

Tools for Building Community Acceptance of Supportive Housing June 2019

Rebecca Siggner, Manager, Research
Malcolm McNaughton, Director Regional Development



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



BUDGET 2017 UPDATE

RAPID RESPONSE TO HOMELESSNESS

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



Program	Unit Target	Progress as at April 30, 2019	Completed	Under Construction	Initiated	Total
RRH	2,000	2,064	1,376 (68%)	437 (21%)	251 (11%)	2,064 (104%)

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 neighbours to comment on design
- Set clear boundaries/timelines on public input
- Develop CAC

During Development

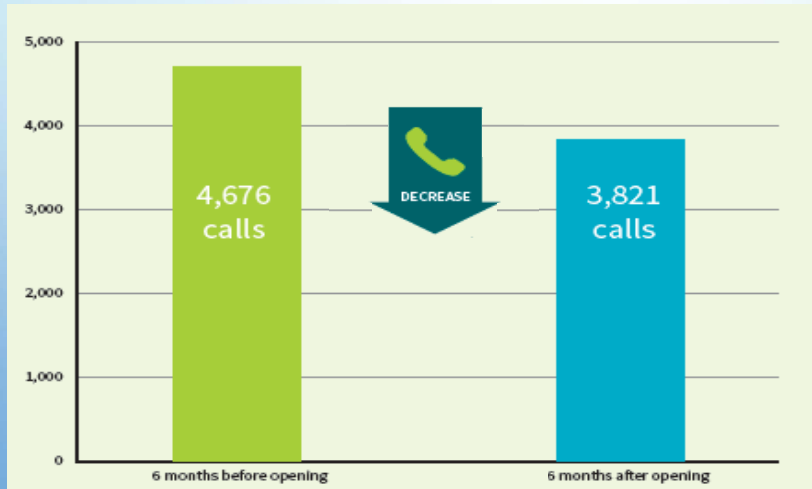
- Reach out one-on-one to neighbours
- Send updates/meeting dates
- Offer tour pre-occupancy
- Offer tours of existing similar sites

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 neighbourhood 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



Toolkit Key Findings



Toolkit Key Findings



Balance
Local Facts with
Personal Stories



Focus
on Smaller Scale
Interactions



Use
Skilled Mediators
and Consultants



Use
an information
website












Have
social media
policy

LISTEN!

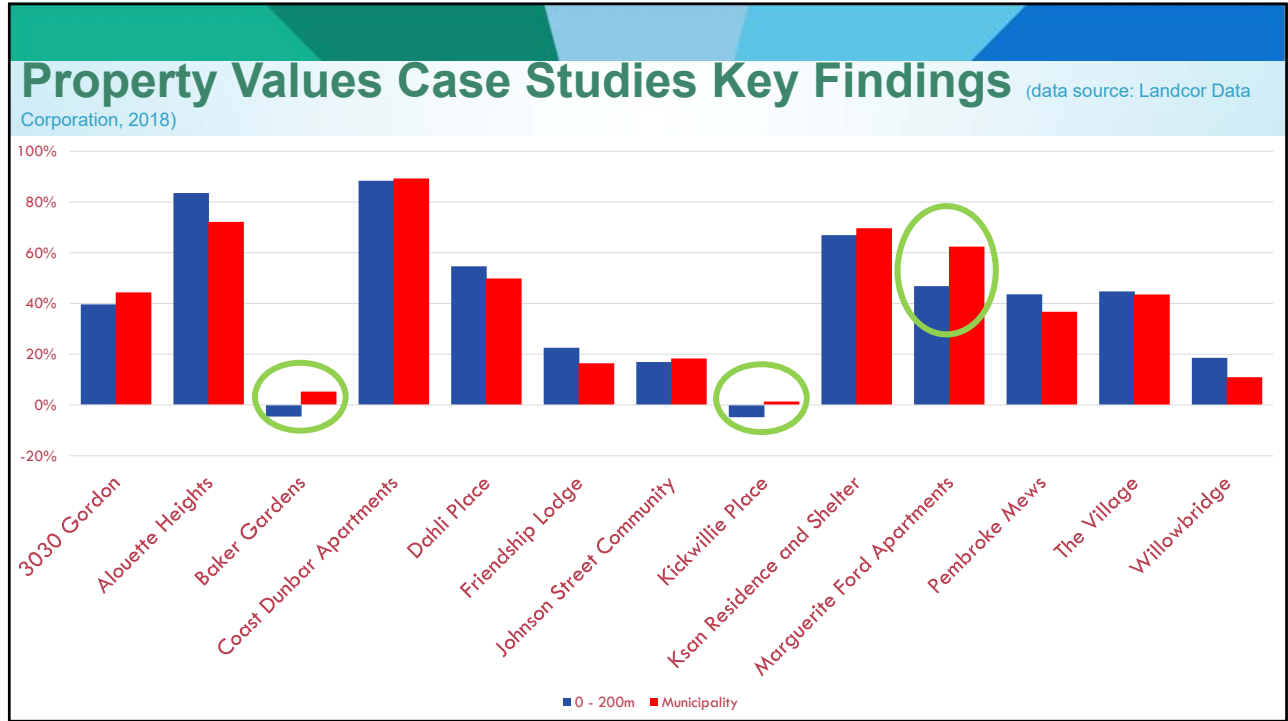
- Listen some more
- Ensure people feel like they are being heard
 - even if they have a different opinion or get stuck on incorrect information
- Keep listening
- Create good dialogue - even if you don't agree

Toolkit Key Findings

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

Key Findings: BC Housing Research Tools

Tool 3: Case Study Series - Property Values Trends in Areas Surrounding Non-Market Housing



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



CONTACT US:

Rebecca Siggner
Manager, Research
E: rsiggner@bchousing.org
T: 778-452-6413

Malcolm McNaughton
Director Regional Development
Vancouver Island
E: mmcnaughton@bchousing.org
T: 778.452.2744

