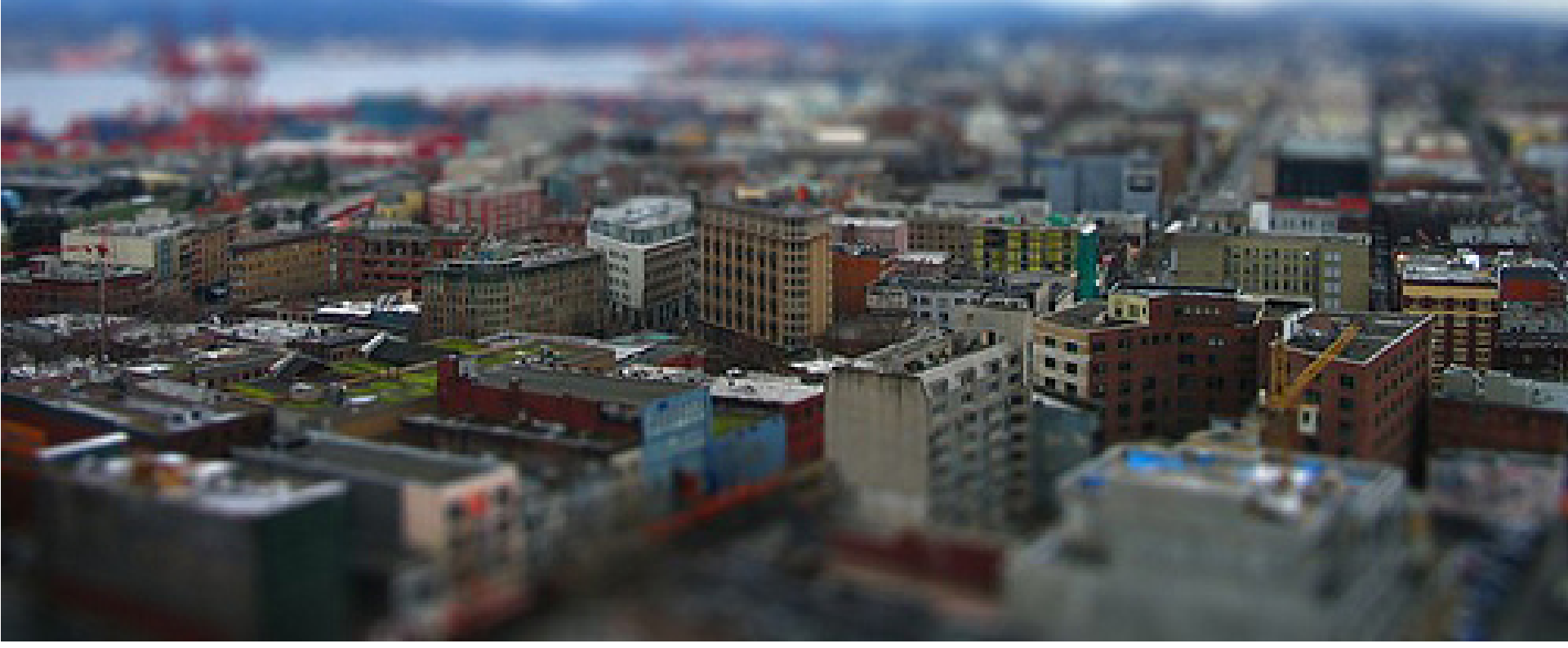


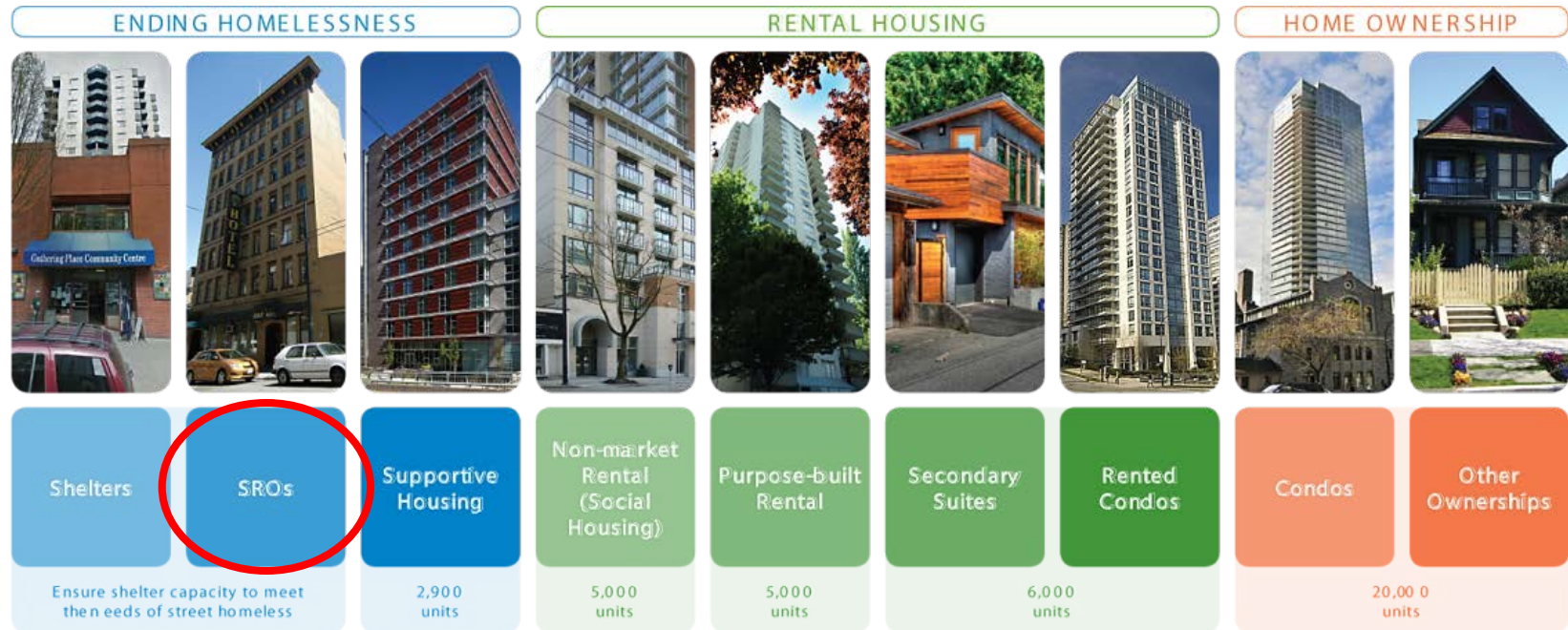
Proposed Amendments Expediting Enforcement Options to Improve Single Room Occupancy (SRO) Hotels

September 17, 2014



HOUSING & HOMELESSNESS STRATEGY (2012)

A Home for Everyone...

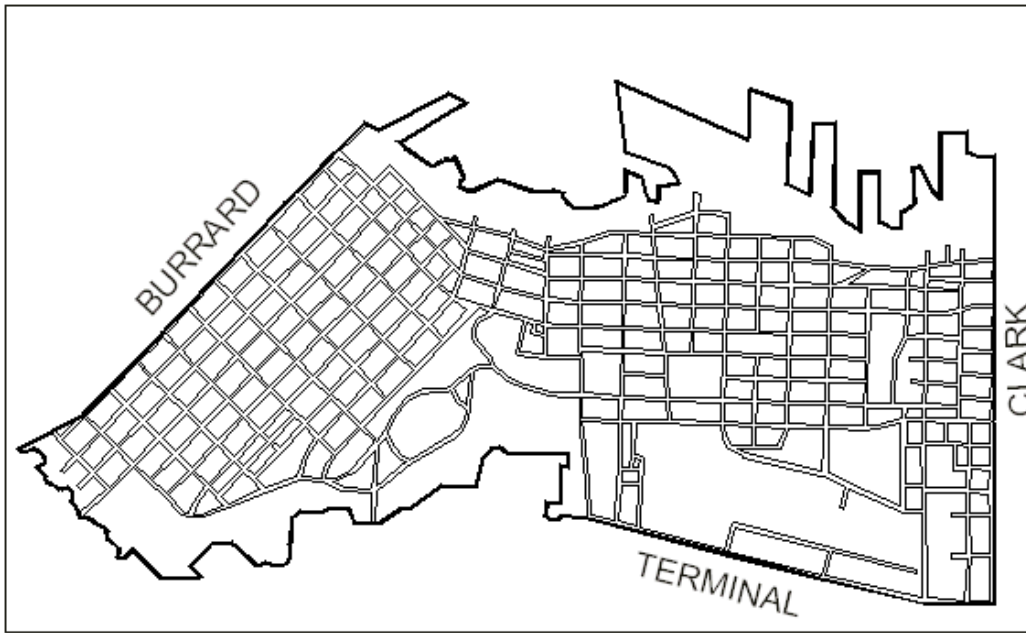


CITY GOALS

- End street homelessness by 2015
- Increase affordable housing choices City-wide

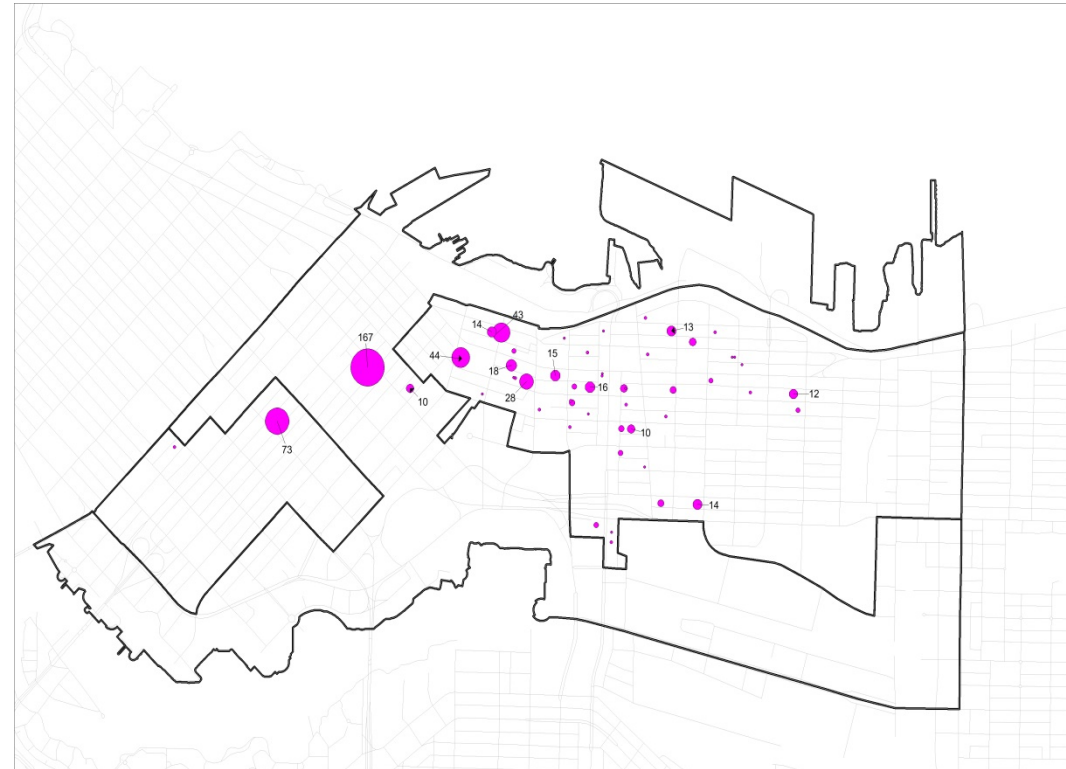
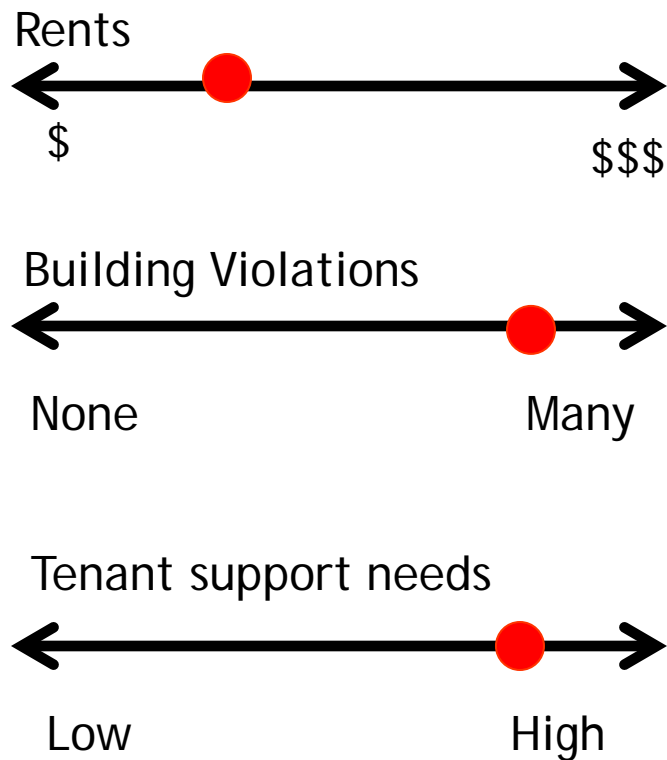
Privately-owned SROs

- SROs predominantly located in the Downtown Core
- Currently 109 privately-owned buildings (4,580 rooms)



The Downtown Core

Private SRO - Long Term Owners (4,000 rooms)



Escalating Approach to Standards of Maintenance: 2011 - Integrated Enforcement Team

- Cross City Membership:
 - Building and Property Use Inspectors,
 - By-law Enforcement,
 - Legal Services,
 - Vancouver Fire Department,
 - Vancouver Police Department and
 - Housing Policy staff
- Prioritize problem buildings and coordinate enforcement actions
- Goal: bring owners into compliance without need to seek legal action
- Over 76% reduction in number of violations between 2012 and end of August 2014 (from 7,210 to 1,743)

Escalating Approach to Standards of Maintenance: 2011 - Pursue Injunctions

- Palace Hotel and Wonder Hotel - deplorable conditions and building management
- Direction from Council to aggressively pursue standards of maintenance through legal action when necessary
- Since 2011, Council has approved 4 injunctions against SRO owners

Wonder Rooms (50 E. Cordova)



Escalating Approach to Standards of Maintenance: SRO Task Force 2011-2014

Terms of Reference:

- Identify actions to improve living standards for all SRO tenants
- Included DTES community organizations, SRO tenants, and government partners
- Targeted privately owned and non-market SROs (large and small buildings)
- 12 SRO Tenant Workshops (almost 160 participants)
- Workshop themes:
 - Standards of Maintenance
 - Residential Tenancy Act
 - Women's safety

Escalating Approach to Standards of Maintenance: 2013 - DTES SRO Tenant Survey

- 681 tenant interviews:
 - 474 private market and 207 BC Housing, CoV non-market SRO Residents
 - 12% of total SRO population
 - statistically representative sample
- Survey included:
 - Majority of SRO's in the DTES
 - Range of building sizes
 - Sample in each sub area (translation was available for Chinatown tenants)

2013 DTES SRO Tenant Survey - Results

Affordability:

- The average rent for private SRO tenants surveyed was \$442
- 70% said welfare was their primary source of income

Condition:

- Less than 50% have access to shared kitchen facilities
- 41% rated pest and rodent infestation as a major problem

Rated as a "Big Problem" in Current Housing

- Pests (41%)
- Concerns for Personal Safety (21%)
- Noise (21%)

Escalating Approach to Standards of Maintenance: 2013 - Rental Properties Standards Database

- Transparent information available publicly online to motivate property owners and landlords to keep their properties in good order for tenants
- Tracks By-law violations:
 - Standards of Maintenance (SoM) Bylaw
 - Fire Bylaw
 - Building/Electrical/Plumbing/Gas and Sewer Bylaw
- 2012: Before Database >7,200 violations
- 2013: Post Rental Database - 3,140 violations
- Sept 2014: 1700 violations

Escalating Approach to Standards of Maintenance: Most Common Standards of Maintenance Violations

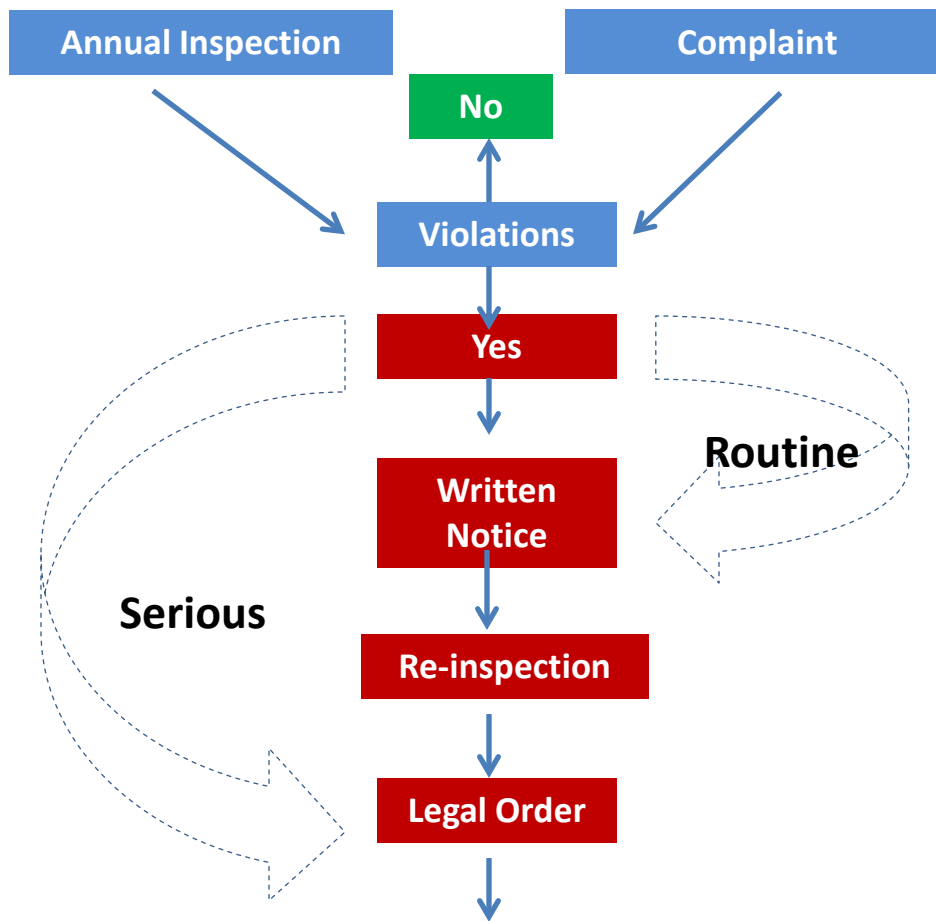
- By-law changes will allow an expedited response to these kinds of conditions through City action if landlord non-compliant
 - pest management
 - Holes in walls and ceilings
 - Worn and soiled flooring
 - Damaged doors and door frames
 - Plugged toilets
 - Inoperable bathing facilities
 - Broken windows
 - Missing or damaged radiators

Standard Approach: CBO Orders and Injunctions

- Standards of Maintenance By-law
 - Repairs to drainage on the site, including gutters
 - Repairs to the roof
 - Repairs to lighting equipment
 - Repairs to a foundation or exterior façade/brick work or masonry
 - Repairs to elevators
- Other By-laws
 - Other structural repairs
 - Repairs or upgrades to a fire alarm system
 - Repairs or upgrades to electrical, gas, plumbing systems

Proposed amendment to the Standards of Maintenance By-law

- Scope: common conditions (non-structural)
- Delegate Council authority to the Chief Building official, in consultation with GM of Community Services to issue 60 days notice of work to be done
- If violation not remedied after 60 days, City have work done at the owners expense
- Expedites timeframe in which City could begin work by 2-4 weeks.



1. 60 day notice to complete work
2. Prosecution
3. Injunction
4. Notice on Title

Summary: Next Steps

- Continue working with owners to seek compliance without tenant displacement
- Target 4-6 buildings with highest standards of maintenance violations and issue 60 day notice (or City will have work completed at owners expense)
- Continue encouraging non-profit management for owners with ongoing standards of maintenance violations