



POLICY REPORT
SOCIAL DEVELOPMENT

Report Date: April 17 2014
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Meeting Date: April 30, 2014

TO: Standing Committee on Planning, Transportation and Environment
FROM: General Manager of Community Services
SUBJECT: 2013 Housing and Homelessness Strategy Report Card

RECOMMENDATION

THAT Vancouver City Council receive this report for information.

REPORT SUMMARY

This report provides City Council with an update on the progress that the City is making towards achieving the goals identified in the Housing and Homelessness Strategy 2012-2021. The City tracks progress based on six indicators (Appendix A):

- street and sheltered homeless
- supportive housing
- social housing
- downtown singles non-market housing
- market rental housing and
- secondary rental housing (suites and laneway houses).

This report also provides an update on actions taken by the City to address housing and homelessness in 2013.

COUNCIL AUTHORITY/PREVIOUS DECISIONS

In July of 2011, City Council adopted Vancouver's Housing and Homelessness Strategy 2012-2021 with the goal of ending street homelessness by 2015 and providing more affordable housing for choices for all Vancouverites.

The Strategy directed staff to develop and present an annual report card to Council to track our progress towards achieving the strategy goals. This report is the 2nd annual Housing and Homelessness Strategy Report Card. The 1st annual report card was presented to Council on February 12, 2013 and it is available here:

<http://former.vancouver.ca/ctyclerk/cclerk/20130212/documents/rr2presentation.pdf>.

CITY MANAGER'S/GENERAL MANAGER'S COMMENTS *

The Housing & Homelessness strategy and the embedded targets provide an important benchmark against which the City can measure its progress on Council's goals of ending street homelessness and providing more affordable housing choices. The annual report card is an opportunity to consider each metric, the progress made over the last year, where this happened across the City, and what actions the City has taken recently. It is an opportunity to take stock of progress, review recent direction and consider new approaches if necessary. The 2013 report card shows substantial progress against the majority of our targets, but our efforts will have to be sustained if the City is to achieve its 3 year targets by the end of 2014.

This report builds upon and provides additional information beyond the urgent report back that was made to Council on Wednesday April 16, 2014 covering Homelessness, SRO and Supportive Housing data.

REPORT

Background/Context

2011 Housing and Homelessness Strategy and the Requirement to Monitor Progress

The City's Housing and Homelessness Strategy describes the City's overall direction for housing, including what we need and how we will achieve it over the next ten years. The goals of the strategy are to end street homelessness and provide more affordable housing choices for all Vancouverites. The strategy includes specific targets for ending street homelessness and the creation of new affordable housing units. This report provides an update on progress towards meeting those targets. The Housing and Homelessness strategy was approved by Council in July of 2011. The 1st Annual Report Card on implementation and progress was presented to Council in February 2013. This report is the 2nd annual Housing and Homelessness Strategy Report Card.

Update on Overall Housing Market Indicators

Overall, there was a significant amount of new housing under construction in 2013. Data released by the CMHC on January 9th 2014 show that the city had 6,071 dwellings commence construction in 2013, 573 more than in 2012. This is the highest annual number of starts in over 40 years (in 1969 there were 6,499 starts).

In terms of rental market indicators, average rents in the city of Vancouver edged up slightly in 2013 (from \$1,128 to \$1,144 - average of all bedroom types). This trend was also experienced in the region overall (from \$1,047 to \$1,067). At the same time, rents for newer units in the city, those completed after the year 2000, decreased significantly (from \$1,659 in 2012 to \$1,543 in 2013). A similar trend was experienced in the region overall where rents for new units fell from \$1,579 to \$1,509. The CMHC notes that part of this drop can be attributed to a change in methodology with a slightly different group of units being surveyed in 2013 compared to 2012. In Vancouver, additions to the supply of rental housing in the form of laneway houses, rented condominiums and purpose built market rental buildings such as those built under the Short Term Incentives for Rental program (STIR) should contribute to downward pressure on rents. Vacancy rates for new rental units, built after 2000, edged up in 2013 in both the city (1.1% to 1.5%) and the region (1.3% to 2.2%). These rates remain below the 3% to 5% range which is considered to be a healthy rental market, with a balance between supply and demand for rental units.

Strategic Analysis

The Housing and Homelessness Strategy 2012-2021 set ten year targets across the housing continuum. The report card found in Appendix A, measures progress both towards the 10 year targets (2021) and the 3 year targets (2014), which align with our current capital planning cycle.

City of Vancouver Housing and Homelessness Strategy Targets: 2012 to 2021



The targets identified in the Strategy were created based on the anticipated demand for new affordable housing over the next 10 years, as well as an assessment of what will be needed to meet Council’s goal of ending street homelessness. The targets were intended to be aggressive but at the same time achievable through focused and coordinated efforts between the City and our partners (senior government, private sector, non-profits).

Summary of Progress - 2013 Housing Report Card

Overall, the City is making good progress in terms of meeting targets for new housing. However, a continued focus by the City and partners is required in order to fully realize the goals of the strategy. A summary of the report card is found here and the full details, with the breakdown of each indicator can be found in Appendix A.

ENDING HOMELESSNESS			RENTAL HOUSING			
Street and Sheltered Homeless	Housing Targets	Supportive Housing	Social Housing	Downtown Singles Non-Market Housing*	Secured Market Rental	Suites and Laneway Housing
There were 538 street homeless counted in March 2014 (prelim. #s)	Percentage of 3-year target in development	86%	64%	156%	189%	90%
	Current numbers of units	1,846	961	467	2,839	1,620
	2014 target for number of units	2,150	1,500	300	1,500	1,800
	Percentage of 10-year target in development	63%	19%	47%	57%	27%
Zero street homeless by 2015	2021 target for number of units	2,900	5,000	1,000	5,000	6,000

*These units are also included in social or supportive housing.

In the chart above, the “current numbers of units” and those described as “in development” include recent approvals and commitments, units under construction and recently completed units.

Despite the progress towards new affordable housing options, it has been a challenging year as the City has seen its homeless population rise and in particular is now seeing an increase in the number of homeless people counted on its streets. Staff have acknowledged in a recent and urgent report to Council that it was going to be a difficult year and there were anticipated challenges that have resulted in a loss of interim housing and shelter capacity and some delays in the occupancy of supportive housing coming on stream. In estimating the best and worst case scenario for a gap in capacity, staff took into consideration the number of HEAT and Winter Response shelters that could be open or closed, losses and gains in interim housing options like the Dunsmuir and 3475 East Hastings and continuation of new people finding themselves facing the challenge of homelessness. The actual reported rise in homelessness in 2014 in Vancouver falls in between these two scenarios. A drop in capacity even if only temporary in some cases has clearly had a negative effect on the number of homeless people in Vancouver.

Key Actions Taken in 2013

The degree of success and progress in the report card is directly linked with the City's efforts with its partners to meet its targets. There are two key areas of note for 2013, innovative actions to create new affordable housing supply and initiatives to increase support for renters.

1. Innovative Actions to Create New Affordable Housing Supply:

Winter Shelter and Interim Housing for the Homeless

The 2013/2014 Winter Response Strategy partnership between the City of Vancouver and the Province included a strategy to open 80 shelter spaces, provide 40 rent supplements (25 were provided), and open approx. 40 rooms of interim housing at 3475 East Hastings. The City purchased the former Ramada Hotel at 3475 East Hastings for \$8.2M and carried out some renovation work. It opened in December 2013 and is operated by Community Builders Foundation, in partnership with the Vancouver Aboriginal Friendship Centre Society, 3475 East Hastings provides approximately 40 rooms for homeless individuals who came largely from the HEAT shelter at 201 Central. Residents are provided with two meals per day, 24-hour staffing support, connections to medical and counselling services, as well as life skills support to stabilize and improve their lives.

New Housing Choices for Low and Moderate Income Households

The City continued to work closely with partners to create affordable housing supply in 2013. Actions include both processing and approving applications for new projects as well as developing policy to facilitate and improve the processes to enable the new affordable housing supply being created. For example, the majority of work on the Community Plans happened in 2013 and three Plans have been recently approved by Council; the West End Community Plan (Nov 2013), the Downtown Eastside Local Area Plan (March 2014), and the Marpole Community Plan (April 2014). They have set the foundation for the delivery of a significant amount of new social housing and market rental housing supply for the next 30 years in all three communities.

In terms of enabling individual affordable housing projects, one of the City's most effective tools continues to be the provision of additional density as it improves the financial viability of social and market rental housing. In the absence of senior government capital or revenue subsidies, projects to build housing with tenure other than

ownership would largely not be possible without the City's granting of additional density. The project at 1107 Seymour St., approved by City Council in May 2013, provides an excellent example of how the City is creating new affordable rental housing supply in the absence of senior government funds. The project will provide 81 units of social housing and 24,000 sq. ft. of social service space. The building will be built by a private sector partner with ownership transferred to the City on completion. The project is being financed by a Community Amenity Contribution for rezoning at 1300 Richards St. (\$23.5M) and Downtown South Development Cost Levies (\$5M).

In terms of secured market rental housing, the city approved nearly 1,100 units for construction in 2013 marking the 2nd straight year where over 1,000 units were approved. The City also approved a high volume of permits for secondary market rental housing in the form of suites and laneway housing in 2013 (an additional 828 permits) which will also add an important source of rental housing to the market.

In addition to processing a high volume of applications this year, the City has also taken several key steps to strengthen our policies and programs which encourage market rental supply. These include amendments to the City's DCL by-laws to clarify the definition of for-profit affordable rental housing and amendments to the laneway housing program. In addition to facilitating the ongoing growth of market rental housing in our city, these amendments also serve to ensure that we are building the type of supply that is needed by the city's communities, both in terms of the level of affordability being provided and the built form of the finished product.

In the fall of 2013, City Council approved amendments to the DCL by-laws to include the following criteria in the definition of for-profit affordable rental housing:

- Projects are 100% secured market rental housing
- Unit sizes are modest and in line with typical purpose built rental developments
- Initial rents do not exceed the average rent for newer rental units in the City
- Construction costs are in line with basic to medium quality construction
- Secured for the longer of 60 years or the life of the building

These criteria improve certainty for developers of market rental housing, the City and the community. The criteria provide specific direction regarding whether a particular project will qualify for DCL exemption, while at the same time improve certainty with regard to the affordability that is being provided in each project.

In addition to strengthening our secured market rental housing policies, 2013 also marks an important milestone for the City's laneway housing program. In total, over 1100 permits for laneway housing have been issued since the program began in 2009. In the summer of 2013, City Council approved changes to the program to expand the number of zoning districts where laneway housing can be built and to improve neighbourhood compatibility and livability of the units. In 2013, Council approved provisions to:

- Reduce impacts on neighbouring sites by allowing the same amount of floor space to be built in one-storey buildings as can be built in 1.5 storey buildings
- Require provision of 1 permeable parking space to support provision of on-site parking
- Provide more floor area for living & storage
- Streamline the permitting process by allowing an outright review process for one storey laneway houses
- Expand the laneway house program to include all RS zones

2. Initiatives to Increase Support for Renters:

Integrated Enforcement - Use of Rental Standards Database (RPS) and Co-ordinated Working Group for Troubled Buildings

Launched in January 2013, the database (http://app.vancouver.ca/RPS_Net/search.aspx) is a tool to motivate owners and landlords to maintain their properties. The RPS supports the implementation of the Housing and Homelessness Strategy by providing support to renters to make more informed decisions about their housing; improving the quality and maintenance of the rental housing stock; and, demonstrating transparency and leadership in making information accessible. The searchable database contains property and fire violation records for all licensed buildings in Vancouver with five or more residential units (in both privately and publicly owned buildings) including:

- Single-room occupancy hotels
- Purpose-built rental housing
- Non-market housing
- Supportive housing units

Information from the RPS has assisted the Integrated Enforcement and Coordinated Working Group for Troubled Buildings to prioritize enforcement actions. The goal continues to be to work with property owners to achieve compliance with outstanding violations of by-laws related to health and safety. In January 2012, there were 7,210 violations in rental buildings in Vancouver. In January 2013 (year of launch) that was reduced to 3,140. In January 2014, there are 1,575 violations. This represents a reduction of over 75% between 2012 and 2014. Since the launch of the RPS, the number of overall violations has dropped significantly as well as those buildings with high number of violations decreasing:

	Jan 2013	Jan 2014
Buildings with 100+ violations	7	0
Buildings with 50-99 violations	4	3
Buildings with 10-49 violations	50	28
Building with 1-9 violations	243	330

Single Room Occupancy hotels consistently rank at the top of the RPS for number of outstanding violations and are inspected annually by Property Use Inspectors and the Vancouver Fire Department. SROs play an important role in the low-income housing stock and often serve as a last step to preventing homelessness for many residents. The City has used a number of tools to seek compliance for problematic buildings including injunctions and prosecution. The Working group is now also meeting with owners that consistently have a high number of outstanding violations to proactively work with them to have them resolve outstanding issues. This approach is proving to be very effective.

Single Room Occupancy Hotel (SRO) Task Force

In 2011, Council directed staff to convene an SRO Task force that would include the DTES community and other partners to identify actions the City could take to improve living standards for SRO tenants. At the direction of the Task Force, staff organized a number of tenant workshops targeted to both large and small privately owned, and large and small publicly owned buildings. The workshops focused on the themes of Standards of Maintenance and Rights and Responsibilities under the Residential Tenancy Act, and women's safety. Twelve workshops were held and approximately 160 tenants attended. The feedback from workshop participants was used to develop recommendations for improving conditions for SRO tenants. The recommendations will be

implemented through the City's SRO Strategy that was approved by City Council as part of the Downtown Eastside Local Area Plan in March 2014.

Additional actions include the provision of a grant to a non-profit organization to provide assistance to SRO tenants through the Residential Tenancy Act (RTA) arbitration process. The request to the Province to create a separate SRA category under the RTA to provide for special considerations and protections including aligning rent increases to the room rather than the Tenant. Concerns were raised and discussed at Council during the DTES Lap process about rising rents and illegal evictions. Staff are still working with the Task Force to see if further actions can be identified.

Vancouver Rent Bank (VRB)

By the end of its first year of operation in fall 2013, the VRB approved 137 interest-free loans, helping 228 people (including 39 children) to avoid losing their homes due to eviction. The VRB is a multi-partner initiative involving the City of Vancouver, Streethome Foundation, Vancouver Foundation, UBC, and the Vancity Community Foundation and was launched in October 2012. Administered by the Network of Inner City Community Services Society (NICCSS), VRB prevents evictions by increasing housing stability through the provision of interest-free loans to low-income individuals and families in temporary financial crisis. In addition to loans for rent or utility arrears, security deposits and/or first month's rent, the VRB also provides financial counselling, advocacy and referral services.

Residential Tenancy Branch (RTB) Services

In 2008, the City and the RTB partnered to increase supports to tenants by opening an RTB Satellite Office at 390 Main St. In 2013 this partnership was extended to 2016 with an expanded service to allow tenants to submit evidence for arbitration. This can now be done directly at the office whereas previously, evidence had to be submitted through the Burnaby office. Since 2008, the office at 390 Main Street has served more than 6,000 individual tenants and landlords requiring information and accepted almost 1,000 applications for arbitration under the Residential Tenancy Act. The continued location at 390 Main Street is important because it is a hub for a unique and diverse assortment of education, training, counselling, support and financial services designed to help individuals overcome barriers that may stand in the way of success and self-sufficiency. Help with maintaining stable housing is a key element of this success. The partnership with the RTB supports Council's goal of ending street homelessness by providing strong leadership and support to partners to enhance housing stability.

Financial

The City contributes towards the creation of affordable housing in the following ways: lease of city land at nominal rent, capital grants, waiver and exemption of development cost levies, and provision of additional density. The table below provides details of the City's financial contribution to and partnership funding for the units included in this report.

City and Partner Contribution to Units Reported in 2013 Report Card¹

	Units	Land	Grant	CAC In Kind	DCL Waiver	Total City Funding	Partnership & External Funding ²	Total Funding
Supportive Housing	1,846	\$51.0M	\$4.9M			\$55.9M	\$438.2M	\$494.1M
Interim Housing	135	\$8.2M	\$1.1M			\$9.3M	NA (Note 2)	\$9.3M
Social Housing	961	\$33.2M	\$14.4 M	\$87.4M		\$135.0M	\$121.1M	\$256.1M
Secured Market Rental	2,839				\$9.1M	\$9.1M	NA (Note 2)	\$9.1M
Total	5,781	\$92.4M	\$20.4M	\$87.4M	\$9.1M	\$209.3M	\$559.3M	\$768.6M

1. This table includes the funding related to the units reported in the 2013 Report Card in addition to new interim housing units that are discussed in this report but not included in the 2013 Report Card totals. Funds are from current and past capital budgets.

2. Partnership and external funding is reported for projects where the City is a partner in the project. For some grants to non-profits and government and for all DCL exemptions for Secured Market Rental, the total cost of the projects are not available as they are borne directly by the 3rd party.

It is the City's policy to contribute to the capital costs of affordable housing projects. Subsidies are not provided for the operational costs as the projects are meant to be self-sustaining, either utilizing rent revenues, senior government subsidies or fund-raising equity. In some cases, the City will offset its capital contribution by obtaining a prepaid mortgage from the operator. The operator repays the mortgage with the rental revenue and the City can reinvest the funds from the prepaid mortgage into more affordable housing.

One of the ways the City meets its Housing & Homelessness Strategy targets is by securing 20% of units in large developments as affordable housing with a focus on increasing capacity for low and moderate income households through leverage of City tools (Community Amenity Contributions, Development Cost Levies, Grants) and partnership funding from senior government and non-profit organizations.

Included in the information provided in the table above, are City funds allocated in 2013 for temporary supportive housing units that will help to move people off the street and out of shelters. These funds include \$8.2 million for approx. 40 rooms of temporary supportive housing at 3475 East Hastings (former Ramada Inn) and a \$1.1 million grant for 95 rooms of interim housing and related support services to be provided in partnership with BC Housing at the Biltmore Hotel on Kingsway. These units will serve individuals awaiting around 600 permanent homes in one of the 14 Supportive Housing sites under development by BC Housing on City owned lands.

CONCLUSION

This report provides City Council with an update on the progress that the City is making towards achieving the goals identified in the Housing and Homelessness Strategy 2012-2021. Additional details, including a full break down of each indicator, are found in Appendix A.

2013 Housing & Homelessness Strategy Report Card



2013 Housing & Homelessness Strategy Report Card

Housing and Homelessness Strategy Targets (2012-2021)



Includes 1000 units (downtown singles non-market) as a replacement for SRO beds

Based on the ten year targets identified in the Strategy and to align with our current capital planning cycle, three year targets were developed to allow for a more detailed tracking of our progress.

Structure of Report Card

The table below shows the structure of the Report Card and the three year targets. Each indicator is discussed in terms of numbers (progress towards targets), locations (where we are achieving our goals) and actions taken (how we are achieving our goals).

Indicators:	3 Year Targets:	Performance Measures:
1. Street & Sheltered Homeless	Shelter capacity to meet needs of street homeless	
2. Supportive housing	2,150 units	 Numbers
3. Social housing	1,500 units	
4. Downtown singles non-market housing	300 Units	
5. Secured market rental	1,500 units	 Locations
6. Secondary market rental	1,800 units	
		 Actions Taken

Summary of Progress - 2013 Housing Report Card

ENDING HOMELESSNESS			RENTAL HOUSING			
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Zero street homeless by 2015	2021 target for number of units	2,900	5,000	1,000	5,000	6,000

▲
*These units are also included in social or supportive housing.

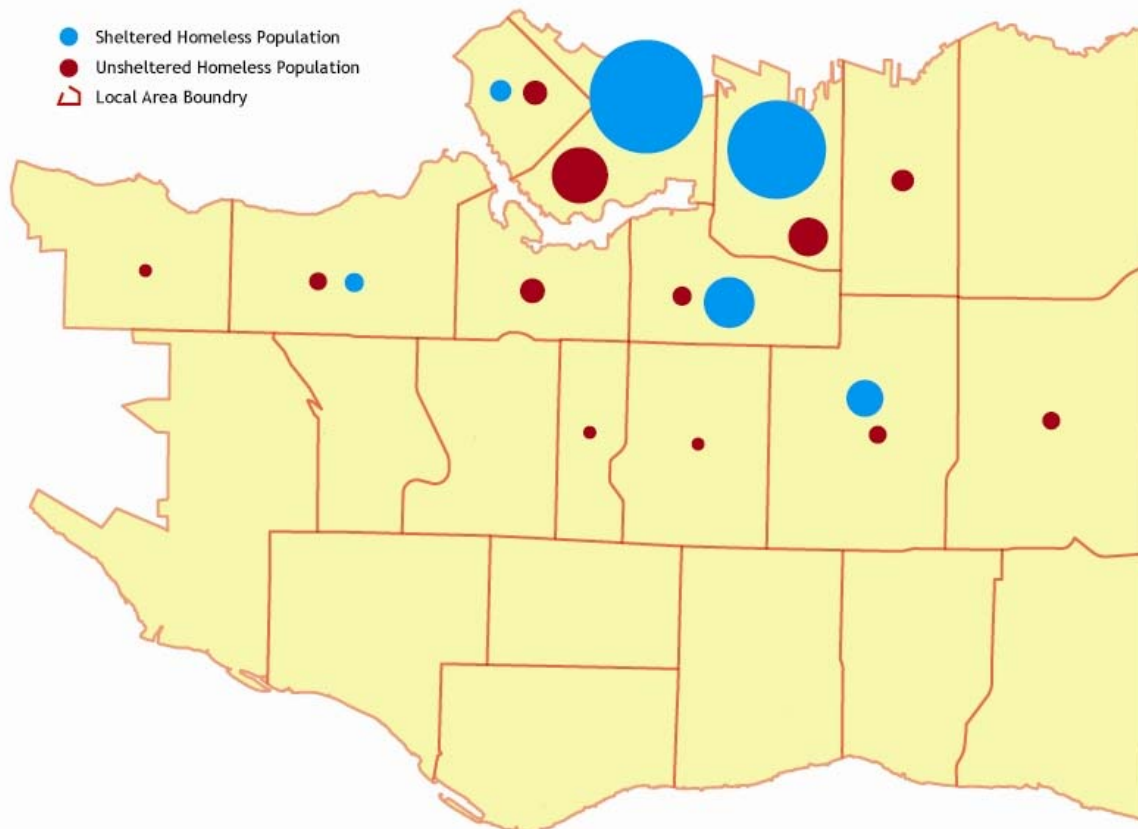
Indicator 1: Street and Sheltered Homeless

Numbers: The Vancouver Homeless Count was conducted on March 12, 2014. While always an undercount, 1,798 homeless persons were counted, comprised of 538 unsheltered homeless persons and 1,260 sheltered homeless. Compared to the 2012 and 2013 counts, the total number of homeless counted in Vancouver in 2014 was up by approximately 12%. The number of unsheltered homeless remains below the historic high of 811 people counted in 2008.

Progress towards City Goal: Street and Sheltered Homeless in Vancouver: 2005 - 2014



Locations of Street and Sheltered Homeless in Vancouver: March 2013*



*Note: Data for the 2014 homeless count is not yet available on a neighbourhood by neighbourhood basis as Metro Vancouver has only released preliminary data to date. However, based on historical patterns and the geographic distribution of shelters across the city, staff anticipate that the location of street and sheltered homeless found during the 2014 count is not likely to vary too significantly from what was observed on the day of the 2013 homeless count.

The majority of our homeless population is found Downtown. There are a significant number of sheltered homeless in the Downtown and Strathcona local areas as well as in Mt. Pleasant. The majority of street homeless are also located downtown.




Actions Taken: The city continues to work closely with our partners towards the goal of ending street homelessness by 2015. In 2013, the City undertook several strategic actions on this front:

1. The supportive housing project at 215 W 2nd was opened in May 2013. This project contains 147 housing units for homeless and those at risk of homelessness. It is being operated by RainCity Housing Society. Up to half of the units will be dedicated to those living with mental health or substance abuse issues. Residents are receiving community medical and mental health services; referrals to community based resources and services; peer support programming including recreational activities; and skills to create relationships with other tenants and help them maintain their tenancy.
2. The supportive housing project at 1237 Howe opened in August 2013. This project contains 110 housing units for homeless and those at risk of homelessness. It is being operated by McLaren Housing Society. This project serves homeless individuals living with

HIV/Aids. Residents are provided access to health management and wellness programs, life skills programs; and links to case managers, education and employment programs.

3. The Ramada Hotel at 3475 East Hastings was purchased in September 2013 to provide temporary supportive housing for about 40 people currently staying in shelters while they wait for permanent housing. The building is being run by an experienced non-profit operator and staffed 24/7 with an operation management plan and security measures in place. Residents receive an individualized support plan; access to substance-use management programs; support to enhance developmental, problem-solving, and coping capacities; links to health services and employment, life skills, education, and volunteer programs; follow-up program to ensure a successful transition when tenants move to permanent housing.
4. The former Biltmore Hotel at 395 Kingsway was leased by BC Housing in partnership with the city in February 2013 to provide 95 supportive housing units to those who are homeless or at risk of homelessness. The building is being run by an experienced non-profit and will be staffed 24/7. Residents will receive on and off-site support services for health, education, employment and life skills; and referrals and links to community organizations and agencies for health services.
5. Two new Winter Response Shelters were opened in 2013. The project at 21 E 5th provides 45 beds and the project at 860 Richards has 35 beds.

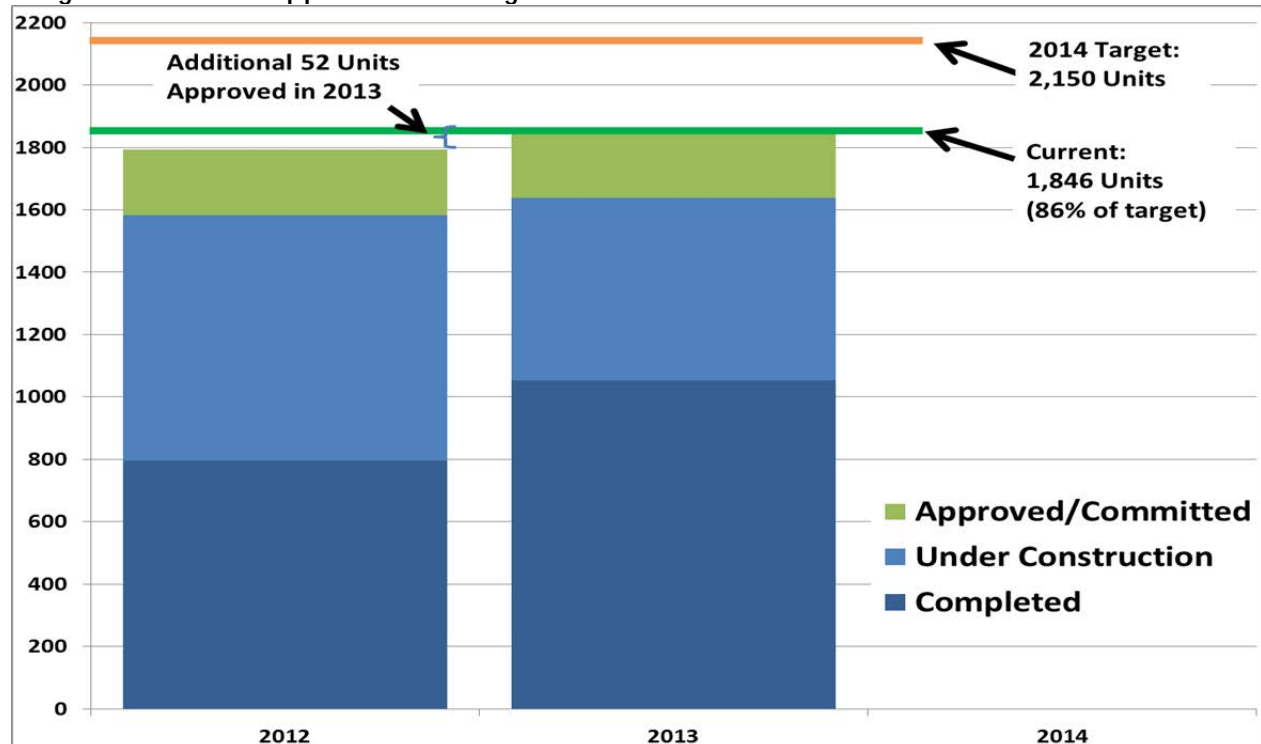
Summary: Street & Sheltered Homeless

Performance measure	Progress towards 3 year goal
 Numbers	There were 538 street homeless counted in March 2014 (prelim. #s)
 Locations	Majority of homeless population remain Downtown
 Actions Taken	<p>Opened 2 new temporary Winter Response Shelters</p> <p>Opened 2 new permanent supportive housing projects</p> <p>Opened 2 new interim housing projects</p> <p>Rent supplements for 25 additional tenants this winter</p>

Indicator 2: Supportive Housing

Numbers: The three year target for supportive housing is 2150 units. As of December 31st 2013, recent completions, projects under construction and committed projects totalled 1846 units. This means that the city is 86% of the way towards achieving our three year goal.

Progress towards Supportive Housing Goal:

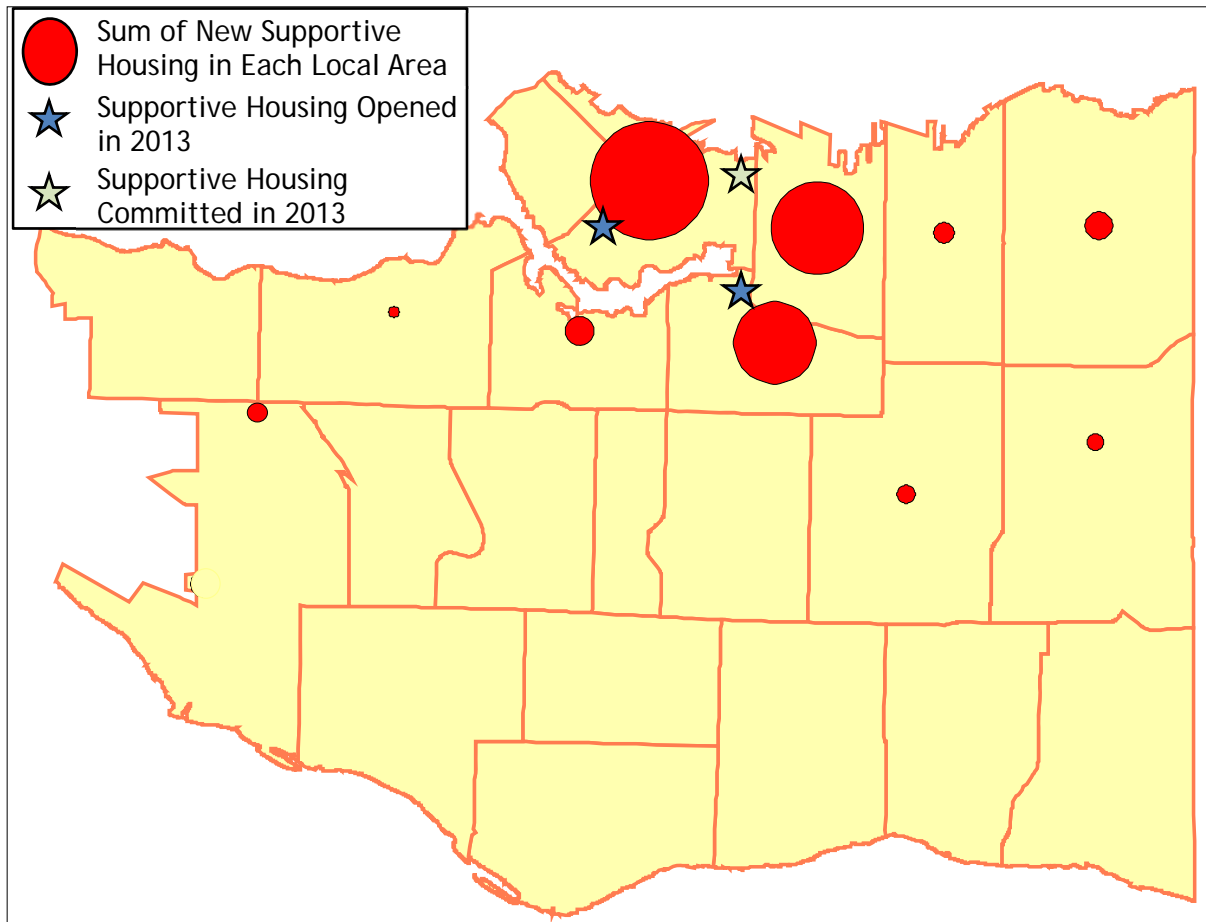


In 2013, 257 units of supportive housing were opened in Vancouver (215 W 2nd - 147 units and 1237 Howe - 110 units). In addition, the City approved an additional 52 units of supportive housing (41 E Hastings). Despite significant process to date, it may be challenging to meet our 3 year goal of enabling 2150 units by the end of 2014. Continued focus by the City and our partners is needed in the year ahead.

In addition, there are 586 units set to open in 2014:

- 1134 Burrard (141 units) - Q2 2014
- 111 Princess (139 units) - Q3 2014
- 2465 Fraser (103 units) - Q3 2014
- 220 Princess (147 units) - Q3 2014
- 951 Boundary Road (56 units) - Q3 2014

Locations of New Supportive Housing:



Note: proportional circles on map represent the sum of: committed, under construction, and recent completions (2010-2013).

New supportive housing projects are found across city neighbourhoods with a concentration in the downtown core where the need is highest. The city is on its way to meeting the goal of increasing the supply of supportive housing across all neighbourhoods as identified in the Housing and Homelessness Strategy.

Actions Taken: The creation of supportive housing is a collaborative effort involving a range of partners. This form of housing is critical to meeting the goal of ending street homelessness and the City provides leadership and support for our partners throughout the supportive housing development process. For example, as part of the partnership between the City of Vancouver and BC Housing to open supportive housing and house the homeless and those at risk of homelessness, 110 units of new supported housing opened in 2013 on Howe Street. The building is operated by Maclaren Housing, who has a strong track record in providing affordable housing to people living with HIV and Aids.

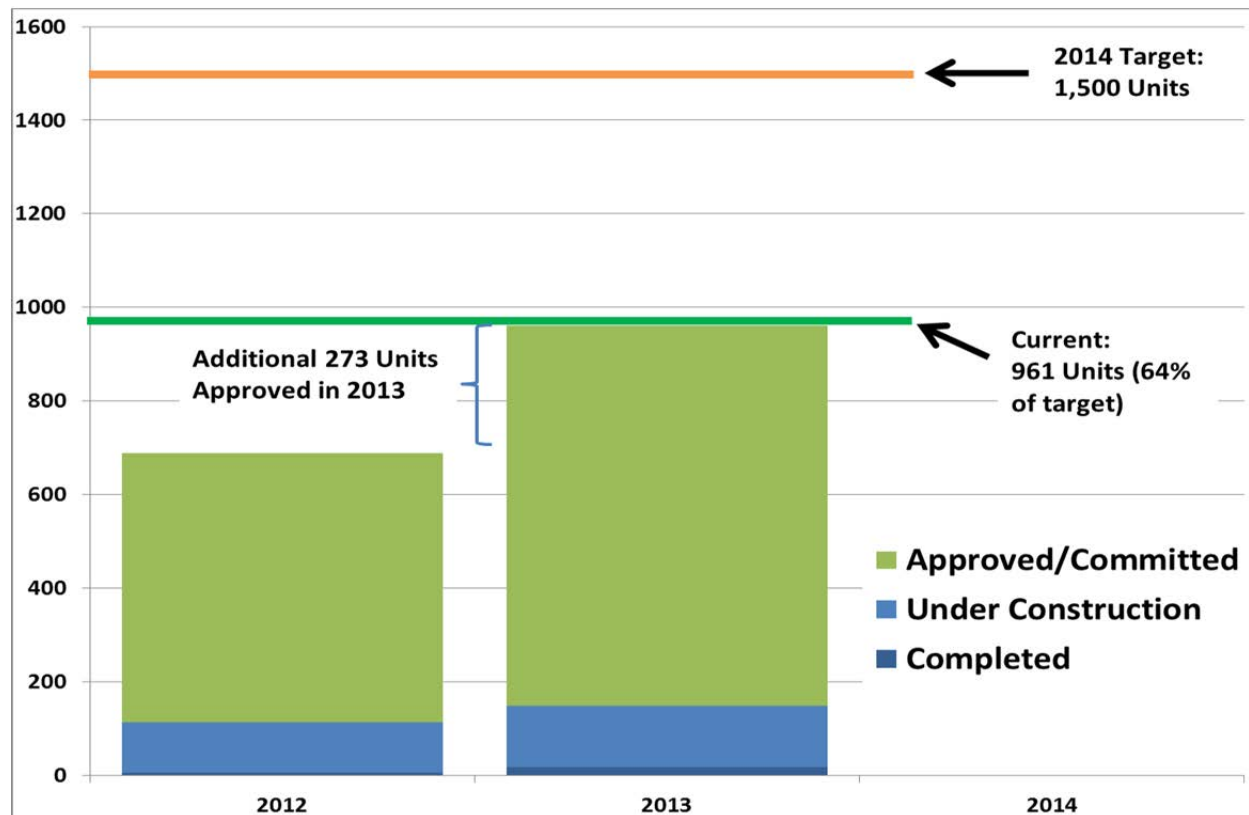
Summary: Supportive Housing Units

Performance measure	Progress towards 3 year goal
 <p>Numbers</p>	<p>1,846 units in development (86% of 2014 Target)</p> <p>Challenging to meet target by end of 2014</p>
 <p>Locations</p>	<p>Most new supply is located in and near downtown where need is highest</p>
 <p>Actions Taken</p>	<p>257 units opened in 2013</p> <p>Approx. 600 units to open in 2014</p> <p>52 additional units were committed in 2013</p>

Indicator 3: Social Housing

Numbers: The three year target for social housing is 1500 units. As of December 31st 2013, recent completions, projects under construction and committed projects totalled 961 units. This means that the city is about two-thirds of the way towards achieving our three year goal.

Progress towards Social Housing Goal:

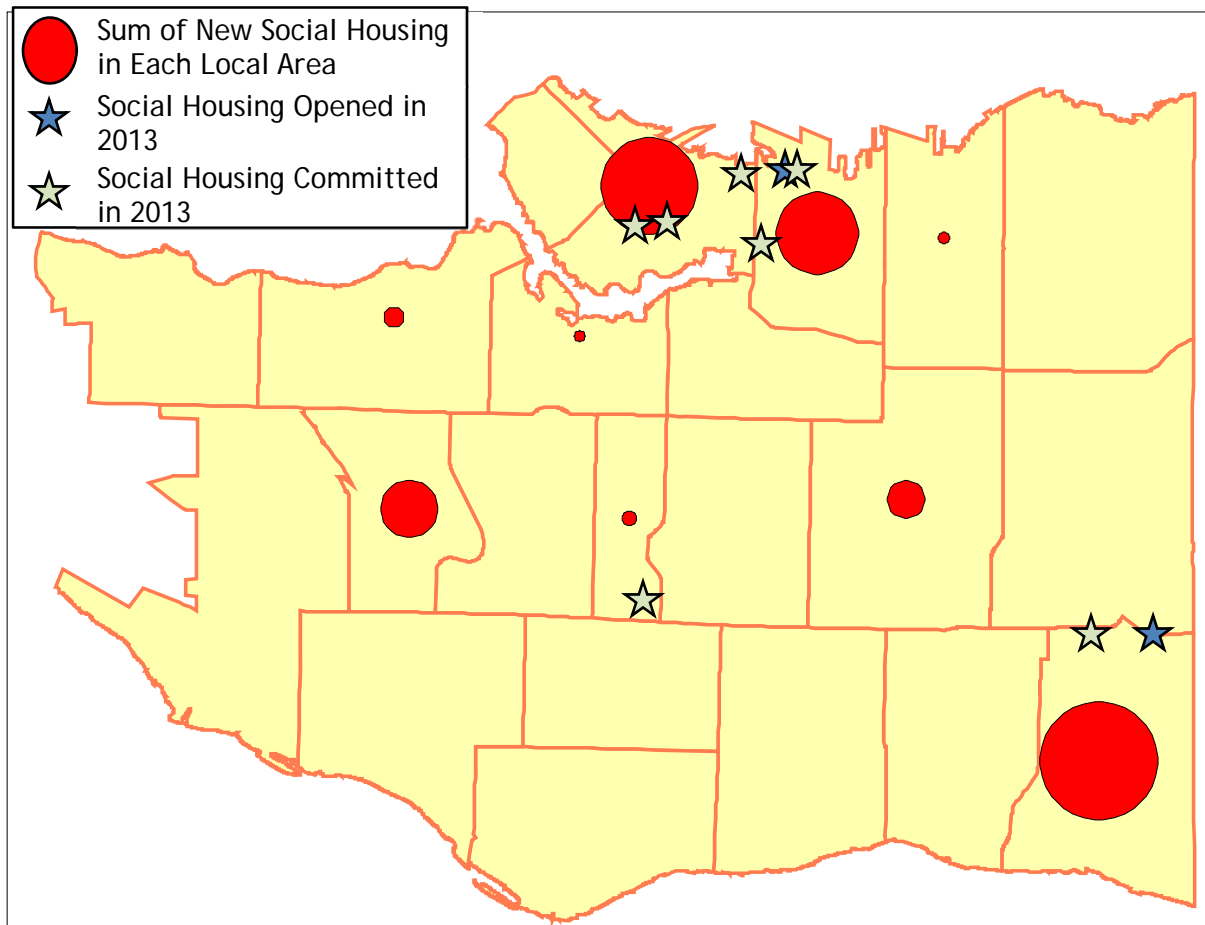


In 2013, an additional 23 units of social housing were opened in Vancouver (502 Alexander - 12 units and 3484 Kingsway - 11 units). In addition, the City approved an additional 273 units of social housing in 2013:

- 611 Main - 22 units
- 577 East Cordova - 5 units
- 4899 Heather St - 9 units
- 1107 Seymour - 81 units
- 1077 Richards - 75 units
- 3090 E 54th Ave - 31 units
- 41 E Hastings - 50 units

It is expected that due to the number of projects in the inquiry and application stage currently, the City has the potential to meet its 2014 target. For example, in March 2014, City Council approved 290 units of social housing as part of the Oakridge Mall rezoning.

Locations of new Social Housing: New social housing is being developed in a variety of locations across the city.



Note: proportional circles on map represent the sum of: committed, under construction, and recent completions (2012-2013).

Actions taken: A wide variety of methods are used to achieve new social housing in Vancouver. New policies like the West-End Community Plan, Downtown Eastside Local Area Plan, and the Marpole Community Plan set the foundation for the delivery of new social housing supply over the next 30 years in communities across the city. Projects range from senior government initiatives to non-profit projects on land leased at nominal cost from the City. An example of one of the projects is 1107 Seymour. Approved by City Council in May 2013, this project provides a very interesting example of how innovative partnerships with private sector partners are being used to achieve social housing in our city. This project will provide 81 units of social housing and 24,000 sq. ft. of social service space. The building will be built by a private sector partner with ownership transferred to the city on completion. The project is being financed by a Community Amenity Contribution for rezoning at 1300 Richards St. (\$23.5M) and Downtown South Development Cost Levies (\$5M). Additional information pertaining to the project at 1107 Seymour is available in the council report, RTS # 9952: <http://former.vancouver.ca/ctyclerk/cclerk/20130423/documents/p3.pdf>.

Summary: Social Housing

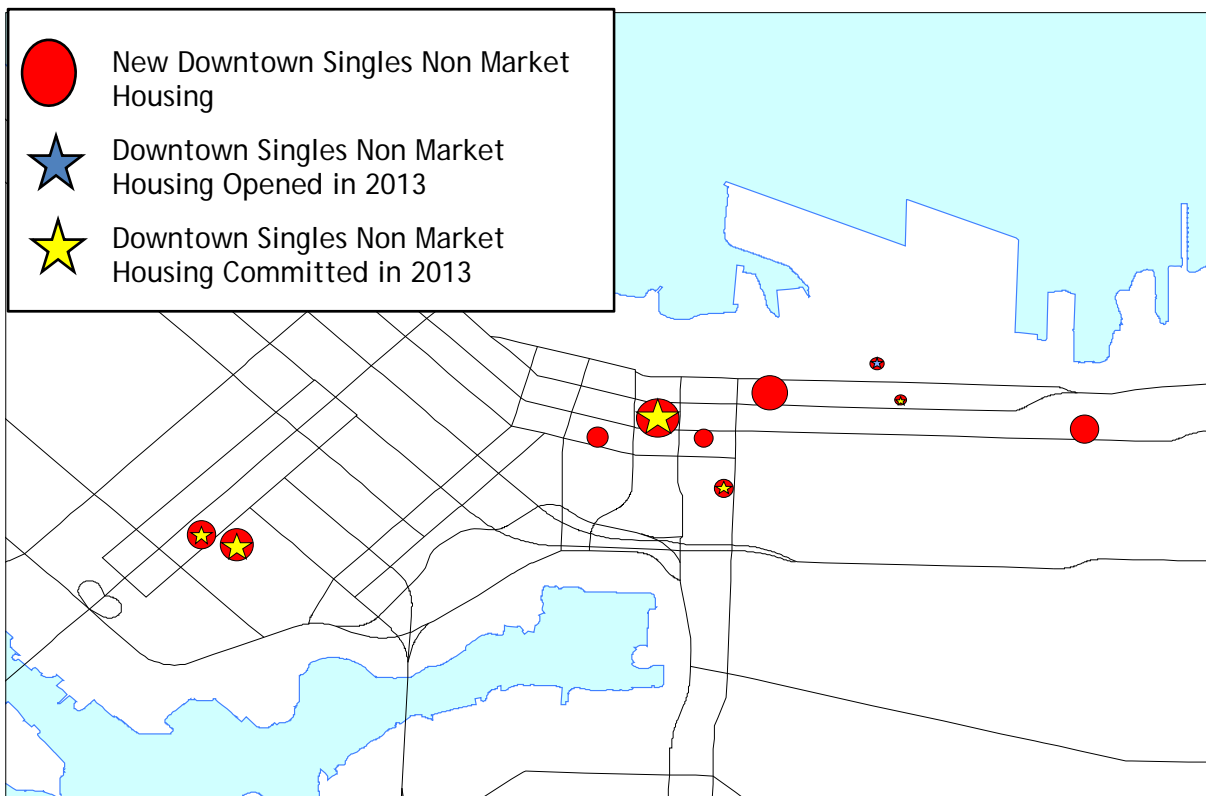
Performance measure	Progress towards 3 year goal
 <p>Numbers</p>	<p>961 units in development (64% of 2014 Target)</p> <p>Potential to meet target by end of 2014 based on projects under review</p>
 <p>Locations</p>	<p>New supply is found in a variety of areas across the city</p>
 <p>Actions</p>	<p>Innovative partnerships allow us to stay on track e.g.: 1107 Seymour (81 units)</p>

Indicator 4: Downtown Singles Non-Market Housing

Numbers: The three year target for downtown singles non-market housing is 300 units. The units counted towards the target for downtown singles non-market housing are also counted towards the social and supportive housing targets described above (they are not in addition to those units). As of December 31st 2013, recent completions, projects under construction and newly committed projects totalled 467 units. Of this total, an additional 264 units were committed in 2013:

- 611 Main - 22 units
- 577 East Cordova - 5 units
- 1107 Seymour - 60 units
- 1077 Richards - 75 units
- 41 E Hastings - 102 units

Locations of New Downtown Singles Non-Market Housing:

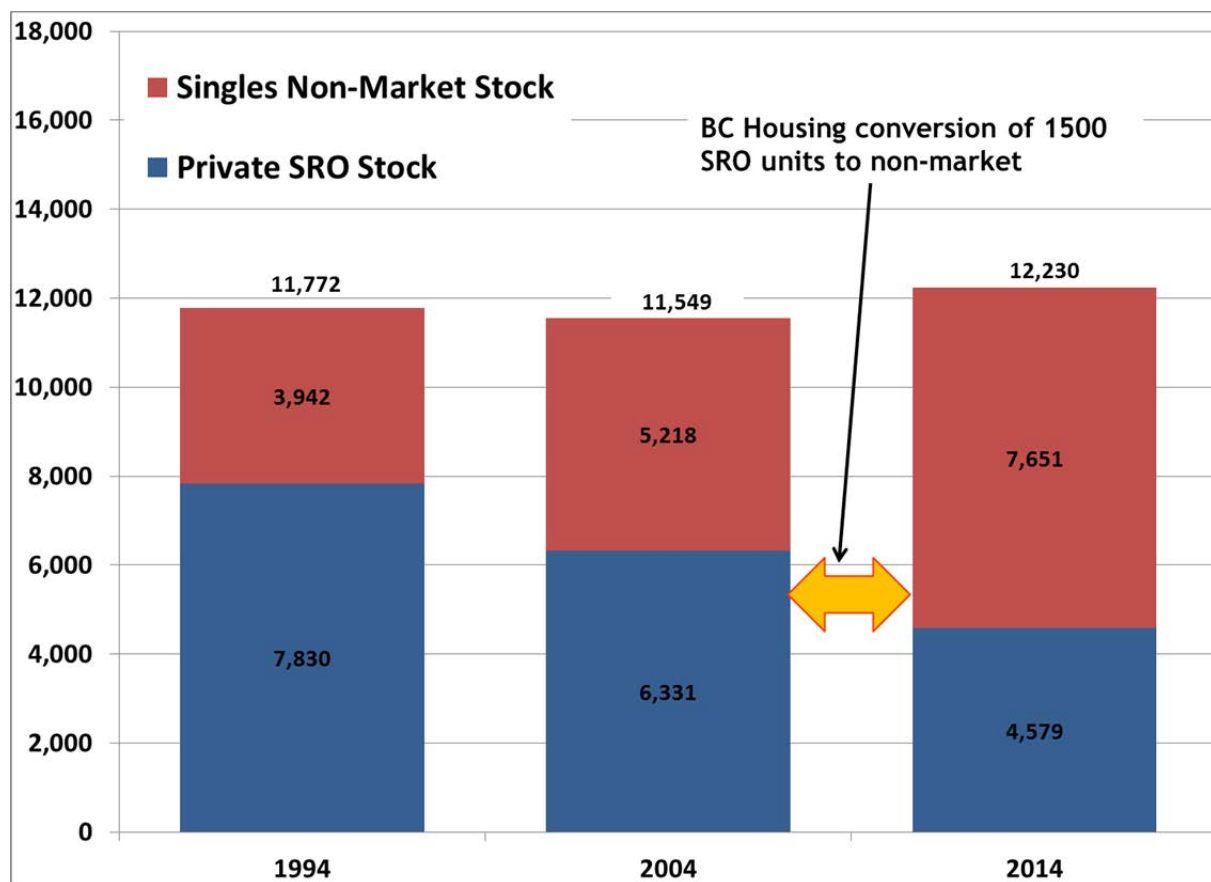


Note: proportional circles on map represent the sum of: committed, under construction, and recent completions (2012-2013).

Units counted towards the target for downtown singles non-market housing are located within the Downtown Core (between Burrard St. and Clark Dr.)

Actions taken: The City has monitored the stock of low income housing for singles since the early 1970s with a view to ensuring that as older, privately owned single room occupancy (SRO) hotels are lost, new non-market stock for low income singles is developed. This ensures that as the city grows and changes, we will continue to have accommodations available for single persons with very low incomes in the neighbourhoods that they have always called home. This goal is reflected in the 1991 Downtown South Housing Objectives and the 2005 Downtown Eastside Plan. Most recently, this goal was reaffirmed with the March 2014 approval of the Downtown Eastside Local Area Plan. Overall, the stock of low income housing for singles in the downtown core has grown slightly from around 11,800 units in 1994 to about 12,200 units today.

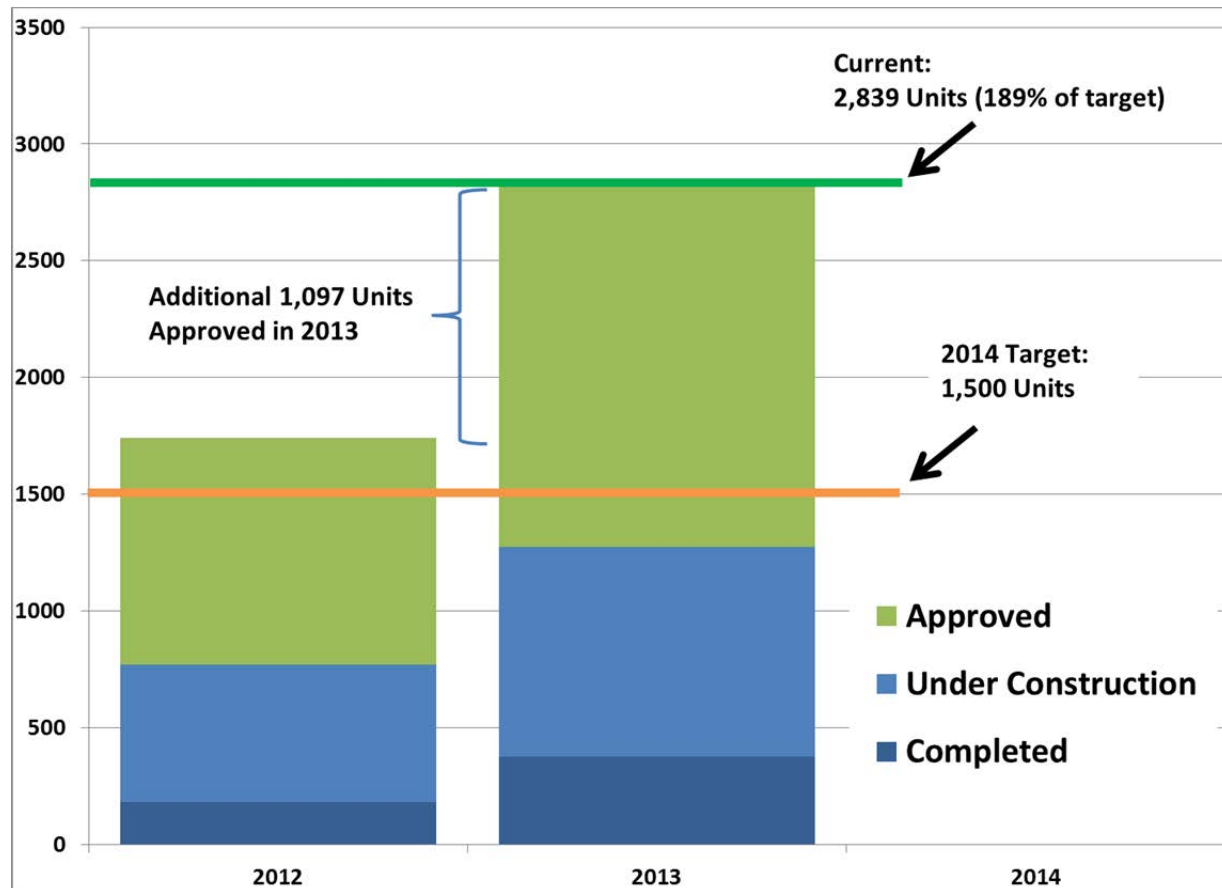
Total Stock of Low Income Housing for Downtown Singles: 1994 -2014



Indicator 5: Secured Market Rental Housing

Numbers: The three year target for secured market rental housing is 1500 units. As of December 31st 2013, recent completions, projects under construction and committed projects totalled 2,839 units. This means that the city has achieved nearly double our three year target in the first two years.

Progress towards Secured Market Rental Housing Goal:

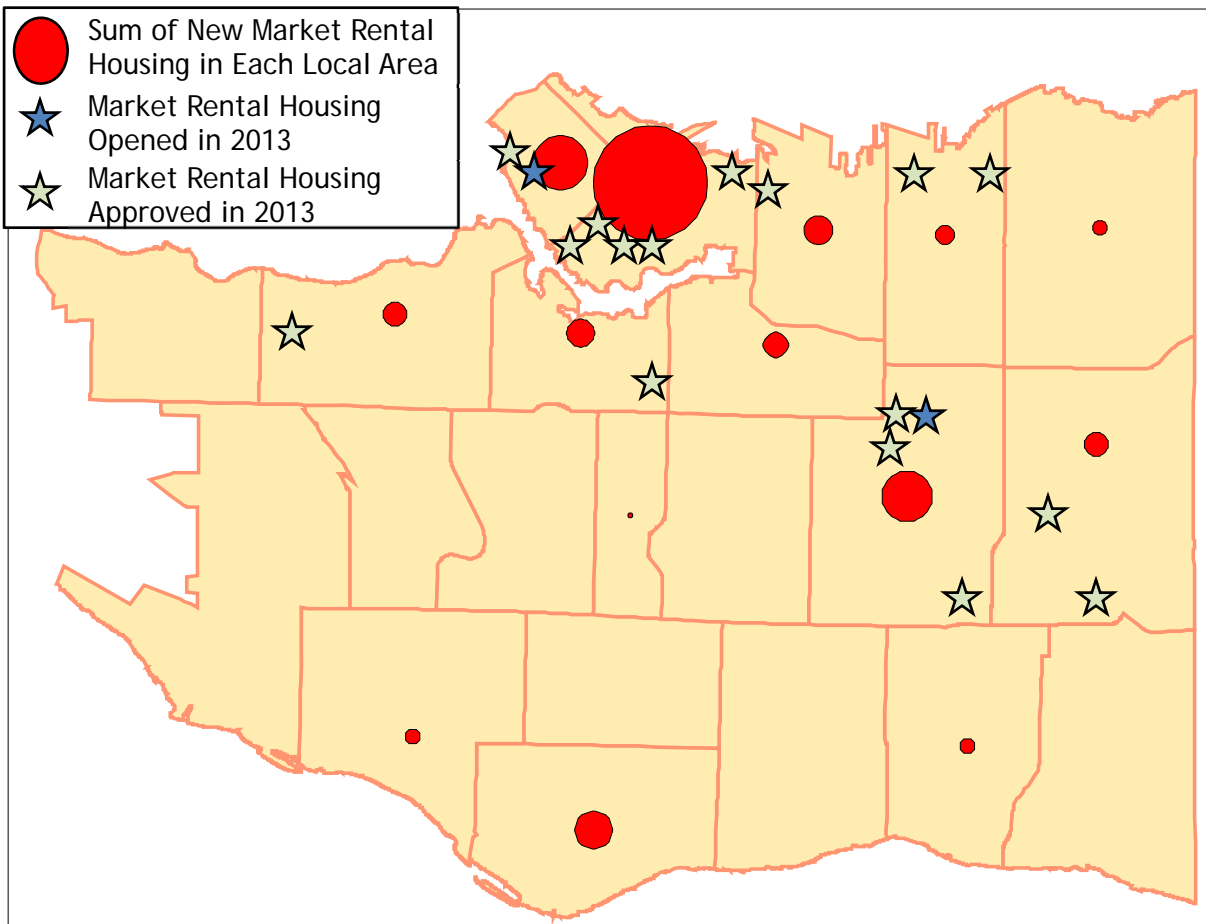


In 2013, 241 secured market rental housing units were opened in Vancouver (3522 Porter - 192 units and 1215 Bidwell - 49 units). In addition, 1097 units were approved in 2013.

- 1600 Beach - 133 units
- 1396 Richards - 129 units
- 508 Helmcken - 110 units
- 500 W 12th - 106 units
- 1412-1460 Howe St - 98 units
- 1281 Hornby - 87 units
- 3036 W Broadway - 83 units
- 1526 Kingsway - 77 units
- 41 E Hastings - 67 units
- 4320 Slocan St - 41 units

- 245 E Georgia St - 40 units
- 2215 E Hastings - 37 units
- 3068 Kingsway - 30 units
- 5658 Victoria - 28 units
- 1588 E Hastings - 20 units
- 3456 Commercial - 11 units

Locations of New Secured Market Rental Housing:



Note: proportional circles on map represent the sum of: committed, under construction, and recent completions (2012-2013).

New market rental housing is being developed in a variety of locations across the city. There are more units being created on the Eastside and Downtown than there are on the Westside.

Actions Taken: In addition to processing applications for a high volume of new secured market rental housing projects in 2013, the City has also continued take steps to improve support for renters in Vancouver. These actions include:

1. **Launch of Rental Standards Database:** Launched in January 2013, the database (www.saferentals.ca) is a tool to motivate owners and landlords to maintain their properties. The searchable database helps renters makes informed choices about where

to live as it includes property and fire violation records for all licensed buildings in Vancouver with five or more residential units (in both privately and publicly owned buildings)

2. Continued use of Integrated Enforcement approach and Co-ordinated Working Group for Troubled Buildings: In January 2013 (year of launch) that was reduced to 3,140. In January 2014, there are 1,575 violations. This represents a reduction of over 75% between 2012 and 2014.
3. SRO Task Force: The Task Force, started in 2011, directed staff to organize tenant workshops focused on the themes of Standards of Maintenance and Rights and Responsibilities under the Residential Tenancy Act, and women's safety. Eleven workshops were held and approximately 160 tenants attended. The feedback from workshop participants is being used to develop recommendations for improving conditions for SRO tenants through a new SRO Strategy that will be reported to Council as part of the DTES Local Area Planning program later in 2104.
4. Vancouver Rent Bank (VRB): By the end of its first year of operation in fall 2013, the VRB approved 137 interest-free loans, helping 228 people (including 39 children) to avoid losing their homes due to eviction. Administered by the Network of Inner City Community Services Society (NICCSS), the VRB is a multi-partner initiative involving the City of Vancouver, Streethome Foundation, Vancouver Foundation, UBC, and the Vancity Community Foundation and was launched in October 2012. The VRB prevents evictions by increasing housing stability through the provision of interest-free loans to low-income individuals and families in temporary financial crisis.
5. Residential Tenancy Branch (RTB) Services: In 2008, the City and the RTB partnered to increase supports to tenants by opening an RTB Satellite Office at 390 Main St. In 2013 this partnership was extended to 2016 with an expanded service to allow tenants to submit evidence for arbitration. This can now be done directly at the office whereas previously, evidence had to be submitted through the Burnaby office. Since 2008, the office at 390 Main Street has served more than 6,000 individual tenants and landlords requiring information and accepted almost 1,000 applications for arbitration under the Residential Tenancy Act.

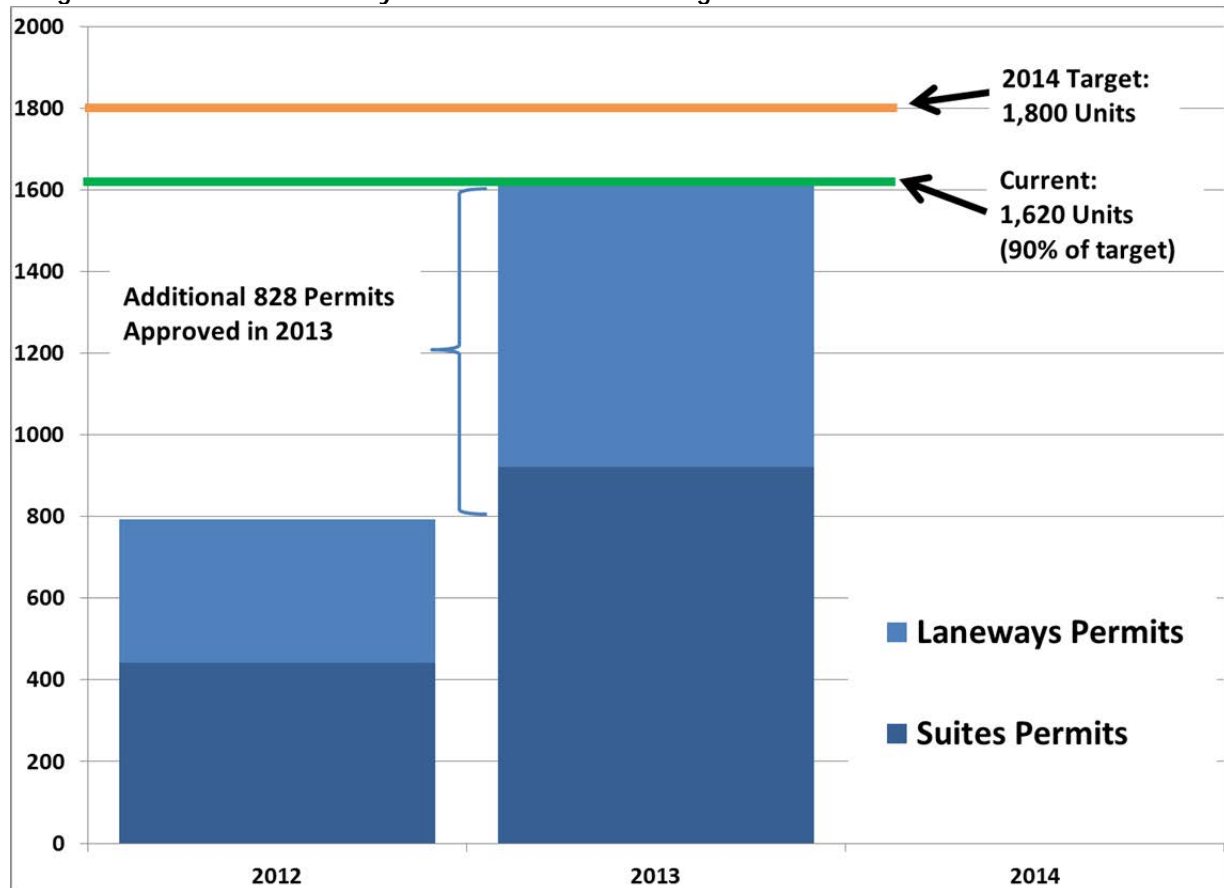
Summary: Secured Market Rental

Performance measure	Progress towards 3 year goal
 Numbers	2839 units in development (189% of 2014 target)
 Locations	Eastside and Downtown have more projects than the Westside
 Actions Taken	Launched Rental Property Standards Database Launched Vancouver Rent Bank

Indicator 6: Secondary Market Rental Housing

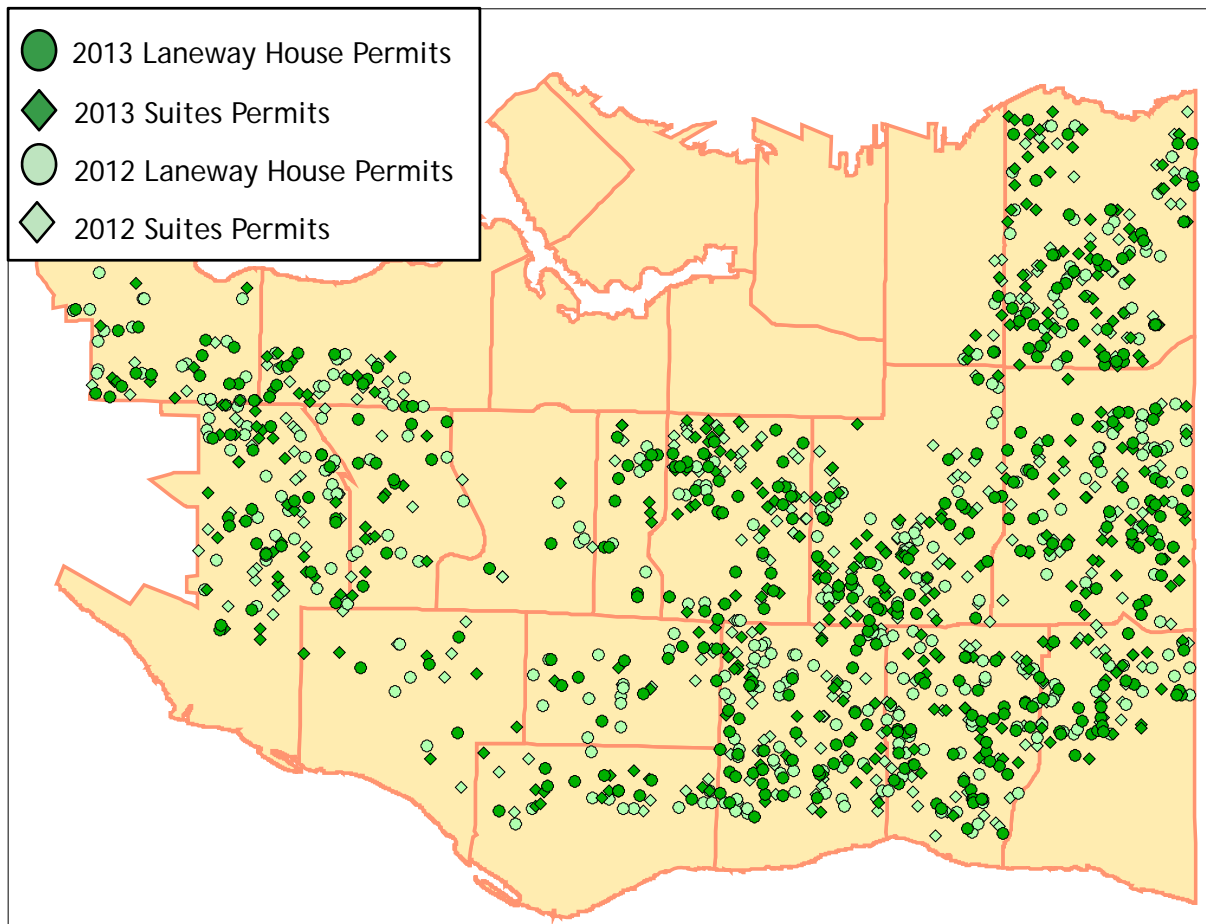
Numbers: The three year target for secondary market rental housing is 1800 units. As of December 31st 2013, 1620 permits had been issued for suites and laneway houses between Jan 1 2012 and Dec 31 2013. This means that the city has achieved about 90% our three year target in the first two years.

Progress towards Secondary Market Rental Housing Goal :



In 2013, the City approved 480 permits for secondary suites (313 permits for suites in new houses and 167 permits for suites in existing houses) and 348 permits for laneway houses.

Locations of Suite and Laneway House Permits:






Permits for suites and laneway houses are found throughout the city's single family neighbourhoods. There is a higher concentration of recent permits issued on the Eastside vs. the Westside.

Actions Taken: In 2013, the city continued to process a substantial volume of permits for secondary market rental in the form of suites and laneway houses. In addition, in July 2013, city council approved a series of actions to improve the livability and neighbourliness of laneway houses and also expanded to program to include all single family zones:

1. The regulations for laneway houses are now designed to encourage the development of more one-storey laneway houses. These projects will have fewer impacts on neighbouring sites in terms of height and massing, are less expensive to build and offer improved accessibility for persons with mobility challenges.
2. The regulations for laneway houses now require provision of 1 permeable parking space to support provision of on-site parking.
3. The regulations for laneway houses now allow for more floor area for living and storage.

4. Permit processes have been streamlined by allowing an outright review process for one storey laneway houses.
5. The Laneway house program has been expanded to include all RS zones.

Summary: Secondary Market Rental - Suites & Laneway Houses	
Performance measure	Progress towards 3 year goal
 <p>Numbers</p>	1620 units in development (90% of 2014 target)
 <p>Locations</p>	Permits for suites and laneways are found throughout the city, outside the downtown
 <p>Actions</p>	Amendments to laneway housing regulations to improve livability and neighbourliness and expansion to all RS zones