

HOME: BURNABY'S HOUSING + HOMELESSNESS STRATEGY

Phase 4/5 - What We Heard Report
September 28, 2021

CONTENTS

1	Overview	3
2	Community Survey On Draft HOME Strategy (2021)	4
2.1	Overview	4
2.2	Demographics	5
2.3	Key Findings	7
2.4	GOAL 1: Inclusive and Livable Neighbourhoods	9
2.5	GOAL 2: Options for Secure Housing Tenure	19
2.6	GOAL 3: A Renter-Friendly Community	23
2.7	GOAL 4: A Healthy Supply of Non-Market Housing	27
2.8	GOAL 5: A Place Where Homelessness is Rare, Brief and One Time	33
2.9	Additional Comments	38
3	Focus Groups (2021)	40
3.1	Overview	40
3.2	Mayor's Task Force on Community Housing	40
3.3	City of Burnaby HOME Strategy Engagement: Community Discussion Workshop	43
3.4	City of Burnaby HOME Strategy Engagement: Homelessness Workshop	45
3.5	City of Burnaby HOME Strategy Engagement: Stakeholder Workshop	48
4	Neighbouring Governments	53
4.1	Metro Vancouver	53
4.2	Tsleil-Waututh Nation	54

1 OVERVIEW

This What We Heard Report is a record of the Phase 4/5 engagement completed as part of the development of HOME: Burnaby’s Housing + Homelessness Strategy (“Strategy”). This process set out to collect community and stakeholder input at different points in the development of the Strategy between September 2020 and June 2021. This document is a record of all the feedback that was received from April to July 2021, and reflects diverse resident and stakeholder perspectives on the HOME Strategy.

Due to the COVID-19 pandemic, social distancing measures prevented large group gatherings. The engagement process was primarily conducted virtually using online survey tools and Zoom workshops.

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 Strategy	327 participants	April 23 rd to July 5 th , 2021
3	Focus Groups	4 focus groups with 127 participants, including: <ul style="list-style-type: none"> • 36 residents • 8 members of the Mayor’s Task Force on Community Housing • 29 homelessness service providers • 54 organizations representing service providers, non-profit developers, private developers, special interest and advocacy groups, and other levels of government 	June 2021
4	Written Submissions	2 written submissions from: <ul style="list-style-type: none"> • Tsleil-Waututh Nation • Metro Vancouver staff 	July and August 2021

2 COMMUNITY SURVEY ON DRAFT HOME STRATEGY (2021)

2.1 OVERVIEW

A community survey was available online from April 23rd to July 5th through the City’s website. Residents and community organizations were invited to provide input to shape the City’s draft goals, strategies and actions for the HOME Strategy. The survey received a total of 327 responses. Responses and comments from survey respondents are summarized in the sections below.

Respondents were asked to provide feedback on the draft strategies and actions. Overall, the draft goals and strategies received strong support from respondents.

Draft Goals and Strategies

The draft goals and strategies presented in the survey are listed below:

- Goal 1: Inclusive and Livable Neighbourhoods. This Goal envisions a broader range of housing in all residential neighbourhoods.
 - STRATEGY 1: Increase housing choice
 - STRATEGY 2: Create more housing in mixed-use, transit-friendly areas
 - STRATEGY 3: Support housing for diverse needs
 - STRATEGY 4: Promote social connections and resilience ¹
 - STRATEGY 5: Support climate-friendly and sustainable housing development
- Goal 2: Options for Secure Housing Tenure. This Goal recognizes that secure housing is a cornerstone of a sustainable and resilient community.
 - STRATEGY 6: Explore ways to make home ownership more attainable
 - STRATEGY 7: Support co-operatives, co-housing and other secure, collaborative housing options
- Goal 3: A Renter-Friendly Community. This Goal envisions a community with plenty of rental housing that is affordable and well-maintained.
 - STRATEGY 8: Protect and grow Burnaby’s rental housing stock
 - STRATEGY 9: Support tenants facing displacement and other challenges

¹ Note: Strategy 4 was mislabeled “Support housing for diverse needs” in the online survey. However, the descriptions and actions related to this strategy were correct and respondents provided feedback on the correct information.

- Goal 4: A Healthy Supply of Non-Market Housing. This Goal focuses on increasing Burnaby’s stock of affordable non-market housing.
 - STRATEGY 10: Pursue non-market housing partnerships with governments and housing providers
 - STRATEGY 11: Provide regulatory support for non-market housing
 - STRATEGY 12: Facilitate redevelopment of low-density sites for affordable 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 who do, experience it once and for a short period of time.
 - STRATEGY 13: Prevent pathways into homelessness
 - STRATEGY 14: Support pathways out of homelessness
 - STRATEGY 15: Contribute to continued collaboration and coordination among homeless serving partners

Respondents were allowed to skip questions, submit the survey at any point, and pick multiple answers for some questions. The “N” shown for each graph represents the number of respondents to each question, which varied. Percentages in graphs are based on the number of respondents to the question. Responses from open-ended questions were reviewed and summarized by themes that emerged. Themes that were mentioned by at least two respondents are summarized in this report.

2.2 DEMOGRAPHICS

Where Respondents Live

Respondents were asked about their relationship to Burnaby and were able to select multiple answers. 73% of respondents (304 respondents) reported that they live in Burnaby, 21% (87 respondents) work in Burnaby, and 3% (14 respondents) go to school in Burnaby. The responses from non-residents that filled out the survey (29 respondents) are not included in the summary. The raw data from the survey has been summarized and provided to the City separately.

Figure 2. Respondents’ relationship to Burnaby (N=327)

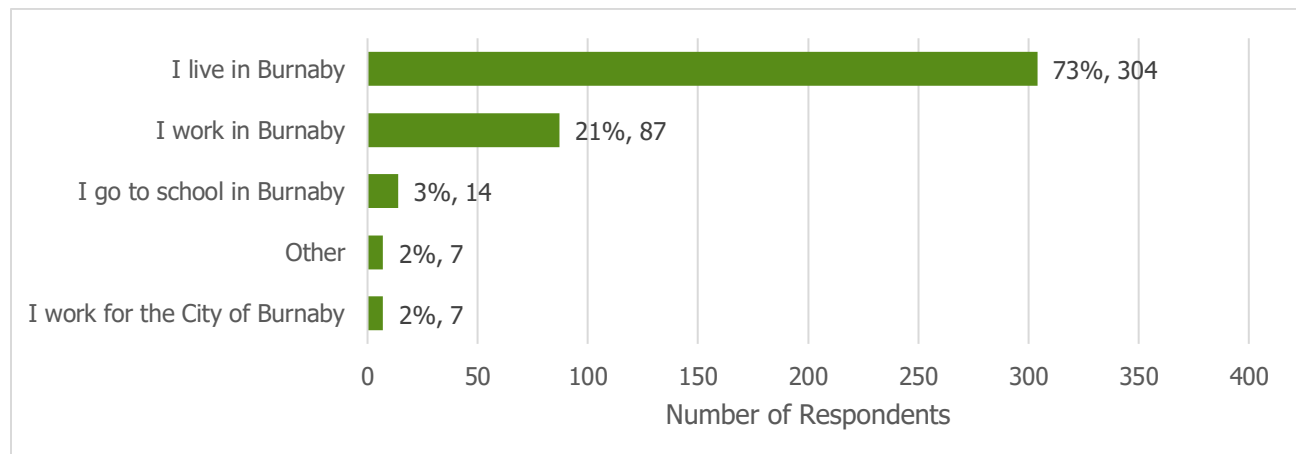
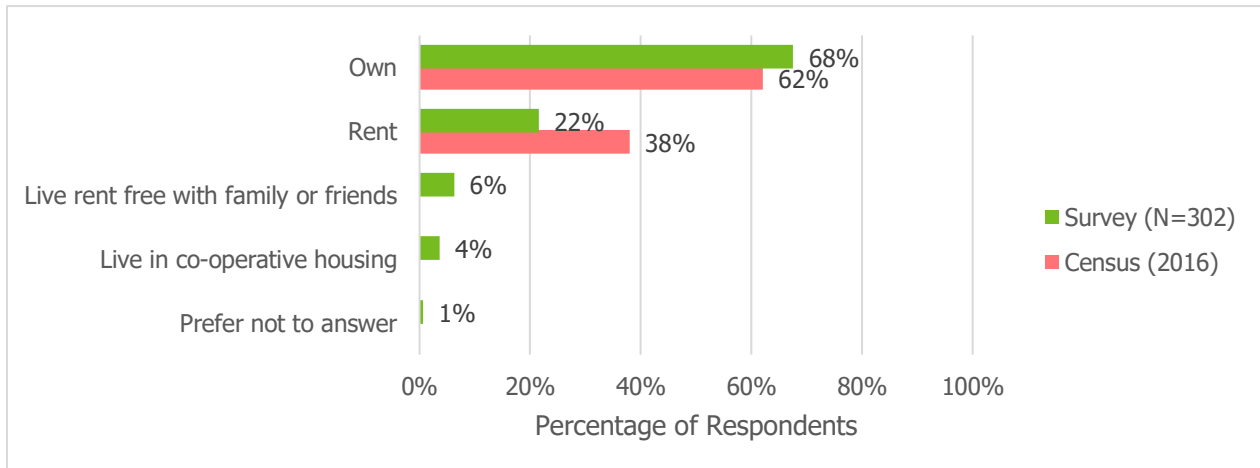


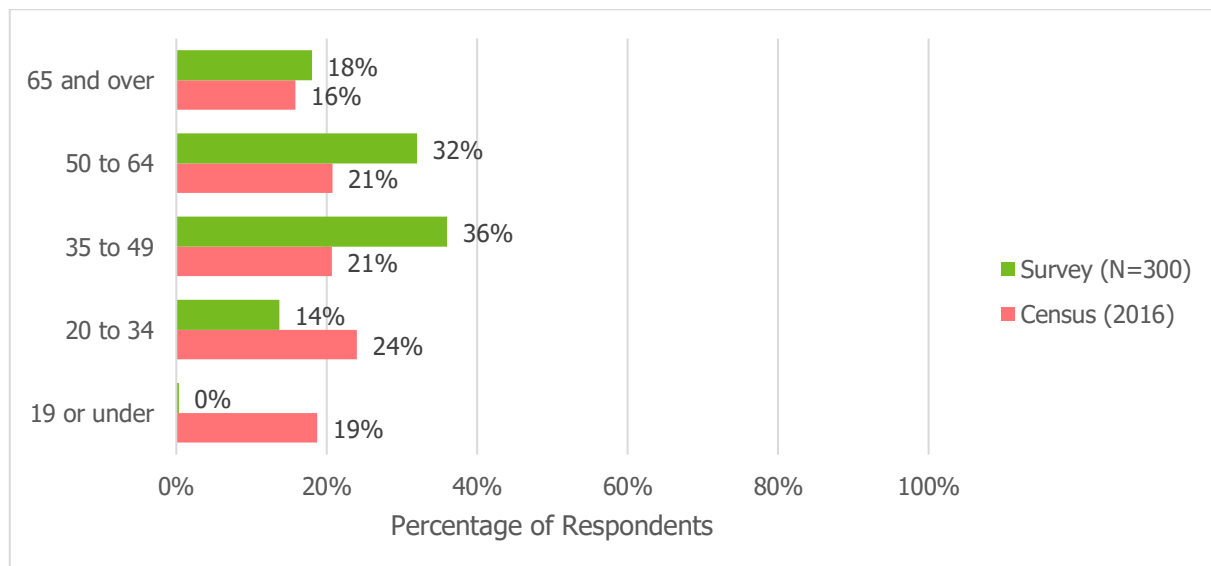
Figure 3 compares the tenure of respondents to the 2016 census. It shows that the survey received a higher proportion of owner respondents and a lower proportion of renter respondents than the community distribution of these tenure types. In addition, 6% (19 respondents) of respondents live rent free with family or friends, 4% (11 respondents) live in co-operative housing, and 1% (2 respondents) preferred not to answer.

Figure 3. Tenure of respondents compared to 2016 census



Survey respondents reflected a wide range of age groups (Figure 4f). Compared to the 2016 census, there was a higher representation of individuals between the ages of 35 to 64 (68% compared to 42%) and a lower representation of individuals between the ages of 20 to 34 (14% compared to 24%). The survey received one response from an individual 19 years or under, though typically surveys of this nature do not generate responses from children and youth.

Figure 4. Age of respondents

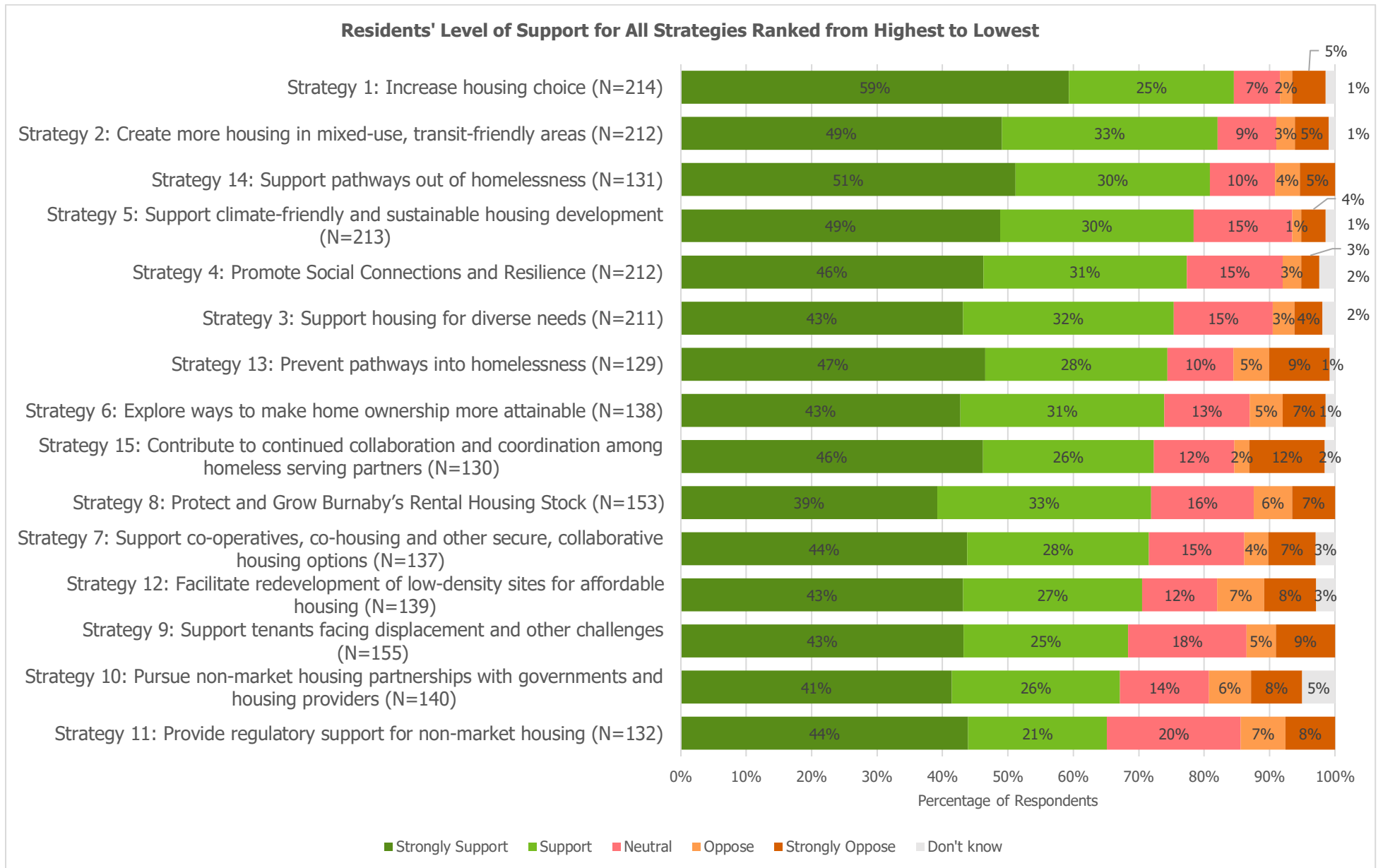


2.3 KEY FINDINGS

2.3.1 STRATEGIES THAT RECEIVED THE MOST SUPPORT OVERALL

Overall, a majority of respondents strongly supported or supported all of the strategies. The graph below shows the level of support for all strategies from highest to lowest. The top three strategies that received the highest level of support were STRATEGIES 1, 2, and 14.

Figure 5. Residents' level of support for all Strategies ranked from highest to lowest



2.3.2 LEVEL OF SUPPORT COMPARED BY TENURE TYPES

Responses from owner and renter respondents were compared. Some key differences were observed:

- Homeowners expressed greater support for STRATEGY 1 (88%, 110 respondents) in favour of increased housing choices
- Renters expressed greater support for STRATEGIES 14 (96%, 23 respondents), 10 (91%, 30 respondents), 6 (88%, 33 respondents), 9 (88%, 38 respondents), and 15 (88%, 21 respondents) in favour of making homeownership more attainable, supporting tenants facing displacement and other challenges, providing non-market housing options, and preventing and addressing homelessness
- Homeowners were more opposed to STRATEGY 8, 13, and 15 to protect rental housing stock and support and prevent homelessness compared to renters and individuals living in other tenure types

2.3.3 LEVEL OF SUPPORT COMPARED BY AGE GROUPS

Responses from different age groups were compared. While this survey was not representative, some key differences were observed:

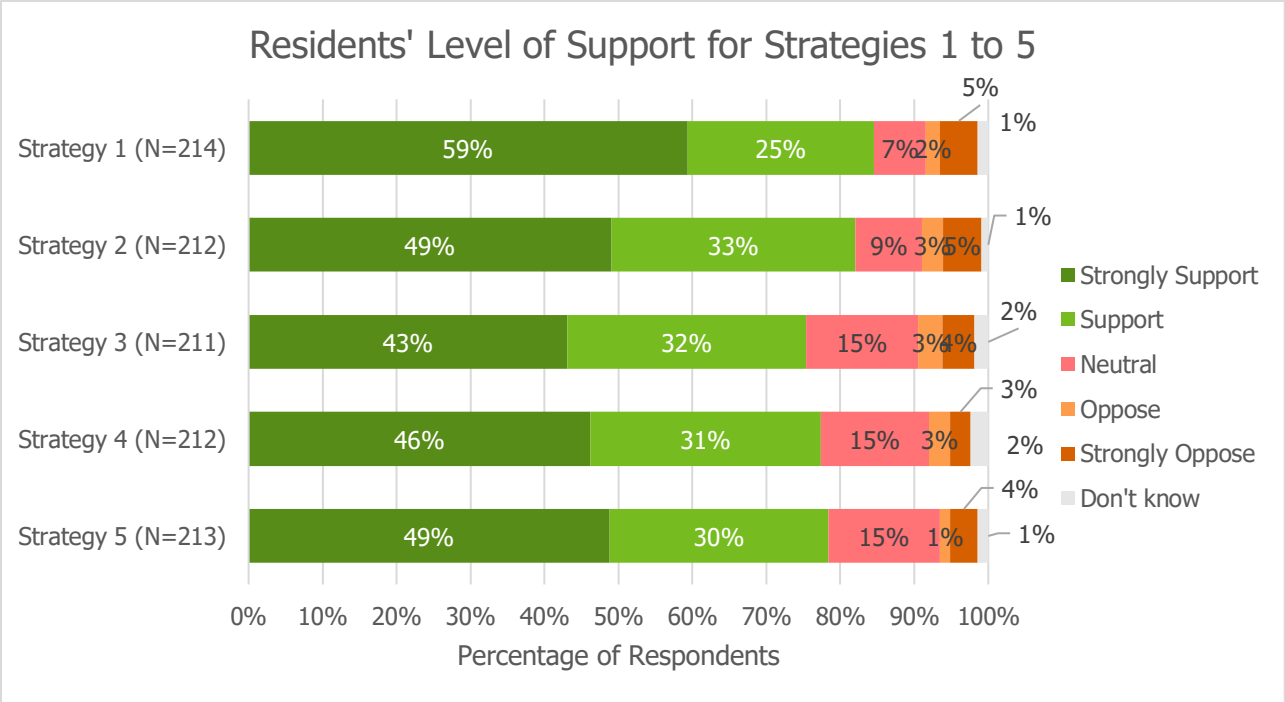
- Respondents between the ages of 35 to 49 expressed greater support for STRATEGIES 1 (88%, 72 respondents) and 7 (80%, 39 respondents) in favour of increased housing choices and support for co-ops and collaborative housing options
- Respondents aged 65 and over expressed greater support for STRATEGIES 9 (96%, 25 respondents), 14 (95%, 18 respondents), and 15 (95%, 18 respondents) in favour of support for tenants facing displacement and other challenges and addressing homelessness
- Respondents between the ages of 20 to 34 and 50 to 64 were more opposed to STRATEGIES 10 to 12 to facilitate low-density sites for affordable housing and pursue non-market housing partnerships compared to other age groups
- Respondents between the ages of 35 to 49 indicated slightly lower support for STRATEGY 5 to support climate-friendly and sustainable housing development compared to other age groups.

2.4 GOAL 1: INCLUSIVE AND LIVABLE NEIGHBOURHOODS

2.4.1 SUMMARY

Respondents were asked to rate STRATEGIES 1 to 5 from 'strongly support' to 'strongly oppose.' A majority of respondents supported all five strategies. STRATEGIES 1 and 2 were the highest rated by all respondents.

Figure 6. Residents' Level of Support for Strategies 1 to 5



The level of support for STRATEGY 1 to 5 generally varied less than 10% between different age groups and tenure types. Respondents ages 65 and over indicated slightly greater support (91%, 30 respondents) for STRATEGY 3 compared the other age groups. Respondents between the ages of 35 to 49 (71%, 58 respondents) indicated slightly lower support for STRATEGY 5 compared to other age groups.

2.4.2 OPEN-ENDED COMMENTS

Respondents were asked to provide comments, concerns, or suggestions for the Goal 1 strategies. The question received a total of 116 comments. Themes that were mentioned by two or more respondents are summarized below.

- Strong support for building laneway homes to help increase affordable housing options and to allow families to live together (35)
- Need for more housing options for working families, single parent families, larger families, and couples, seniors, people with disabilities (12)
- Desire to see more infrastructure (e.g., sidewalks), green spaces (e.g., gardens) community spaces (e.g., religious buildings, senior social spaces, daycares) to support neighbourhoods (9)
- Support for subdivision of single-family lots and densification of neighbourhoods (7)
- Support for prioritizing housing options for the missing middle (6)
- Concerns that the City has focused on increasing development of new homes without addressing rising housing prices and housing affordability (5)
- Desire to see buildings that are environmentally sustainable and energy efficient (5)

- Concerns about the lack of strategies to address housing options for homeless individuals or individuals at risk of homelessness (4)
- Suggestions to remove R10 zoning (low-scale development in single family home areas), take a more flexible zoning approach in residential (R district) lots and land pockets, and improve speed of zoning processes (4)
- Concerns with the difficulty of finding on street parking spots and lack of private parking (4)
- Concerns with developers receiving large bonuses for minor improvements, exploiting neighbourhoods, and cutting corners in their developments (3)
- Desire to see more housing types including tiny homes, duplexes or townhomes (3)
- Need for more rental options (3)
- Support for a foreign ownership ban or foreign buyer property tax (2)
- Desire to see more investment in public transit including expansions to areas that are not around the main hubs (2)

2.4.3 DETAILED RESULTS FOR GOAL 1 STRATEGIES

Strategy 1: Increase Housing Choice

Figure 7. Residents' level of support for Strategy 1: increase housing choice (N=214)

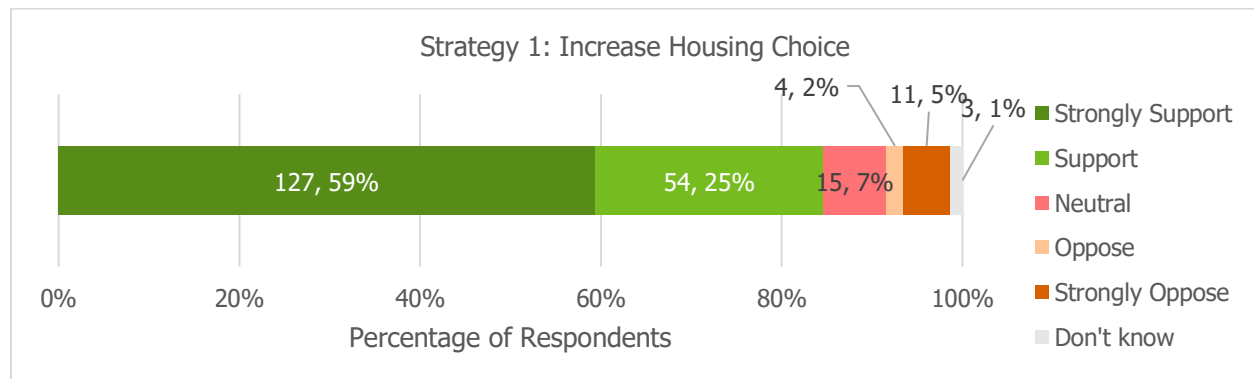
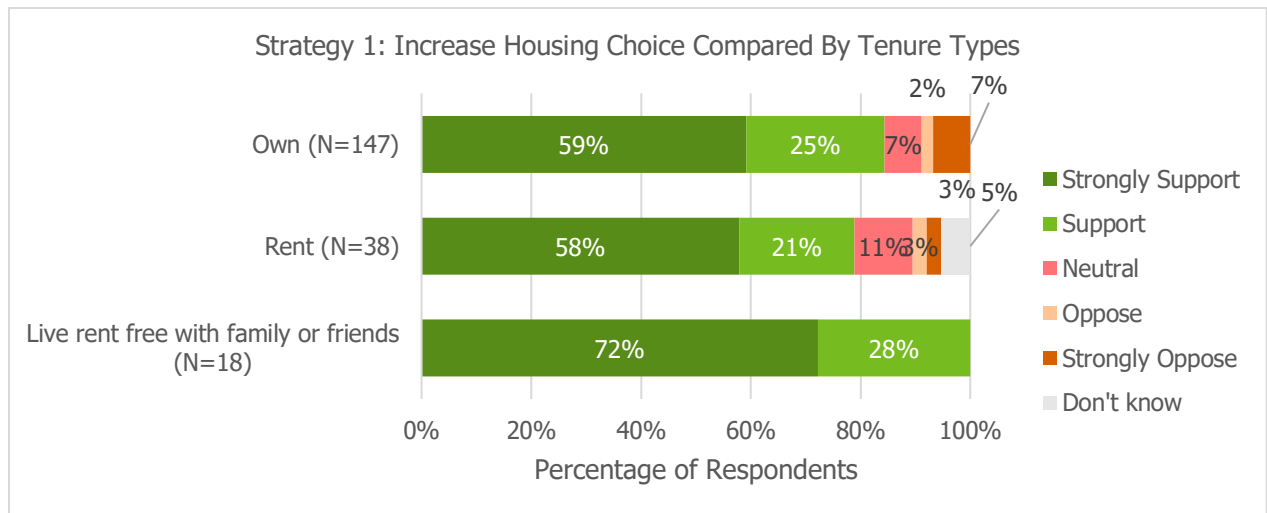


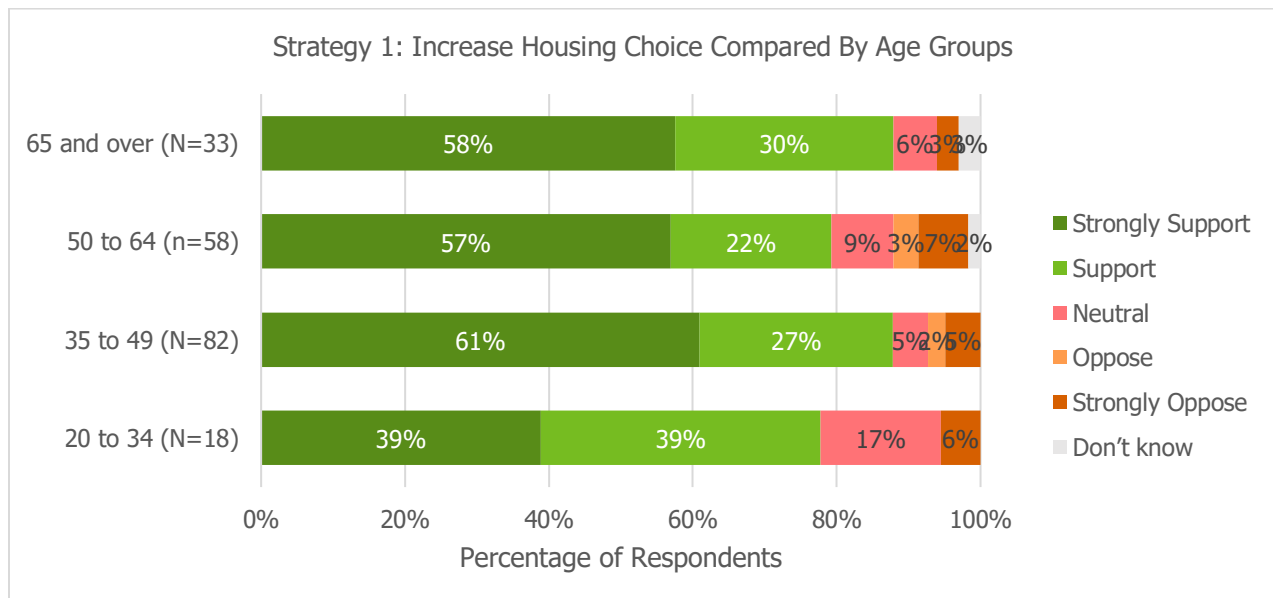
Figure 8. Residents' level of support for Strategy 1: increase housing choice compared by tenure types (N=214)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (3), support (4), neutral (1)
- Respondent who preferred not to disclose their living situation: don't know (1)
- Respondent who indicated 'other' as their living situation: strongly support (1)

Figure 9. Residents' level of support for Strategy 1: increase housing choice compared by age groups (N=214)



Respondents who represented other age groups:

- Respondent 19 and under: support (1)
- Respondents who preferred not to disclose their age: support (1), neutral (1), strongly oppose (1)

Strategy 2: Create More Housing in Mixed-Use, Transit-Friendly Areas

Figure 10. Residents' level of support for Strategy 2: create more housing in mixed-use, transit-friendly areas (N=212)

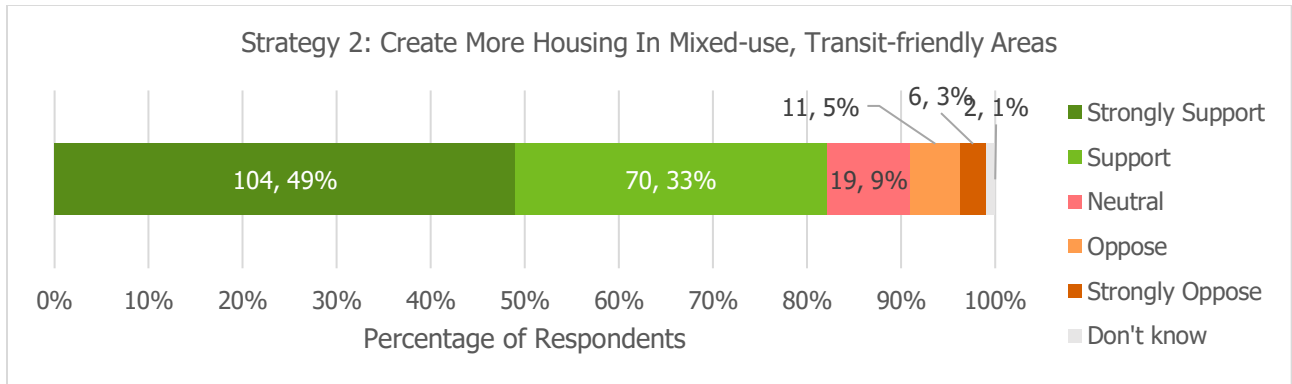
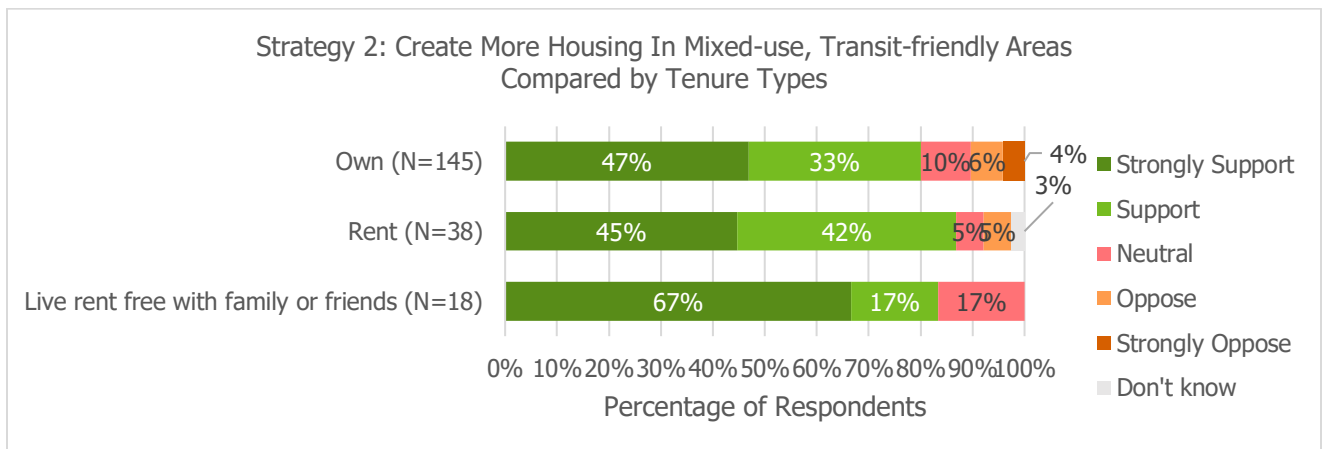


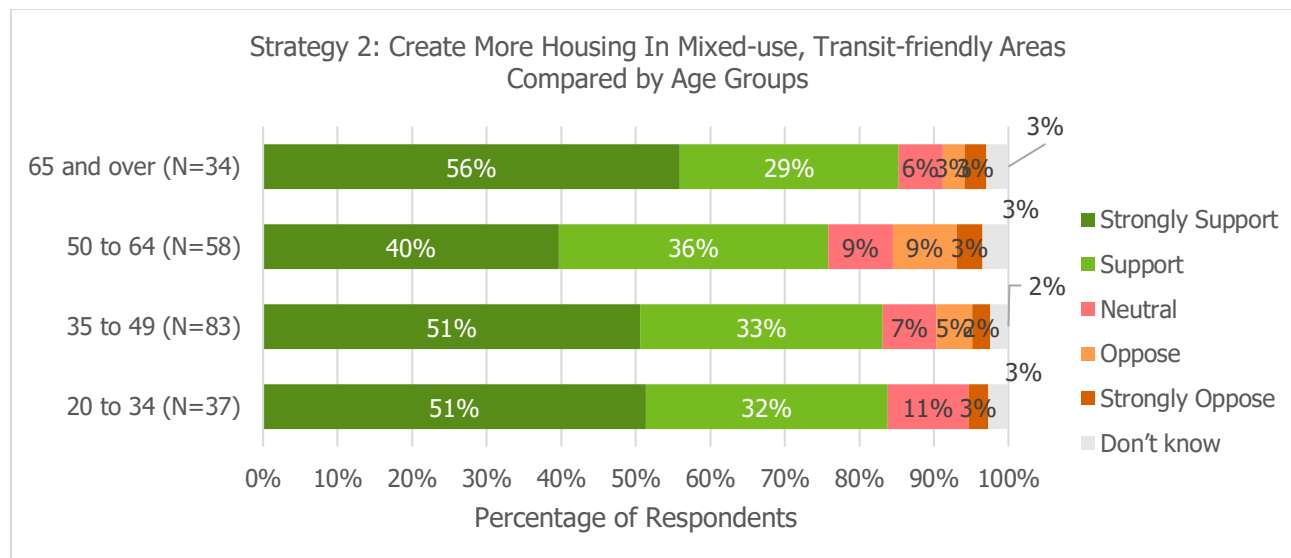
Figure 11. Residents' level of support for Strategy 2: create more housing in mixed-use, transit-friendly areas compared by tenure types (N=212)



Respondents who represented other tenure types:

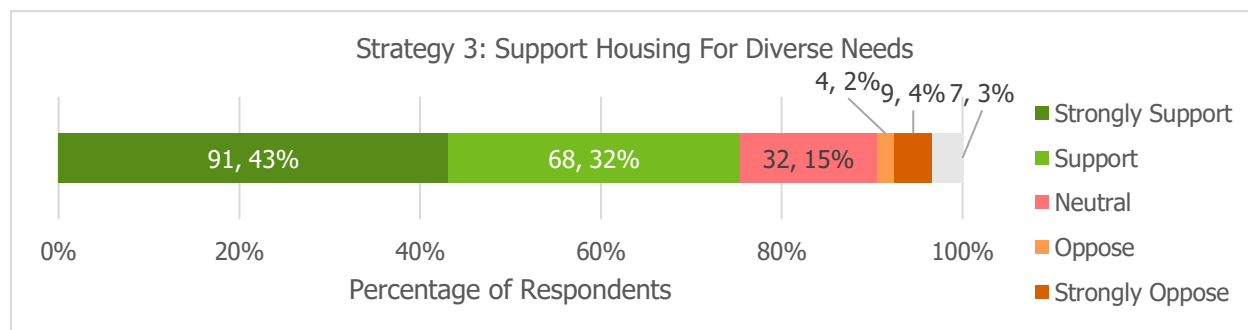
- Respondents who live in co-op housing: strongly support (5), support (3)
- Respondent who preferred not to disclose their living situation: don't know (1)
- Respondent who indicated 'other' as their living situation: strongly support (1)

Figure 12. Residents' level of support for Strategy 2: create more housing in mixed-use, transit-friendly areas compared by age groups (n=212)



Strategy 3: Support Housing for Diverse Needs

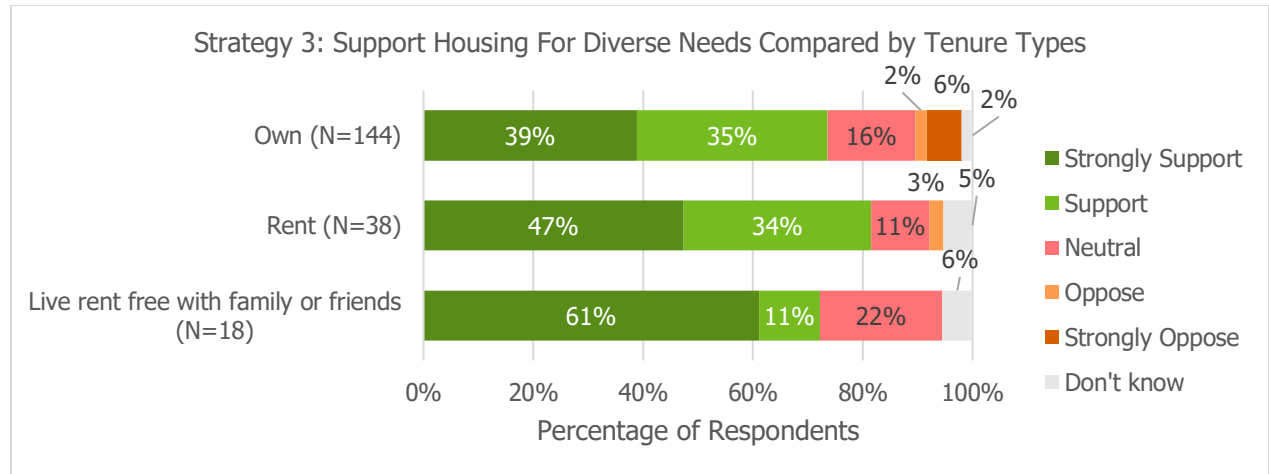
Figure 13. Residents' level of support for Strategy 3: support housing for diverse needs (N=211)



Respondents who represented other age groups:

- Respondent 19 and under: neutral (1)
- Respondents who preferred not to disclose their age: strongly support (1), neutral (1), oppose (1), don't know (1)

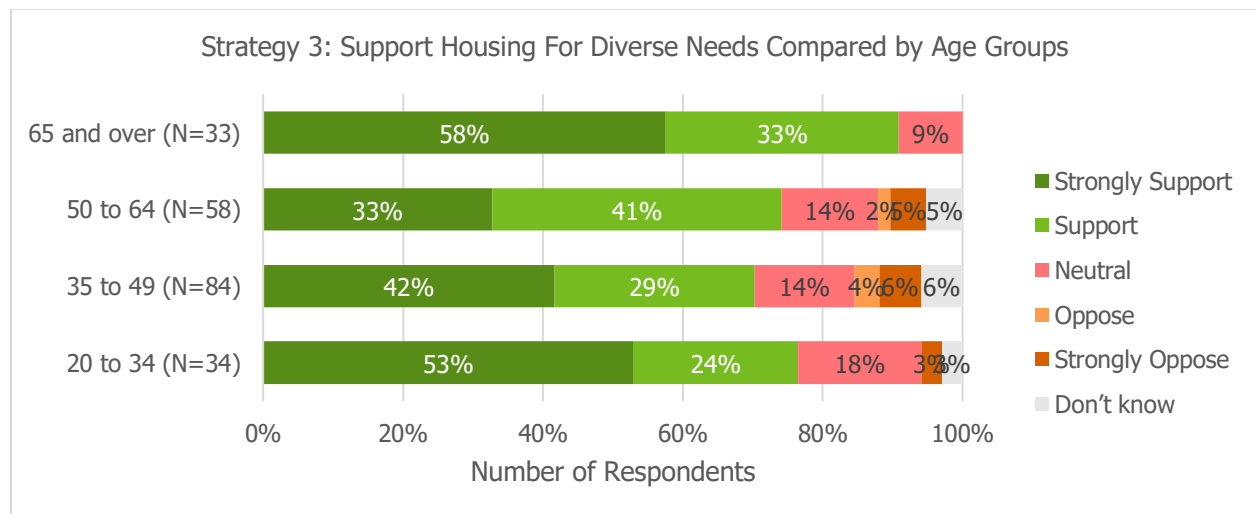
Figure 14. Residents' level of support for Strategy 3: support housing for diverse needs compared by tenure types (N=211)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (5), support (3)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 15. Residents' level of support for Strategy 3: support housing for diverse needs compared by age groups (N=211)



Respondents who represented other age groups:

- Respondent 19 and under: neutral (1)
- Respondents who preferred not to disclose their age: neutral (2), support (1)

Strategy 4: Promote Social Connections and Resilience ²

Figure 16. Residents' level of support for Strategy 4: promote social connections and resilience (N=212)

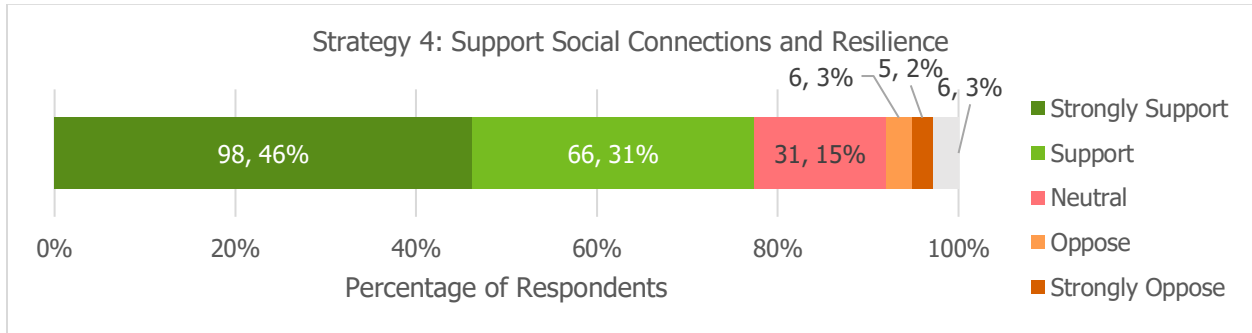
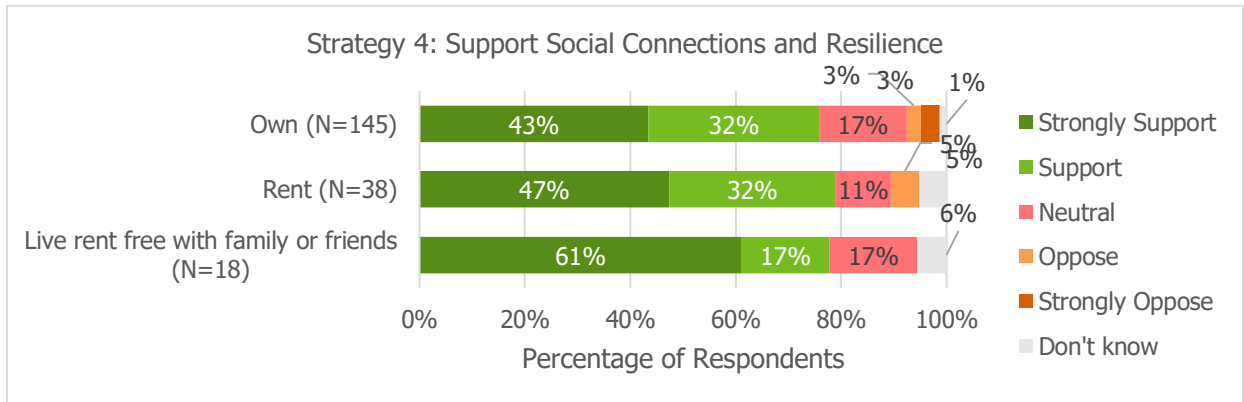


Figure 17. Residents' level of support for Strategy 4: promote social connections and resilience compared by tenure types (N=212)

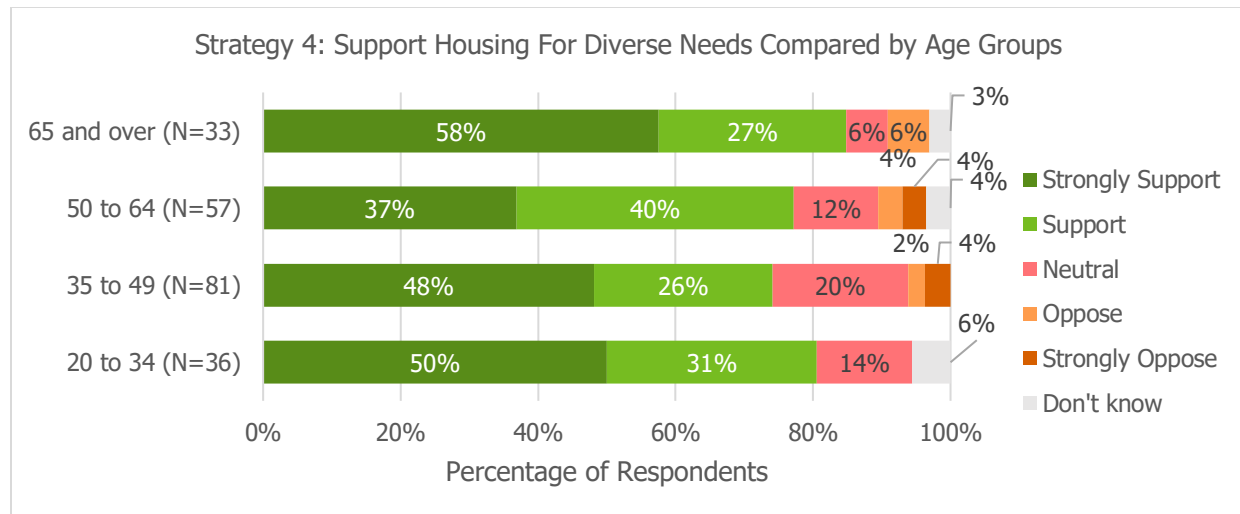


Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (4), support (4)
- Respondent who preferred not to disclose their living situation: don't know (1)
- Respondent who indicated 'other' as their living situation: strongly support (1)

² Note: Strategy 4 was mislabeled "Support housing for diverse needs" in the online survey. However, the descriptions and actions related to this strategy were correct and respondents provided feedback on the correct information.

Figure 18. Residents' level of support for Strategy 4: promote social connections and resilience compared by age groups (N=212)



Respondents who represented other age groups:

- Respondent 19 and under: strongly support
- Respondents who preferred not to disclose their age: support (2), neutral (1), don't know (1)

Strategy 5: Support Climate-Friendly and Sustainable Housing Development

Figure 19. Residents' level of support for Strategy 5: support climate-friendly and sustainable housing development (N=213)

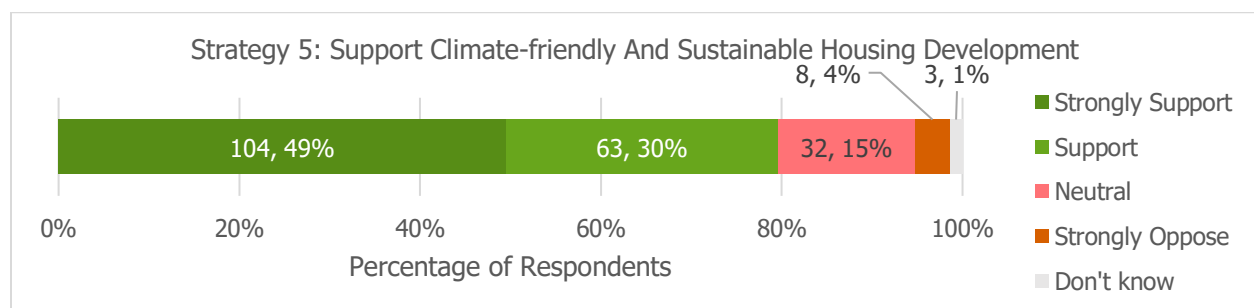
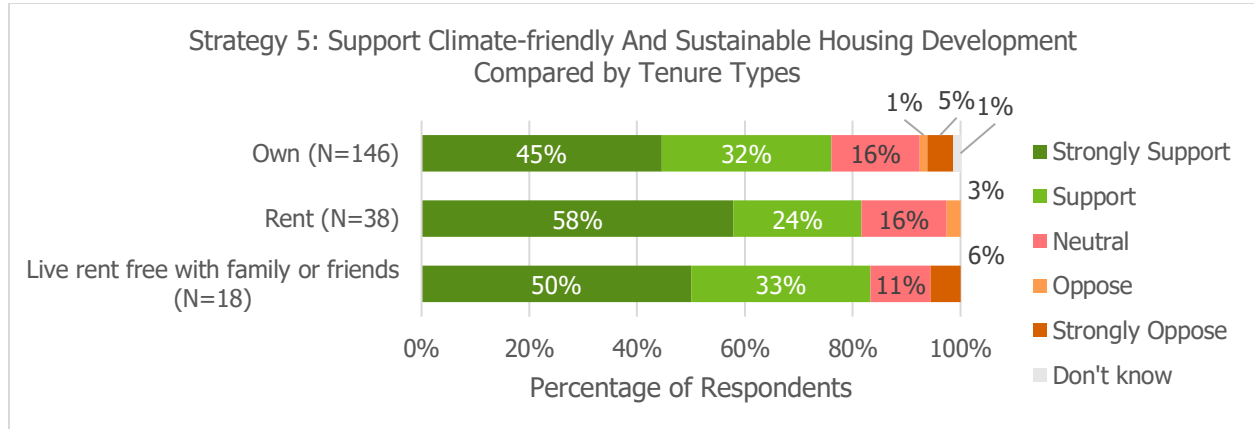


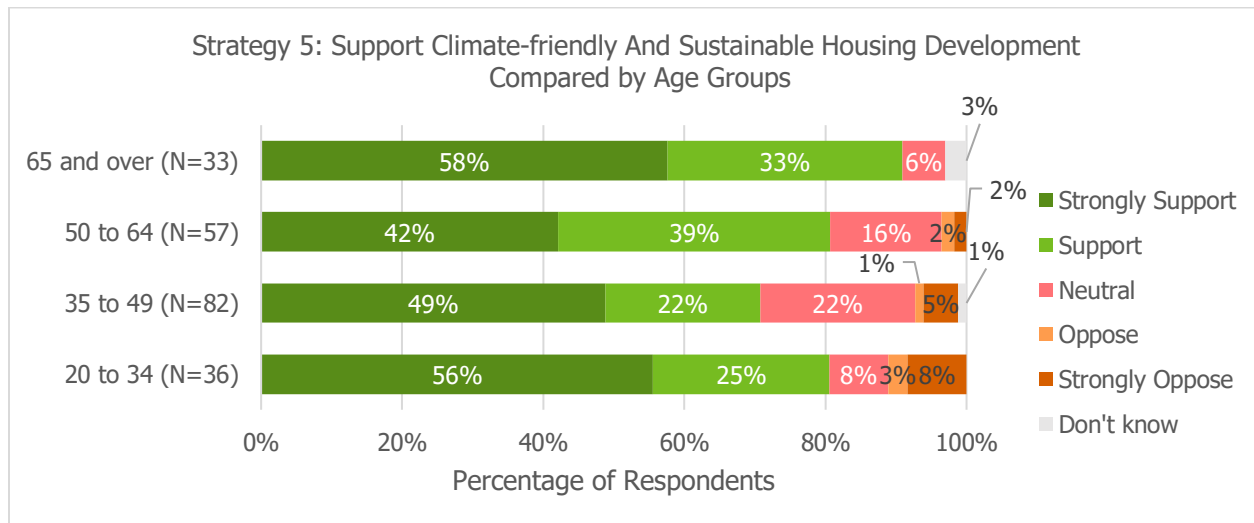
Figure 20. Residents' level of support for Strategy 5: support climate-friendly and sustainable housing development compared by tenure types (N=213)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (6), support (2)
- Respondent who preferred not to disclose their living situation: don't know (1)
- Respondent who indicated 'other' as their living situation: strongly support (1)

Figure 21. Residents' level of support for Strategy 5: support climate-friendly and sustainable housing development compared by age groups (N=213)



Respondents who represented other age groups:

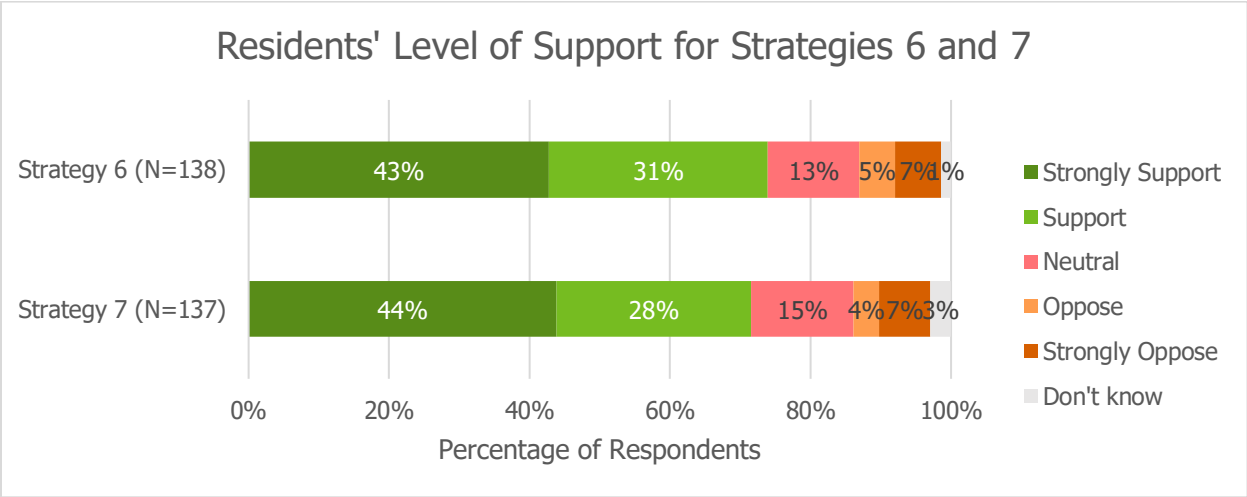
- Respondent 19 and under: strongly support (1)
- Respondents who preferred not to disclose their age: support (3), don't know (1)

2.5 GOAL 2: OPTIONS FOR SECURE HOUSING TENURE

2.5.1 SUMMARY

Respondents were asked to rate STRATEGIES 6 and 7 from 'strongly support' to 'strongly oppose.' A majority of respondents supported both strategies.

Figure 22. Residents' Level of Support for Strategies 6 and 7



Homeowners and renters indicated a similar level of support for both Strategies. Individuals living rent free with family or friends favoured STRATEGY 6 (86%, 12 respondents) more than STRATEGY 7 (57%, 8 respondents). Individuals living in co-ops were in full support of both Strategies.

The level of support for STRATEGIES 6 and 7 generally varied less than 10% between different age groups. STRATEGY 7 received stronger support from individuals between the ages of 35 to 39 (80%, 39 respondents) and individuals 65 and over (83%, 19 respondents).

2.5.2 OPEN-ENDED COMMENTS

Respondents were asked to provide comments, concerns, or suggestions for the Goal 2 Strategies. The question received a total of 56 comments. Themes that were mentioned by two or more respondents are provided below.

- Need for co-op audits to ensure families are not staying in co-op housing after they have above average earnings (4)
- Desire to see affordable rental options for people who are not interested in home ownership (4)
- Need for more action-oriented strategies that are concrete and effective that address problems and focus on residents (3)
- Support for foreign investors ban (2)
- Support for laneway homes to provide additional rental spaces (2)
- Desire to see co-op buildings near amenities and public transit (2)

- Desire to see co-ops located throughout the city (2)
- Concerns that newer homes are too small and not functional (2)
- Need for more affordable seniors housing (2)

2.5.3 DETAILED RESULTS FOR GOAL 2 STRATEGIES

Strategy 6: Explore Ways to Make Home Ownership More Attainable

Figure 23. Residents' level of support for Strategy 6: explore ways to make home ownership more attainable (N=138)

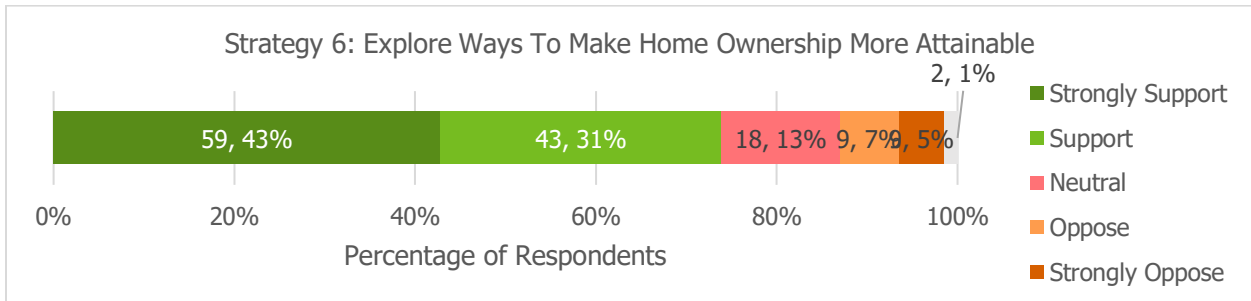
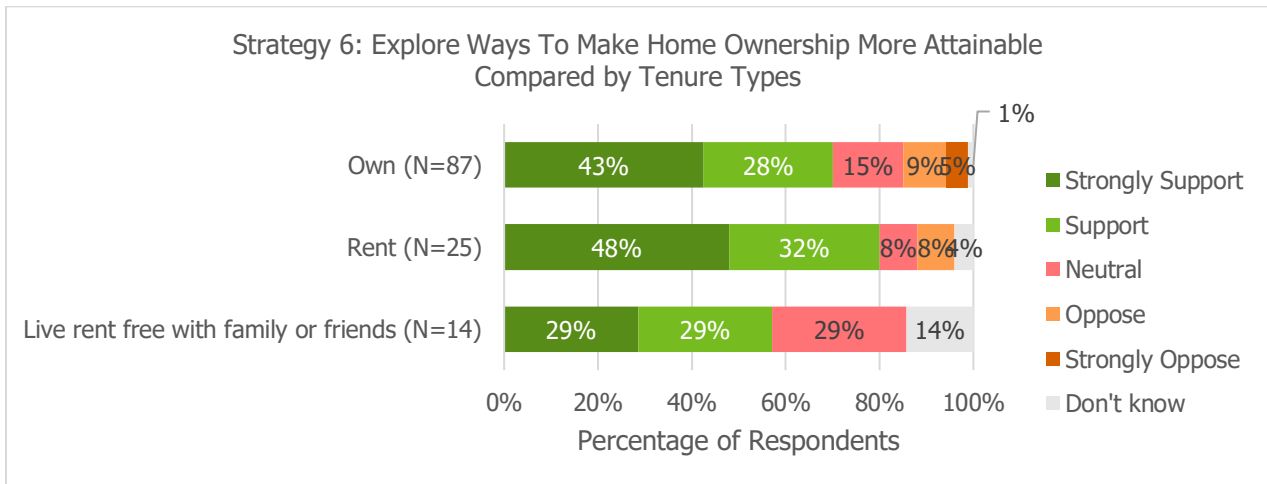


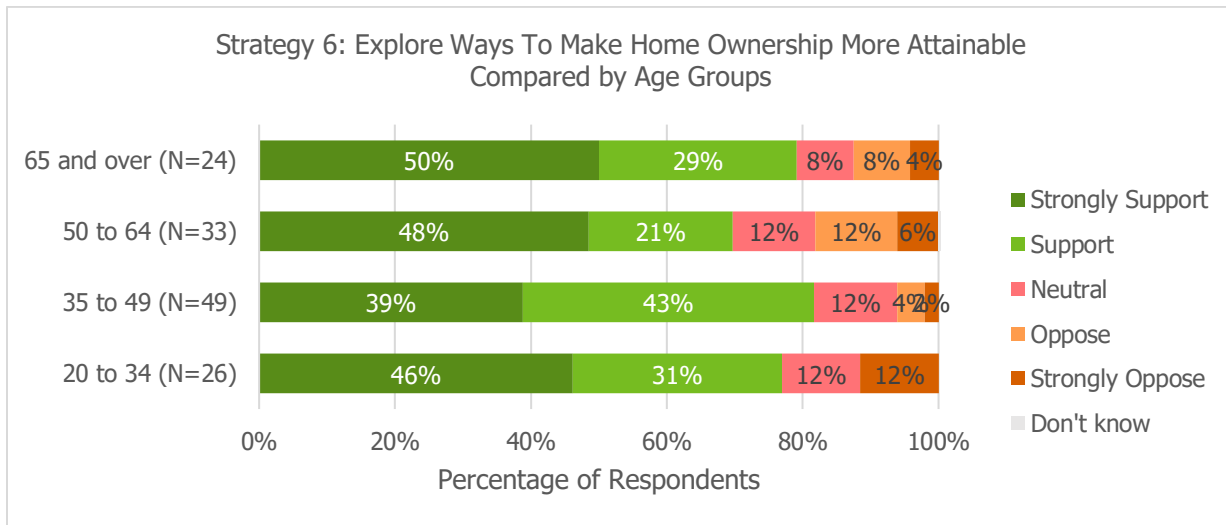
Figure 24. Residents' level of support for Strategy 6: explore ways to make home ownership more attainable compared by tenure types (N=138)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (3), support (4)
- Respondents who preferred not to disclose their living situation: neutral (1), don't know (1)

Figure 25. Residents' level of support for Strategy 6: explore ways to make home ownership more attainable compared by tenure types compared by age groups (N=138)



Respondents who represented other age groups:

- Respondent 19 and under: neutral (1)
- Respondents who preferred not to disclose their age: neutral (2), oppose (1), don't know (1)

Strategy 7: Support Co-operatives, Co-housing and Other Secure, Collaborative Housing Options

Figure 26. Residents' level of support for Strategy 7: support co-operatives, co-housing and other secure, collaborative housing options (N=137)

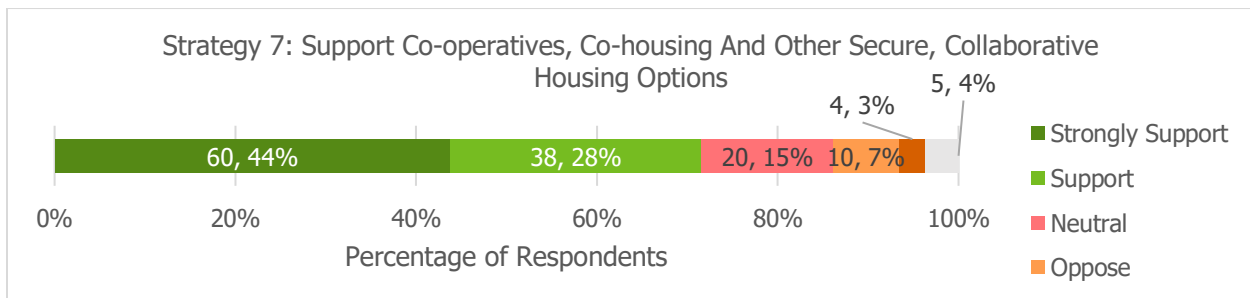
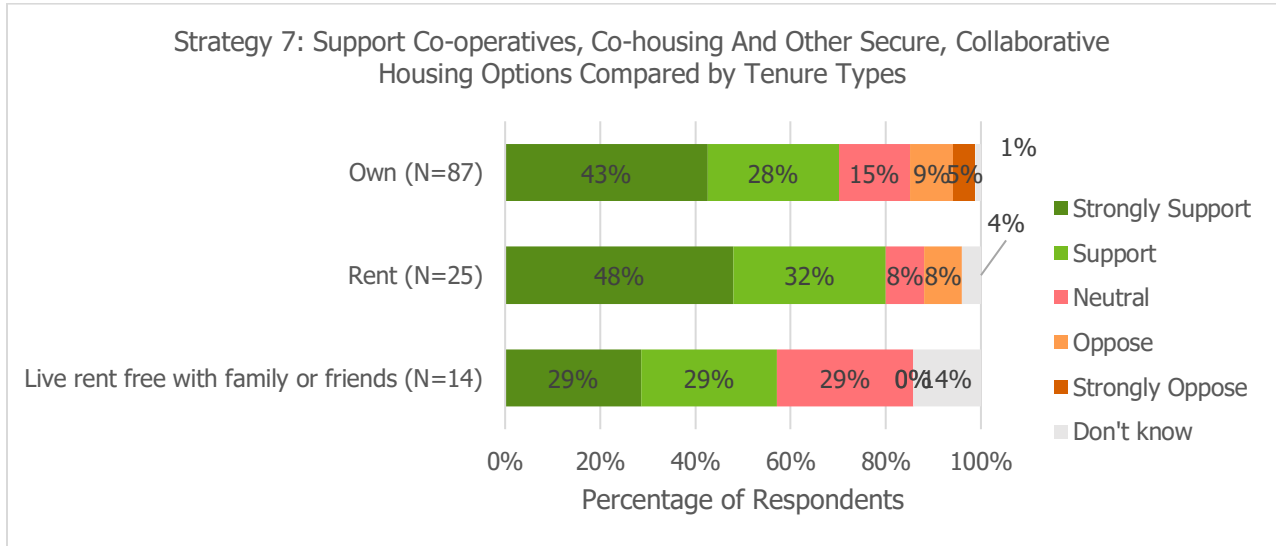


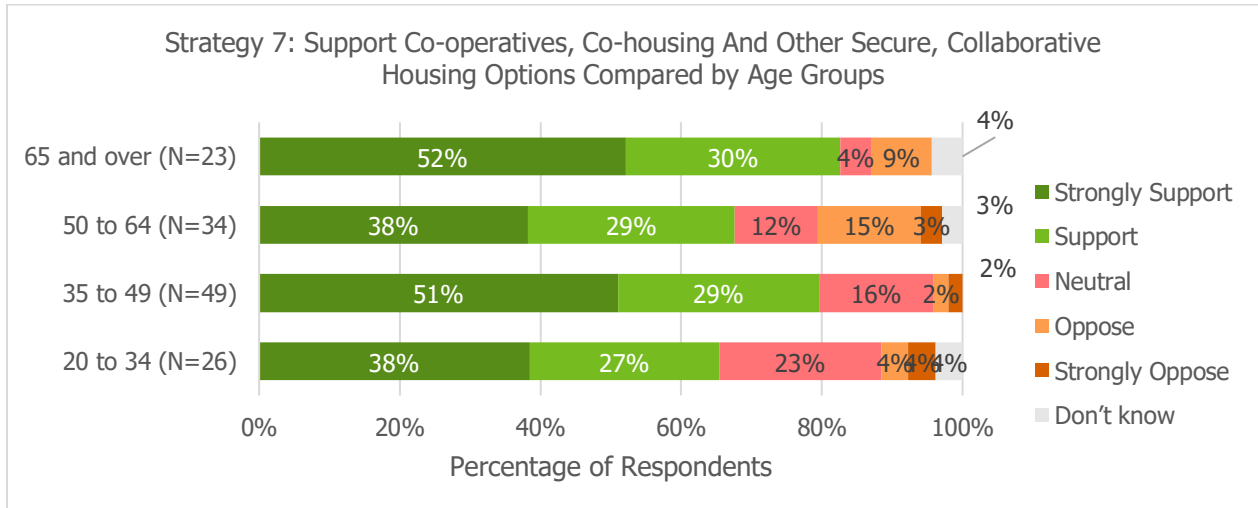
Figure 27. Residents' level of support for Strategy 7: support co-operatives, co-housing and other secure, collaborative housing options compared by tenure types (N=137)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (6), support (1)
- Respondent who preferred not to disclose their living situation: neutral (1), don't know (1)

Figure 28. Residents' level of support for Strategy 7: support co-operatives, co-housing and other secure, collaborative housing options compared by age groups (N=137)



Respondents who represented other age groups:

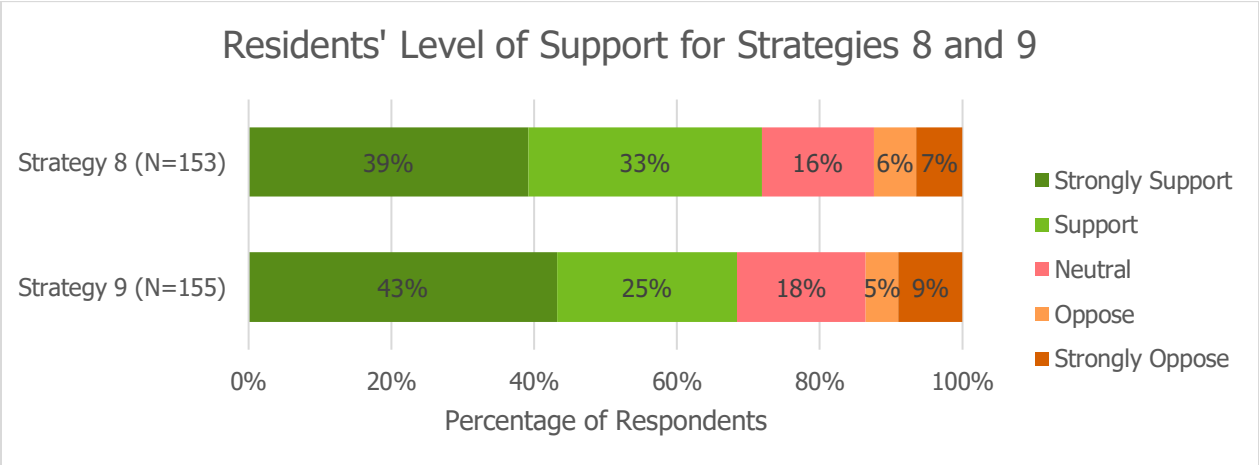
- Respondent 19 and under: don't know (1)
- Respondents who preferred not to disclose their age: neutral (1), oppose (1), strongly oppose (1) don't know (1)

2.6 GOAL 3: A RENTER-FRIENDLY COMMUNITY

2.6.1 SUMMARY

Respondents were asked to rate STRATEGIES 8 and 9 from 'strongly support' to 'strongly oppose.' A majority of respondents supported both strategies.

Figure 29. Residents' Level of Support for Strategies 8 and 9



Compared to renters, a higher percentage of homeowners were opposed to STRATEGY 8.

The level of support from individuals between the ages of 20 to 64 varied less than 10% for both Strategies. Individuals ages 65 and over indicated stronger support for STRATEGIES 8 (88%, 21 respondents) and 9 (96%, 23 respondents) compared to other age groups.

2.6.2 OPEN-ENDED COMMENTS

Respondents were asked to provide comments, concerns, or suggestions for the Goal 3 Strategies. The question received a total of 59 comments. Themes that were mentioned by two or more respondents are provided below.

- Need for more affordable rentals (12)
- Need for additional rental stock (7)
- Need for more diversity in available rental stock (6)
 - Including larger rental units (3)
 - Including blended communities and laneway houses (5)
- Need for improved and updated rental policies and bylaws (6)
 - Including improving policies regarding rental maintenance (3)
- Desire to see foreign ownership limited and better controls around home sales (5)
- Need for better tenant protections when facing reno-viction (4)
- Need for better protections for landlords (4)

- Desire to see additional limitations on short term rentals (3)
- Desire to see limitations on densification (3)
- Desire for more pet-friendly rentals (2)
- Belief that the market should govern itself without interference (2)
- Desire for rentals to be clustered in walkable and transit accessible neighbourhoods (2)

2.6.3 DETAILED RESULTS FOR GOAL 3 STRATEGIES

Strategy 8: Protect and Grow Burnaby's Rental Housing Stock

Figure 30. Residents' level of support for Strategy 8: protect and grow Burnaby's rental housing stock (N=153)

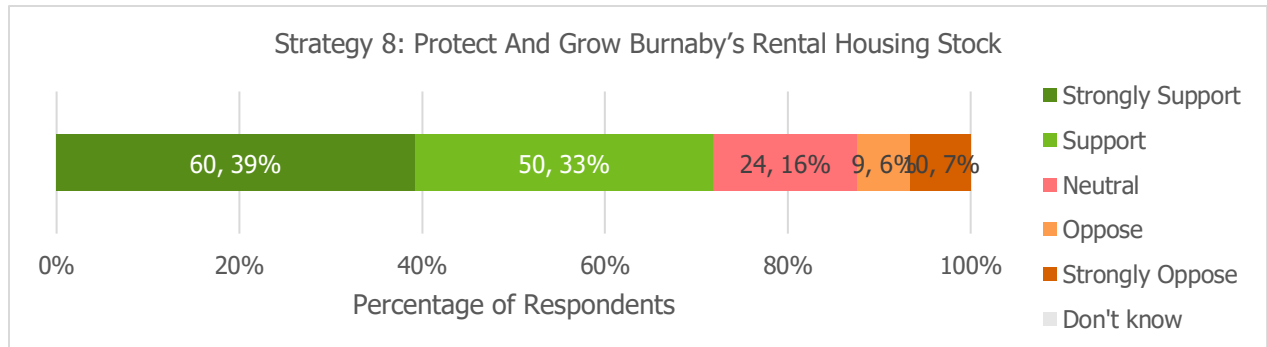
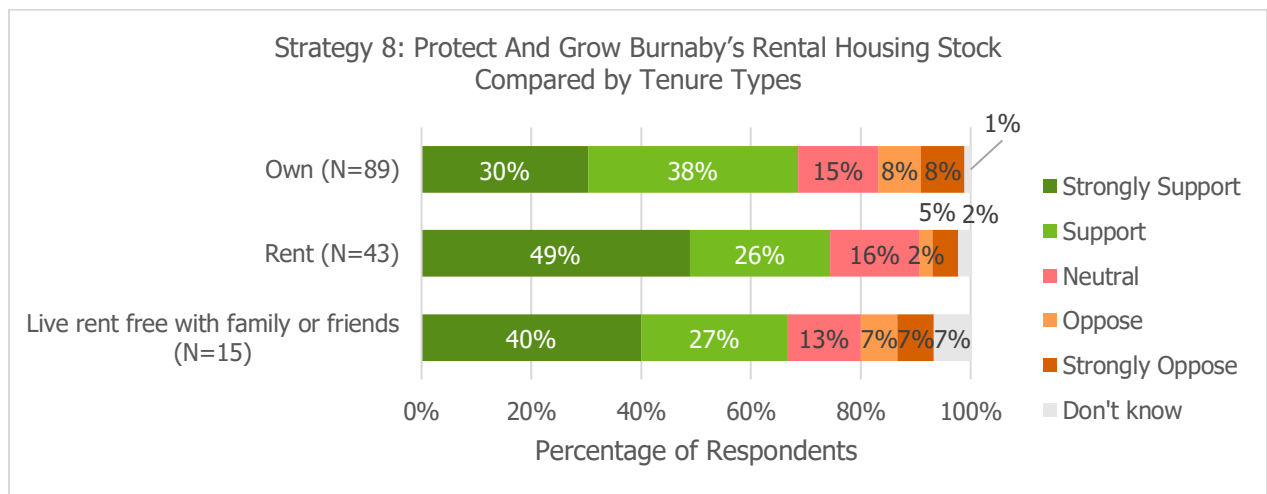


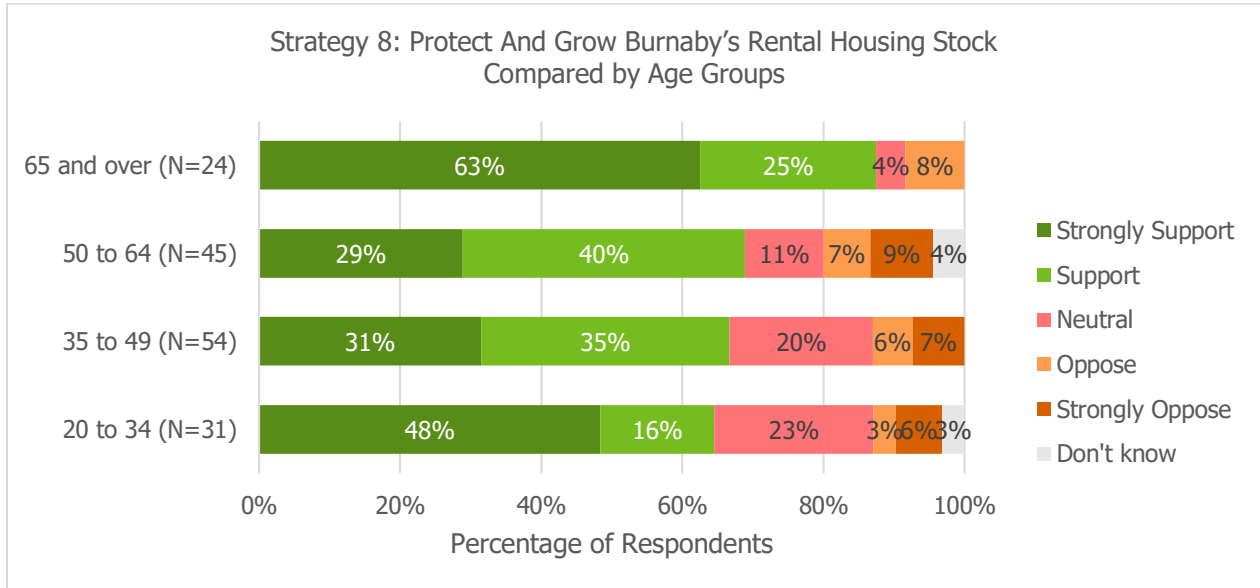
Figure 31. Residents' level of support for Strategy 8: protect and grow Burnaby's rental housing stock compared by tenure types (N=153)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (6), support (1), neutral (1)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 32. Residents' level of support for Strategy 8: protect and grow Burnaby's rental housing stock compared by age groups (N=153)



Respondents who represented other age groups:

- Respondent 19 and under: support (1)
- Respondents who preferred not to disclose their age: support (1), don't know (1)

Strategy 9: Support Tenants Facing Displacement and Other Challenges

Figure 33. Residents' level of support for Strategy 9: support tenants facing displacement and other challenges (n=155)

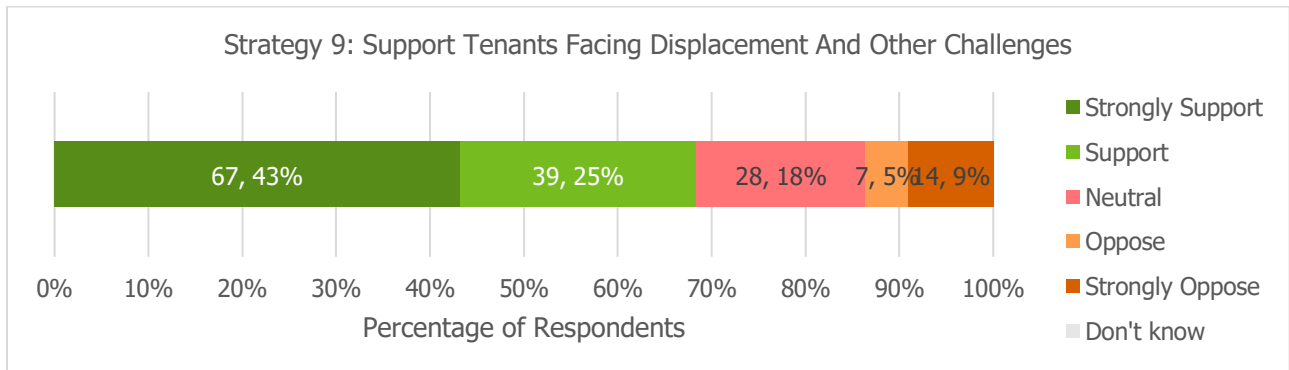
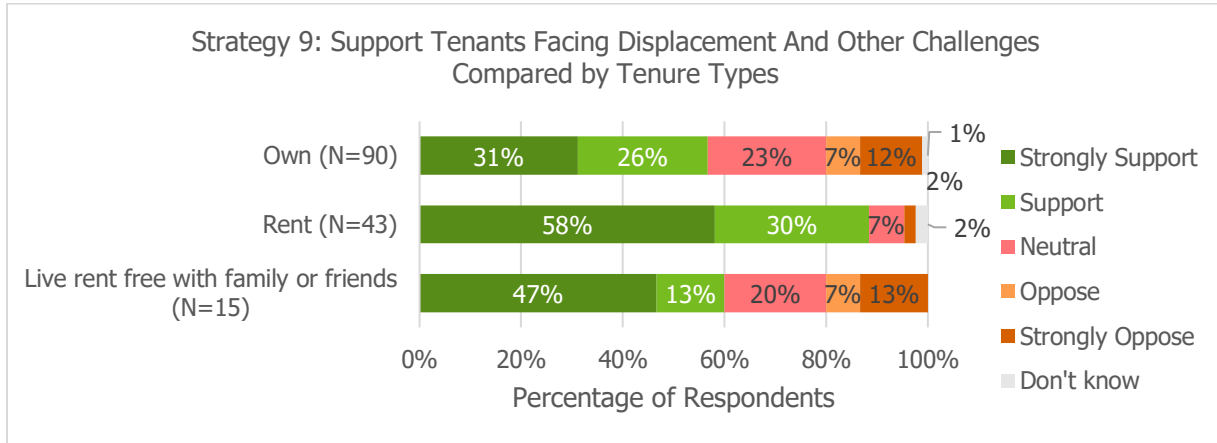


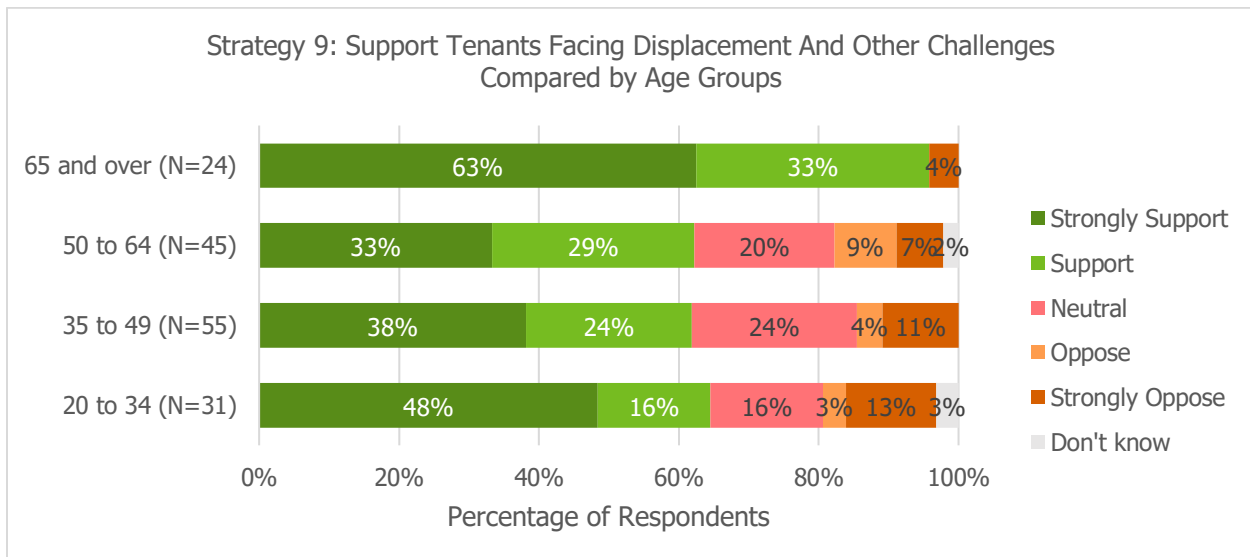
Figure 34. Residents' level of support for Strategy 9: support tenants facing displacement and other challenges compared by tenure types (N=155)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (7), support (1)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 35. Residents' level of support for Strategy 9: support tenants facing displacement and other challenges compared by age groups (N=155)



Respondents who represented other age groups:

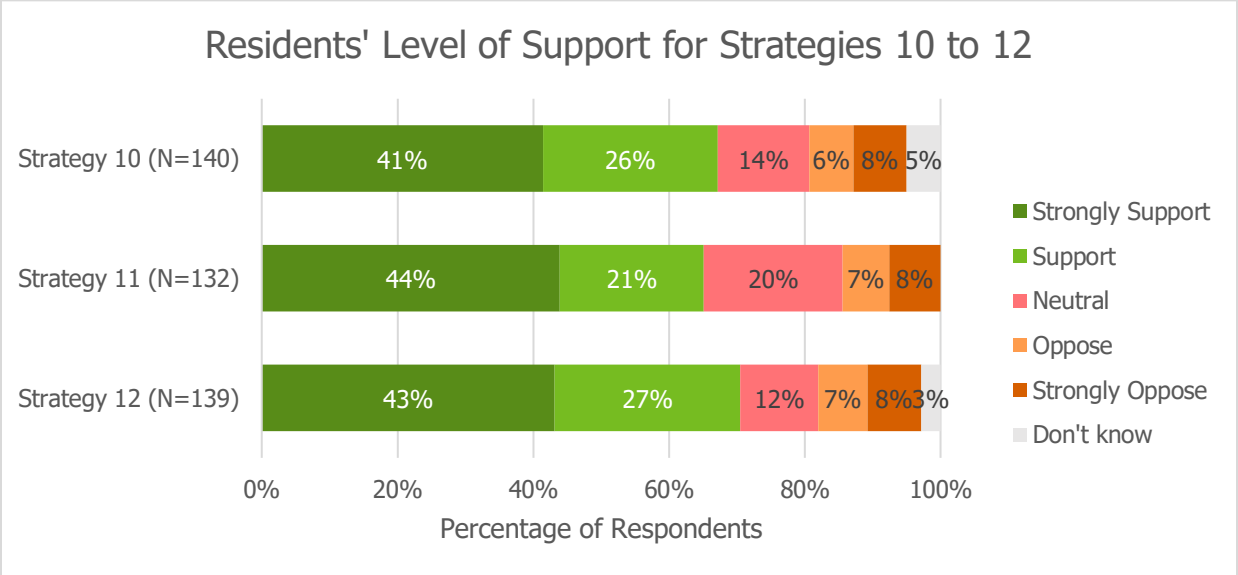
- Respondent 19 and under: strongly support
- Respondents who preferred not to disclose their age: neutral (1), don't know (1)

2.7 GOAL 4: A HEALTHY SUPPLY OF NON-MARKET HOUSING

2.7.1 SUMMARY

Respondents were asked to rate STRATEGIES 10 to 12 from 'strongly support' to 'strongly oppose.' A majority of respondents supported all three strategies.

Figure 36. Residents' Level of Support for Strategies 10 to 12



There was a difference of more than 20% between renters that supported STRATEGIES 10 to 12 and owners and individuals living rent free with family or friends who were more opposed. Individuals living in co-op housing were in full support of all three strategies.

The level of support between individuals between the ages of 20 to 64 generally varied less than 10%. Individuals ages 65 and over expressed stronger support for 10 to 12 compared to other age groups. A higher percentage of individuals between the ages of 20 to 34 and 50 to 64 opposed these Strategies. The respondent 19 or under supported STRATEGY 11.

2.7.2 OPEN-ENDED COMMENTS

Respondents were asked to provide comments, concerns, or suggestions for the Goal 4 strategies. The question received a total of 45 comments. Themes that were mentioned by two or more respondents are provided below.

- Need to prioritize building non-market rentals (6)
 - Near transit hubs (2)
 - Further from major City centres (1)
 - For people in underpaid but necessary careers (i.e., childcare workers, residential care workers, outreach workers) (1)

- Desire to see action on these Goals in the near future (4)
- Desire to have blended communities, rather than creating rental-only neighbourhoods (3)
- Need for additional rental stock (3)
- Need for diversity in housing stock (3)
- Concerns about the tax implications of building non-market rental housing (3)
- Desire for non-market housing to be owned and operated at the City or Provincial level (3)
- Desire for limitations on densification (3)
- Need for more protections for renters (3)
- Believe non-market housing should be run by an organization other than the City (2)
- Need for more affordable rentals (2)
- Need for limitations on foreign ownership (2)
- Need for more protections for homeowners (2)

2.7.3 DETAILED RESULTS FOR GOAL 4 STRATEGIES

Strategy 10: Pursue Non-Market Housing Partnerships with Governments And Housing Providers

Figure 37. Residents' level of support for Strategy 10: pursue non-market housing partnerships with governments and housing providers (n=140)

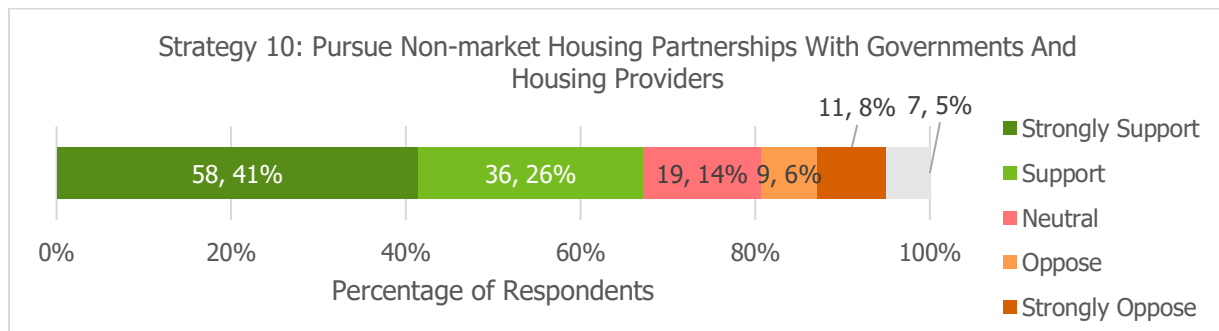
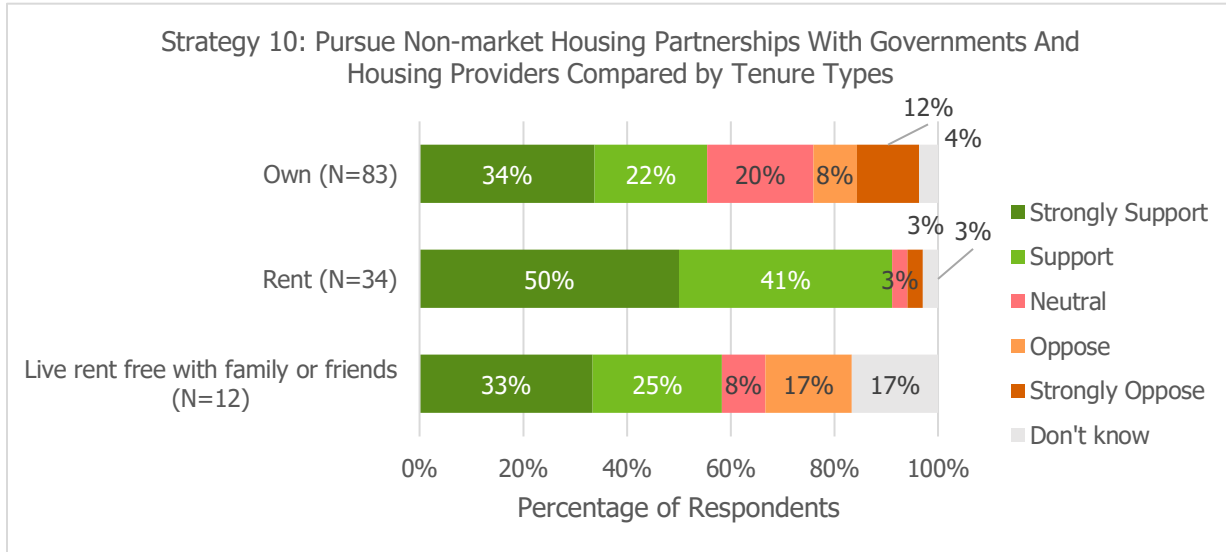


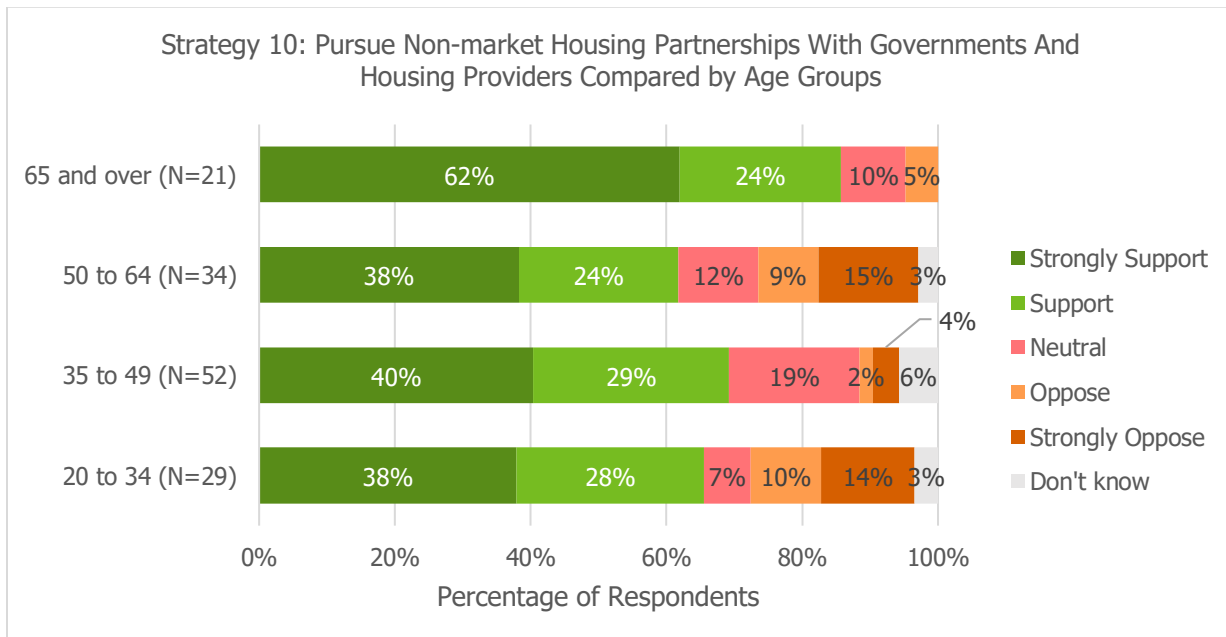
Figure 38. Residents' level of support for Strategy 10: pursue non-market housing partnerships with governments and housing providers compared by tenure (n=140)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (9), support (1)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 39. Residents' level of support for Strategy 10: pursue non-market housing partnerships with governments and housing providers compared by age groups (n=140)



Respondents who represented other age groups:

- Respondent 19 and under: don't know
- Respondents who preferred not to disclose their age: neutral (1), oppose (1), don't know (1)

Strategy 11: Provide Regulatory Support for Non-Market Housing

Figure 40. Residents' level of support for Strategy 11: provide regulatory support for non-market housing (n=132)

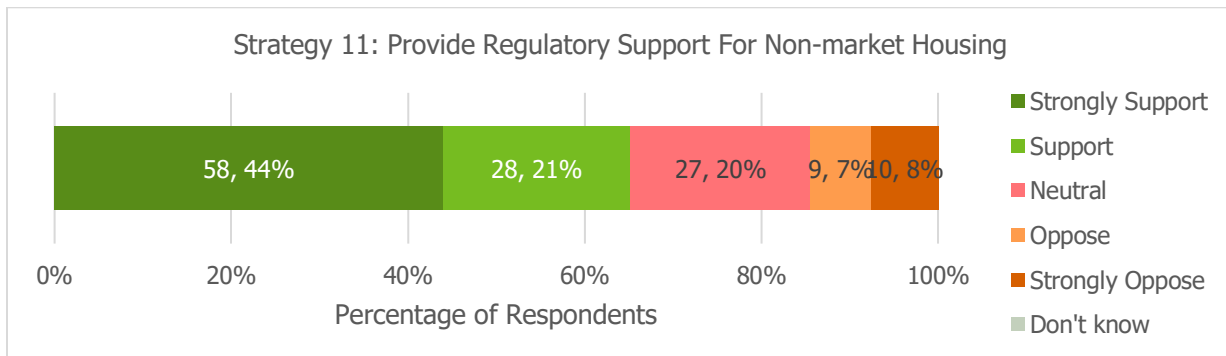
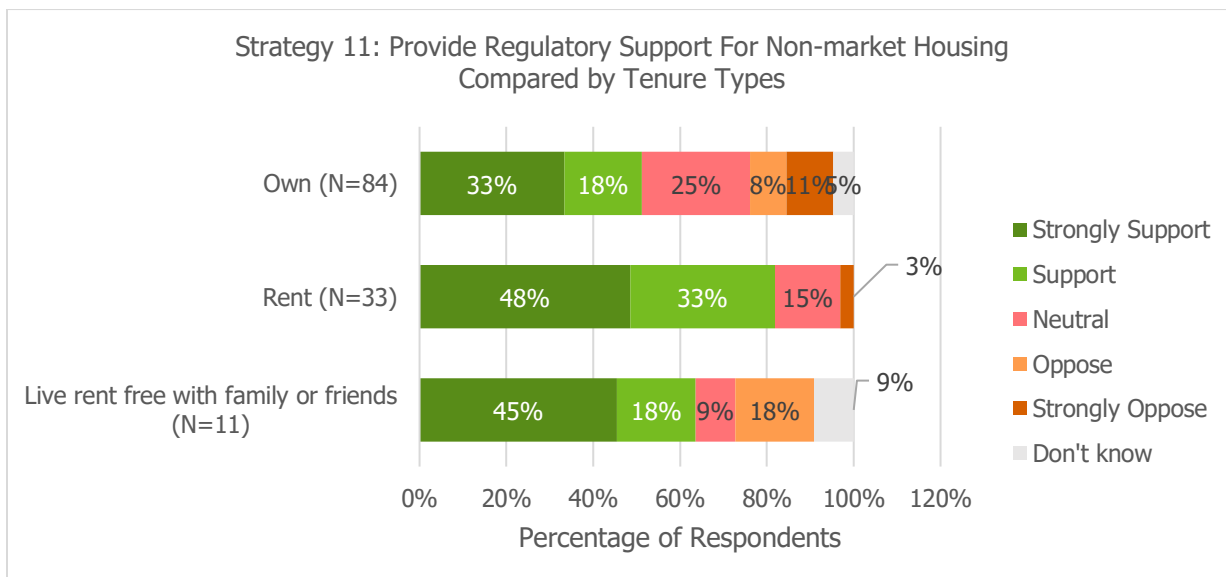


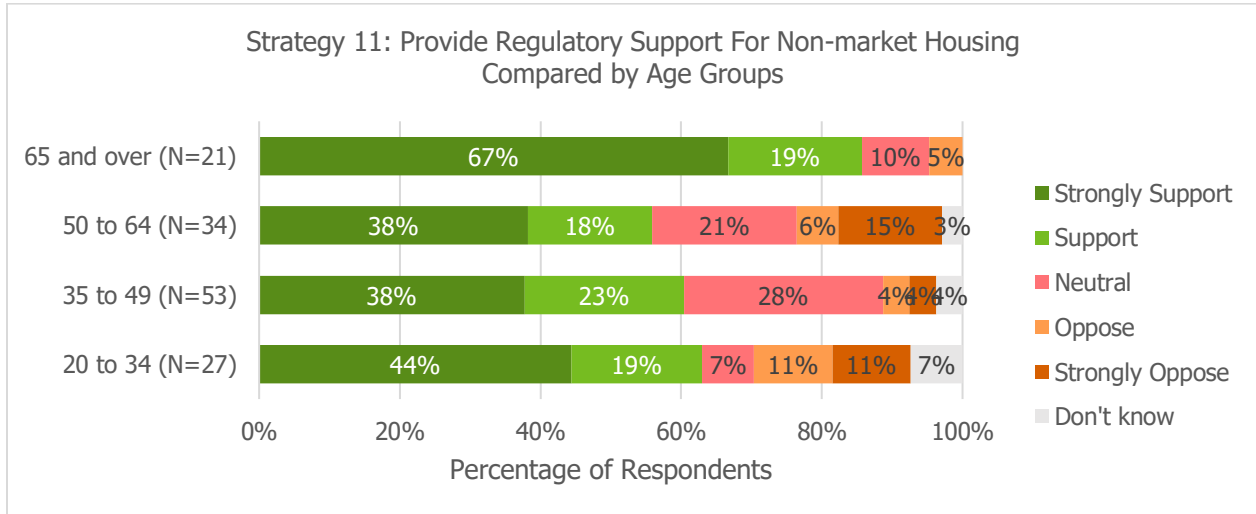
Figure 41. Residents' level of support for Strategy 11: provide regulatory support for non-market housing compared by tenure types (N=132)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (10)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 42. Residents' level of support for Strategy 11: provide regulatory support for non-market housing compared by age groups (n=132)



Respondents who represented other age groups:

- Respondent 19 and under: support
- Respondents who preferred not to disclose their age: neutral (1), oppose (1), don't know (1)

Strategy 12: Facilitate Redevelopment of Low-density Sites For Affordable Housing

Figure 43. Residents' level of support for Strategy 12: facilitate redevelopment of low-density sites for affordable housing (n=139)

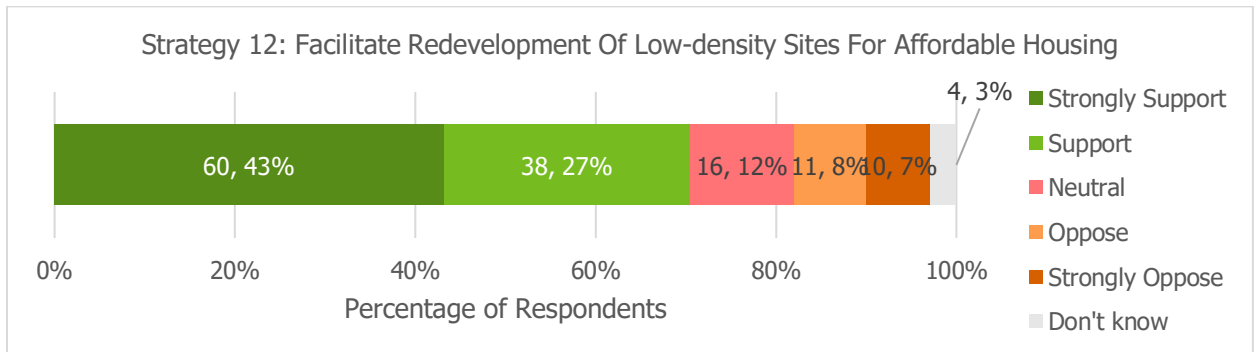
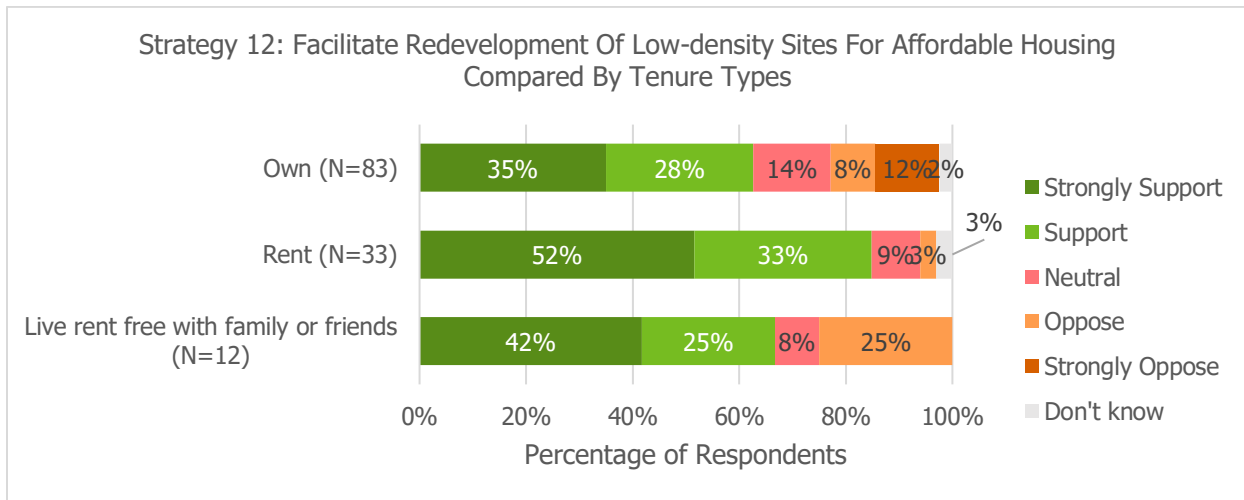


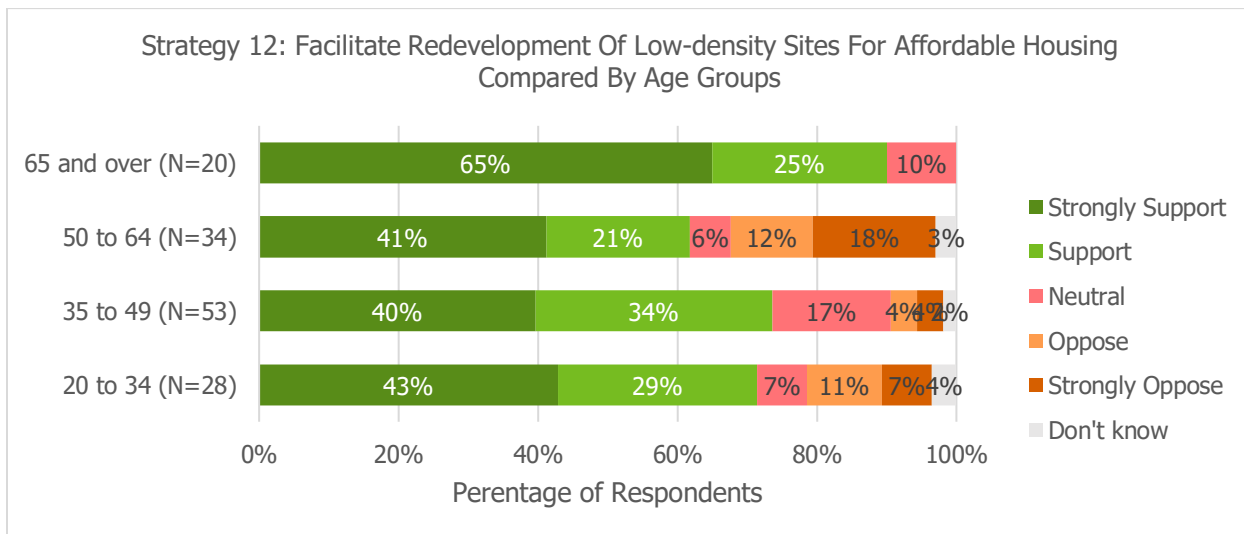
Figure 44. Residents' level of support for Strategy 12: facilitate redevelopment of low-density sites for affordable housing compared by tenure types (n=139)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (9), support (1)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 45. Residents' level of support for Strategy 12: facilitate redevelopment of low-density sites for affordable housing compared by age groups (n=139)



Respondents who represented other age groups:

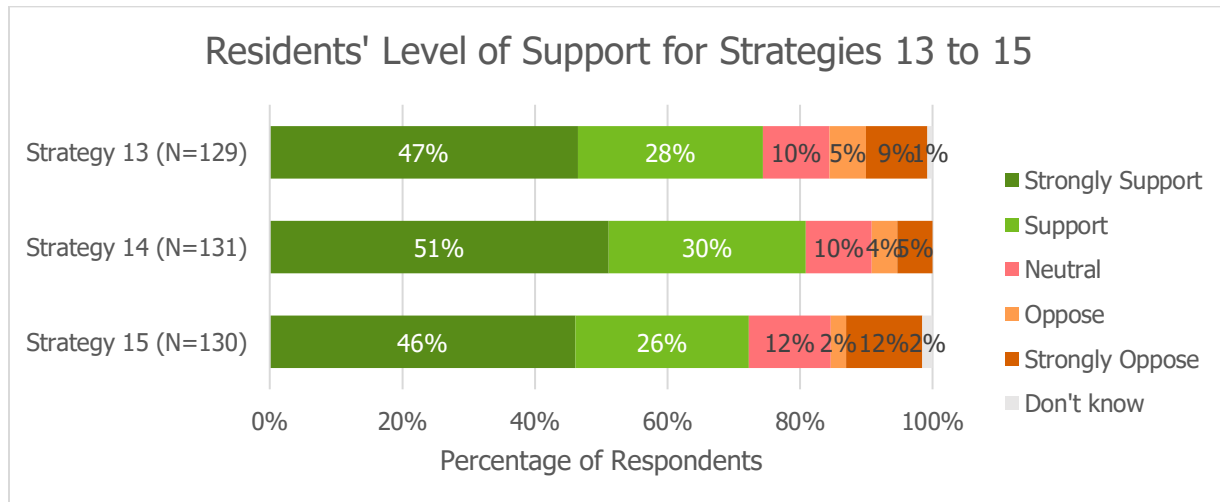
- Respondent 19 and under: oppose (1)
- Respondents who preferred not to disclose their age: neutral (1), oppose (1), don't know (1)

2.8 GOAL 5: A PLACE WHERE HOMELESSNESS IS RARE, BRIEF AND ONE TIME

2.8.1 SUMMARY

Respondents were asked to rate STRATEGIES 13 to 15 from 'strongly support' to 'strongly oppose.' A majority of respondents supported all three Strategies.

Figure 46. Residents' Level of Support for Strategies 13 to 15



The level of support for STRATEGY 1 to 5 generally varied less than 10% between different age groups and tenure types. Homeowners were more opposed to STRATEGIES 13 to 15 compared to other tenure types. Individuals 65 or over expressed greater support for STRATEGIES 13 to 15.

2.8.2 OPEN-ENDED COMMENTS

Respondents were asked to provide comments, concerns, or suggestions for the Goal 5 Strategies. The question received a total of 49 comments. Themes that were mentioned by two or more respondents are provided below.

- Need to prioritize providing support services for those experiencing homelessness (8)
 - Develop training and skills development opportunities (4)
 - Treat mental health and addiction (3)
 - Provide employment opportunities (2)
 - Develop community support networks for those experiencing homelessness (1)

- Need to prioritize developing housing for those experiencing homelessness (7)
 - Develop alternative housing options (i.e., RV or tenting “parks”) (1)
- Need for understanding and addressing the root causes of homelessness (6)
 - Desire to prevent homelessness from the start (3)
- Need for provincial and federal government involvement in developing solutions (5)
- Desire to have people experiencing homelessness be accountable for maintaining the spaces they live (3)
- Suggest that homeless shelters should be away from residential communities and high value areas (3)
- Desire to see action on these Goals in the near future (2)

2.8.3 DETAILED RESULTS FOR GOAL 5 STRATEGIES

Strategy 13: Prevent Pathways into Homelessness

Figure 47. Residents' level of support for Strategy 13: prevent pathways into homelessness (N=129)

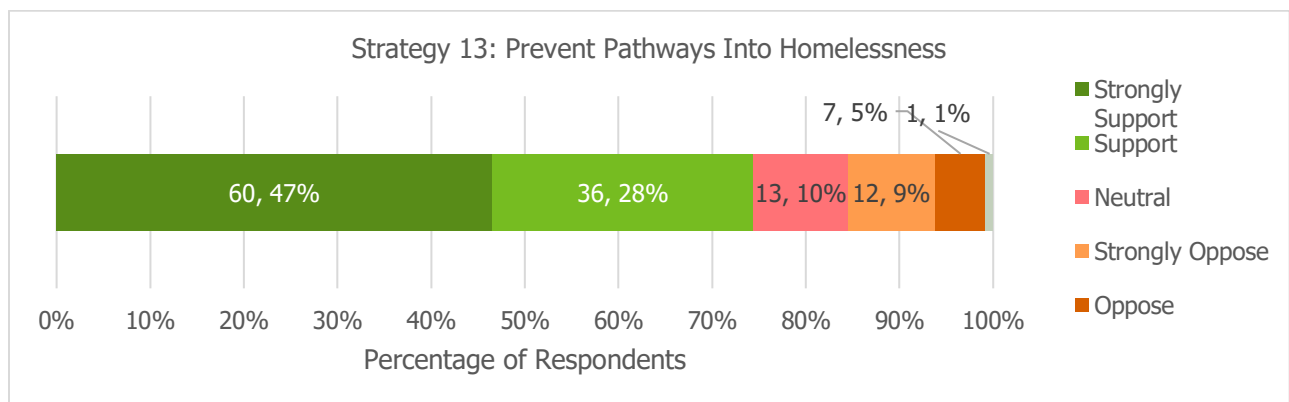
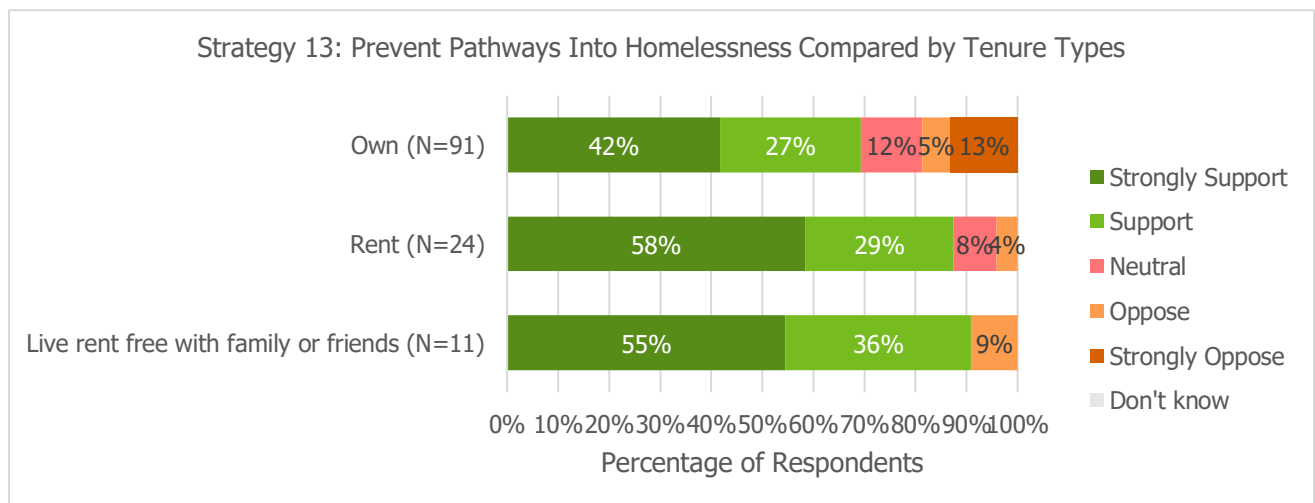


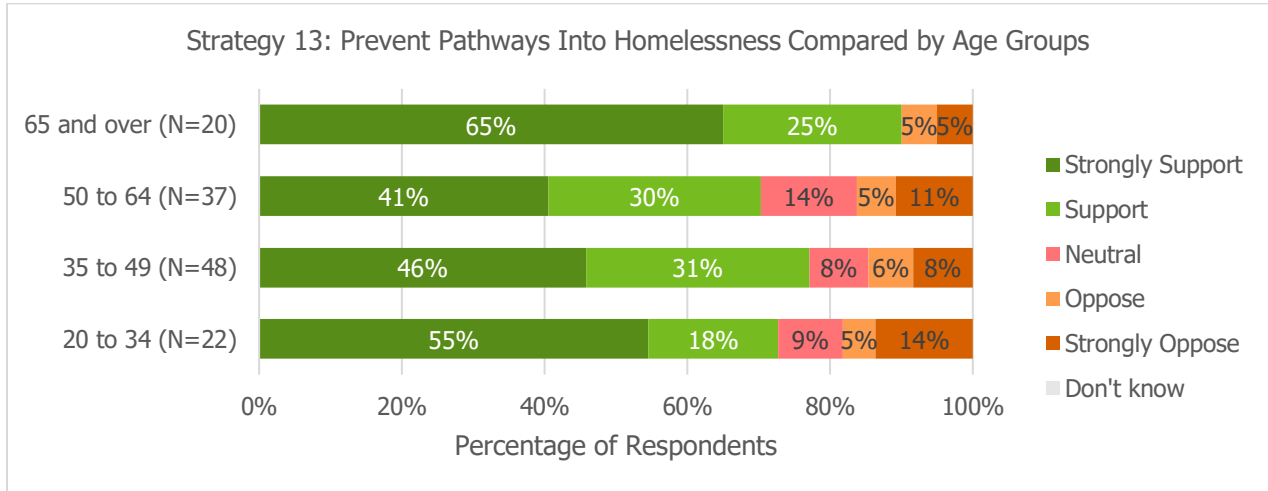
Figure 48. Residents' level of support for Strategy 13: prevent pathways into homelessness compared by tenure types (N=129)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (5)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 49. Residents' level of support for Strategy 13: prevent pathways into homelessness compared by age groups (N=129)



Respondents who represented other age groups:

- Respondent 19 and under: support
- Respondents who preferred not to disclose their age: neutral (2), strongly support (1), don't know (1)

Strategy 14: Support Pathways Out of Homelessness

Figure 50. Residents' level of support for Strategy 14: support pathways out of homelessness (N=131)

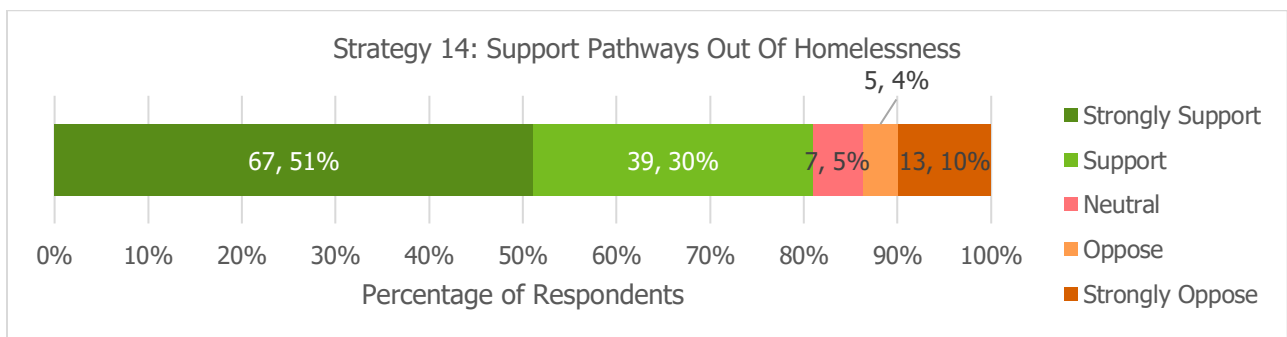
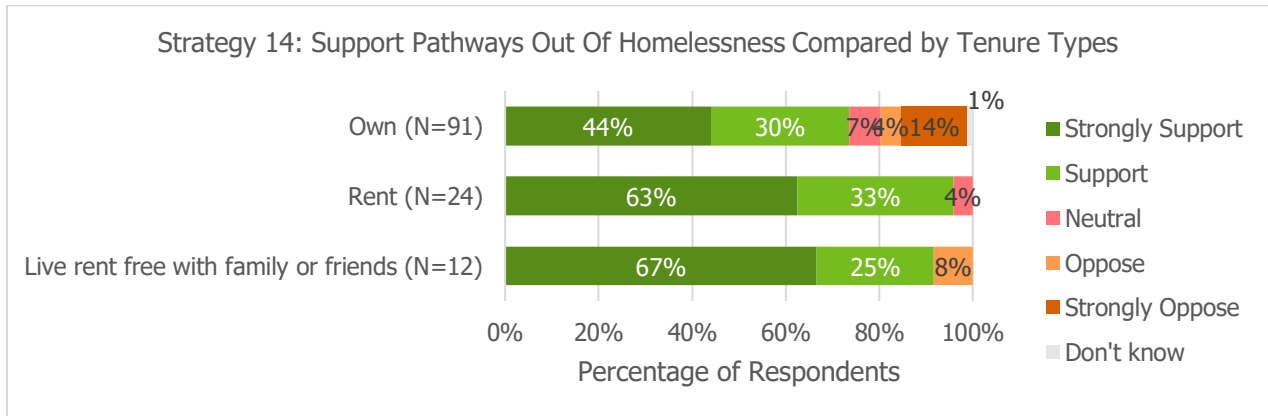


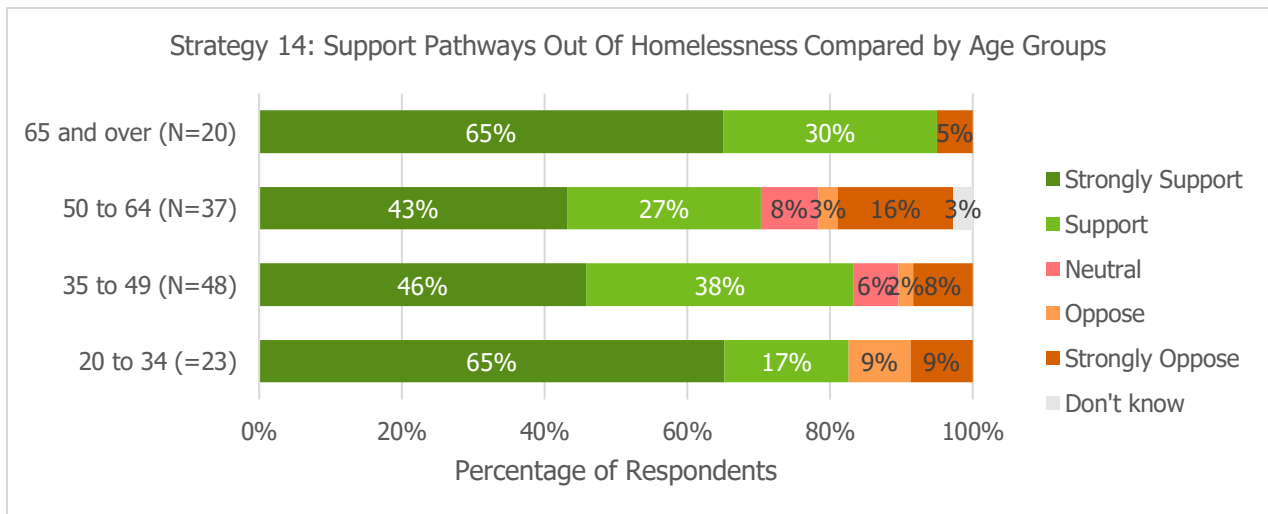
Figure 51. Residents' level of support for Strategy 14: support pathways out of homelessness compared by tenure types (N=131)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (4), support (1)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 52. Residents' level of support for Strategy 14: support pathways out of homelessness compared by age groups (N=131)



Respondents who represented other age groups:

- Respondent 19 and under: support
- Respondents who preferred not to disclose their age: strongly support (1), neutral (1), oppose (1), don't know (1)

Strategy 15: Contribute to Continued Collaboration and Coordination Among Homeless Serving Partners

Figure 53. Residents' level of support for Strategy 15: contribute to continued collaboration and coordination among homeless serving partners (N=130)

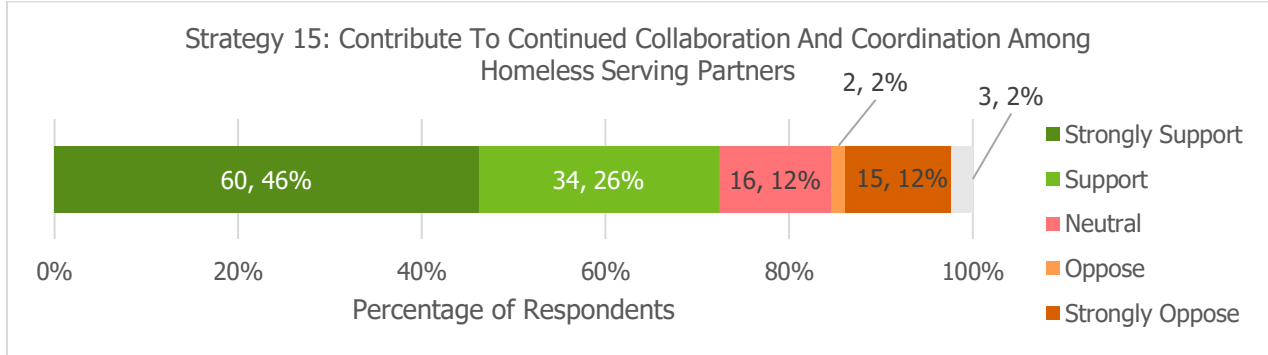
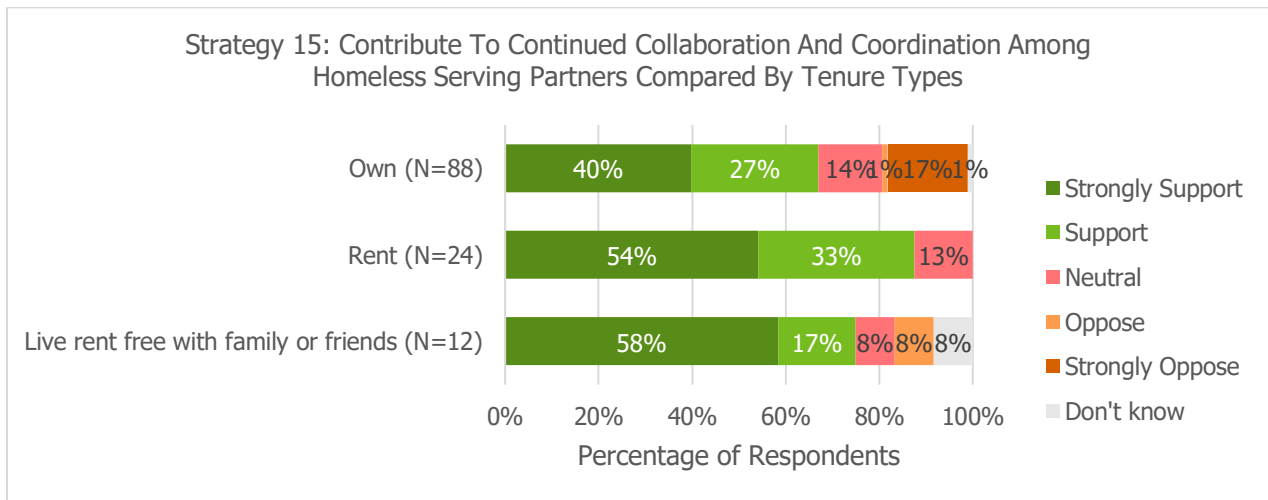


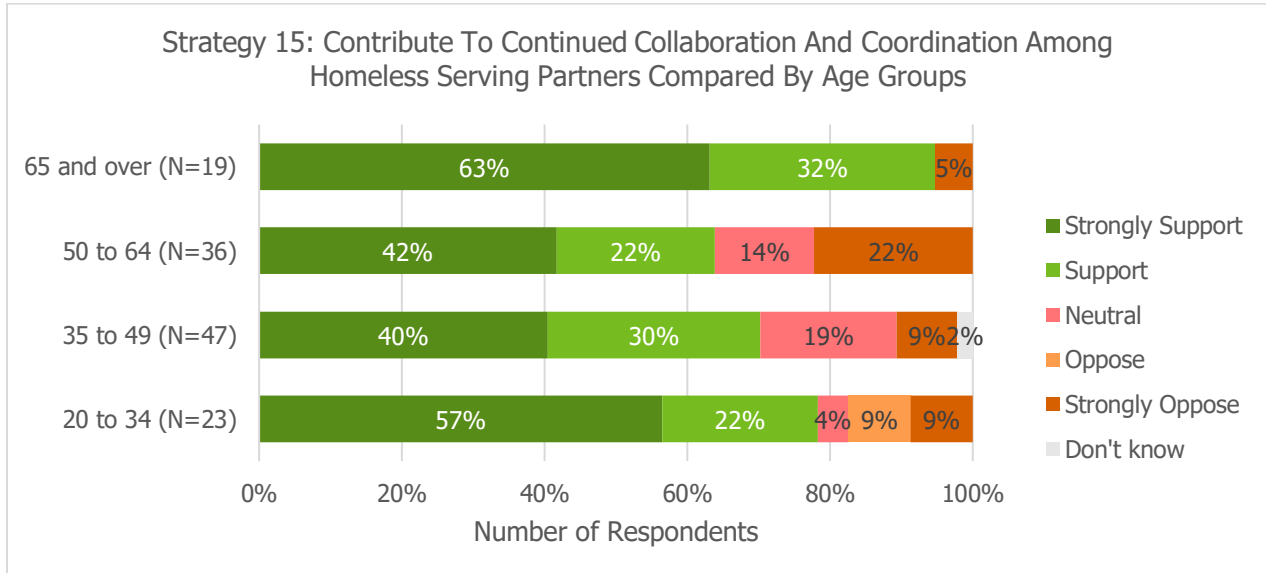
Figure 54. Residents' level of support for Strategy 15: contribute to continued collaboration and coordination among homeless serving partners compared by tenure types (N=130)



Respondents who represented other tenure types:

- Respondents who live in co-op housing: strongly support (5)
- Respondent who preferred not to disclose their living situation: don't know (1)

Figure 55. Residents' level of support for Strategy 15: contribute to continued collaboration and coordination among homeless serving partners compared by age groups (N=130)



Respondents who represented other age groups:

- Respondent 19 and under: don't know
- Respondents who preferred not to disclose their age: strongly support (1), support (1), neutral (1), don't know (1)

2.9 ADDITIONAL COMMENTS

As a final question, respondents were asked if they had any additional comments or ideas on the HOME Strategy. The question received a total of 139 comments. Themes that were mentioned by two or more respondents are provided below.

- Strong desire for City to allow laneway or coach houses (22)
- Need for immediate action to come from the plan (10)
- Desire to limit foreign ownership (8)
 - Desire for the plan to include more tangible targets (3)
- Need for increasing densification (10)
 - Desire for densification in forms other than high rises, such as multi-use complexes or row and townhomes (7)
 - Do not want densification to include only laneway houses (2)
- Desire for diversity in available housing stock (8)
- Need for housing that suits the "missing middle" (7)
- Desire to focus on maintaining existing housing rather than building new (7)
- Suggest that support for the plan should come from all levels of government (6)
- Need for prioritizing affordable housing (6)
- Desire to limit densification (6)

- Desire to have the City support initiatives that build stronger community connections (6)
- Need for zoning bylaws and permitting process to be updated to meet community needs (5)
- Desire to have fewer homeless shelters in Burnaby (5)
 - Concern about the impact shelters have on the community (2)
- Need for additional supports and protections for renters (4)
 - Develop better controls around rental unit prices (4)
- Desire to prioritize purpose built rentals and non-market housing (3)
- Need to prioritize housing for the homeless (3)
 - Develop employment opportunities for those experiencing homelessness (2)
 - Need to better understand the root causes of homelessness (1)

3 FOCUS GROUPS (2021)

3.1 OVERVIEW

A second round of focus groups were held between June 22nd and June 24th. The intent of these focus groups was to invite participant feedback on the preliminary draft of the HOME Strategy. All workshops were conducted virtually through Zoom due to COVID-19 social distancing measures. In addition to residents, stakeholders were invited from the following groups: Mayor’s Task Force on Community Housing, service providers, non-market housing providers, developers, large institutions, major employers, and City staff. A total of 127 stakeholders participated in the workshops. Dates and numbers of participants for each workshop are shown in below.

Figure 56 Focus Group Dates and Participants

Focus Group	Date	Number of Participants
Mayor’s Task Force on Community Housing	June 22, 2021	8
Burnaby Residents/Community Members/General Public	June 22, 2021	36
Homelessness Service Providers	June 23, 2021	29
Housing Stakeholders <ul style="list-style-type: none">• Service providers• Non-profit housing providers• Private developers• Special interest and advocacy groups	June 24, 2021	54

3.2 MAYOR’S TASK FORCE ON COMMUNITY HOUSING

3.2.1 OVERVIEW

Members of the Mayor’s Task Force on Community Housing (MTFCH) were invited to a workshop on June 22nd, 2021. This workshop was not an official meeting of the MTFCH. Eight members of the MTFCH were able to attend. The following sections provide a summary of the discussion.

3.2.2 WORKSHOP SUMMARY

Stakeholders were asked questions pertaining to how the recommendations of the Mayor’s Task Force on Community Housing have informed the HOME Strategy. Comments and discussions from the questions are summarized below.

1. How well do you feel does the HOME Strategy reflects the recommendations of the Mayor's Task Force on Community Housing?

- The Task Force has been very involved to date and the report speaks to the recommendations they have made.
- Council is looking forward to reviewing final input on the report.

2. Are there any areas you have concerns or questions about?

- Emerging issues for renters include standards of maintenance and lack of awareness of the existing Tenant Assistance Policy. It is important to develop a City-wide communications plan to raise awareness of tenant assistance and relocation policies.
- 'Demovictions' are concerning, and there are community members who were evicted (as a result of renovations) before rental policies were put in place.
- Buildings undergoing renovations are experiencing delays which impact renters hoping to move back in.
- Renters are often unable to afford the increased rent of renovated buildings.
- Every application for redevelopment requires a meeting between the developer, City staff, and the tenants. Despite this, there is a lack of awareness about tenant assistance policies in the community.
- There are challenging dynamics with developers in relation to following City processes.
- It is important to communicate existing policies and processes to new renters, immigrants, and those who relocate to Burnaby.
- Staff are being overloaded with tasks and have an increasing workload.
- As the city grows, some residents are not keen on neighbourhood changes. It is important to communicate the value of growth.
- Rental prices and purchase prices in Burnaby are still increasing, despite the Covid-19 pandemic.
- It is also important to look at transit corridors when considering gentle density

3. What gives you confidence about the HOME Strategy and the City's direction on housing?

- The current Task Force is committed to the strategy, and developers are already responding to recent changes. The City is starting to see applications with the inclusionary and affordable unit requirements met, which means that requirements are doable, and developers are still interested in building here, even with the added costs and requirements.
- The City is serious about inclusion policies and increasing the supply of non-market housing. Non-market housing options are now appearing on application forms by developers who previously said it was not possible.
- The policies are resulting in applications that match the City's goals.
- Developers are also accepting that taking care of the tenants is a fact of life, and a vital part of working in Burnaby - it is non-negotiable. There is confidence that this change is happening.

- The enthusiasm of City staff and the great work that they have done to this point is a key source of confidence. Staff believe in the City's work.
- There is overall optimism that the strategies in place have been working, and the Task Force hopes that the HOME strategy will create even more improvements.
- In the strategy, there are helpful sections pertaining to organizations who provide services to those who are unhoused.
- The strategy is very inclusive, as many stakeholders were included and asked to provide their input.

4. What advice would you give to the City of Burnaby in working towards the HOME Strategy vision of a place where everyone can find a home, afford a home, and feel at home?

- Air space can be better utilized, and housing can be included on City lands.
- The City needs to connect with other levels of government when it comes to funding. Partnerships are required to build more housing.
- It is important to consider the needs of the most vulnerable first. Emails or pamphlets are not necessarily the best way to communicate with everyone. The City needs to promote better participation and encourage contact / consultation with people who have lived experience.
- It can be very different to communicate with individuals who are not in the middle class or property-owning households.
- The City is here to lead, and it is important to listen to all voices. Sometimes the loudest voices are the ones who want things to stay the same, because they benefit from it. It's important to keep the vision in mind and do the right thing for the community.
- It has been difficult to secure financial support from senior levels of government to help the City make housing more affordable.
- The City needs to re-define "affordable", away from the CMHC definition that is based on middle income families. The community needs studio or one-bedroom units that are available for those on income support, or disability. People can get stuck in situations because they cannot afford to go anywhere else.

5. Is there anything else you want the City of Burnaby to know as it embarks on implementing the HOME Strategy?

- This plan has been developed from Task Force recommendations.
- A Task Force recommendation is to improve community attitudes on housing. It is important to proactively engage and educate on this topic.

3.3 CITY OF BURNABY HOME STRATEGY ENGAGEMENT: COMMUNITY DISCUSSION WORKSHOP

3.3.1 OVERVIEW

Burnaby residents and other interested community members were invited to participate in a community workshop, which took place on June 22nd, 2021. 36 participants attended.

The priority of this workshop was to create a space for participants to hear about the draft HOME Strategy and share their feedback and perspectives on the City's direction. The following sections provides a summary of participant discussions.

3.3.2 WORKSHOP SUMMARY

Stakeholders were asked questions relating to their thoughts and opinions on the HOME Strategy. Comments and discussions from the questions are summarized below.

1. What gives you confidence about the HOME Strategy and the City's direction on housing? What seems most promising to you?

- In the strategy, there is representation across the board for the housing continuum, and a balanced approach that considers the needs of many people, as well as gentle densification.
- The idea of a sustainable and effective homelessness strategy is important.
- A positive aspect of the strategy is that it includes a focus on non-market housing.
- This is an aggressive and varied approach to housing, as it looks at homelessness to densification.
- Populations who will be impacted by the strategy were involved and consulted in its development. The amount of citizen input in this strategy is appreciated.
- There is a real commitment from the City to take housing seriously and improve the community. The City is welcoming of community voices.
- We can learn best practices from neighbouring cities who are improving access to housing.
- Political will to support vulnerable communities has increased, and there has been increased outreach and collaboration with non-profit organizations.

2. Is there anything that seems to be missing in the HOME Strategy? Is there anything that you are concerned about?

- Key concerns are affordability of housing, long development permit processes, and a concern that the City will not appropriately execute the strategy.
- There is a lack of opportunities for collaboration with small organizations.
- The City must be flexible and employ a sense of urgency, as bureaucracy and political issues / delays (e.g., turnover in Council) are areas of concern.
- Homelessness may require a strategy of its own, as solutions are sometimes generic.
- There is a concern that the working poor are getting pushed out of the community.

- Momentum around this work may decrease, as a clear implementation plan has not been developed.
- There is a need for greater coordination across other long-term plans, such as transit.
- There is a disconnect between wages and housing costs in the community. Affordable ownership options are an issue in the community.
- Housing costs in Burnaby are too high, and it's important to focus on overall livability (including transit, infrastructure, mental health services, and access to green space).
- There are concerns about municipal rules / regulations changing during the building and application process, as well as the impact of homeless shelters on neighbourhoods.
- Increased taxes and crime are areas of concern.
- The strategy may favour tenants and not adequately support landlords.
- It is important to maintain the character of neighbourhoods in the city.
- The voices of seniors are not often heard, and they cannot easily access supports.
- An area of concern is whether or not Burnaby will be able to accommodate large-size families.
- There is a need for community rooms for kids take part in activities and sports.
- It is important to create a mechanism to let Indigenous groups take the lead in their communities.
- It is discouraging that Burnaby is not looking at additional density outside of town centre areas; they need to open up to development outside of the town centres to reduce the amount of displacement in already dense areas.
- There are large variations in rental costs, and low-income families are often spending all their money on rent.
- The City needs to ensure that tenant rights are protected in laneway housing situations.
- There are areas in Burnaby without adequate access to community amenities.
- People need places to go when there are renovations and subsequent evictions.

3. What is the biggest priority for you when it comes to City action on housing?

- Key priority areas include affordable home ownership, homelessness among low to middle income families, a need for diversity in the community, housing for seniors, support for gentle densification, more affordable non-market housing for low-income residents, and support for non-profit housing.
- Implementation of this strategy / plan is a priority.
- There needs to be a focus on those with special needs and improving housing access via infill housing options.
- Employers have found that their staff cannot access affordable housing in Burnaby and have to commute from neighbouring cities such as Surrey.
- It's important to provide instructions and clarify the process of building laneway housing and secondary suites.
- A key priority is being able to stay in Burnaby and live affordably. There is a desire for family members and future generations to have the choice to stay in the city.

- Having the ability to rent out portions of one’s property or allow for sublets or multi-generational housing is important.
- There is a need for certainty and a clear timeframe in relation to building approval and construction processes.
- It needs to be made clear that everyone is welcome in Burnaby.
- Indigenous housing needs to be prioritized.
- There is a need for improved community amenities.

4. Is there anything else City needs to know as it implements the HOME Strategy?

- There needs to be better communication between municipalities, as they develop.
- Staff capacity needs to be taken into consideration when it comes to homelessness initiatives.
- It is important to continue to follow up with stakeholders and communicate the plan beyond the HOME Strategy.
- Foster effective partnerships, create connections with institutional partners such as schools, and ensure that the voices of service providers are heard through continuous dialogue.

3.4 CITY OF BURNABY HOME STRATEGY ENGAGEMENT: HOMELESSNESS WORKSHOP

3.4.1 OVERVIEW

A workshop with homelessness stakeholders took place on June 23rd, 2021. 29 stakeholders attended from the following organizations:

- Society to End Homelessness
- Fraser Health
- Burnaby Division of Family Practice
- Burnaby RCMP
- Progressive Housing Society in Burnaby
- Lookout Board & Society to End Homelessness
- Union Gospel Mission
- Elizabeth Fry Society
- Burnaby Family Life
- Charlford House
- Homelessness Services Association of BC
- SUCCESS
- Durable Solutions

The following sections provides a summary of stakeholder discussions.

3.4.2 WORKSHOP SUMMARY

Stakeholders were asked to share thoughts and feedback on the HOME Strategy as it relates to homelessness. Comments and discussions from the questions are summarized below.

1. What is promising about the HOME Strategy when it comes to homelessness?

- The HOME Strategy is a step in the right direction, and there was notable participation / involvement from community organizations.
- The HOME Strategy takes a systems approach.
- The Housing System diagram in the strategy is a better representation of how people interact with housing as their needs and circumstances change – it is more fluid and dynamic than the housing continuum.
- Meaningful efforts have been made in the consultation process for this strategy, and it is helpful that the strategy looks at the system level.

2. What is missing from the HOME Strategy when it comes to homelessness? Are there any areas where you have concern?

- The consideration of co-op housing for middle-income families is missing.
- It is important to ensure that supportive housing is harm reduction friendly, including medical services.
- Those experiencing homelessness should not be shamed, and independence should be encouraged. In terms of homelessness, we must allow for reunification of partners, allow for pets, and make services as low-barrier as possible.
- There is a need for increased collaboration and interfacing between health and housing. For example, the City could create supportive housing that would provide harm reduction supplies.
- Additional support for the LGBTQ2S+ community is necessary.
- The strategy needs to look at transitional housing, warming centres, cooling centres, and modular housing.
- Some individuals do not fit into, or have access to the existing system (e.g., mental health system often requires telephone access).
- There is historical resistance to looking at harm reduction strategies, and this can create challenges pertaining to access to housing (e.g., being banned from housing if using substances).
- It is important to secure buy-in from organizations who will be providing services.
- There is a need to break down silos with different groups working on homelessness.
- Housing is not just about giving a home, there is an important link to social life that needs to be considered.
- Inclusionary zoning is more encouraging, and it is very important to have this required when developing units.
- There is a disconnect between service agencies and health authorities which can lead to clients not being able to navigate the services they need.

- Private donations, major gifting, and businesses should be encouraged to contribute to this strategy.
- The strategy doesn't reference children enough (they are only referenced in connection with women fleeing violence). With Covid-19, there are lots of other children impacted by homelessness, so this needs to be more robustly looked at.
- Older adults are falling through the cracks - they may lack access to housing and supports.
- There is an increasing amount of youth (19 to 30 years old) on income assistance with very few opportunities for employment and growth.
- Larger families with 4-6 children have difficulties securing housing, especially with BC Housing maximum numbers.
- Lack of focus on Indigenous housing, BIPOC communities, and culturally sensitive programming.

3. What gets in the way of making progress on homelessness in Burnaby?

- Some residents are reluctant to have detox centres in their neighbourhoods.
- Those who experience homelessness are humans who need shelter, money, and health supports. They should not be disciplined and marginalized. The City of Burnaby should be there for them.
- The needs of vulnerable youth must be taken into consideration (high school students who are homeless, in foster care, or have strained relationships with families).
- There is existing stigma for individuals who experience homelessness, and the pandemic has created additional stigma.
- There is a lack of variety in the Burnaby housing market.
- In terms of recovery, we may need different kinds of housing for people in different stages of recovery.
- Individuals may have physical issues, and an inability to look after themselves or their homes.
- Individuals and families are receiving notice that buildings slated for redevelopment, but they cannot find other affordable living arrangements.
- There is potential pushback from the community (e.g., landlords who will not house those who have experienced homelessness, and opposition to modular housing).

4. How can the City work better with community partners? What gets in the way of partnerships?

- It is difficult to learn to navigate the different layers of the City – clarification would be helpful.
- Non-profits sometimes need to compete for the same building / space, and resources. Non-profits may also get pigeonholed, and this is a barrier in such competitions (e.g., particular organizations that only work with women and children).
- Perhaps a community board made up of citizens can be developed. A non-governmental body can have a vision for affordable housing and related neighbourliness.

5. How can the City better support organizations serving those experiencing homelessness?

- The City and BC Housing has done a good job liaising with the local community.

3.5 CITY OF BURNABY HOME STRATEGY ENGAGEMENT: STAKEHOLDER WORKSHOP

3.5.1 OVERVIEW

A workshop with housing stakeholders from across sectors took place on June 24th, 2021. 54 stakeholders attended from the following organizations

- Association of Home Builders
- North Burnaby Neighbourhood House
- Landlord BC
- Derby Manor
- New Vista Society
- Home Builders Association of Vancouver
- Grosvenor
- Urban Development Institute
- Aboriginal Housing Management Association
- Dixon Society
- Elizabeth Fry Society
- Purpose Society of Lower Mainland
- Cap Reach
- Anthem
- Seton Villa Retirement Centre / Action Line Housing Society

3.5.2 WORKSHOP SUMMARY

Stakeholders were asked to share thoughts and feedback on the HOME Strategy and the City's priorities. Comments and discussions from the questions are summarized below.

1. What gives you confidence about the HOME Strategy and the City's direction on housing? What seems most promising to you?

- The HOME Strategy is clear and the focus on supporting renters is appreciated.
- There seems to be a good amount of focus on homelessness and support for tenants, so they don't have to be relocated. The mention of co-op housing and financing land use capture is also helpful.
- There is confidence in the fact that the strategy was formed with stakeholder input from different levels.

- The new Mayor has taken quick action on the homelessness issue with supportive housing and warming centres.
- The pandemic has created detrimental situations for people (e.g., living in cars with families, couch surfing, etc.), but it is good to see that the City is addressing it and looking at it in concerted way.
- It is reassuring that the plan makes mention of refugees several times – it is important that the City sees this as a priority.
- There is a co-ordinated plan to bring in partners and work in conjunction with other plans.
- The requirement for non-market housing in new developments creates a more diverse community.
- It is good that homelessness is being recognized, as well as the need for tenant assistance.
- Bonus density allocation for accessible units is good; this can make a difference and is promising.
- Workshops like these are promising, as stakeholders are brought together.
- Previous actions that Council has taken (e.g., on tenant displacement) instil confidence and increase faith that the City is heading in the right direction.
- There is a focus on inclusion and belonging and diversifying the different types of housing to meet the needs of a diverse population.
- Organizations appreciate Council support for housing priorities so far. They would like to see this continue by leading by example. It's important to clearly support necessary projects and initiatives; and approve various housing types.
- The reflection of diversity in the strategy is promising.

2. Is there anything that seems to be missing in the HOME Strategy? Is there anything that you are concerned about?

- There are no policies in place for protective zoning to keep costs down as density and growth increases.
- There is a lack of attention given to the missing middle class, and this is where families get left behind. There is talk about affordable housing, but there is no visible strategy to support the middle class.
- Developers and housing providers require flexibility and support with grants, subsidies and proposal requirements.
- Lack of community space for families, no gathering places, and no space for community developers to come build.
- For seniors, there is a lack of services available to help them transition into smaller spaces. There are many seniors living in poverty due to homes they currently live in (too large). There is also a need to protect them from fraud and being taken advantage of. Specific strategies need to be created for seniors.
- Increased red tape on landlords and lack of outreach / dialogue with the private landlords. There is not enough inclusion of landlords in the discussion.

- Lowering rental costs while increasing maintenance requirements is not helpful and deters future landlords from adding to the housing supply.
- It is imperative that Mayor's Office reach out to First Nations groups on a personal level to reiterate importance of being involved.
- The City should take lead from Surrey and get to know stakeholders that work in the Indigenous housing sector and formulate a strategy going forward.
- Housing Agreements with the City layer on risk in developments.
- There is a lack of clarity on reconciliation; it needs to be more clearly articulated in the strategy and in the allocation of land and resources.
- It would be helpful to have more policies regarding developers paying more for projects.
- Strategy is high level, and more work needs to be done to support women and children. Women and their families should not be isolated.
- The City must encourage certainty and risk management around cost of providing affordable and non-market housing – e.g., certainty about density bonus funds required, and consideration of different financial aspects of providing housing.
- It is important for the city to think about whether they need tax revenue, or housing units.
- There is a risk of scaring away landlords, so partnerships must be fostered to find sustainable ways forward, to encourage growth of housing in City.
- Non-profit housing providers are not able to pass costs along to renters. Is there a way to better support non-profit housing providers (e.g., a pot of money that they could access / funding applications to apply for)?
- Burnaby is large and spread out, and it is hard to get accurate community statistics. It would be helpful to get idea of the number women and children at risk in the City.
- A concern is that not all landlords have that capital backing, and their model may involve renoviction.
- The City needs to create distinctions between different rental models and how they will encourage sustainable rental buildings – e.g., incentives, encouragement, and investor attraction.
- It's important to add new purpose-built market rental housing buildings, without getting rid of existing older buildings, as some of these sites have lots of land.
- There are delays in development processes add risks and costs. If a company is designing and investing in a project today and it gets delayed a year or two, a lot of things can change over that time – for example, cost of materials, and the marketability of units.
- An increase in density should include affordable housing, but affordable has different meaning to different people. The City needs to focus on those with low-incomes and moderate-incomes.
- There is a lack of consideration of tiny homes, temporary houses, or modular homes.
- The City needs to look at streamlining or subsidized non-market projects, as long processing times increase costs.
- It's important for housing to be located in areas with transit options.

3. What is the biggest priority for you when it comes to City action on housing?

- Keep rental housing affordable for lower income families and enact a cap on rental costs (through zoning policies), especially on larger units, as families cannot keep renting small units.
- Housing is now out of reach of people with average wages. Renting and home ownership is becoming unaffordable. There needs to be an increase in the amount of low-income to moderate-income affordable housing
- There is a lack of adequate funding from the federal and provincial level for non-profit housing. The City needs to be more proactive in supporting these development programs via funding, land acquisition, or partnership strategies.
- It's vital to think about how non-profits can partner with developers to create more housing without funding.
- There are many multi-family groups and immigrants moving into Burnaby who need support. Many families are being split into different homes to make it work.
- Certainty regarding development and approval process is needed, as well as clear development timelines, and certainty around requirements for (private and non-profit) housing providers.
- Transitional housing, and specific housing for refugees and immigrants is important.
- Timeliness and deliverables for units must be clear.
- There needs to be commitment from leadership in recognizing cultural component of homelessness for First Nations and Inuit communities.
- A key priority is to build more housing, and work with partners to reduce costs.
- Women and children fleeing violence is a key priority area, and more housing stock needs to be made available to support them.
- Increased housing lands / development areas for non-profit housing providers.
- The City should focus on developing partnerships and relationships to create better outcomes for the community.
- Development process can be long-winded, and the focus needs to be on action and getting things moving.
- Affordable home ownership needs to be prioritized.
- There is a need for more focus on area planning – these should be a priority, as they're an option to build public support.
- Burnaby needs participation from all levels of government on housing, and deeper partnerships with CMHC. There is a perception that very little CMHC funding is directed towards BC communities.
- Youth depend on outdoor recreation facilities, so the City needs to adopt creative solutions like non-traditional multi-use outdoor spaces and multi-generational spaces (e.g., hockey nets built into the fencing on sites).

4. Is there anything else City needs to know as it implements the HOME Strategy?

- There is a need to measure homelessness in the City, as it has increased with Covid-19.
- The impact of having safe, affordable, healthy housing is cheaper than the cost, especially on the health front.

- The City has been supportive, as they are building a 17 unit building for an organization and would like to do more.
- There is emphasis on the need to consider related spheres alongside housing – i.e., childcare, other development requirements, proximity to work, supporting newcomers, and supporting seniors.
- Please give as much notice as possible to for-profit and non-profit development sectors when there are policy changes, and when other changes are implemented.
- There is gratitude for the work that has been done on housing over the past few years.
- The City needs to encourage good clean, affordable rental accommodations.
- There needs to be a robust supply of all housing types and tenures, it is the responsibility of local, provincial and federal government to deliver the deeply subsidized housing. Private companies should not bear the burden of delivering this.

4 NEIGHBOURING GOVERNMENTS

4.1 METRO VANCOUVER

Metro Vancouver staff reviewed the document and noted the following:

Metro Vancouver is supportive of the City's enhanced efforts to address affordable housing matters and the associated robust public engagement program, and particularly recognizing the nuances and complexities of the challenges and actions, some of which involve multiple agencies. Additionally, the housing strategy being 'modular' allows for quicker action on some points.

Many of the goals and strategies outlined in the HOME Strategy align well with and support the objectives in both the existing Metro Vancouver regional growth strategy (*Metro 2040*) and the draft regional growth strategy (*Metro 2050*), which was referred for comment to member jurisdictions by the Metro Vancouver Board on June 25, 2021, with anticipated bylaw readings in 2022.³

Goal 4 of the draft *Metro 2050* (Provide Diverse and Affordable Housing Choices), includes the following three strategies:

- 4.1 Expand the supply and diversity of housing to meet a variety of needs
- 4.2 Expand, renew, and retain rental housing supply and protect tenants
- 4.3 Meet the housing needs of lower income households and populations experiencing or at risk of homelessness

The draft *Metro 2050* also addresses other matters related to housing planning and policy, such as:

- 1.2 Focus growth in Urban Centres and Frequent Transit Development Areas
- 1.3 Develop resilient, healthy, connected, and complete communities with a range of services and amenities
- 3.3 Encourage land use, infrastructure, and human settlement patterns that reduce energy consumption and greenhouse gas emissions, create carbon storage opportunities, and improve air quality
- 5.1 Coordinate land use and transportation to encourage transit, multiple-occupancy vehicles, cycling and walking

In support of the implementation of the regional growth strategy, Metro Vancouver will be undertaking further work, such as preparing new implementation guidelines and undertaking a regional parking study and other research that may assist with informing the delivery of diverse and affordable housing in the region.

In addition, Metro Vancouver Housing (MVH) provides safe and affordable below-market rental homes for more than 9,400 residents on 49 sites across the Metro Vancouver region. Through the *Metro Vancouver Housing 10-Year Plan*, MVH will provide, preserve, and expand the portfolio of

³ Further information on *Metro 2050* can be found on the Metro Vancouver website here: <http://www.metrovancouver.org/metro2050>

affordable rental housing, and will seek to partner with public, private, and non-profit sectors to leverage investments and support even more affordable housing across the region.⁴

Metro Vancouver staff provide the following specific comments on the preliminary draft (March 2021) version of the Burnaby HOME strategy:

- Consider the recommendations of the Canada-British Columbia Expert Panel on the Future of Housing Supply and Affordability, as outlined in the Final Report: “Opening doors: unlocking housing supply for affordability” which can be found here: <https://engage.gov.bc.ca/housingaffordability/>
- Test the financial viability of the policies and requirements on housing development to facilitate new housing supply.
- Consider possible changes to zoning provisions to allow for more flexibility in achieving higher densities (e.g., reducing or eliminating the minimum apartment unit size, allowing three bedroom apartments to have one bedroom which is inboard, and right-sizing parking requirements).
- Consider how the HOME Strategy could be reviewed or updated every 5-10 years, in alignment with the needs identified in the City’s Housing Needs Report, which is required by the province every 5 years.

4.2 TSLEIL-WAUTUTH NATION

Tsleil-Waututh Nation reviewed the draft document and provided comments through an independent consultation process, and provided positive feedback on the inclusion of:

- A territorial acknowledgment;
- An appropriate level of cultural information;
- A commitment to strengthen relationships with Indigenous housing providers and local First Nations; and
- A commitment to further engage with TWN in order to understand housing priorities and to explore opportunities for housing partnerships.

⁴ Further information on the *Metro Vancouver Housing 10-Year Plan* and other resources can be found on the Metro Vancouver website here: <http://www.metrovancouver.org/services/housing/plans-reports/Pages/default.aspx>