusive Neighborhoods
• Property Values Case Study Series
**BC Housing Spectrum**

- **Building BC Funds**
- **Affordable Rental & Homeownership Program**

**RAPID RESPONSE TO HOMELESSNESS**

- $291 MILLION TO CREATE 2,000 UNITS OF MODULAR HOUSING
- PARTNERED WITH LOCAL GOVERNMENTS FOR LAND AND APPROVALS

**BUDGET 2017 UPDATE**

<table>
<thead>
<tr>
<th>Program</th>
<th>Unit Target</th>
<th>Progress as at April 30, 2019</th>
<th>Completed</th>
<th>Under Construction</th>
<th>Initiated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH</td>
<td>2,000</td>
<td>2,064</td>
<td>1,376 (68%)</td>
<td>437 (21%)</td>
<td>251 (11%)</td>
<td>2,064 (104%)</td>
</tr>
</tbody>
</table>
**BUDGET 2018**

**BUILDING BC: SUPPORTIVE HOUSING FUND TO ADDRESS HOMELESSNESS**

- $1.2 billion over 10 years to build and operate 2,500 units
- Supportive housing for those who are experiencing homelessness or at risk of homelessness
- Fully self contained units
- 24/7 supports

**KEY FINDINGS: BC HOUSING RESEARCH TOOLS**

**Tool 1: Community Acceptance of Supportive Housing Case Studies**

- Camas Gardens Victoria
- Timber Grove Surrey
- Cardington Apartments Kelowna
- Christine Lamb Residence Abbotsford
- 5616 Fraser Street Vancouver
Concerns Raised by Community Members

Who Raised Concerns
- Residential neighbors
  - Renters
  - Owners
- Nearby businesses
- Nearby schools
- Other community amenities nearby

Concerns Raised
- Safety issues
- Increased crime
- Decreased property values
- Increased loitering
- More noise
- Needles

How Raised Concerns
- Public meetings
- Rezoning hearings
- Letters/meetings
  - Municipal staff
  - Politicians
  - Funders
  - Operators
- Media
- Social media
- CAC meetings

Strategies to Build Positive Relationships

At Development Outset
- Have communication plan
- Ensure time for public input
- Allow neighbors to comment on design
- Set clear boundaries/timelines on public input
- Develop CAC

During Development
- Reach out one-on-one to neighbors
- Send updates/meeting dates
- Offer tours pre-occupancy
- Offer tours of existing similar sites

After Opening
- Provide contacts so neighbors don't have to call police for everything
- Remind residents to report suspicious activity
- Encourage residents to volunteer at/access neighborhood amenities
- Continue CAC
Outcomes and Current Relationships: Impacts on Crime

Police Calls Before and After Opening

Trust but verify you are doing the right thing and that opposition will diminish over time.

Key Findings: BC Housing Research Tools

Tool 2: Community Acceptance of Non-Market Housing Toolkit
Guides in Toolkit

- **Guide 1**: Working with Local Government
- **Guide 2**: Design Considerations for Community Acceptance
- **Guide 3**: Gaining and Keeping Community Acceptance
- **Guide 4**: Sample Materials for Housing Providers
- **Guide 5**: Additional Resources

Toolkit Key Findings

- Ensure operational management issues are addressed
- Understand local context
- Demonstrate need
- Engage professional consultation
- Be strategic with site selection (if possible)
- Work with community
- Identify local champions to support project

Strategies to Gain Local Government Support
LISTEN!

• Listen some more
• Ensure people feel like they are being heard
  ▪ even if they have a different opinion or get stuck on incorrect information
• Keep listening
• Create good dialogue - even if you don't agree
### Toolkit Key Findings

<table>
<thead>
<tr>
<th>Common Concerns</th>
<th>Property values will decline</th>
<th>Public safety and increased crime</th>
<th>Proposed housing will not fit into neighbourhood</th>
<th>Concerns about site selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tips for responding to concerns</td>
<td>Consult evidence &amp; Research</td>
<td>Consult evidence &amp; Research</td>
<td>Organize tours for the existing non-market housing community</td>
<td>Be prepared to speak to reasons why site was selected for proposed housing</td>
</tr>
<tr>
<td></td>
<td>Share reasons for housing insecurity</td>
<td>Show examples of similar existing sites</td>
<td></td>
<td>Reasons may include:</td>
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<tr>
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<td>Need for housing in neighbourhood</td>
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<td></td>
<td>Proximity to amenities, transit, community services, and employment areas</td>
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<td>Alignment with Official Community Plan</td>
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### Key Findings: BC Housing Research Tools

**Tool 3: Case Study Series - Property Values Trends in Areas Surrounding Non-Market Housing**
Property Values Case Studies Key Findings (data source: Landcor Data Corporation, 2018)

https://www.bchousing.org/research-centre
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