

HOME: BURNABY'S HOUSING + HOMELESSNESS STRATEGY

Phase 3 - What We Heard Report
September 28, 2021

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1 OVERVIEW

This What We Heard Report is a record of the Phase 3 engagement process completed as part of the development of HOME: Burnaby’s Housing + Homeless Strategy (“Strategy”). This process set out to collect community and stakeholder input at different points in the development of the Strategy between September 24 and October 15 2020 . This document is a record of all the feedback that was received and reflects diverse resident and stakeholder perspectives on the HOME Strategy.

Figure 1 shows what type of engagement was completed, who participated, and when. The results of this engagement are summarized in this report and presented in reverse chronological order (with most recent engagement shown first, and earlier engagement shown last) to show the progression of the engagement process.

Figure 1. Engagement Overview

Report Section	What Type of Engagement?	Who Participated?	When
2	Community Survey on Draft HOME Goals and Strategies	410 participants	September 24, 2020 to October 15, 2020
3	Focus Groups	8 focus groups with 59 participants, including: <ul style="list-style-type: none"> • 13 homelessness service providers • 12 service providers • 13 access advisory committee members • 8 non-market housing providers • 3 developers • 5 institutional employers • 3 representatives from neighbouring governments 	September 15 and between September 21 and 24, 2020

2 COMMUNITY SURVEY ON DRAFT GOALS AND STRATEGIES (2020)

2.1 OVERVIEW

A community survey was available online from September 24, 2020 to October 15, 2020, through the City’s website. Community members were invited to provide input to help shape the City’s draft goals and strategies for the HOME strategy. The survey received a total of 410 responses, representing 401 residents and nine organizations that provide housing or housing related services.

Respondents were asked to provide feedback on the draft goals and strategies, including areas that they thought were missing or could be improved. Overall, the draft goals and strategies received strong support from both residents and organizations.

2.1.1 DRAFT GOALS

Respondents were asked to review the following draft goals:

- **Goal 1: Inclusive and Livable Neighbourhoods**
This goal envisions a broader range of housing in all residential neighbourhoods, with options for all household sizes and incomes, multi-generational living, housing with supports, accessible housing, and ageing in place. It also seeks new and revitalized multi-family housing communities near transit and services. Its aim is to foster diversity, inclusion, and resilience in all of Burnaby’s neighbourhoods.
- **Goal 2: Options for Homeownership**
This goal strives to make home ownership more attainable through a variety of means, such as financing models that make it easier to buy a home; “mortgage helpers” such as laneway housing and lock-off units; and alternative approaches such as cohousing and cooperative housing.
- **Goal 3: A Renter-Friendly Community**
This goal envisions a community with plenty of rental housing that is affordable and well-maintained, and with tenants who are supported when their buildings are renovated or redeveloped.
- **Goal 4: A Healthy Supply of Non-Market Housing**
This goal focuses on increasing Burnaby’s stock of affordable non-market housing, through partnerships with other levels of government, funding programs, and regulatory support. Regulatory support can include speeding up approvals, allowing non-market housing to be combined with community facilities, and offering more density as an incentive to construct or redevelop non-market housing.

- **Goal 5: A Place Where Homelessness is Rare, Brief, and One Time**

This goal envisions a future where fewer people enter homelessness, and those that do only experience it once and for a short period of time. It aims to achieve this through the right combination and coordination of housing and supports within the community.

The level of support for these goals and additional comments from residents and organizations are provided in the following sections.

2.1.2 DRAFT STRATEGIES

Respondents were asked to provide their input on the draft 16 strategies intended to help achieve the five housing goals. Respondents were asked to rate the level of effectiveness of each strategy and provide suggestions on anything that should be added, changed, or removed.

Respondents were asked to review the following strategies:

Goal 1: Inclusive and Livable Neighbourhoods

- STRATEGY 1 – Introduce new housing forms, such as laneway homes, triplexes, and four-plexes, in single and two-family neighbourhoods.
- STRATEGY 2 – Increase the number and quality of mixed-use, affordable residential communities in transit-friendly locations.
- STRATEGY 3 – Promote awareness of new housing forms and types to encourage inclusive neighbourhoods.
- STRATEGY 4 – Encourage a range of family-friendly multi-family housing types
- STRATEGY 5 – Facilitate the development and retention of housing with supports for people of all abilities and incomes throughout the community.
- STRATEGY 6 – Explore initiatives that promote social connections, sustainability and resilience in multi-family housing.

Goal 2: Options for Home Ownership

- STRATEGY 7 – Support initiatives that offer attainable home ownership.
- STRATEGY 8 – Support alternative housing tenures and forms such as co-housing, rent to own, and co-operative housing.

Goal 3: A Renter Friendly Community

- STRATEGY 9 – Use rental zoning and other initiatives to protect and grow our rental housing stock.
- STRATEGY 10 – Support tenants facing displacement and other challenges.

Goal 4: A Healthy Supply of Non-Market Housing

- STRATEGY 11– Pursue affordable housing partnerships with First Nations, regional, provincial and federal governments, not-for-profit organizations and other housing providers.
- STRATEGY 12 – Provide land, funding, and regulatory support for non-market housing development.

- STRATEGY 13 – Facilitate renewal and redevelopment of under-utilized land for affordable housing, through regulatory and other means.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

- STRATEGY 14 – Prevent people from entering homelessness.
- STRATEGY 15 – Support pathways out of homelessness.
- STRATEGY 16 – Facilitate coordination among homeless serving agencies in Burnaby.

Responses and comments from individual households and participating organizations are summarized below.

Respondents were allowed to skip questions, submit the survey at any point, and pick multiple answers for select questions. Responses from open-ended questions were reviewed and key takeaways from each question that emerged is summarized in this report.

2.2 RESIDENTS

2.2.1 DEMOGRAPHIC QUESTIONS

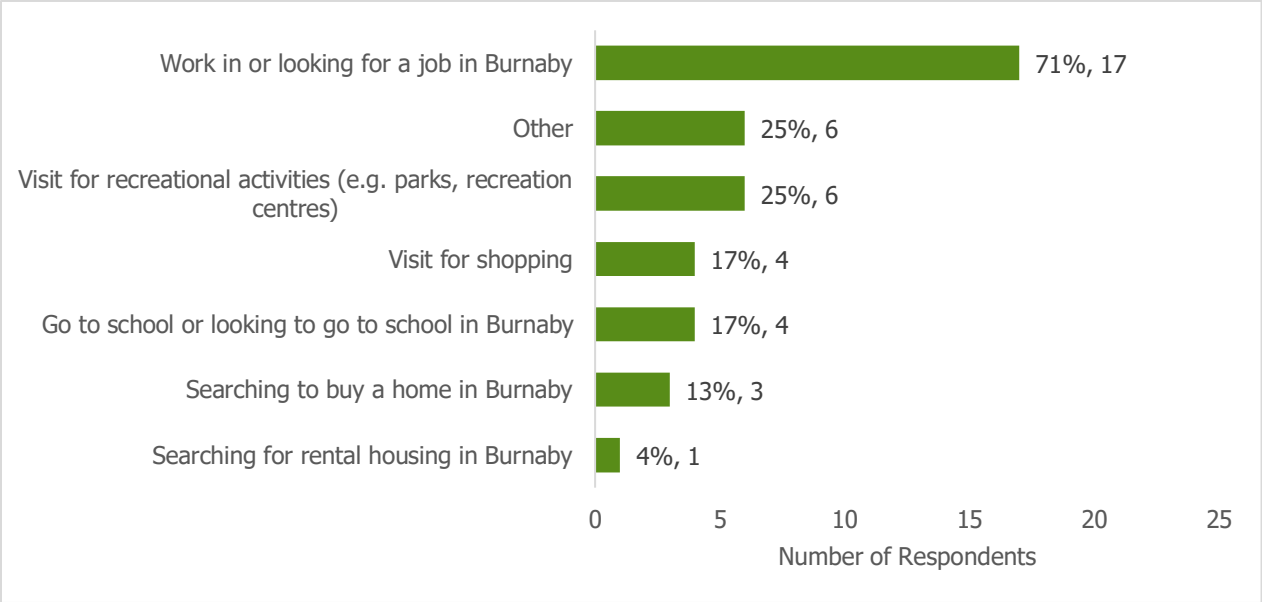
401 individuals or households completed the survey. Survey respondents that represented residents were asked a set of demographic questions to better understand their housing needs and challenges.

Where Respondents Live

Ninety-four percent of respondents (377 respondents) reported that they currently live in Burnaby and six percent of respondents (24 respondents) live outside of Burnaby.

Respondents that indicated they live outside of Burnaby were from Vancouver (13 respondents), New Westminster (3 respondents), Richmond (1 respondent), Surrey (1 respondent), and other municipalities outside of Metro Vancouver (3 respondents). Most of these respondents work in or are currently looking for a job in Burnaby. Other respondents visit Burnaby for recreational activities, shopping, school, or are looking to rent or buy a home.

Figure 2. Respondents' Relationship to Burnaby

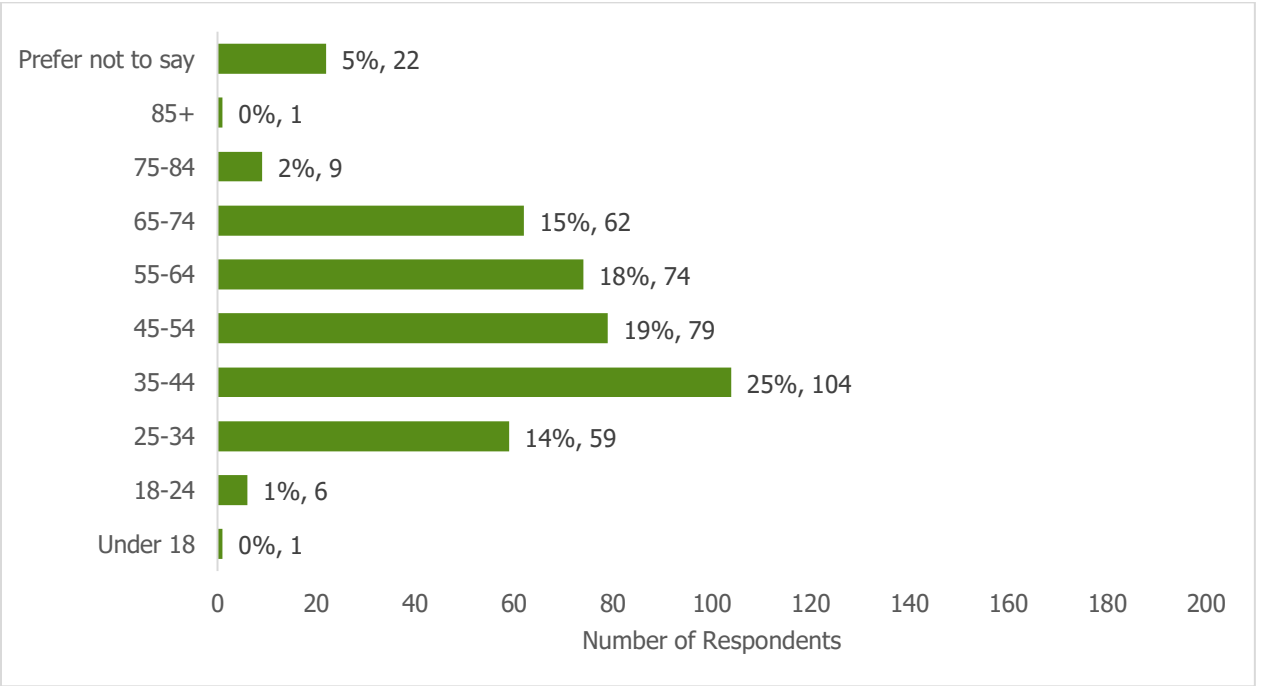


Eleven respondents that live outside of Burnaby said they would like to live in Burnaby. However, they noted that barriers that would prevent them from moving include the high cost of buying (7 respondents) or renting a home (6 respondents) or limited supply of the type of homes they are looking for (3 respondents).

Age

Survey respondents reflected a wide range of age groups.

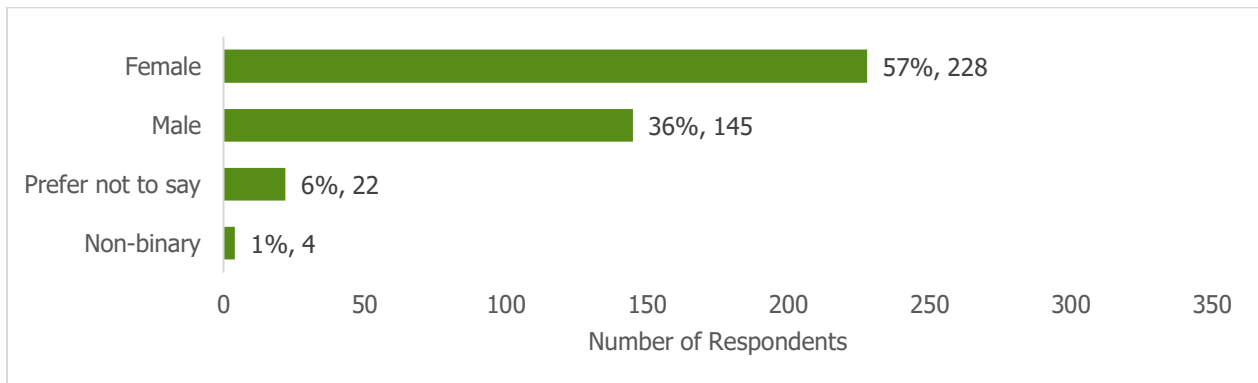
Figure 3. Age of Respondents



Gender

57% of respondents were female, 36% were male, and 1% identified as non-binary. Twenty-two respondents preferred not to disclose their gender.

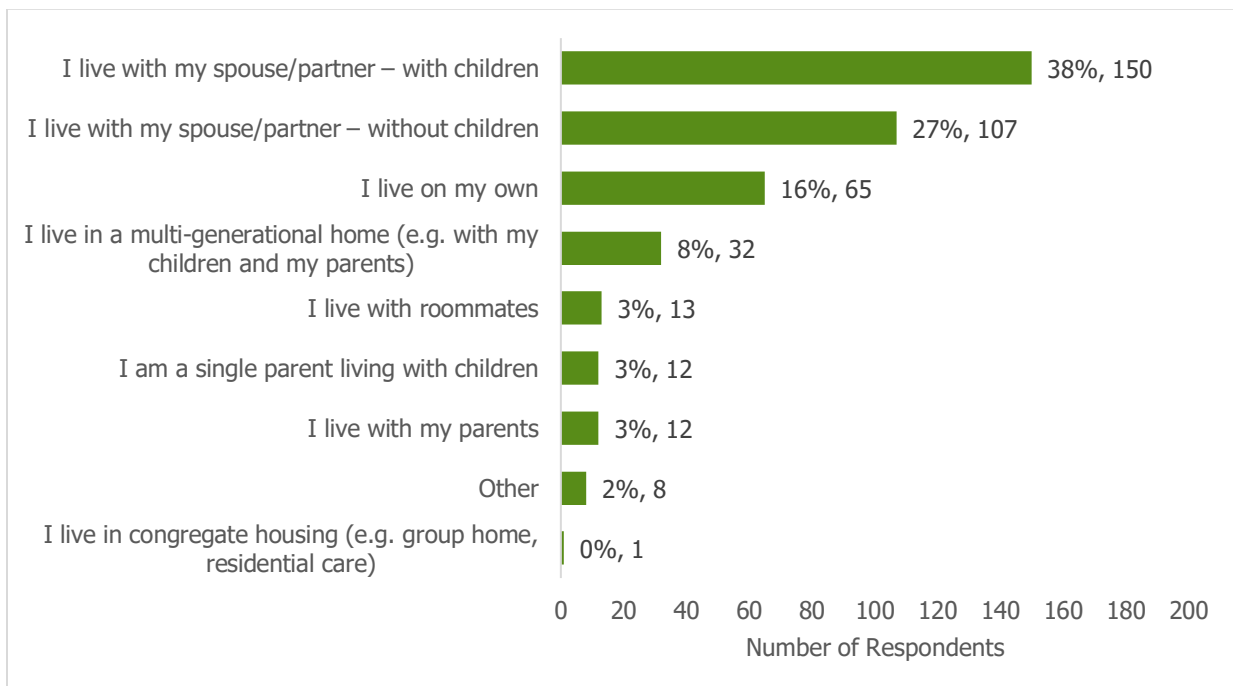
Figure 4. Gender of Respondents



Household Type

Survey respondents were asked to describe their household. The most common responses were living with spouse or partner with children (38 percent) or without children (27 percent), followed by living on their own (16 percent). Respondents that identified as 'other' described living with extended family members or living in a hotel room provided by BC Housing.

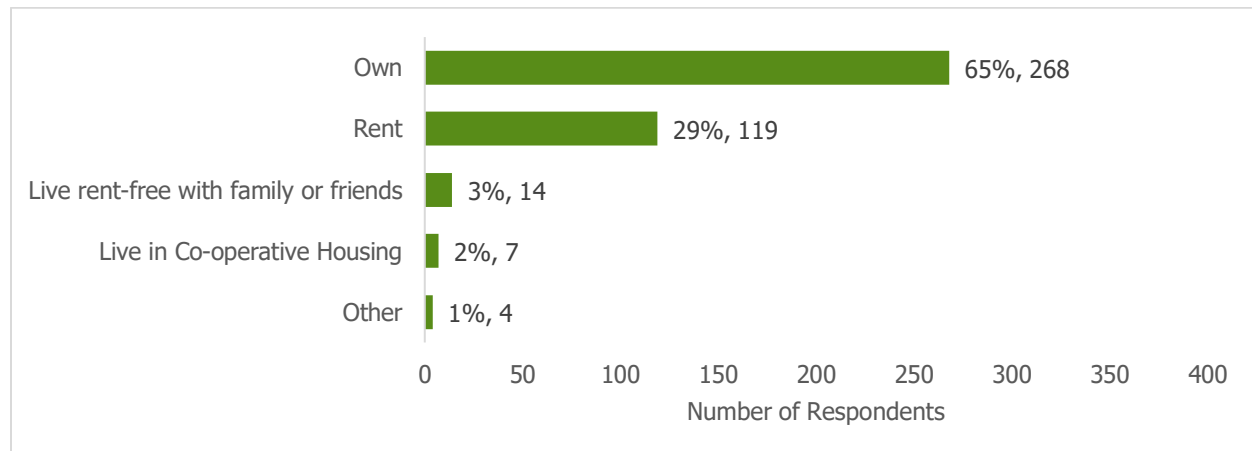
Figure 5. Household Types



2.2.2 CURRENT HOUSING SITUATION

Sixty-five percent of respondents are homeowners and 29 percent are renters. Three percent live rent-free with family and friends. Two percent live in co-operative housing. Two percent live in co-operative housing. Two percent live in co-operative housing.

Figure 6. Current Housing Situation



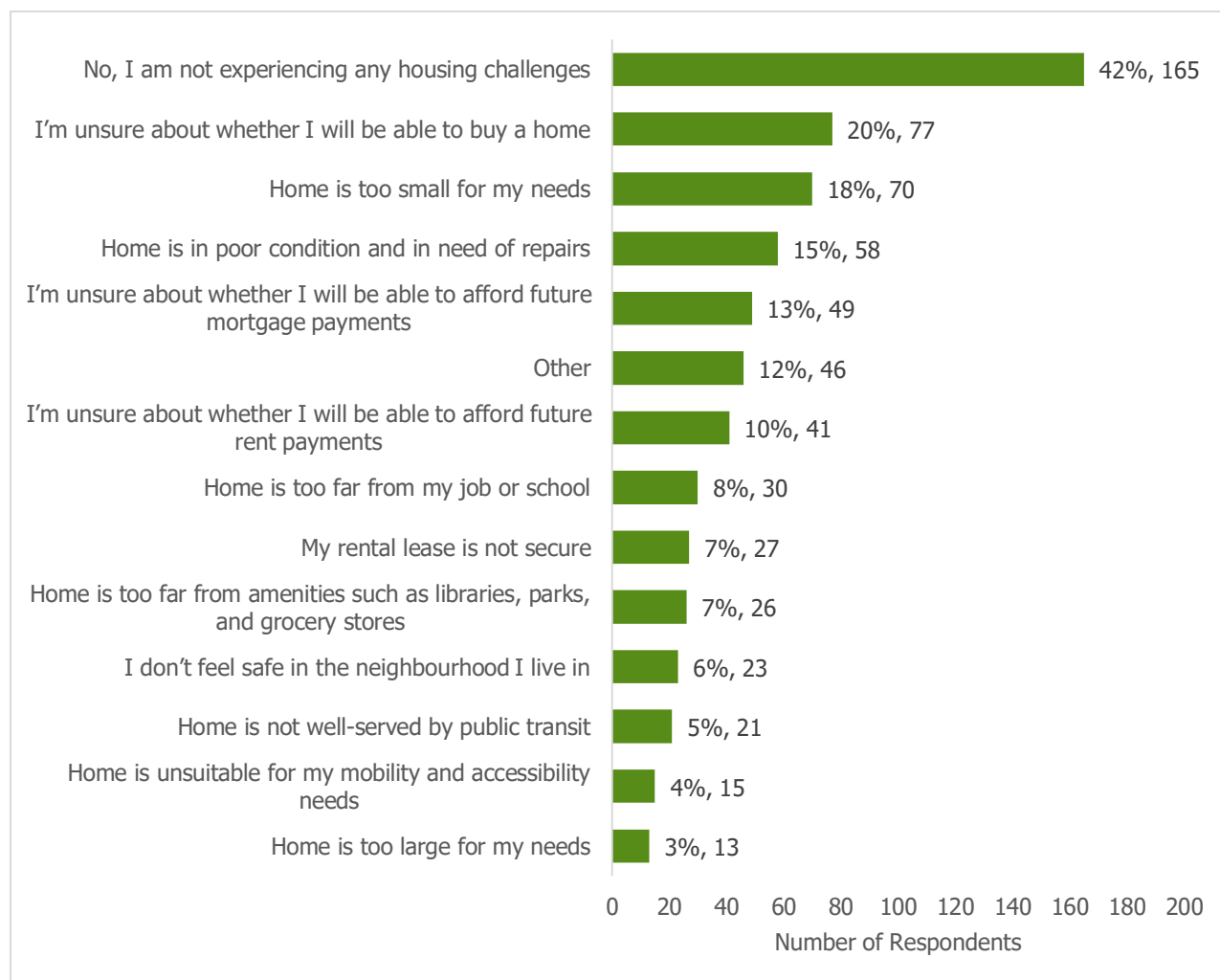
2.2.3 HOUSING CHALLENGES

Respondents were asked if they are currently experiencing any housing challenges (Figure 7). The top housing challenges that were noted include uncertainty of ability to buy a home (20 percent), homes are too small for their household's needs (18 percent), homes are in need of repair (15 percent), and the uncertainty of making mortgage (13 percent) or rent payments (10 percent). Common responses from those that selected "other" are summarized below:

- Taxes in Burnaby are too high (6 respondents)
- Rising costs of building insurance, strata fees or assessment of homes (5 respondents)
- Unsafe or undesirable neighbourhood (e.g., substance abuse, brothel nearby, proximity to pipeline) (4 respondents)
- Tenants are anticipating being demovicted (3 respondents)
- Lack of downsizing and aging in place options for seniors (3 respondents)
- Home is not suitable for individual with accessibility needs (2 respondents)
- Living costs (e.g., utilities, food) are unaffordable and rising (2 respondents)

Forty-two percent of respondents indicated that they are not experiencing any challenges.

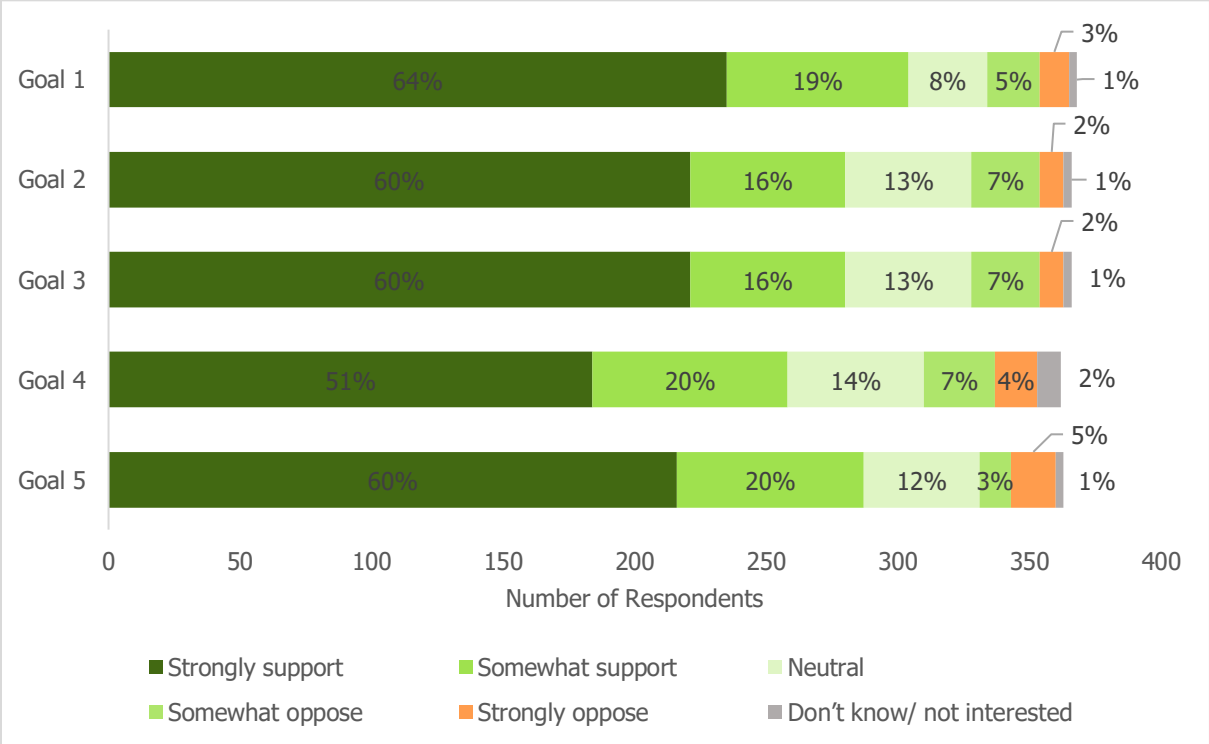
Figure 7. Housing Challenges



2.2.4 GOALS

A majority of respondents strongly supported all five draft goals (Figure 8). The goal that received the most support was Goal 1. Less than five percent of respondents strongly opposed the draft goals.

Figure 8. Residents’ Level of Support of Draft Goals



Respondents were asked to comment on their level of support for each goal.

Goal 1: Inclusive and Livable Neighbourhoods

This question received a total of 245 comments. Themes that were mentioned by five or more respondents that were strongly supportive or somewhat supportive of the goal are provided below.

- A diversity of housing types can better serve the needs of a range of people, especially for people with special needs, disabilities, health conditions, and help build a sense of community (40 respondents).
- Laneway housing can be a great housing option for growing families, multi-generational families, and seniors aging in place (22 respondents).
- Both renters and homeowners are experiencing affordability challenges (18 respondents).
- Rezoning and densification of housing (e.g., multi-unit buildings, townhouses, duplexes, laneway housing) is needed to accommodate affordable housing (18 respondents).
- More housing options are needed for multi-generational families, young adults, seniors, and individuals with disabilities (14 respondents).
- Housing should be close to amenities, services, and transportation options (8 respondents).

- Mixed income housing communities should not compromise the safety of a community by drawing in more crime and illegal activity (6 respondents).

Themes that were mentioned by two or more respondents that felt strongly opposed, somewhat opposed, or neutral about the goal are summarized below.

- Perception that mixed income communities attract more crime and impact the safety and security of residents. Fear that this could lead to loss of neighbour familiarity, ownership, and maintenance of housing. Changing neighbourhood mix could also unfairly impact the property value for current residents (7 respondents).
- There may be overcrowding issues, overloading of nearby transit services, parking issues and traffic congestion due to additional density of homes in neighbourhoods (3 respondents).
- The City will need to implement more bylaw enforcements to keep neighbourhoods safe and clean (3 respondents).

Goal 2: Options for Homeownership

This question received a total of 250 comments. Themes that were mentioned by five or more respondents that were strongly supportive or somewhat supportive of the goal are provided below.

- Laneway housing is an affordable alternative that can provide realistic options for multi-generational families and aging seniors needing support (50 respondents).
- Homeownership is unattainable for many families, including medium or high-income working households and young adults (38 respondents).
- Co-op housing is a good option for supporting affordable homeownership and building diverse neighbourhoods (15 respondents).
- Parking availability, road infrastructure, and traffic congestion needs to be considered in the planning of future developments (8 respondents).
- Homeownership goals needs to balance with rental options and supports (7 respondents).
- Mortgage helpers can help homeowners maintain their homes (6 respondents).
- Diverse homeownership options are needed to accommodate diverse household needs (5 respondents).

Themes that were mentioned by two or more respondents that felt strongly opposed, somewhat opposed, or neutral about the goal are summarized below.

- Homeownership should not be the only housing goal or have priority over other tenures (6 respondents).
- Financing models and changes to housing affordability requires regional support and support from all levels of government. The City may not be able to influence these models on its own (4 respondents).
- Diverse housing options, including townhouses, duplexes, fourplexes, co-op housing, subsidized housing, are needed (5 respondents).
- Foreign homeownership should be banned (2 respondents).
- Goal does not address issues of homelessness (2 respondents).

Goal 3: A Renter-Friendly Community

This question received a total of 219 comments. Themes that were mentioned by five or more respondents that were strongly supportive or somewhat supportive of the goal are provided below.

- Rental prices are unaffordable especially for students, seniors, immigrants, young adults, young families, and individuals with disabilities (26 respondents).
- Renovictions and demovictions are currently displacing many tenants (13 respondents).
- There is a shortage of vacancies available to meet rental demands (10 respondents)
- Rental homes are often not in good condition and need to be well-maintained by landlords (12 respondents).
- Homeownership is not attainable for everyone and should not be the only goal (5 respondents).

Themes that were mentioned by two or more respondents that felt strongly opposed, somewhat opposed, or neutral about the goal are summarized below.

- Rental homes are poorly maintained and need to be better cared for (6 respondents).
- Landlord rights need to be protected (4 respondents).
- Rental buildings should be separated from high class areas and established single-family neighbourhoods (2 respondents).
- Rental buildings need to have positive financial returns for developers to invest in (2 respondents).

Goal 4: A Healthy Supply of Non-Market Housing

This question received a total of 185 comments. Themes that were mentioned by five or more respondents that were strongly supportive or somewhat supportive of the goal are provided below.

- There is a lack of non-market housing serving low-income households, families, seniors, young adults, individuals with disabilities, and homeless individuals, and waitlists are very long (31 respondents).
- Non-market housing should leverage City or crown-owned land (5 respondents).
- There is a high demand for co-op housing (5 respondents).
- More diversity of housing is needed to serve a wide range of household needs (5 respondents).

Themes that were mentioned by two or more respondents that felt strongly opposed, somewhat opposed, or neutral about the goal are summarized below.

- Non-market housing in neighbourhoods creates issues of safety and crime and can decrease the property value of existing homes (7 respondents).
- Amenities, schools and upgrades to utilities and infrastructure is needed with more densification (4 respondents).
- People are relying on supports (e.g., BC Housing funding) for longer periods of time (3 respondents).
- Taxpayers' costs need to be considered to support this goal (2 respondents).

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time.

This question received a total of 183 comments. Themes that were mentioned by three or more respondents that were strongly supportive or somewhat supportive of the goal are provided below.

- Homelessness is a multifaceted issue and requires additional wraparound supports (e.g., mental health supports, addictions support, job training, employment, counselor, etc.) to help people get safe housing (33 respondents).
- Homeless individuals deserve to receive help. Housing is a basic human right. (20 respondents).
- More government support and funding are needed (4 respondents).
- Areas for social housing needs to be carefully considered so property values are not decreased when they are integrated within a neighbourhood. (3 respondents).
- It is less expensive for taxpayers to contribute to wraparound supports and services than the expenses of homelessness (3 respondents).
- There may be individuals that don't wish to spend their income on housing or don't want to change their situation (3 respondents).
- There needs to be a regional strategy and cooperation between neighbouring municipalities to ensure homelessness is properly addressed (3 respondents).

Themes that were mentioned by two or more respondents that felt strongly opposed, somewhat opposed, or neutral about the goal are summarized below.

- More details are needed about how this goal will be achieved (9 respondents).
- Preventative measures and wraparound supports are needed to help individuals with mental illness, substance abuse, trauma recovery, etc. (6 respondents).
- There are many underlying issues of drug addiction, mental illness, or trauma which make it difficult for individuals who are homeless to integrate into society. Supports are needed to address these issues (5 respondents).
- Provincial and federal funding and supports are needed (3 respondents).
- Individuals who are homeless chose to be homeless and unemployed. Individuals should learn how to improve their circumstances (3 respondents).
- Non-marketing housing (e.g., warming shelters, modular housing) attracts more crime and make neighbourhoods feel unsafe (2 respondents).
- There are other more pressing priorities in Burnaby (2 respondents).

As a final question, respondents were asked if they had suggestions for additional goals. The top five key topics that emerged as additional considerations for the HOME Strategy include supports for mental health and addictions, immediate / emergency supports, targeted housing solutions for specific groups (e.g., seniors, youth, children, multi-generational families, individuals with disabilities), and environment and sustainability.

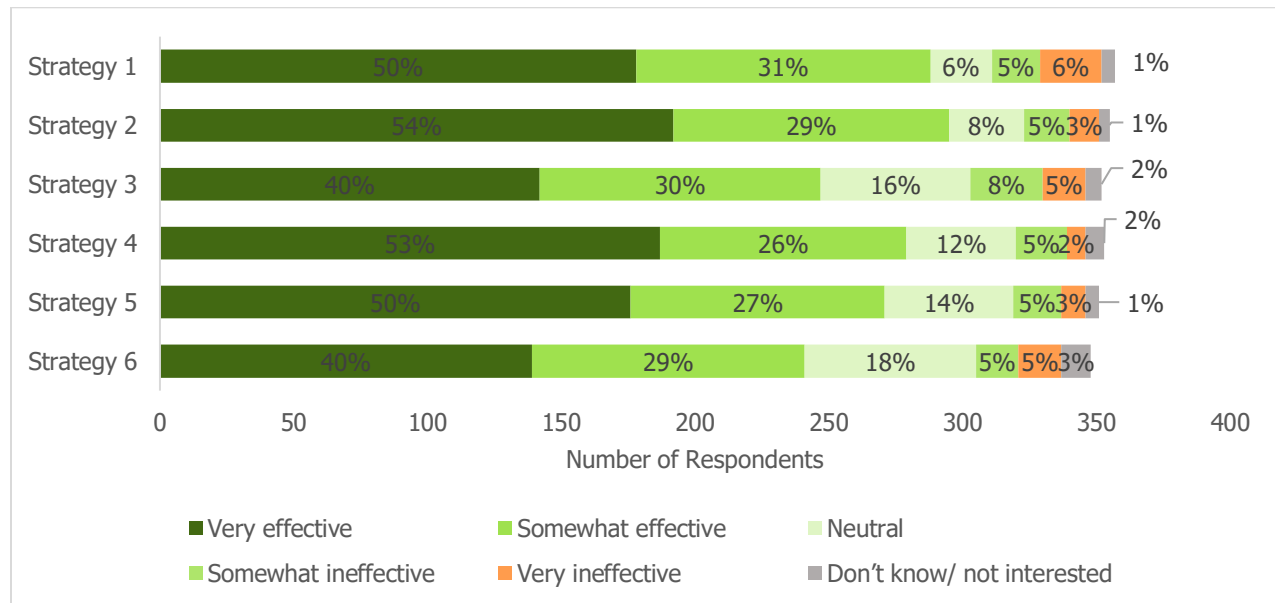
2.2.5 STRATEGIES

A majority of respondents that represented residents felt that the draft strategies were very or somewhat effective in achieving the five goals.

Goal 1: Inclusive and Livable Neighbourhoods

Figure 9 shows how effective respondents thought Strategies 1 to 6 would be for achieving the goal of inclusive and livable neighbourhoods.

Figure 9. Residents' Rating of Effectiveness of Goal 1 Strategies



Respondents were asked to comment on their level of support for these strategies. Respondents were also asked to suggest any additional strategies that would be helpful to achieve the goal of inclusive and livable neighbourhoods. Since comments from these questions often overlapped, the most common themes that emerged from both questions have been grouped for this summary. A total of 162 comments were received.

Community spaces / amenities (19 respondents)

- Green spaces (e.g., parks, trails, community gardens) and recreational spaces are needed to encourage community connections
- Higher quality amenities are needed
- Include more gathering spaces and common area spaces in multi-unit buildings
- More community events are needed

Active Transportation Improvements (15 respondents)

- Better transit connections are needed
- Construction of sidewalks should be accelerated
- Roads and walkways need upgrades to improve walkability

Zoning regulations (16 respondents)

- Allow for laneway housing
- Rezone residential areas within proximity to SkyTrain stations to allow for fourplexes
- Allow for inclusionary housing policies and innovative infill practices
- Remove restrictions for landowners to build on land

- Rezone more land for rental housing

Missing middle / multi-unit housing (15 respondents)

- Diversify housing types to include low-rise housing and mid-rise housing
- Increase small scale density mixed with commercial spaces to promote community connections

Community awareness and education (9 respondents).

- Increase education around why affordable housing and rental housing is needed to address attitudes like NIMBYism
- Increase community awareness about benefits and value of different housing types
- Have community champions

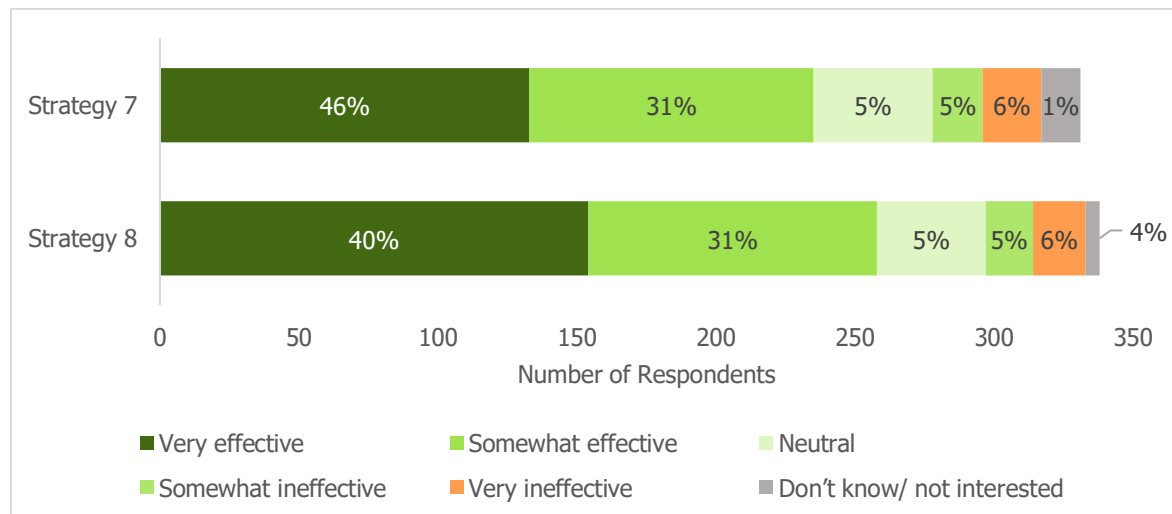
Park and Traffic (6 respondents)

- Address street parking when creating additional density
- Improve highway entrances and exits

Goal 2: Options for Home Ownership

Figure 10 shows how effective respondents thought Strategies 7 and 8 would be for achieving the goal of options for home ownership.

Figure 10. Residents' Rating of Effectiveness of Goal 2 Strategies



Respondents were asked to comment on their level of support for these strategies. Respondents were also asked to suggest any additional strategies that would be helpful to achieve the goal of options for home ownership. Since comments from these questions often overlapped, the most common themes that emerged from both questions have been grouped for this summary. A total of 139 comments were received.

Co-op housing / rent-to-own housing (18 respondents)

- Provide people with a stake in where they live

- Promote community
- Co-ops are currently unaffordable for low-income individuals
- Co-ops are a good option for young adults, refugee families, and seniors to have secure housing
- Covenants should be available to ensure that tenants can buy back the unit when owners are selling to ensure affordability

Mortgages / down payments (7 respondents)

- Lower down payment requirements
- Improve mortgage rates and terms
- Down payments are a major barrier for many individuals
- Down payment assistance or loan assistance program
- Innovative homeownership approaches
- Down payment matching from government

Zoning (6 respondents)

- Double the size of lots zoned for duplexes, triplexes, etc.
- Change single family zones to allow for consideration for triplexes, fourplexes, etc.
- Rewrite land and title system
- Allow for laneway housing
- Bylaws for disputes of multiple landowners building homes on common property

Property taxes (5 respondents)

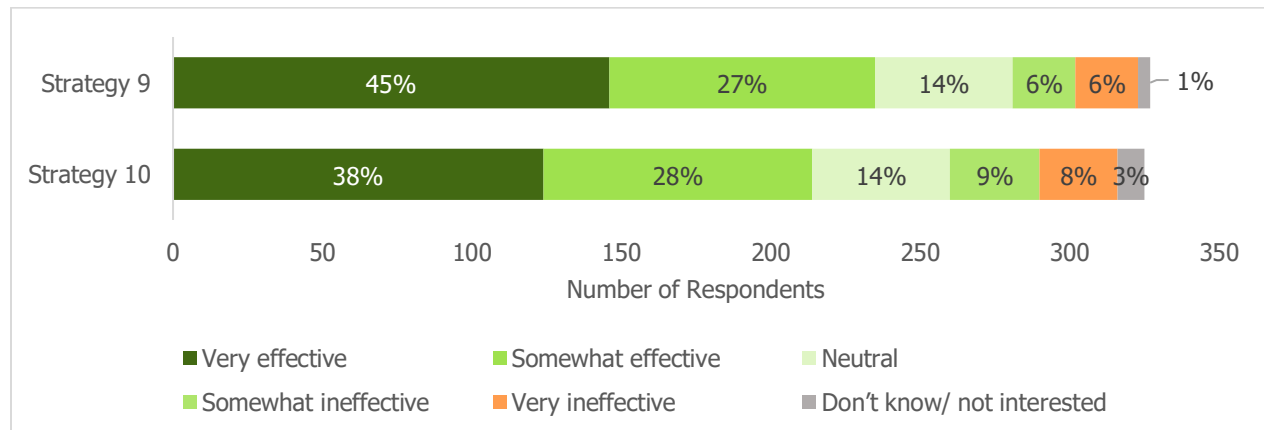
- Tax deferrals for low-income or young families
- Reduce property taxes
- Lower permitting fees

Restrict foreign investments in homeownership (3 respondents)

Goal 3: A Renter Friendly Community

Figure 11 shows how effective respondents thought Strategies 9 and 10 would be for achieving the goal of a renter friendly community.

Figure 11. Residents' Rating of Effectiveness of Goal 3 Strategies



Respondents were asked to comment on their level of support for these strategies. Respondents were also asked to suggest any additional strategies that would be helpful to achieve the goal of a friendly renter community. Since comments from these questions often overlapped, the most common themes that emerged from both questions have been grouped for this summary. A total of 80 comments were received.

Rental costs / affordability (6 respondents)

- Ensure rental costs don't increase more than 1% per year
- Ensure rentals are less than 30% of tenants' incomes
- Build rental units at all price points
- Shelter assistance for people with disabilities doesn't change every year despite rental costs increases
- 10 affordable units for every 1 market unit

Landlord / Tenant Resources (5 respondents)

- "[Rent Smart](#)" training¹
- Outreach about available resources and programs
- Weekly mobile consultation clinics in major rental housing areas
- Create a citizens group to discuss issues / complaints about rentals and solutions for improving options
- Create subsidies for landlords to make improvements or upgrades to homes
- Offer homeownership assistance

Tenant displacements (5 respondents)

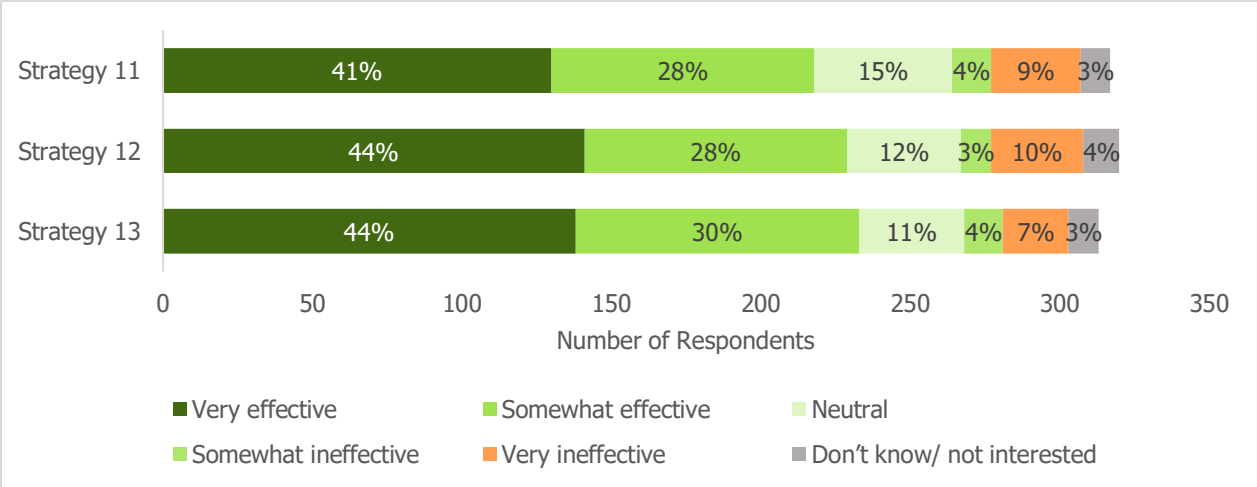
- Tenants that are evicted should have priority to rental units at a preferred rate
- Tenant displacement response policies are important for protecting tenant rights
- Tenants who are evicted are unable to afford the new units in their original buildings
- City should have a process for understanding why tenants are being displaced/evicted
- Displacement is common in Metrotown area

Goal 4: A Healthy Supply of Non-Market Housing

Figure 12 shows how effective respondents thought Strategies 11 to 13 would be for achieving the goal of a healthy supply of non-market housing.

¹ <https://rentsmarteducation.org/rent-smart-101/>

Figure 12. Residents' Rating of Effectiveness of Goal 4 Strategies



Respondents were asked to comment on their level of support for these strategies. Respondents were also asked to suggest any additional strategies that would be helpful to achieve the goal of a healthy supply of non-market housing. Since comments from these questions often overlapped, the most common themes that emerged from both questions have been grouped for this summary. A total of 92 comments were received.

Green spaces, recreational spaces, community services (6 respondents)

- Reserve areas for parks
- Protect animal habitats
- Increase libraries, community centres, daycares

Partnerships (6 respondents)

- Exclude faith-based organizations in partnerships in order to protect LGBTQ residents
- Partner with First Nations as part of reconciliation
- Work with BC Housing and non-profit groups (e.g., Habitat for Humanity)
- Non-profits should be closely regulated for allocations of surplus spending

Zoning regulations (5 respondents)

- Less restrictions on developing density across the City
- Identify public buildings and underutilized lands for housing

Buildings (5 respondents)

- Public buildings (e.g., libraries, fire stations) are unsuitable places for shelter
- Schools and religious centres could be multi-purposed for usage in the evenings

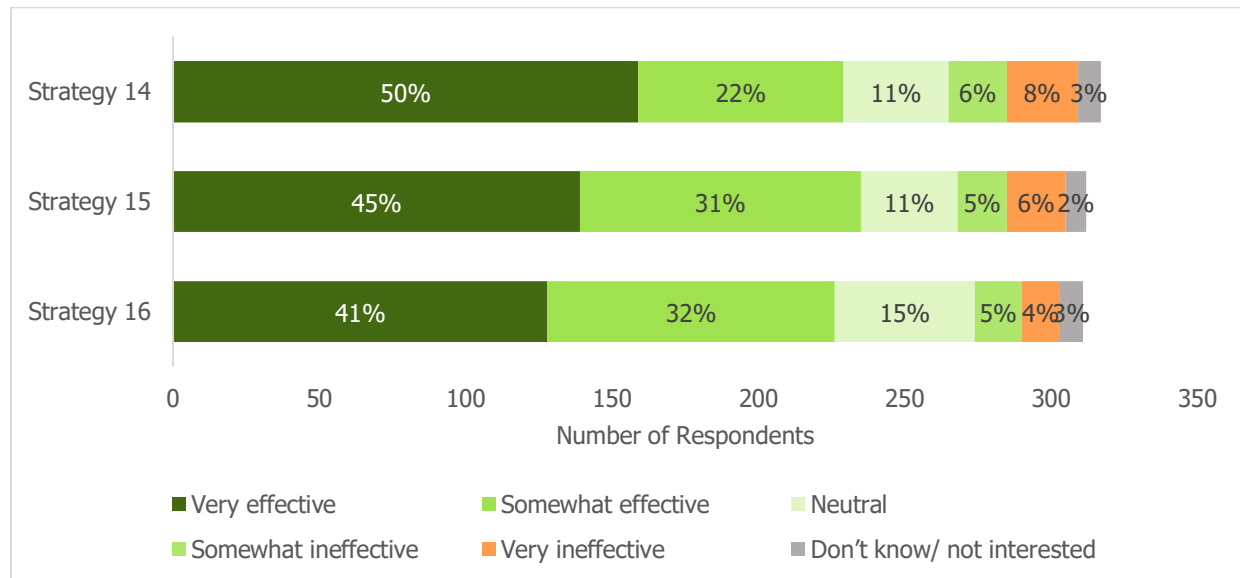
Property taxes (4 respondents)

- Taxpayers should not be forced to subsidize the costs

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

Figure 13 shows how effective respondents thought Strategies 14 to 16 would be for achieving the goal of a place where homelessness is rare, brief, and one time.

Figure 13. Residents' Rating of Effectiveness of Goal 5 Strategies



Respondents were asked to comment on their level of support for these strategies. Respondents were also asked to suggest any additional strategies that would be helpful to achieve the goal of making Burnaby a place where homelessness is rare, brief, and one time. Since comments from these questions often overlapped, the most common themes that emerged from both questions have been grouped for this summary. A total of 125 comments were received.

Wraparound supports (29 comments)

- Offer mental health supports, addictions and substance abuse support, and supports for people with disabilities
- More resources are needed to support more capacity
- Include preventative services (e.g., rent banks, evictions support, tenant displacement supports)
- Create a publicly accessible database of various resources available

Employment / Access to education (12 respondents)

- Ensure access to education and training for people to increase their income and support their expenses
- Offer government housing in exchange for education and job training
- Daycares need to be available for families to find employment

Partnerships (13 respondents)

- Work with the provincial and federal governments to build social housing
- Metro Vancouver needs to mirror these actions so there isn't an influx of needs to Burnaby

- Staff is needed to implement strategies rather than having it become an administrative policy
- Non-profit sector, businesses, and community services need to work together with government

Community awareness and education (8 respondents)

- A community engagement strategy can help with attitudes of NIMBYism
- Public resources should be available to educate communities (e.g., public transit advertisement)
- Residents should be involved in political discussions of homelessness issues
- Involve people with lived experience of homelessness

Locations of shelters (4 respondents)

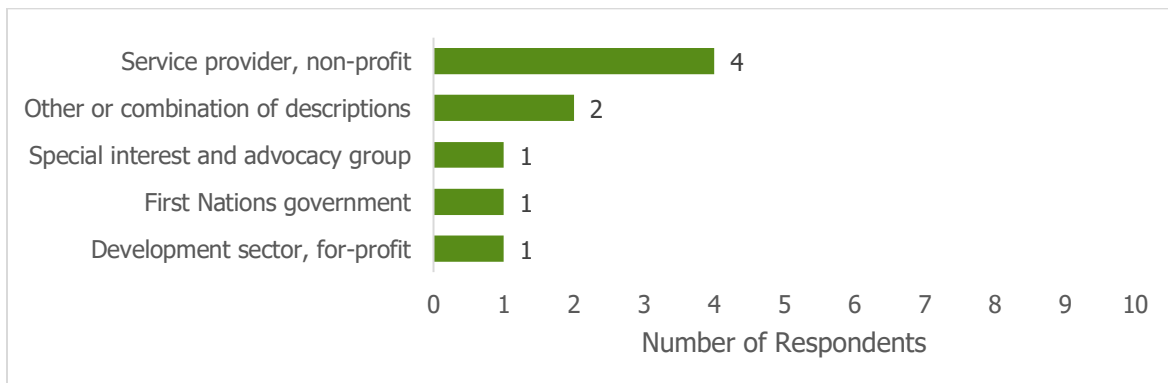
- Projects should be in business areas away from neighbourhoods, schools and community centres
- Neighbourhoods have increased crime

2.3 ORGANIZATIONS

Nine organizations participated in the survey (Figure 14). The two organizations that identified as 'other' described themselves as a tenant relocation consultant and a non-profit housing provider.

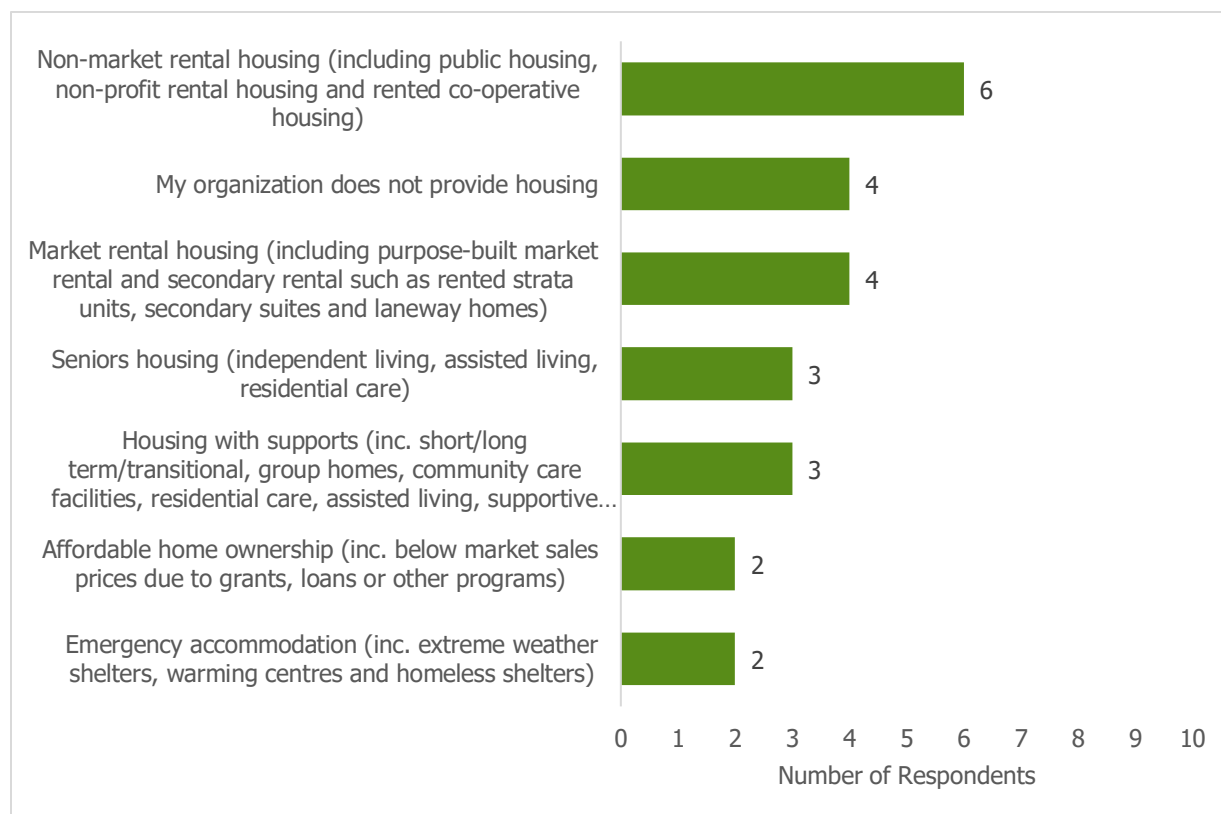
Note that most local organizations that participated in this process did so through the stakeholder focus groups and interviews. The survey was available for those that weren't available to attend focus groups or who had additional feedback.

Figure 14 Participating organizations



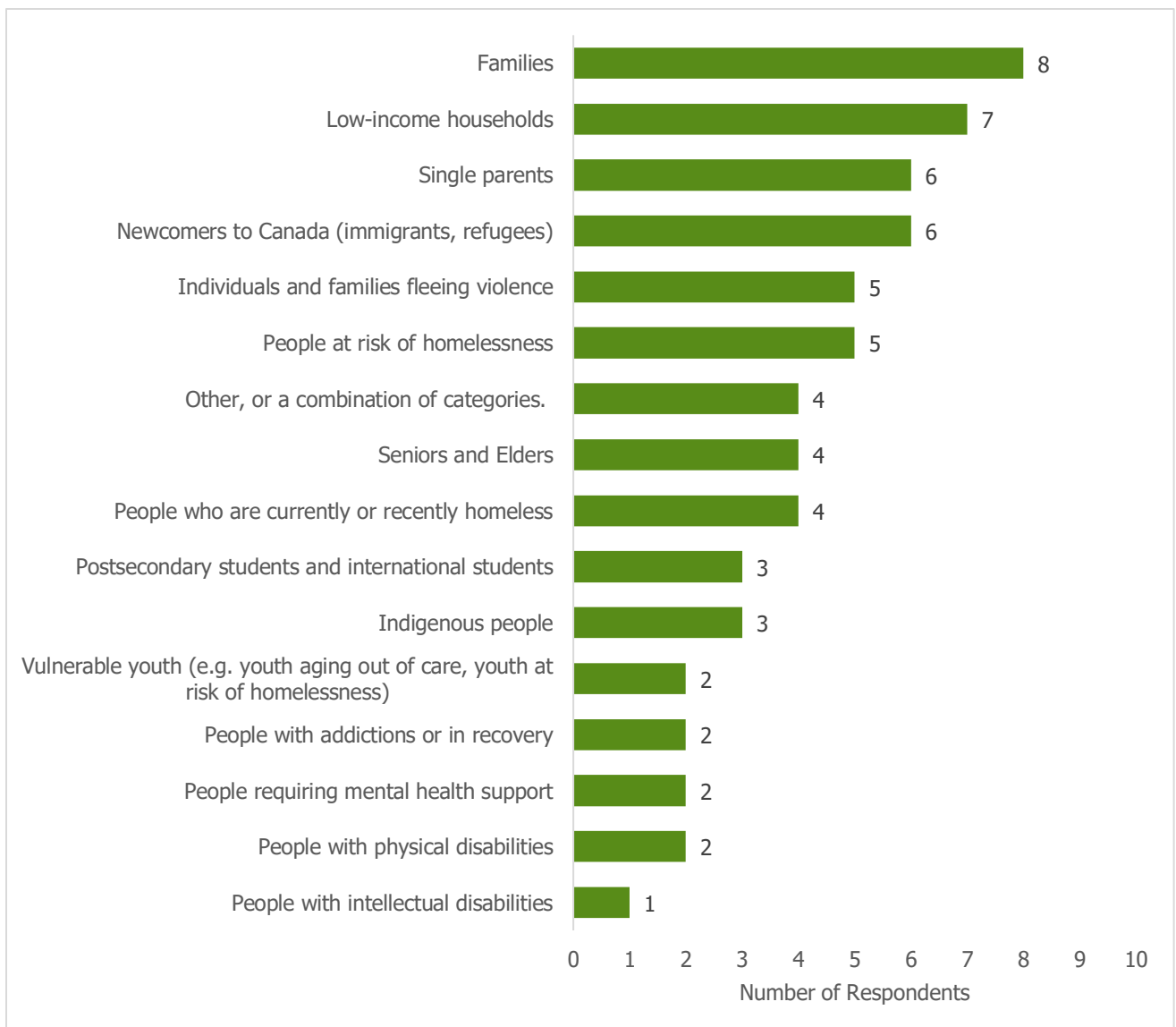
Respondents were asked about the types of housing their organizations provide and a wide range of responses were provided (Figure 15).

Figure 15. Housing Provided by Organizations



Participating organizations provide housing or related services to a wide range of household types (Figure 16). Almost all organizations serve families and low-income households. Those that selected other include an organization representing Métis people and an organization that serves a combination of Indigenous households, and households with disabilities and mental health issues. Six out of the nine participating organizations offer housing or related services to people in Burnaby.

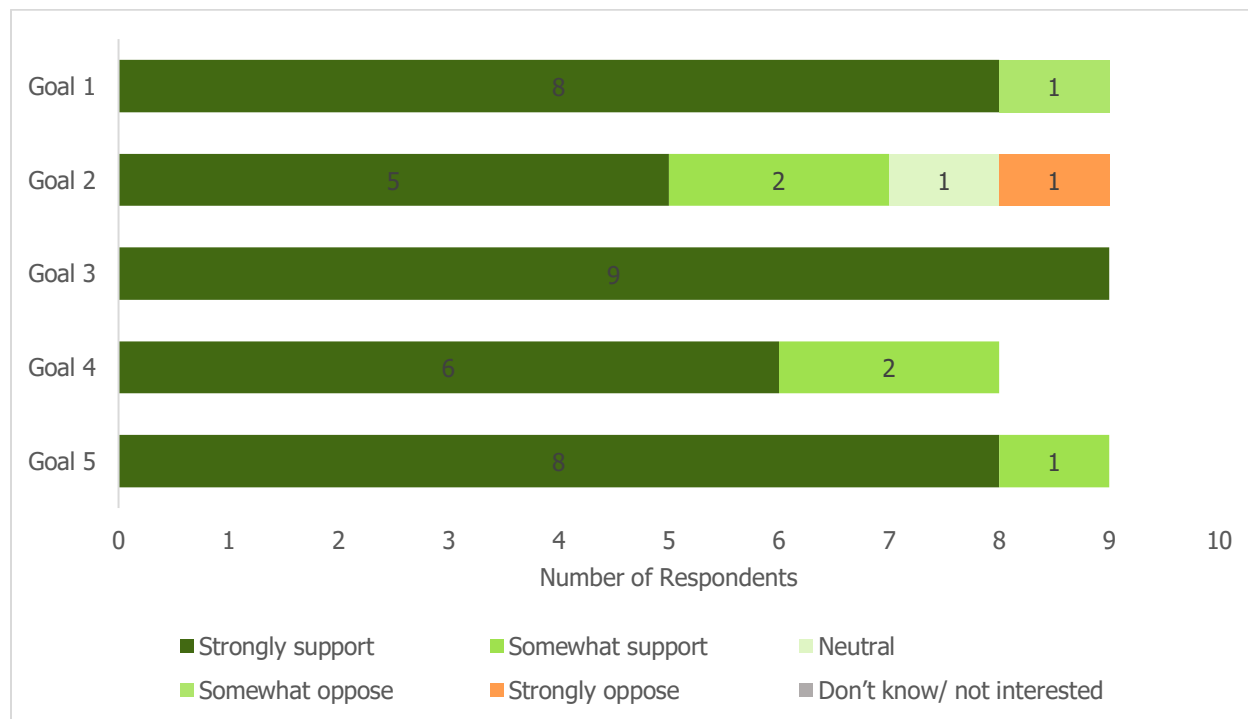
Figure 16. Household Groups Organizations Work With



2.3.1 GOALS

Overall, the draft goals were strongly supported by participating organizations. Goal 2 and 4 received somewhat less support than the other goals.

Figure 17. Organizations' Level of Support of Draft Goals



Respondents were asked to explain the reason for their level of support for each goal.

Goal 1: Inclusive and Livable Neighbourhoods

Respondents that strongly supported Goal 1 provided the following comments for their answer:

- Housing diversity is needed across the entire housing continuum for various demographics at different stages of their lives. Some families may not fit the narrowly defined terms for family groups and find it more difficult to qualify for the housing they require. (2 respondents)
- Multi-generational communities are a step towards eliminating social isolation and creating a more caring society.
- Burnaby can expand and contract due to reasons including net migration. Having various forms and sizes of housing can allow residents to remain in the communities they live in and maintain their sense of place.
- There is a need for more rental housing and social housing for low-income persons.
- Housing options are needed for seniors, including adults taking care of parents, and co-ops that accept senior residents, and affordable housing with amenities. It is important for senior housing to be located near services.
- Goal 1's approach should support women and children.

The respondent that strongly opposed to Goal 1 also described potential problems with access to transportation, education, and services.

Goal 2: Options for Homeownership

Respondents that were strongly supportive or somewhat supportive of Goal 2 provided the following comments for their answer:

- More options for multi-family housing (e.g., infills, duplexes, triplexes, etc.) on single family lots are needed. Having multi-generational homes on one lot can provide less stress on services while providing a greater sense of community. (2 respondents)
- There needs to be major investments and developments in all areas of housing, so households of all income levels have the opportunity to achieve home ownership.
- A Community Land Trust model should be explored for this goal.
- Given the current real estate market, the existing stock of co-op housing should get first priority.

The respondent that strongly opposed Goal 2 noted concerns of congestions and high demands on utilities.

Goal 3: A Renter-Friendly Community

Respondents provided the following comments to explain their support for Goal 3:

- This goal will support more affordability housing options for newcomers and seniors.
- Providing more rental stock to accommodate young people will allow them to begin their path towards independence while remaining close to the neighbourhoods they grew up in.
- The City has the ability to leverage developers to foot the bill to relocate people who are living on the parcel they want to develop.
- Government fees should be reduced or eliminated to reduce the cost of buildings.
- Additional sources of income will be needed for families as costs of living and renting continue to inflate.
- The new TAP has a number of flaws. TAP is very expensive for developers, resulting in costs being passed down to homeowners or renters.

Goal 4: A Healthy Supply of Non-Market Housing

Respondents provided the following comments to explain their support for Goal 4:

- Densification is a 'green' solution that promotes more active transportation and affordability.
- Gentrification may happen in densified locations, pushing people away from their communities as it becomes less affordable.
- While market housing may seem more lucrative as more people are moving out of more expensive urban areas, there needs to be more non-market housing investments to avoid issues of homelessness and encampments, and political conflicts.
- If BC Housing won't fund construction, developers have to go to the open market and pay more for construction, which may increase costs.
- There are gaps in income thresholds for subsidised housing for families. More support is needed to connect people to the housing they need.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time.

Respondents provided the following comments to explain their support for Goal 5:

- This goal can only be achievable if more investments are made in non-market housing and homelessness services in the next 10 years. Goals and timelines should be set. (2 respondents)
- Brief homelessness can be avoided if shelters are functioning at all times.
- Changes in wages, on-going mental health support, drug addiction support, and life skills support is needed in order to achieve this goal. More advocates are also needed to help tenants transition out of homelessness. (2 respondents)
- The current development process is too slow and is lenient towards developers.

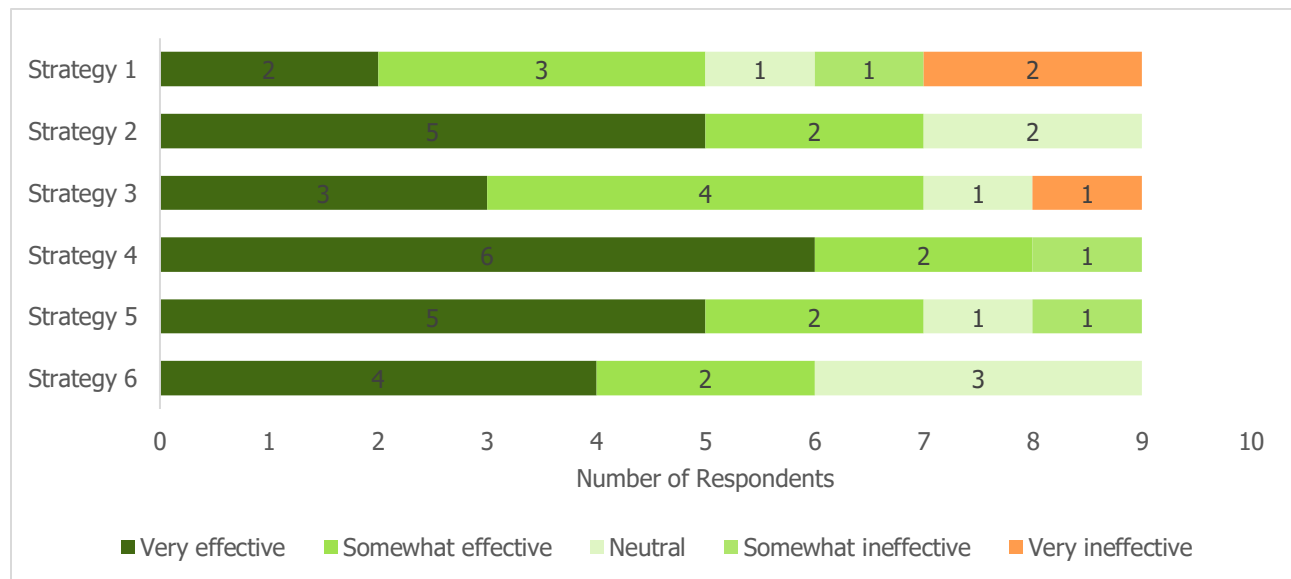
Respondents were also asked if there were any other goals that should be included in the HOME Strategy. Respondents provided suggestions including integrating more supportive housing models (2 respondents) and including a team of organizations that want to be involved in housing work for policy reviews and to be part of the Homelessness Task Force.

2.3.2 STRATEGIES

Goal 1: Inclusive and Livable Neighbourhoods

Figure 18 shows how effective respondents representing organizations thought Strategies 1 to 6 would be for achieving the goal of inclusive and livable neighbourhoods.

Figure 18. Organizations' Rating of Level of Effectiveness of Goal 1 Strategies



Respondents provided the following comments for these strategies:

- STRATEGY 6 is great for growing and supportive inclusive communities. Connected communities fare better in emergencies.
- Strategies do not include actions to help individuals on CPP/OAP making \$1300 - \$1800, singles needing to live in a studio, couples, and seniors who need multiple rooms.

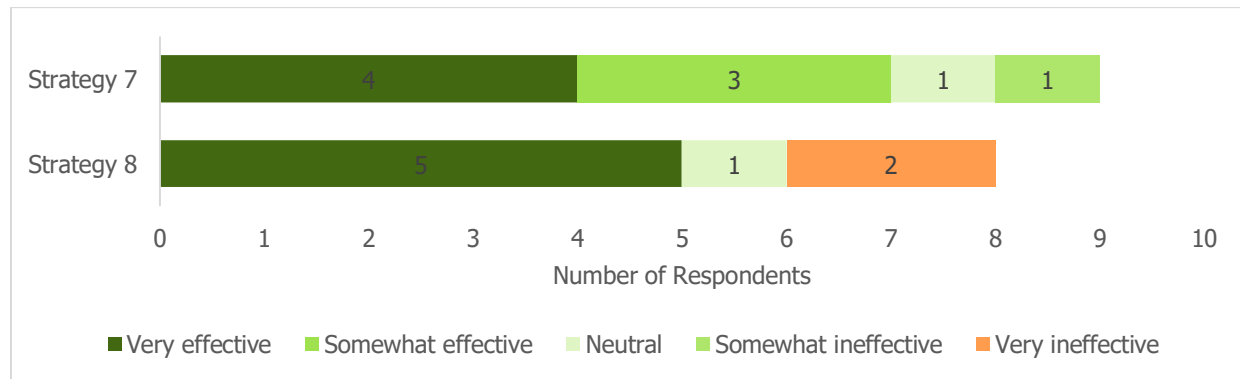
Other strategies that were suggested by respondents include:

- Create more quality childcare spaces in all publicly funded developments. Partner with non-profit childcare providers when designing, building, and operating spaces.
- Provide supervised consumption services.
- Ensure there are community services, amenities, and transportation near housing.

Goal 2: Options for Home Ownership

Figure 19 shows how effective respondents thought Strategies 7 and 8 would be for achieving the goal of options for home ownership.

Figure 19. Organizations' Rating of Effectiveness of Goal 2 Strategies



Respondents provided the following comments for these strategies:

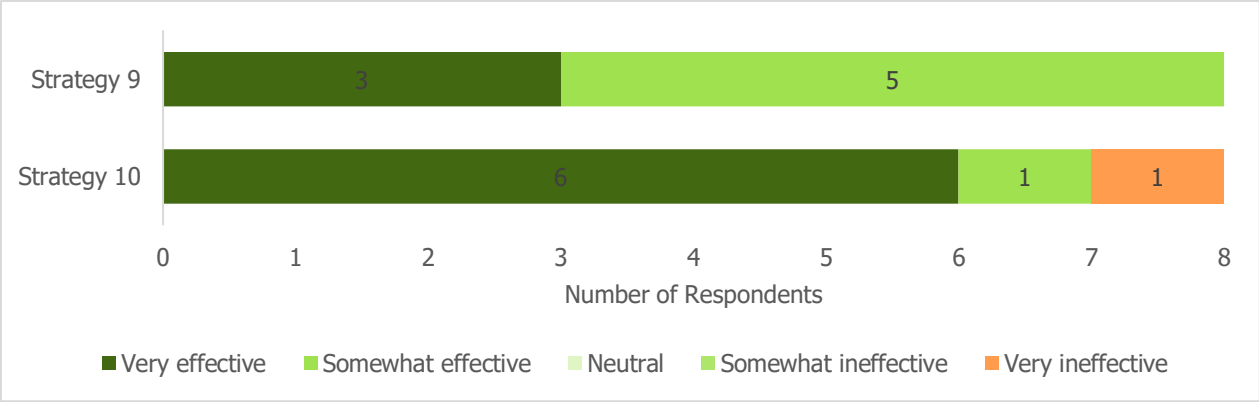
- It may be challenging to find people to trust and manage co-op housing as outlined in STRATEGY 8. Co-ops are often self-managed and rented out to familiar acquaintances and friends with artificially low rental costs. New people moving in are not asked to pay more than old tenants. There is evidence that show tenants staying in co-ops despite having higher incomes and buying investment properties. As tenants age, their involvement in the management of the building also decreases resulting in many co-ops not accepting seniors that have housing needs.
- Strategies need to plan for future inflation in the housing market.

A Community Land Trust was suggested as a strategy that could help achieve this goal.

Goal 3: A Renter Friendly Community

Figure 20 shows how effective respondents thought Strategies 9 and 10 would be for achieving the goal of a renter friendly community.

Figure 20. Organizations' Rating of Effectiveness of Goal 3 Strategies

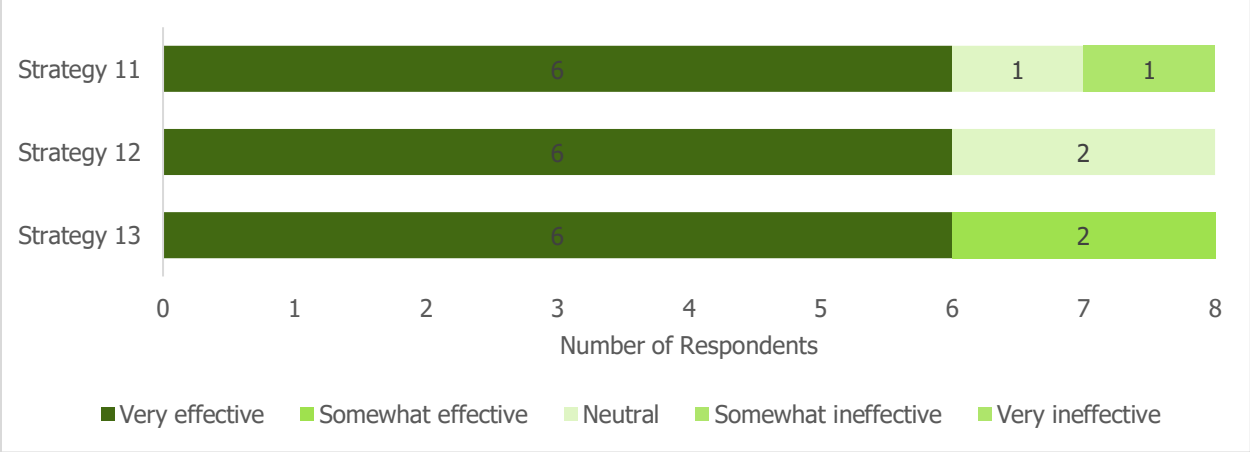


One respondent noted that single family residential areas need to be inclusive of the rental housing outlined in STRATEGY 9. For STRATEGY 10, one respondent commented that tenants facing displacement should be supported but does not correlate or result in more renter friendly neighbourhoods.

Goal 4: A Healthy Supply of Non-Market Housing

Figure 21 shows how effective respondents thought Strategies 11 to 13 would be for achieving the goal of a renter friendly community.

Figure 21. Organizations' Rating of Effectiveness of Goal 4 Strategies



Respondents provided the following comments for these strategies:

- BC Housing has roles and contributions outlined as requirements for funding and supports but TAP indicates that the displaced tenants don't have to adhere to those roles and responsibilities
- The more variety of services that can be embedded in facilities the better.
- There is interest in developing Metis focused affordable housing in Burnaby that requires City support in facilitating the process. Historically, it has been difficult to develop affordable housing projects in the City. Zoning policies could be designed in a way that encourages sites to be developed in partnerships with developers that are financially feasible.

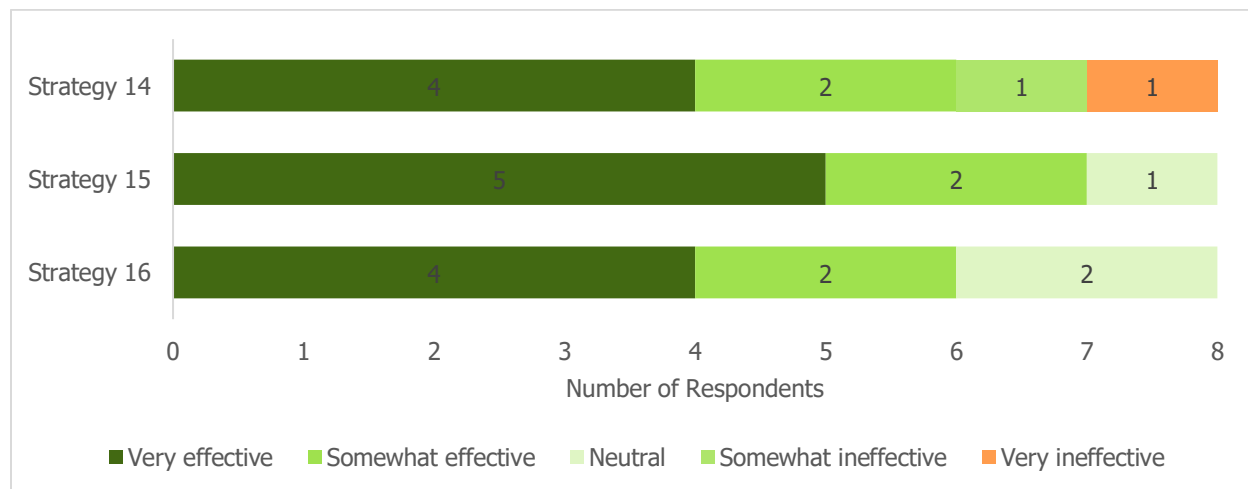
Other strategies that were suggested by respondents include:

- Build non-market housing buildings with the capacity to expand other spaces (e.g., commercial)
- Integrate services on non-market housing sites (e.g., childcare)

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

Figure 22 shows how effective respondents thought Strategies 14 to 16 would be for achieving the goal of a place where homelessness is rare, brief and one time.

Figure 22. Organizations' Rating of Effectiveness of Goal 5 Strategies



Respondents provided the following comments for these strategies:

- Despite the willing of agencies to collaborate, there is a lack of momentum to get projects off the ground. There is constant competition between developers and the City that needs to be addressed first to achieve these strategies.
- STRATEGY 14 needs to be clearly defined and must account for systemic issues including stigma, racism, sexism, overrepresentation of Indigenous peoples, substance abuse, mental illness, and poor quality of childcare that are present in current housing, health care, and policing systems.

Other strategies that were suggested by respondents include:

- Ensure funding is moved upstream.
- Ensure coordination between municipalities, health care authorities, and care teams.

As a final question, respondents were asked if they had any other suggestions for solutions, innovations, or actions the City should consider in the HOME Strategy. Respondents emphasized that solutions should be bold and creative and address core needs. While some issues can't be completely solved, available supports can help lessen their impacts.

3 FOCUS GROUPS (2020)

3.1 OVERVIEW

Focus groups were held with stakeholders on September 15 and between September 21 and 24, 2020. All focus groups were conducted virtually through Zoom due to Covid-19 social distancing measures. Stakeholders were invited from the following groups: homelessness service providers, service providers, non-market housing providers, developers, large institutions, major employers, and neighbouring governments. A total of 59 stakeholders participated in focus groups.

Combined focus groups were held that asked participants to provide their input on both the Burnaby Housing Needs Report and the draft goals and strategies for HOME: Burnaby's Housing + Homelessness Strategy ("HOME Strategy"). This was done to maximize participation and avoid asking participants to attend multiple sessions during the engagement period.

Findings on housing needs can be found in the Burnaby Housing Needs Report What We Heard Report.

To obtain feedback on the draft HOME Strategy, stakeholders were asked to brainstorm solutions that would address the needs they identified both in the short and long term. They were also asked to reviewed the following vision, goals, and strategies of the draft HOME Strategy:

Vision: A Home for Everyone. A place where everyone can find a home, afford a home, and feel a home.

Goal 1: Inclusive and Livable Neighbourhoods

- STRATEGY 1: Introduce new housing forms, such as laneway homes, triplexes, and four-plexes, in single and two-family neighbourhoods
- STRATEGY 2: Increase the number and quality of mixed-use, affordable residential communities in transit-friendly locations.
- STRATEGY 3: Promote awareness of new housing forms and types to encourage inclusive neighbourhoods.
- STRATEGY 4: Encourage a range of family-friendly multi-family housing types.
- STRATEGY 5: Facilitate the development and retention of housing with supports for people of all abilities and incomes throughout the community.
- STRATEGY 6: Explore initiatives that promote social connections, sustainability and resilience in multi-family housing.

Goal 2: Options for Home Ownership

- STRATEGY 7: Support initiatives that offer attainable home ownership.
- STRATEGY 8: Support alternative housing tenures and forms such as co-housing, rent to own, and co-operative housing.

Goal 3: A Renter Friendly Community

- STRATEGY 9: Use rental zoning and other initiatives to protect and grow our rental housing.
- STRATEGY 10: Support tenants facing displacement and other challenges.

Goal 4: A Healthy Supply of Non-Market Housing

- STRATEGY 11: Pursue affordable housing partnerships with First Nations, regional, provincial, and federal governments, not-for-profit organizations and other housing.
- STRATEGY 12: Provide land, funding, and regulatory support for non-market housing.
- STRATEGY 13: Facilitate renewal and redevelopment of under-utilized land for affordable housing, through regulatory and other means.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

- STRATEGY 14: Prevent people from entering homelessness.
- STRATEGY 15: Support pathways out of homelessness.
- STRATEGY 16: Facilitate coordination among homeless serving agencies in Burnaby.

The following sections provide a detailed summary of stakeholder discussions.

This document is a summary of what was heard from stakeholder focus groups. The comments presented may not reflect the most up to date information.

3.2 HOMELESSNESS SERVICE PROVIDERS

Vision

Stakeholders were asked the following questions on the vision of the HOME Strategy:

- 1. Are these the right goals to achieve the vision?*
- 2. Are any missing? Should any be removed? Should any be changed or strengthened?*
- 3. If we achieve these goals, which will have the most impact on the overall vision?*

No specific comments were made about the vision.

Goals and Strategies

Stakeholders were asked the following five questions for the goals and strategies in the Housing Strategy:

- 1. Do the strategies achieve the goals?*
- 2. Are any missing? Should any be removed? Should any be changed or strengthened?*
- 3. Which strategies are most impactful?*
- 4. Which strategies are long term, and which are short term?*
- 5. How do we achieve these strategies?*

Discussions on the goals and strategies are summarized below.

Goal 1: Inclusive and Livable Neighbourhoods

- These strategies seem similar to the ones in place for Metro Vancouver.

- There could be stronger statements around shelters, supportive housing, and social housing in all neighbourhoods.
- There should be an additional strategy that speaks to anti-racism, anti-discrimination, and an anti-poverty oppression campaign.

Goal 2: Options for Home Ownership

- Goal 2 may be perceived as a higher priority than Goal 5 and implies that homeownership is the ultimate goal. The goals should be reordered accordingly.
- STRATEGY 7 does not state the purpose for attaining homeownership. For some households, attaining homeownership is not an impending need while others require stable housing (e.g., seniors on fixed income).

Goal 3: A Renter Friendly Community

- No comments were received for Goal 3

Goal 4: A Healthy Supply of Non-Market Housing

- In the goal statement, 'non-market' housing should be adjusted to say 'affordable' housing or 'affordable, adequate, and suitable' housing for more clarity and to be more inclusive of different groups (e.g., social housing, seniors, individuals with disabilities, large families) and local incomes.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

- To achieve STRATEGY 14, there needs to be skill building and housing maintenance support for individuals. These supports will help prevent individuals from becoming and staying homeless. People often struggle with staying housed due to lack of feeling connected to the community, lack of skills, or self-esteem. The acuity of complex issues is greater than in the past.
- STRATEGY 16 puts the burden for finding solutions on homeless services but does not describe the broader community's or City's role. Organizations are often working at capacity and do not have extra time or effort to facilitate coordination. A systems approach which leverages the City's role and resource support should be referenced in this strategy. Leveraging the City's role would ensure better sector connections to decision makers, council, and the mayor. The City could help with advocacy for land renewal, lobbying government, and providing long term and short term supports (e.g., showers, access to community spaces, funding).
- STRATEGY 16 assumes that there is no coordination among organizations. However, organizations communicate and share common goals. During Covid-19, agencies have been working together more.

3.3 SERVICE PROVIDERS

Vision

Stakeholders were asked the following questions for the vision of the Housing Strategy:

1. *Are these the right goals to achieve the vision?*

2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *If we achieve these goals, which will have the most impact on the overall vision?*

Two out of four participants said Goal 1 would have the most impact on the overall vision. One participant selected Goal 3 and one selected Goal 4.

Other comments that were mentioned are summarized below.

- An additional goal should be added that speaks to supportive housing with creative solutions
- Strategies should mention reconciliation and additional support for First Nations
- Complex housing needs (e.g., mental health issues and addiction issues) should be mentioned in the strategies.

Goals and Strategies

Stakeholders were asked the following five questions on the draft goals and strategies:

1. *Do the strategies achieve the goals?*
2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *Which strategies are most impactful?*
4. *Which strategies are long term, and which are short term?*
5. *How do we achieve these strategies?*

One focus group voted for the strategies they thought were most impactful (question 3) and the strategies that are short term or long term (question 4). Voting was optional and not all participants voted. The results of their votes are included below. The numbers in the tables show the number of individuals that voted for the strategy.

Discussions and rankings of the goals and strategies are summarized below.

Goal 1: Inclusive and Livable Neighbourhoods

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 1: Introduce new housing forms, such as laneway homes, triplexes, and four-plexes, in single and two-family neighbourhoods.	1		
STRATEGY 2: Increase the number and quality of mixed-use, affordable residential communities in transit-friendly locations.	2		
STRATEGY 3: Promote awareness of new housing forms and types to encourage inclusive neighbourhoods.	1		1
STRATEGY 4: Encourage a range of family-friendly multi-family housing types.			2
STRATEGY 5: Facilitate the development and retention of housing with supports for people of all abilities and incomes throughout the community.	1	1	1

STRATEGY 6: Explore initiatives that promote social connections, sustainability and resilience in multi-family housing.	1		1
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- In the goal statement, 'affordable,' and 'equitable' should also be added to describe types of neighbourhoods.
- To achieve Goal 1, there needs to be involvement and representation, beyond consultation, from affected communities in the design and decision-making process. People need to feel empowered to have a voice in their community.
- STRATEGY 1 still focuses on single-family homes with too much density added near SkyTrain hubs.
- The National Housing Standard has a Western definition of families that does not apply well to many ethnic family structures. Extended families or grandparents are often considered immediate family members in many ethnic families. The strategies should be inclusive of these types of family structures.
- Visitable housing should be added to strategies.
- Accessible housing is not mentioned and should be considered under inclusive housing.
- Active transportation is important to livable neighbourhoods.

Goal 2: Options for Home Ownership

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 7: Support initiatives that offer attainable home ownership.	1	4	
STRATEGY 8: Support alternative housing tenures and forms such as co-housing, rent to own, and co-operative housing.	4	1	1

- Land trust research and options should be added to STRATEGY 8.
- People should be able to own their home in unique ways (e.g., tiny homes, own home and rent land, co-ops).
- A strategy (e.g., rent-to-own options) should be added to make homeownership possible for young adults.

Goal 3: A Renter Friendly Community

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 9: Use rental zoning and other initiatives to protect and grow our rental housing.	2	2	1
STRATEGY 10: Support tenants facing displacement and other challenges.	3	1	1

- There should be rental restrictions within stratas.
- A City bylaw could be implemented to ensure that new buildings have a certain percentage of rentals. This would require lobbying or advocating to the provincial government.

Goal 4: A Healthy Supply of Non-Market Housing

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 11: Pursue affordable housing partnerships with First Nations, regional, provincial, and federal governments, not-for-profit organizations and other housing.	1		2
STRATEGY 12: Provide land, funding, and regulatory support for non-market housing.	3	1	
STRATEGY 13: Facilitate renewal and redevelopment of under-utilized land for affordable housing, through regulatory and other means.	1	1	2

- Goal 4 should be the most important goal that the HOME Strategy should be committed to. Goal 4 can be rearranged to be the highest priority.
- In the goal statement, 'affordable' should be added to describe housing supply
- There needs to be stronger definition of non-market housing
- In addition to building new units, current non-market units should be retained

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 14: Prevent people from entering homelessness.	4		1
STRATEGY 15: Support pathways out of homelessness.	4	1	1
STRATEGY 16: Facilitate coordination among homeless serving agencies in Burnaby.	1	1	1

- STRATEGY 14 is most important for preventing individuals from being impacted by homelessness.
- Rental housing needs to be stabilized before homelessness can be prevented in the community. Otherwise, individuals will be shifting from one precarious housing situation to another.
- RCMP could be a partner in shifting away from enforcement.
- Facilitation of coordination could be better between the City, housing non-profits, and other service providers (e.g., primary care network, social worker).
- Surveys should be conducted to learn more about homelessness and connections to the overdose crisis.
- More land is needed to build shelters.
- Transitional housing is also needed.

3.4 ACCESS ADVISORY COMMITTEE

Vision

Stakeholders were asked the following questions for the vision of the Housing Strategy:

1. *Are these the right goals to achieve the vision?*
2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *If we achieve these goals, which will have the most impact on the overall vision?*

No specific comments on the vision were provided.

Goals and Strategies

Stakeholders were asked the following five questions related to the goals and strategies in the Housing Strategy:

1. *Do the strategies achieve the goals?*
2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *Which strategies are most impactful?*
4. *Which strategies are long term, and which are short term?*
5. *How do we achieve these strategies?*

Discussions on the goals and strategies are summarized below.

Goal 1: Inclusive and Livable Neighbourhoods

- STRATEGY 4 is the most important strategy to help achieve this goal. It is one of the immediate solutions that can help increase housing in the community.
- Strategies need to be linked to specific neighbourhoods and consider other impacts (e.g., densification can increase traffic).
- There are some complicated issues interlinking health and transportation. There needs to be an accessibility strategy to address this.
- To achieve STRATEGY 5, there will need to be collaboration with other organizations within the community.

Goal 2: Options for Home Ownership

- STRATEGY 8 seems very promising.
- Based on stakeholder's experience, co-op mortgages can be significantly higher than prices for rentals.

Goal 3: A Renter Friendly Community

- STRATEGY 10 is great for supporting those who are directly impacted by displacement.
- The City should consider solutions for supporting individuals who are being renocticed.
- In addition to primary markets, secondary markets should be explored in this goal and strategies.

Goal 4: A Healthy Supply of Non-Market Housing

- STRATEGY 12 is the most impactful in achieving this goal.

- For STRATEGY 12, land needs to be retained by the City.
- The City needs to be careful around mandates that can slow down processes. It is also important to consider how much control stakeholders retain.
- The City should participate in research projects related to innovative housing solutions.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

- Homelessness is a complex issue. All three strategies are equally important and should have high priority.
- STRATEGY 15 is the most realistic strategy. Homelessness is generational, unpredictable, and can't be prevented.
- The City should consider how services are being advertised (e.g., rent bank) and work alongside a homelessness service coordinator.

3.5 NON-MARKET HOUSING PROVIDERS

Vision

Stakeholders were asked the following questions for the vision of the Housing Strategy:

- 4. Are these the right goals to achieve the vision?*
- 5. Are any missing? Should any be removed? Should any be changed or strengthened?*
- 6. If we achieve these goals, which will have the most impact on the overall vision?*

Five out of nine participants said Goal 4 would have the most impact on the overall vision. Three participants selected Goal 3 and one selected Goal 1.

Other comments that were mentioned are summarized below.

- The goals should be implemented in collaboration with the community, service providers, as well as neighbouring municipalities.
- Goal 5 should be the highest priority.
- A goal should be added to position the community housing sector as the main delivery agent for affordable rental housing.
- The City could work more with the Metro Vancouver Housing Corporation or larger non-profits to build asset bases. Opportunities for small housing providers to work alongside larger non-profits are also needed to ensure a diversity of needs are being met.

Goals and Strategies

Stakeholders were asked the following five questions related to the goals and strategies in the Housing Strategy:

- 6. Do the strategies achieve the goals?*
- 7. Are any missing? Should any be removed? Should any be changed or strengthened?*
- 8. Which strategies are most impactful?*
- 9. Which strategies are long term, and which are short term?*
- 10. How do we achieve these strategies?*

Stakeholders voted for the strategies they thought were most impactful (question 3) and the strategies that are short term or long term (question 4). Voting was optional and not all participants

voted. The results of their votes are included below. The numbers in the tables show the number of individuals that voted for the goal or strategy.

Goal 1: Inclusive and Livable Neighbourhoods

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 1: Introduce new housing forms, such as laneway homes, triplexes, and four-plexes, in single and two-family neighbourhoods.			2
STRATEGY 2: Increase the number and quality of mixed-use, affordable residential communities in transit-friendly locations.	5		3
STRATEGY 3: Promote awareness of new housing forms and types to encourage inclusive neighbourhoods.	4	3	
STRATEGY 4: Encourage a range of family-friendly multi-family housing types.			1
STRATEGY 5: Facilitate the development and retention of housing with supports for people of all abilities and incomes throughout the community.	1	1	
STRATEGY 6: Explore initiatives that promote social connections, sustainability and resilience in multi-family housing.		1	

- Strategies seem too broad.
- Strategies need to consider economics and regulatory context of the market
- Strategies could speak to designs of housing that allow for space to support community development or activities.
- STRATEGY 2 should be implemented across Burnaby and not only for transit friendly neighbourhoods.
- Social connections are very important to how communities are built.
- High density redevelopments of low-density neighbourhoods should be prioritized. High density rentals should remain wherever possible.

Goal 2: Options for Home Ownership

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 7: Support initiatives that offer attainable home ownership.	2	1	2
STRATEGY 8: Support alternative housing tenures and forms such as co-housing, rent to own, and co-operative housing.	2	1	2

- Strategies seem too vague and reiterative of the goal statement.

- Strategies should not be overly binary (e.g., renters vs. owners).
- Examples of Strategy 7 could include limited or shared equity ownership model.
- STRATEGY 7 may not be effective. There have been past initiatives for homeownership that haven't made it more affordable for individuals.
- The City may want to explore alternative models, but increasing housing supply everywhere will be the most impactful for achieving Goal 2.
- STRATEGY 8 is great step towards supporting creative solutions for what homeownership looks like. Co-op housing is a good example of a different path towards homeownership.
- Affordable homeownership programs are not realistic. More focus should be placed on co-ops and other forms.

Goal 3: A Renter Friendly Community

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 9: Use rental zoning and other initiatives to protect and grow our rental housing.	2	1	1
STRATEGY 10: Support tenants facing displacement and other challenges.		2	

- A strategy could be added to explore rental housing acquisition to transfer purpose built rental buildings to the community housing sector for bonus density.
- In private markets, tenants are vulnerable to profit seeking landlords.

Goal 4: A Healthy Supply of Non-Market Housing

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 11: Pursue affordable housing partnerships with First Nations, regional, provincial, and federal governments, not-for-profit organizations and other housing.	1		2
STRATEGY 12: Provide land, funding, and regulatory support for non-market housing.	2	2	
STRATEGY 13: Facilitate renewal and redevelopment of under-utilized land for affordable housing, through regulatory and other means.			2

- There are competing interests between federal programs. Local governments could lobby to have BC Housing administer federal funds.
- Strategies should be bold in maximizing the density on existing redevelopments. The return on investments have often been stifled in a political development process.
- There is a backlog of demand that may impact the ability for the City to attain a healthy supply of non-market housing. Additional inclusionary zoning or housing agreements may be needed.
- To achieve STRATEGY 11, values need to be aligned and strengthened between organizations.

- In STRATEGY 13, the word 'under-utilized' should be removed.
- STRATEGY 13 could be really valuable in providing more homes, even in the short-term.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 14: Prevent people from entering homelessness.			2
STRATEGY 15: Support pathways out of homelessness.	1	1	1
STRATEGY 16: Facilitate coordination among homeless serving agencies in Burnaby.	1	1	

- The goal statement does not resonate well and is a brazen statement. Eliminating homelessness may not be tangible as organizations don't have control over the situation of an individual's life. Homelessness may persist despite growing attempts to provide more housing. Supporting individuals out of homelessness and managing homelessness is possible with wraparound services and affordable housing options.
- There is a lack of transitional housing options and shelters in Burnaby.
- Non-profit groups in Burnaby working to end homelessness are small compared to larger groups in other cities.
- To achieve Goal 5, the City could prezone sites that allow for supportive housing.
- For STRATEGY 16, coordination with BC Housing is important to obtain accurate homelessness data.

3.6 DEVELOPMENT SECTOR

Vision

Stakeholders were asked the following questions for the vision of the Housing Strategy:

1. *Are these the right goals to achieve the vision?*
2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *If we achieve these goals, which will have the most impact on the overall vision?*

Comments that were mentioned are summarized below.

- Zoning has a significant impact in achieving the vision and goals. Only 15-20% of Burnaby's land base allows for high density housing. Conditional upzoning in single-family neighbourhoods with amenities (e.g., affordability, sustainability) is a way to improve housing options. Zoning also has racial implications and has created poverty in communities (most commonly seen in the US).
- There is currently no mechanism to prioritize affordable rental housing applications in Burnaby. The process to build a social purpose project is time consuming.

Goals and Strategies

Stakeholders were asked the following five questions for the goals and strategies in the Housing Strategy:

1. *Do the strategies achieve the goals?*
2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *Which strategies are most impactful?*
4. *Which strategies are long term, and which are short term?*
5. *How do we achieve these strategies?*

Discussions on the goals and strategies are summarized below.

Goal 1: Inclusive and Livable Neighbourhoods

- STRATEGY 1 may not be bold enough for achieving the impact that is needed. There needs to be more small or single lot options. Owners who are rebuilding on their own lots are basing their developments on land values from the '70s that target multi-generational housing. However, a range of options are needed.
- STRATEGY 2 may be hard to achieve. It is difficult to find areas that are not already mixed-use.
- STRATEGY 3 is unclear and may be a niche idea.
- STRATEGY 4 could be revised to include incentives for creating supply of housing that is needed (e.g., low-rise rental housing).
- Market units in the 1960s to 1980s became the units that are considered affordable.

Goal 2: Options for Home Ownership

- Strategies should be bolder and go beyond supporting initiatives. Supporting rezoning is important but politically difficult. A choices program could be offered to use the zoning bylaw more strategically and to meet certain standards (e.g., if a fourplex is getting built with a desired density, certain standards such as energy standards also need to be met).
- Single family homes can be changed to fourplexes to update the background fabric of the City. Affordable apartments and higher density can be added in parallel.
- To achieve Strategy 7, the City needs to be more flexible and consider partnerships.
- Lock-off suites are currently only possible at Simon Fraser University. STRATEGY 8 could include also support more lock offs in different housing forms across the City.
- There should be a size limitation for one unit single family homes.

Goal 3: A Renter Friendly Community

- Maintenance bylaws could support tenants and ensure the City has more of a role in making sure standards are met.
- The word 'protect' is vague in Strategy 9. Changing legislation for upzoning will help grow the rental market. If there is only rental housing in a zone, there will be no investments and it will eventually lead to deterioration.
- Rent control does not help make Burnaby a renter-friendly community. In 15 to 20 years, rent prices will fall behind the operating costs, making rental housing a risky venture.
- To achieve STRATEGY 10, a more generous tenant assistance policy is needed. With financial payments, tenants may be able to get into markets. Burnaby does not have a standards of maintenance bylaw. There is work in progress to support tenants and ensure the City in their role of making sure standards are being met.

Goal 4: A Healthy Supply of Non-Market Housing

- There are increasingly more developments that are supported by partnerships with the non-profit sector and the City.
- There could be a pre-approval of non-profits or a roster of non-profits for RFPs. An EOI process could also be beneficial.
- In City proposals, it is important to identify aspects that should be top priorities for the development vs. aspects that are flexible or optional.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

- A rent bank with low or no interest loans could support people financially from losing their home.
- There is interest in tiny townhomes that can be offered as a transitional strategy to provide shelter and create family densification. A village of 20 pods costs \$500K to construct.

Overall Comments

- There is a sense of mistrust of the private developer community from City Council. There are private developers that want to work in partnership with the City to achieve social objectives in a financially feasible way. City staff have been caught in the middle of these sentiments. Continued engagement and discussions are important to address the mistrust between developers and the City.

3.7 INSTITUTIONAL EMPLOYERS

Vision

Stakeholders were asked the following questions for the vision of the Housing Strategy:

- 1. Are these the right goals to achieve the vision?*
- 2. Are any missing? Should any be removed? Should any be changed or strengthened?*
- 3. If we achieve these goals, which will have the most impact on the overall vision?*

No specific comments were made about the vision.

Goals and Strategies

Stakeholders were asked the following five questions related to the goals and strategies in the Housing Strategy:

- 1. Do the strategies achieve the goals?*
- 2. Are any missing? Should any be removed? Should any be changed or strengthened?*
- 3. Which strategies are most impactful?*
- 4. Which strategies are long term, and which are short term?*
- 5. How do we achieve these strategies?*

Stakeholders voted for the strategies they thought were most impactful (question 3) and the strategies that are short term or long term (question 4). Voting was optional and not all participants voted. The results of their votes are included below. The numbers in the tables show the number of individuals that voted for the goal or strategy.

Goal 1: Inclusive and Livable Neighbourhoods

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 1: Introduce new housing forms, such as laneway homes, triplexes, and four-plexes, in single and two-family neighbourhoods.	1	1	
STRATEGY 2: Increase the number and quality of mixed-use, affordable residential communities in transit-friendly locations.	2		
STRATEGY 3: Promote awareness of new housing forms and types to encourage inclusive neighbourhoods.		2	
STRATEGY 4: Encourage a range of family-friendly multi-family housing types.		1	1
STRATEGY 5: Facilitate the development and retention of housing with supports for people of all abilities and incomes throughout the community.		1	1
STRATEGY 6: Explore initiatives that promote social connections, sustainability and resilience in multi-family housing.	1		1

- Secondary suites can also be an effective and attractive housing option. The current supply of secondary suites houses many students and young adults in Burnaby.
- Vacancy control provisions should be revisited
- 50% of units in new developments should be below-market affordable rentals
- Strategies need to ensure a diversity of housing types and building ages. Tearing down older housing may also displace people who may not be able to find affordable housing.
- More regulation is needed to avoid displacement and increasing unaffordability.
- It will take time to see whether the strategies achieve the goals.
- Increasing density and multi-family homes may not necessarily achieve the goal.
- Goal statement should include 'commuter friendly'.

Goal 2: Options for Home Ownership

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 7: Support initiatives that offer attainable home ownership.		1	1
STRATEGY 8: Support alternative housing tenures and forms such as co-housing, rent to own, and co-operative housing.	4		

- Strategies should emphasize and add 'culturally appropriate' homes.
- There should be consideration of Indigenous housing and reconciliation (e.g., who is profiting from the land, who is included, who is centered in the community vision).
- The goals and strategies should move away from homeownership as an individual. The goal statement should be broadened.
- Co-op housing is not the same as co-ownership. Co-ownership housing is not always affordable but can be a good alternative to single-family housing.

Goal 3: A Renter Friendly Community

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 9: Use rental zoning and other initiatives to protect and grow our rental housing.	2		
STRATEGY 10: Support tenants facing displacement and other challenges.	2	2	

- There could be collaboration with developers to build more rental units within new developments.
- There could be a business licensing provision or more penalties for landlords who are neglectful or harass their tenants.
- 'Rental-friendly' suggests that renting is an illegitimate choice that needs to be accommodated. The goal statement could be revised to say 'rental-balanced'.
- There could be an additional strategy that incentivizes landlords to retain older buildings that serve as adequate rental accommodations. Landlords could also be required to have a maintenance plan in place for rentals.
- Other strategies could be added include implementing zoning bylaws that could promote buildings that are mixed ownership and rental from the onset or having rent controlled suites.

Goal 4: A Healthy Supply of Non-Market Housing

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 11: Pursue affordable housing partnerships with First Nations, regional, provincial, and federal governments, not-for-profit organizations and other housing.		2	3
STRATEGY 12: Provide land, funding, and regulatory support for non-market housing.	2		1
STRATEGY 13: Facilitate renewal and redevelopment of under-utilized land for affordable housing, through regulatory and other means.	2	2	

- Zoning bylaws should help make more Indigenous and public non-market housing accessible.
- Golf courses could be expropriated for public housing.
- Coordination with youth agencies could help support youth aging out of foster care
- A non-profit public development company could be created to help build non-market housing.
- Non-market is a very broad term – should be more specific.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

Strategy #	Most Impactful	Short-term	Long-term
STRATEGY 14: Prevent people from entering homelessness.	2		
STRATEGY 15: Support pathways out of homelessness.	3		
STRATEGY 16: Facilitate coordination among homeless serving agencies in Burnaby.		2	

- STRATEGY 14 is not specific enough. The wording in STRATEGY 14 could be changed to ‘have emergency housing available for various people who find themselves in a temporary situation of homelessness (e.g., shelters for women and children, youth)’.
- More action and attention to issues could prevent individuals from entering homelessness.
- It may not be possible to achieve this goal without more supply of housing and resources.

3.8 NEIGHBOURING GOVERNMENTS

3.8.1 LOCAL GOVERNMENTS

A focus group was completed with representatives from the City of New Westminster, the City of Coquitlam, and Metro Vancouver on September 22, 2020. Stakeholders were asked to provide insight on the Housing Strategy’s vision, goals, and strategies.

Vision

Stakeholders were asked the following questions for the vision of the Housing Strategy:

1. *Are these the right goals to achieve the vision?*
2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *If we achieve these goals, which will have the most impact on the overall vision?*

Comments that were mentioned are summarized below.

- Goals and strategies are comprehensive and include issues that are not included in the Metro 2040 strategy.
- Focusing on Goal 2 may take away from Goals 3 and 4.
- There may be a role for neighbouring municipalities to help push provincial support for Goals 2 and 5.

- The focus of the Housing Strategy should be on Goals 4 and 5 because they are neglected by the market.
- Goal statements could be bolder.
- Public education is important to ensuring that there is support for the Strategy and its implementation.
- The use of the word 'home' feels more personal for residents.
- The vision is not focused on owning a home, but rather, having a home. While this is good, it may seem skeptical to some individuals.
- Due to the impacts of Covid-19, adding a health lens could be relevant.

Goals and Strategies

For each of the goals and strategies, stakeholders were asked to consider the following five questions:

1. *Do the strategies achieve the goals?*
2. *Are any missing? Should any be removed? Should any be changed or strengthened?*
3. *Which strategies are most impactful?*
4. *Which strategies are long term, and which are short term?*
5. *How do we achieve these strategies?*

Discussions on the goals and strategies are summarized below.

Goal 1: Inclusive and Livable Neighbourhoods

- STRATEGY 1 should include other forms in addition to the ones listed. It may be better to remove the forms that are listed so the options don't seem limited.

Goal 2: Options for Home Ownership

- There should be consideration for 'affordable' home ownership.
- BC Housing does not have a lot of land left.

Goal 3: A Renter Friendly Community

- Tenants need to feel like they have security in their home.
- There should be a strategy that mentions expanding secondary suites under this goal.
- There should be mention of additional options to create more family-friendly rental housing in Burnaby, especially for 3 or more bedroom homes.

Goal 4: A Healthy Supply of Non-Market Housing

- In the goal statement, add 'growing' to describe supply of non-market housing.
- The definition of non-market housing is unclear.
- The Metro Vancouver Housing Corporation is interested in working with the City. This regional partnership could be added to STRATEGY 11.
- There should be an additional strategy that speaks to working with the community to ensure that non-market housing benefits residents as well. Additional education (e.g., tour of affordable housing, educational videos, interviews with people with lived experiences) could help neighbours understand how non-market housing has benefited their community.

Goal 5: A Place Where Homelessness is Rare, Brief, and One Time

- There is a lot of stigma and NIMBY attitudes around homelessness in Burnaby. More public education and communication should be included as a strategy under this goal.
- Other strategies that could help achieve this goal include: 'strengthen stock of homeless supporting housing (e.g., shelters, warming facilities),' and 'support Fraser Health and other service providers that assist people with mental health issues or substance abuse (e.g., providing venues or community spaces, in-kind contribution).'