



ADMINISTRATIVE REPORT

Report Date: May 31, 2019
Contact: Allison Dunnet
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RTS No.: 13180
VanRIMS No.: 08-2000-20
Meeting Date: June 11, 2019

TO: Vancouver City Council
FROM: General Manager of Arts, Culture and Community Services
SUBJECT: Renter's Office Report Back

RECOMMENDATIONS

- A. THAT Council approve the vision for a community-based Renter Centre, as described in this report that can co-locate key renter-serving organizations with City services, to improve access to supports, education and legal advocacy for Vancouver renters.
- B. THAT Council direct staff to continue to work with the Provincial Government on the implementation of a Renter Centre and its expanded mandate beyond Vancouver to the Metro Vancouver area;

FURTHER THAT Council direct staff to allocate \$700,000 to support partners to develop a functional programming vision for the Renter Centre and to support interim collaborative service delivery in advance of opening the physical centre in 2021. Source of funds is the Empty Homes Tax revenue reserve;

FURTHER THAT, of the aforementioned \$700,000, Council approve an increase to the 2019 Operating Budget in the amount of \$250,000;

FURTHER THAT Council direct staff to allocate \$760,000 to fund lease costs, tenant improvements, and opening of the physical renter centre anticipated in 2021. Source of Funds is the Empty homes tax revenue reserve;

FURTHER THAT Council direct staff to report back in 2020 with an update on Renter Centre partnership development, refined operating budget projections and capital costs.
- C. THAT Council approve the creation of a City of Vancouver Renter Advocacy and Services Team, as described in this report, to support Vancouver renters to better

understand and pursue their rights and to work with renters, building owners, landlords, community partners, and other levels of government to improve renter protections and stability of rental tenancies;

FURTHER THAT Council allocate \$2.49 million to resource the City of Vancouver Renter Advocacy and Services Team for 3 years (starting Q3 2019). Source of funds is the Empty Homes Tax revenue reserve;

FURTHER THAT, of the aforementioned \$2.49 million, Council approve an increase to the 2019 Operating Budget in the amount of \$546,000.

- D. THAT Council approve the creation of a Renter Services Funding program, as described in this report, to support non-profit advocacy and renter serving organizations to help renters understand and pursue their rights, to provide direct services to support renters to maintain their tenancies, and to enable renters to find adequate rehousing options.

FURTHER THAT that Council direct staff to allocate \$1.5 million to fund Renter Services and Advocacy programmes for 3 three years from 2019 to 2021. Source of Funds is the Empty Homes Tax revenue reserve;

FURTHER THAT, of the aforementioned \$1.5 million, Council approve an increase to the 2019 Operating Budget in the amount of \$500,000;

FURTHER THAT Council direct staff to bring back to Council initial grant allocations and service contracts for approval by Q4 2019.

- E. THAT Council direct staff to take actions to improve the availability and quality of third-party market Tenant Relocation Specialists to support the implementation of tenant relocation plans, by:
- i. Assessing through a market sounding the depth and quality of existing Tenant Relocation Services delivered in Vancouver;
 - ii. Developing a Tenant Relocation Specialist training program;
 - iii. Explore feasibility of the creation and publication of a City pre-qualified list of Tenant Relocation Service providers;
 - iv. Allocating \$150,000 to support the creation and implementation of the aforementioned. Source of funds the Empty Homes Tax revenue reserve.

FURTHER THAT, of the aforementioned \$150,000, that Council approve an increase to the 2019 Operating Budget in the amount of \$100,000.

- F. THAT Council direct staff to engage the following organizations for guidance and to identify opportunities for collaboration in pursuit of the mandate outlined in recommendations A and B:
- i. Vancouver area renters;

- ii. the City of Vancouver Renters Advisory Committee;
- iii. community-based renter services and advocacy groups;
- iv. Landlord BC and UDI;
- v. the Residential Tenancy Branch (RTB) and the Provincial Government.

REPORT SUMMARY

This report responds to Council's request for the development of a Renter's Office (November 2018, Motion B.2) that can support and advocate for the needs of renters and ensure coordinated and timely action by City departments to assist renters at risk of displacement. This first report proposes the creation of a community-based Renter Centre that can provide a single point of entry and assistance for renters and that can co-locate City, Provincial and non-profit community renter services in one location. Furthermore, the report recommends the creation of an internal cross-department team that can coordinate to improve City responsiveness to renter issues, a multi-year funding program to enhance and grow renter services to be funded from revenue from the Empty Homes Tax, and finally recommends on-going consultation with key stakeholders.

COUNCIL AUTHORITY/PREVIOUS DECISIONS

On January 29, 2019, Council authorized (RTS 12712) the Director of Real Estate Services to negotiate and execute a sublease agreement with People's Law School: The Public Legal Education Society (PLS) as the subtenant and operator of the social facility at 150-900 Howe Street until March, 2021.

On December 4, 2018, Council approved Motion B.10: Protecting Renters from Renovictions and Aggressive Buy-Outs, calling on City staff to report back on measures to strengthen protections for renters through improvements to City policy and through work with partners at the Province.

On November 14, 2018, Council approved Motion B.2: Creating a Renters' Office at the City of Vancouver directing staff to report back on a recommended mandate to improve support for by creating a single-point of entry for renter issues. The Renters Office was also directed to: undertake data tracking, monitoring and reporting; coordinate with external renter advocacy and services sector and the RTB, coordinate internally on permitting, standards of maintenance and renter issues, liaise with the Renters Advisory Committee and eliminate service barriers for renters.

On November 28, 2017, Council approved the *Housing Vancouver Strategy* and *Housing Vancouver 3 Year Action Plan 2018-2020*. The 10-year *Housing Vancouver Strategy* is intended to foster a diverse and vibrant city, and is founded on the following:

1. Creating the 'Right Supply' of housing and addressing speculative demand
2. Protecting and retaining the existing rental stock
3. Supporting renters and vulnerable residents

The *Housing Vancouver 3-Year Action Plan 2018-2020*, Section 8 (Supporting Renters) includes Key Strategy 1: Create and enhance community-based supports for renters in

Vancouver, Key Strategy 2: Strengthen City protections for renters, Key Strategy 4: Collaborate with partners on actions to enhance renter protections and affordability.

On June 29, 2016, Council approved (RTS 11411) a grant to ACCESS in the amount of up to \$2,000 per year for the initial five (5) year term of the Lease from 2016-2021, for a total grant of up to \$10,000, to be put towards operating costs for the Premises at 390 Main Street and to facilitate the continued provision of Residential Tenancy Branch (“RTB”) services at the Premises.

On May 28, 2013, Council approved (RTS 9989) an \$8,000 grant to the Aboriginal Community Career Employment Services Society (ACCESS) to be put towards a portion of the operating costs at the Premises at 390 Main Street. Council supported an amendment to the head lease to allow the RTB, Open Door Group and Salvation Army to sublease space in the Premises.

CITY MANAGER'S COMMENTS

A home is the foundation from which Vancouverites work, learn, play, and thrive in our city. For over half our households, this requires securing an affordable rented home where they can put down roots. The affordability crisis and the rise in evictions related to redevelopment, renovation or sale are impacting an increasing number of households and undermining Vancouverites' confidence in renting as a viable, long-term housing option.

When challenges arise for renters and landlords, the Provincial Residential Tenancy Act (RTA) guides the resolution of those disagreements. The City has enacted innovative policies and practices to protect renters that work in conjunction with the RTA. However, renters experience significant barriers to pursuing the rights afforded them under policy.

This report responds to Council's request in *Motion B2. Create a City of Vancouver Renter's Office* to improve support and advocacy for the needs of renters and to ensure coordinated and timely action by City departments to assist renters at risk of displacement. Through the creation of a community-based Renter Centre, a City of Vancouver Renter Advocacy and Services Team, and a new Renter Services Funding program, the City can work with Provincial and community-based partners to better enable renters to pursue their rights under the Residential Tenancy Act and the Tenant Relocation and Protection Policy and ensure robust support services for renters experiencing displacement.

In response to *Motion B10: Protecting Renters from Renovictions and Aggressive Buy-Outs*, staff are bringing an additional report that describes short and long-term policy actions to increase protections for existing tenants impacted by development and renovations to existing rental housing stock. That report proposes, for Council approval, amendments to the Tenant Relocation and Protection Policy and enhanced compliance and enforcement tools. Long-term, systemic approaches are also proposed to address the challenges of affordability and reinvestment in the existing rental stock.

REPORT

Background

1. Renting in Vancouver

Over half of all households in Vancouver rent their homes (53% in 2016)¹. Households that rent include a diverse range of incomes and demographic groups and contribute significantly to the vibrancy of our city. The rental housing crisis is the result of several decades of limited construction of market and non-market affordable rental housing and high and rising demand for rental housing from a growing population. Increased competition for private market rental housing and chronically low vacancy rates have strained the ability of Vancouver renters to find, secure, and afford adequate rental homes.

While many renters fear displacement from their homes and neighbourhoods, the long-term risks of displacement are most acute for those with lower incomes and/or who need specific housing options that are in low supply (e.g. family-sized apartments, accessible units, pet friendly homes, etc.). Facing an unwanted move from a rental home is a stressful and time-consuming process for any renter, but for lower income renters, the loss of an existing rented home can force a move away from work, school, family, and community, can result in having to spend more on housing to the detriment of health and other needs, or, at its worst, result in homelessness.

Historically, Vancouver has experienced similar catalytic moments of heightened anxiety around rental security and episodes of rapid displacement of renters and owners. This includes, but is not limited to, the displacement of residents of Hogan's Alley, Chinatown, and Japantown and the evictions of tenants from Single Room Occupancy Hotels in the lead up to and after Expo '86. More recently, the City's hosting of the 2010 Olympics and the emergence of Airbnb and empty homes has increased renter anxiety about rental security and potential displacement. The City of Vancouver monitors, analyzes, and responds to these concerns and has developed new policy tools (e.g. SRA By-law) to protect renters from displacement.

While many landlords in Vancouver operate quality rental housing stock and abide by the Residential Tenancy Act, a competitive and expensive rental market creates a situation in which investment and profit-making opportunities can increase the prevalence of renovictions, demovictions, sale evictions, and aggressive buyouts. Coordinated policy changes can strengthen renters' rights; however, unless renters are aware of and able to pursue these rights, they remain at risk of displacement.

Who are Vancouver's Renters?

In 2016, there were 150,745 renter households in Vancouver. Renter households are more likely to be singles, couples, or other household types². Only 40% of renter households are families in comparison to 69% of owner households. Renter households tend to be somewhat younger

¹ Statistics Canada Census 2016

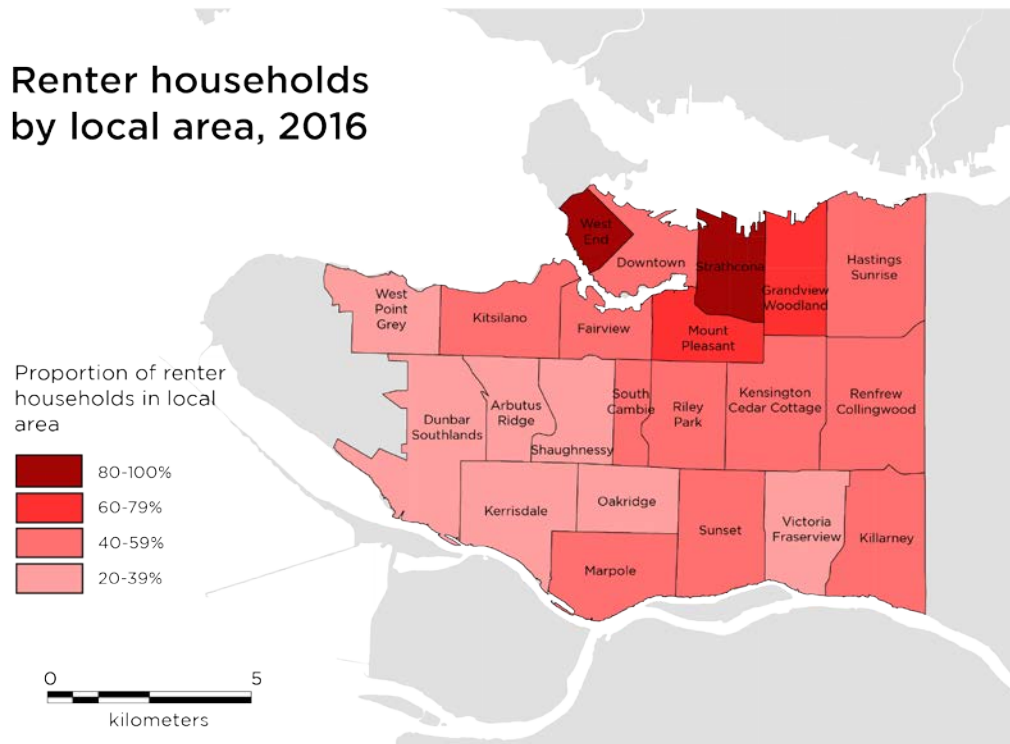
² The 2016 Census defines family households as households with a single family or multiple families in the same dwelling. A family is defined by Census as a couple with or without children, or a lone parent of any marital status with at least one child living in the same dwelling. Non-census family households are households without a census family. Non-census family households – singles refer to one person non-census family households, and non-census family households – two or more persons refer to non-census family households with two or more non-census family members living in the same household.

than owner households, with the largest number of renter households found to be between 25 and 34 years (46,495). Seniors aged 65 and over make up 13% (19,165) of renter households.³

Renters by Neighbourhood

Renters are not equally distributed throughout the city. In 2016, the local areas with the highest proportion of renter households were the West End, Strathcona, and Mount Pleasant. At the same time, the local areas with the highest count of total renter households were the West End (24,690), Downtown (20,075), Kitsilano (13,025), Fairview (11,340), and Mount Pleasant (10,950). Between 2006 and 2016, the local areas with the most significant overall increases in rental households were Downtown, Hastings-Sunrise, Fairview, Mount Pleasant, Kensington-Cedar Cottage, Renfrew-Collingwood, Sunset, and Marpole. In both 2011 and 2016, Strathcona had the highest proportion of subsidized rental households relative to total rental households, with 61% of rental households being subsidized in 2011 and 2016, compared to 14% in the city overall.⁴

Figure 1: Proportion of Renter Households by Local Area, Vancouver, 2016 (2016 Census)



Renter Incomes & Affordability

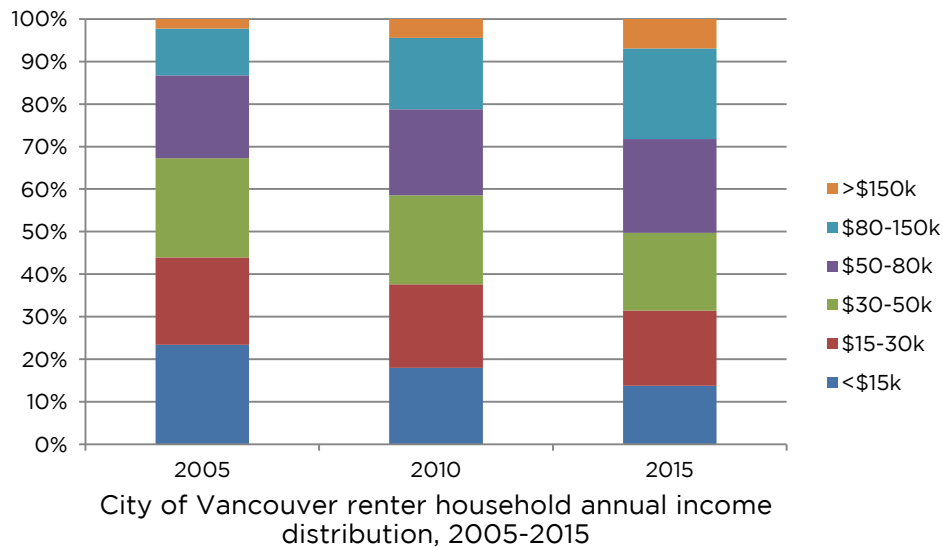
Although incomes have increased for both renters and owners during each Census period since 2006, the annual household incomes of renters have been consistently lower than those of owners for both median and average incomes. According to the 2016 Census, the median annual household incomes were \$50,250 for renters compared to \$88,431 for owners.⁵

³ Statistics Canada Census 2016

⁴ Statistics Canada Census 2016

⁵ Statistics Canada Census 2016

Figure 2: Income Distribution of Renter Households, Vancouver, 2005-2015 (Census)



Between 2005 and 2015, there was a reduction in renter households in lower income brackets. This is a concerning trend as it could signal that lower income renter households are being displaced from the city as rental housing becomes less affordable and/or stable. As with other characteristics, the incomes of renter households vary across the city. Median household incomes for renters varied from a low of \$17,981 in Strathcona to a high of \$69,711 in Shaughnessy.⁶

Rental housing is considered affordable if a household spends 30% or less of their before-tax income on rent. Measuring shelter-to-income ratios of 30-99% shows the households that experience the greatest financial burden in housing. In Vancouver in 2016, 52,065 renter households were spending 30-99% of their income on housing. The highest proportion of renter households spending 30-99% of their income on housing costs is in Strathcona. Other local areas with high proportions of renter households spending 30-99% of their income on housing costs are Oakridge, the West End, and Arbutus-Ridge.⁷

Discrimination, Poverty and Renting

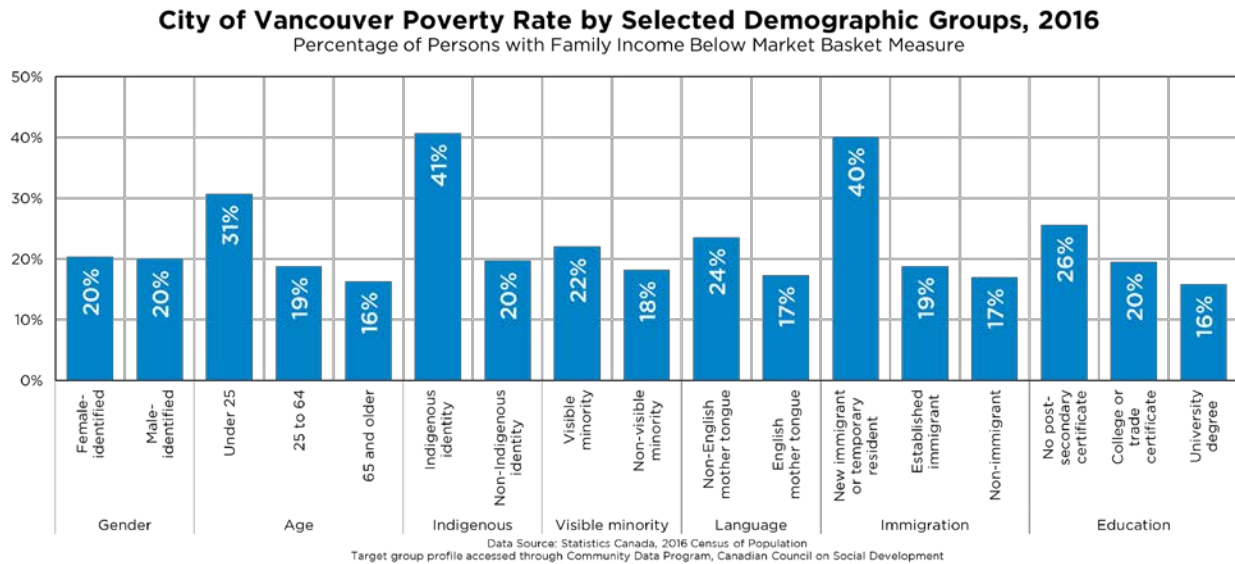
Vancouverites who identify as Indigenous, Black, or persons of colour experience systemic disadvantages and discrimination that contribute to their over-representation in poverty. The chart below demonstrates the rates of poverty amongst selected demographic groups in 2016, highlighting the higher rates of poverty amongst Vancouver’s Indigenous (41%) and new immigrant (40%) households in comparison to non-Indigenous (20%) and non-immigrant (17%) households. The discrimination these groups face is an additional barrier to securing and maintaining rental housing.⁸

⁶ Statistics Canada Census 2016

⁷ Statistics Canada Census 2016

⁸ Statistics Canada Census 2016

Figure 3: Poverty Rate among Select Demographic Groups, Vancouver, 2016 (Census)



2. Government and Community Resources Impacting Renters

This section provides a general overview of the existing roles and responsibilities of government and community partners in directly and indirectly responding to renters and renter issues (see Table 1).

Table 1: Overview of Provincial, Municipal, and Community Roles and Responsibilities

Province	City	Community
<ul style="list-style-type: none"> • Policy development • Residential Tenancy Act • Residential Tenancy Branch • Rental Housing Taskforce • BC Housing / social housing delivery and operations • Homeless Outreach Program • Temporary Modular Housing initiative • Etc. 	<ul style="list-style-type: none"> • Policy development • Intergovernmental Relations • Land Use & Planning • Permitting, licensing and enforcement • Renter & rental data tracking/reporting • Tenant Relocation policy, implementation • Renters Enquiry Line • Homelessness Services • Etc. 	<ul style="list-style-type: none"> • Legal advocacy: TRAC, First United, etc. • Awareness/Education: VTU, SRO Collaborative, Abundant Vancouver, etc. • Rental sector: Landlord BC, UDI, etc.

Provincial Government

Focusing on the direct oversight roles, authority over landlord-renter issues falls under Provincial jurisdiction. In BC, The Residential Tenancy Branch is the department of the Provincial government in charge of residential tenancy law, including the Residential Tenancy Act.

Residential Tenancy Act

When a person rents a home they enter into a legal and business relationship with a landlord that is typically managed through a legal tenancy agreement, governed by the provincial Residential Tenancy Act (RTA). The RTA outlines the rights and responsibilities of both landlords and renters. In many cases, the relationship is managed well by both parties, and renters enjoy stable, secure homes. When difficulties arise between a landlord and a renter, the RTA regulates the process by which a landlord and renter can seek resolution.

Residential Tenancy Branch (RTB)

The Residential Tenancy Branch (RTB) provides guidance and legislative interpretation for renters and landlords, and oversees dispute resolution. The RTB encourages landlords and renters to see dispute resolution as the last resort, encouraging the use of pro-active online information and tools to guide the landlord-tenant relationship and for parties to look for mutually agreeable resolutions.

Currently, the RTB has two physical locations in Vancouver where renters can obtain certain advice in person rather than over the phone. The City has supported the provision of an RTB office located at 390 Main Street in Vancouver's Downtown Eastside (DTES). In May 2013, Vancouver City Council approved a grant to the Aboriginal Community Career Employment Services Society (ACCESS) to put towards a portion of the operating costs at 390 Main Street and supported an amendment to the head lease to allow the RTB to sublease space in the premises. This ensured that, despite generally moving towards a phone-based service, RTB staff were still available in person to meet with DTES and Vancouver renters who require in-person services. Since 2013, ACCESS, the RTB and Salvation Army have partnered at 390 Main Street to provide key services that help achieve objectives of the DTES Local Area Plan relating to Healthy City Strategy's goals and targets, including the ability for all residents to make ends meet, access affordable housing, to be safe, and feel included.

Rental Housing Taskforce

The Rental Housing Task Force was created in April 2018 to advise on how to improve security and fairness for renters and landlords throughout the province. On May 8th, 2019 the Province announced that implementation of the Task Force recommendations will be delivered in three phases:

- **Phase 1:** Increasing understanding, improving service delivery and stepping-up enforcement. This will include public education for landlords and renters about their rights and responsibilities, particularly around renovations to rental homes – Underway.
- **Phase 2:** Coordinated actions with local governments, process improvements and further enforcement – Delivered by end of 2019.
- **Phase 3:** Action on recommendations that require legislative changes or additional stakeholder consultations and policy work, such as rental restrictions in strata units – Action in 2020.

Phase 1 actions are currently underway, and will include the following actions:

1. **Education:** Working with partners including TRAC and Landlord BC to improve awareness for renters and landlords of rights and responsibilities, with a focus on

- helping to prevent unnecessary or illegal evictions due to renovations to rental homes.
2. **Enforcement:** The Province has created a new compliance and enforcement unit within the Residential Tenancy Branch to investigate complaints and take action against landlords who are repeat or serious offenders.
 3. **Co-ordination with local government:** Phase 1 will also include work with municipalities to coordinate responses to renters and landlords on issues that involve both municipal and Provincial governments – including illegal renovations and demovictions – through a new local government liaison position.

Staff are working in partnership with the Province and community partners to support implementation of the Rental Housing Task Force recommendations on renovations and improving renter education and access to information.

City of Vancouver

The Provincial government regulates tenancies and arbitrates tenant-landlord relationships. However, renters also interface with the City of Vancouver services and regulatory functions across a variety of City departments. The four key departments with existing responsibilities for assisting renters include Arts, Culture and Community Services (ACCS), Development, Buildings and Licensing (DBL), Planning, Urban Design and Sustainability (PDS), and Legal Services. The table below highlights the current work areas within each department that directly or indirectly impact renters.

Table 2: Current Renter and Rental Housing-Related Work Areas by City of Vancouver Departments

ACCS	DBL	PDS	Legal Services
<ul style="list-style-type: none"> • Tenant Relocation Plan Implementation • Renter/TRP Enquiry Line • SRO Revitalization • SRA Bylaw • Homelessness Services • Grants Administration • Intergovernmental Relations on Affordable Housing Implementation 	<ul style="list-style-type: none"> • Permitting • Licensing • Inspections and Enforcement • SRO Tactical Task Force 	<ul style="list-style-type: none"> • Rental Housing Policy & Regulation • Tenant Relocation and Protection Policy • Intergovernmental Relations on Housing Policy • Housing Vancouver Data Reporting and Monitoring 	<ul style="list-style-type: none"> • Legal advice on bylaw changes and exercising regulatory powers

Community

Housing being a foundational need for health and well-being, it is not surprising to find a strong and growing network of housing advocacy and services organizations with diverse mandates to support renters and improve renter housing stability. The needs of landlords and rental housing providers are also represented by member organizations.

Non-Profit Advocacy & Services Organizations

Vancouver renters encountering a challenge with their landlord or in their tenancy can turn to the network of non-profit organizations that provide tenant advocacy and support services. These organizations provide Vancouver renters with a range of high-quality services, including direct legal advocacy, education on tenant rights, and supports to help people find housing and/or remain housed. Appendix A of the report includes an overview of non-profits who support renters as either their sole or primary focus, as well as some additional organizations with broader community mandates but who are currently providing a significant support or programme for renters. The broad impact of the housing crisis has resulted in more and more community organizations finding that to respond to the needs of their clients or community in a holistic way requires some ability to support them in maintaining or securing rental housing. An analysis of the state of the sector is expanded on in the Strategic Analysis for Recommendations A and B.

Private Rental Sector

Providing rental housing to Vancouver households, private landlords and developers are a vital part of the rental housing landscape. There are many dedicated landlords who are committed to providing safe, secure rental housing and who comply with relevant municipal, provincial, and federal legislation pertaining to residential rental buildings and tenancies. As well, there are developers interested in constructing rental housing options.

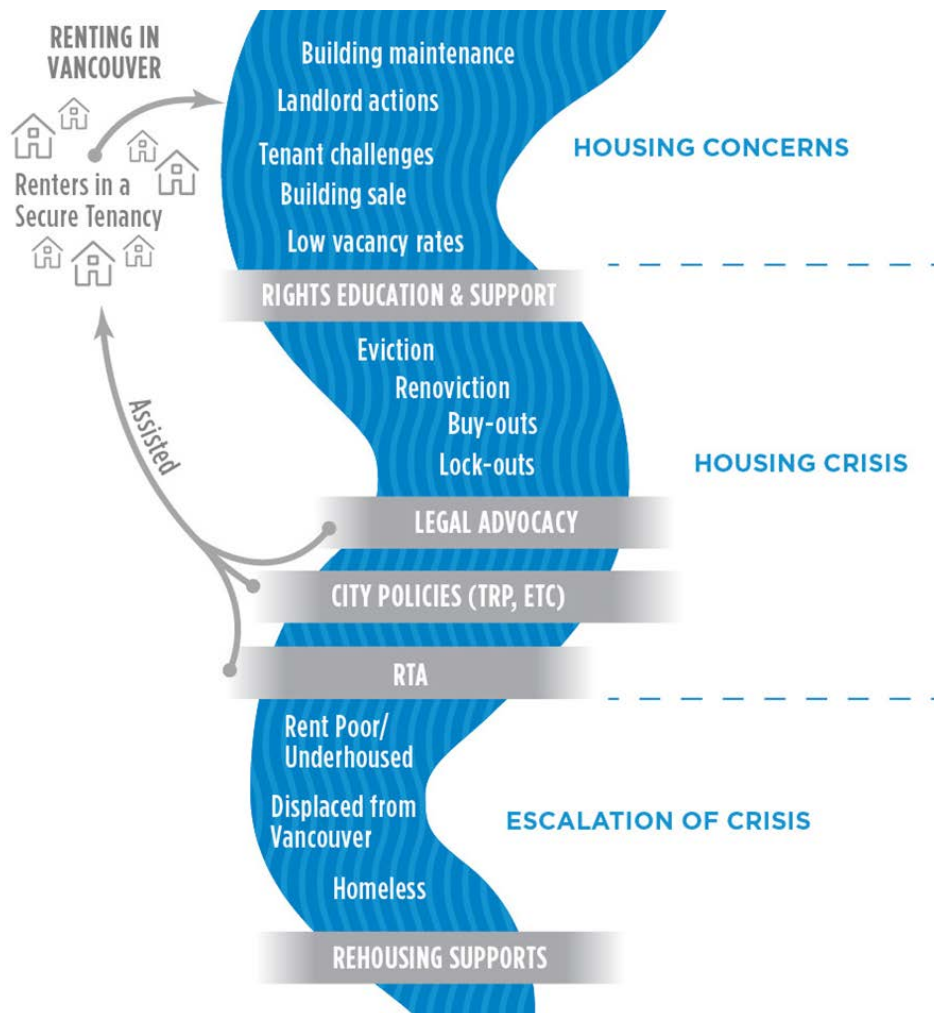
Landlord BC: A leader in the rental housing industry in BC, Landlord BC is a member-driven professional association with a mission to support and empower owners and managers of rental housing. Member services include education on landlord rights and responsibilities, operational resources, and phone support. The Landlord Registry is a quality assurance program designed to assist renters in identifying knowledgeable landlords who are committed to providing safe, secure, professional rental housing.

UDI: The Urban Development Institute (UDI), a non-profit association of the development industry in British Columbia, promotes wise and efficient urban growth, good planning and good development practices, affordable housing and high quality commercial and industrial developments. Acknowledging the need for more purpose-built rental development in the region, UDI works with communities and governments to find ways to increasing rental housing supply to ensure there are more affordable home choices for all budgets.

3. Vancouver Renters – Pursuing Their Rights

A visual ecology demonstrating the difficulties and barriers renters can experience in trying to pursue their rights is presented in Figure 4. The visual aims to capture how a renter may find themselves in need of education, support services, or advocacy as a result of break down or changes in the tenancy or tenant-landlord relationship.

Figure 4: Renter Experience of Pursuing Rights



The renting experience may at times include some moderate challenges (e.g. repair requests, rent adjustments) that can be managed through tenant-landlord discussions or negotiations. However, as observed in recent years, issues may arise that create concern for a renter about the immediate security of their home. This could include the building or home being offered for sale, or repair requests for general maintenance not being done. While the renter feels no imminent threat, they may become worried based on low vacancy rates and increasing rents. In time, more concerning issues may arise, such as the building being sold or an agent of the owner repeatedly offering the renter increasing sums to ‘buy them out’. Ultimately, this could escalate to an action that puts the tenancy at risk of ending, such as an owner issuing an eviction notice.

At the moment the renter is in housing crisis, the need for timely information and support services becomes paramount to the renter being able to pursue their rights and attempt to maintain their tenancy. Negotiating solutions or fighting an eviction is a demanding and stressful process even for the most well-informed and resourced renter. For renters who are not well informed of their rights, do not know where to turn, or who are facing significant barriers due to

age, health issues, lack of English proficiency, or having very low income, the process can be overwhelming, to the point of resulting in serious health impacts.

The structure of the RTA and RTB processes creates significant time pressures on the renter (e.g. appeal windows), and review of decisions has demonstrated significant variability in arbitration outcomes. Time lags in processing disputes can result in a renter needing to leave their rental home during the arbitration process, find alternate accommodation, and seek retroactive recognition of their rights. For many renters, the barriers to pursuing their rights are so significant that they are unable to take the first steps to undertake a claim.

4. Review of Renter Services in Other Major Cities

As Vancouver's rental housing crisis is seen and experienced similarly in many big cities around the world, staff conducted an initial analysis of the approaches and structures of advocacy and services for renters in other cities. One of the challenges of looking for an off-the-shelf model to be borrowed for Vancouver is that the structure of the regulatory oversight of tenants and landlords significantly shapes the approach and complicates direct city-to-city comparisons. In BC, tenancies are a Provincial jurisdiction and the regulatory role of the City is quite limited. In contrast, in a city like San Francisco, the County and the City both have a regulatory role in relation to tenancies, affording the City more opportunity to directly protect renters. Despite the regulatory variation between cities, staff's review revealed that in every major city analysed, a combination of public/government and non-profit/non-governmental service provision for renters is critical to support renters well.

5. Renting – The National Landscape

The rental crisis in Vancouver is a national trend affecting most major Canadian cities, including Toronto, Ottawa, Winnipeg, Calgary, and Halifax. According to the Canada Mortgage and Housing Corporation (CMHC), demand for rentals is outstripping supply, with the national vacancy rate falling to 2.4 per cent, the lowest since 2009. The renoviction trend in Vancouver is also reflected in other cities as landlords continue to upgrade properties and target higher-paying tenants.

Strategic Analysis

Based on staff reviews of examples of the response of other Cities and the gaps identified in Vancouver, staff are making recommendations in this report on how to respond to Council's Motion B.2 and the opportunity that a new Renter's Office provides:

- A central entry-point and navigation assistance for renters;
- Coordination of internal City departments to improve access to information for renters that enables and supports them to pursue their rights under Provincial and City policies and regulations (e.g. Standards of Maintenance by-law, Tenant Relocation and Protection Policies and Plans, and permitting information to challenge displacement due to renovictions and demovictions);
- Coordination with external renter serving organizations to improve access to and outcomes of community-based services for renters OR provide direct legal advice to concerned parties;
- Monitoring and reporting on the needs and experience of renters;
- Coordination and engagement with the Renter Advisory Committee; and
- Address any service barriers for renters (e.g. language, etc.).

Through additions to the Motion, Council also directed staff to include the following in this report back:

- Inclusion of a mandate and steps to create a Renter's Office;
- Consider virtual and physical services, and estimated costs in any recommendations;
- Consult with the City's advisory committee that focuses on renters' advocacy issues; and
- Update on any measures the City already has or is planning to support renters.

Consultation & Engagement - Findings

As directed, staff engaged the community and government partners to share Council's direction for a Renter's Office and seek feedback on how to implement a Renter's Office so as to enhance, elevate, and improve existing services for renters. Discussions focussed on gaps in the existing services and systems, challenges experienced by the non-profits in meeting renter needs, and guidance on how the City can best engage with the sector.

In Q1 and Q2, ACCS staff met with: the Tenant Resources and Advisory Centre (TRAC), First United Advocacy, Access Pro Bono, Community Legal Assistance Society (CLAS), West End Seniors Network, Vancouver Tenants Union (VTU), and the SRO Collaborative. The Law Foundation of BC, one of the main funders of non-profit legal services across the province, was also engaged with a particular focus on how to align and amplify City of Vancouver grants to avoid duplication. While the motion is focused on meeting the needs of renters, successful tenancies require both renters and landlords to be well-informed of their rights. Staff engaged Landlord BC to explore how the City could further collaborate with Landlord BC to improve renting outcomes.

The professionalism and breadth of services provided by the existing non-profit renter advocacy and services network is strong and deeply rooted in the Vancouver community (see Appendix A for more information on the sector). The sector includes long-standing service providers like TRAC and CLAS who provide critical legal advocacy services for tenants during RTB hearings. More recently the City has seen the emergence and growth of new policy advocacy groups representing renters including the Vancouver Tenants Union, Abundant Housing Vancouver, and the SRO Collaborative.

Key feedback and recommendations from the engagement sessions included:

- City efforts should align and support existing sector, not undermine or compete;
- Existing service providers challenged to meet service demand and/or provide in-person services;
- Challenges in getting timely responses from the City to assist renters;
- Challenges in getting documents and information from the City that can support a dispute resolution process;
- Difficulty tracking resolution of issues raised by tenants in rental buildings, especially Standards of Maintenance complaints;
- Need for more stable spaces to lease and/or coordinated/co-located service provision opportunities;
- Need for more proactive communication to renters at risk of displacement; and
- Need translation supports to educate and advise at-risk renters of their rights.

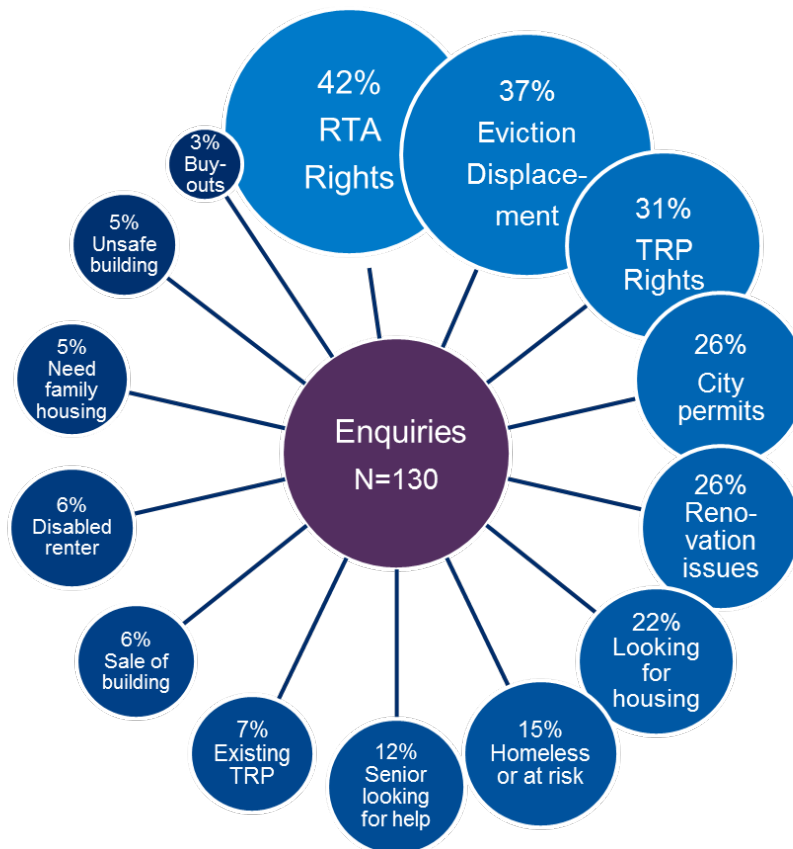
Staff also engaged the Provincial Government and the Residential Tenancy Branch, including the RTB's new compliance and enforcement unit staff, on exploring opportunities for

collaboration and co-location of services as part of new City investment in renter services and advocacy.

Renter Enquiry Line - Findings

Subsequent to the approval of Motion B.2, a ‘soft-launch’ rebranding of the City’s existing Tenant Relocation Plan enquiry line to a Renter’s Office line was implemented to a) assist in coordinating response to the significant increase in renter enquiries resulting from media attention on Motion B.2 and Motion B.10, and b) serve as a test case to explore the types of concerns, challenges to resolution, and staff time required to assist renters. Approximately 130 enquiries were logged between December 2018 and May 2019. Staff note that the sample is a very limited corporate view of renter questions given that there is no formal renter enquiry tracking system in place and renter issues present at multiple entry-points to the organization.

Figure 5: Identified Issues from Renter’s Office Enquiries, Dec 2018 to May 2019



Each enquiry might touch on a variety of issues and require multiple Departments’ engagement to clarify or resolve the concern. Enquiries also often required a referral to an external community service provider. Almost half of all the enquiries involved a renter trying to resolve or pursue their rights under the RTA. More than a third of the renters reaching out to the City were at risk of eviction or displacement, and approximately one third were looking for information on their rights under the City’s TRP Policy.

Staff also found that renters seeking City assistance had moderate-to-low knowledge of their existing rights. Many of the renters seeking support experienced barriers to accessing

information on-line or struggled to navigate government and community services and systems. Not surprisingly, those at most risk of displacement required the highest level of service or support. Lastly, Council's motions on renter issues and emerging policies created significant confusion for renters about their current rights versus the City's advocacy efforts.

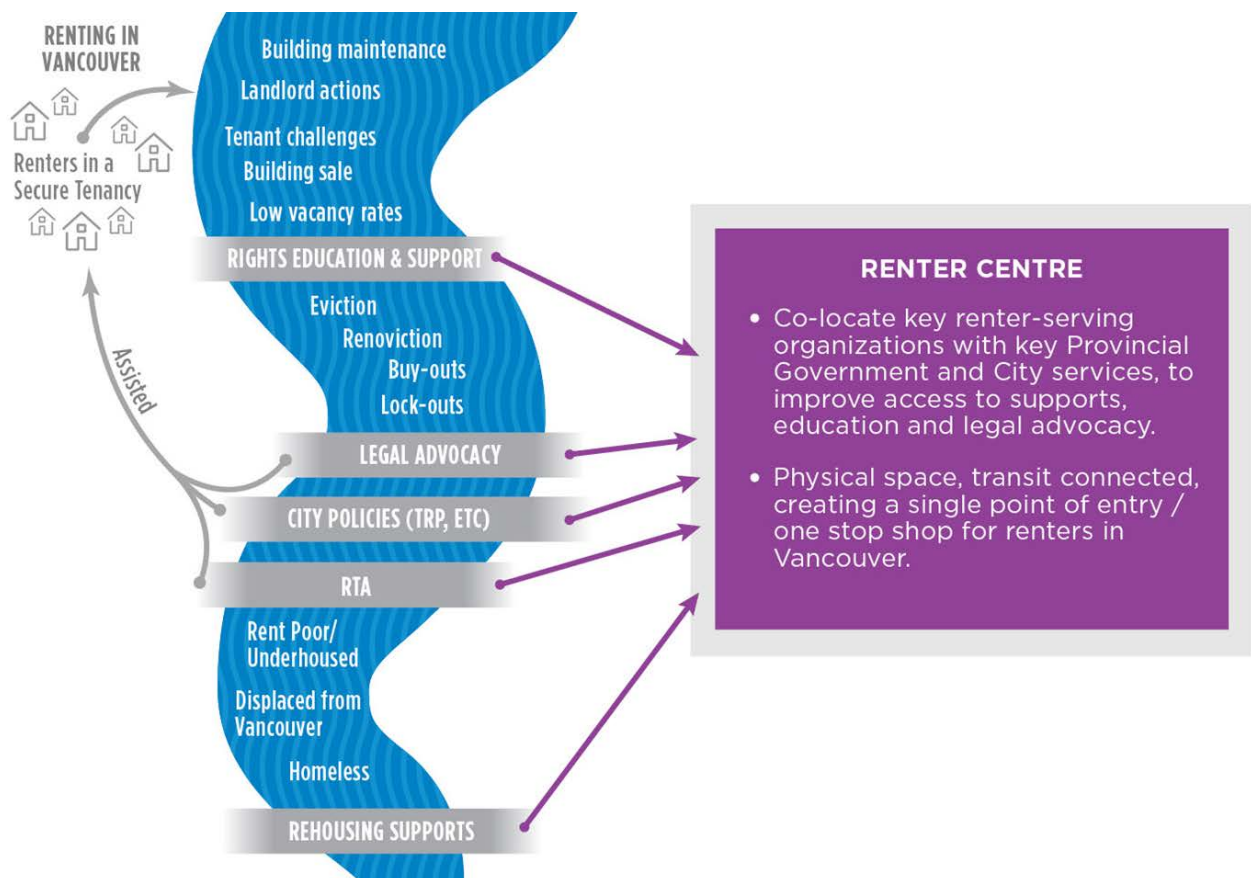
Report Recommendations

This report outlines five initial recommendations to meet Council's direction to create a Renter's Office. Future report backs in both late 2019 and 2020 are expected (see work program in Next Steps) to update Council on implementation, seek further guidance on the Renter Centre, and approve initial funding allocations to community groups.

Recommendations A. and B. Renter Centre

While the existing landscape of multiple service providers in multiple locations has created a diverse, community-embedded set of services and supports, the sector lacks a strong centre to bring presence, visibility and profile to the needs of renters. Long-term leasing of city-owned spaces to community-serving non-profits is a key City tool to support healthy and equitable outcomes for Vancouverites. Staff recommend the creation of a new community-based 'Renter Centre' that can co-locate key renter-serving organizations, with services from the Provincial Government (RTB) and City of Vancouver, to improve renter access to supports, education and legal advocacy.

Figure 6: Renter Centre Opportunity to Co-locate Services to Support Renters



Locating both Provincial (RTB) and City services at a physical site with non-profits can provide the critical one-stop shop for renters, decreasing the need for renters to navigate through and across City departments. Staff will explore embedding some representative City staff who can provide a front-facing navigation assistance and case management at a physical Renter Centre. The Renter Centre can complement rather than replace existing City on-line systems of information. By partnering with the Provincial Government and RTB, there is the potential to obtain more efficient resolution for renter issues and also for collaboration on responding to renters to create new learning and help identify opportunities to coordinate on enforcement or adjust current approaches. There is potential that a Renter Centre, developed in partnership with the Provincial Government, may have an expanded mandate to support renters across Vancouver and the Metro region. City investment in this Renter Centre will be focussed on Vancouver renters and staff will track where any non-Vancouver users are from.

The specific non-profit partners that are interested to co-locate is not yet clear, but interest in the Centre was strong. Partners identified that a physical centre could enable community groups to network, collaborate, and share resources and knowledge. A centre equipped with the right work spaces and equipment could support a range of in-person and digital services for renters, including legal advice and advocacy, and trainings and workshops. For renters who face barriers accessing services over the phone or internet, a Renter Centre where renters could receive in-person support would improve equity in access to services and outcomes for all renters seeking assistance and advice.

Proposed Location

Staff have consulted with Social Policy and Projects and Real Estate and Facilities Management to review available and appropriate City-owned sites on which to locate a physical Renter Centre. Also, Council directed staff to report back in early 2019 on the creation of a City of Vancouver Renter's Office whose mandate will be to support and enhance existing renter advocacy groups.

As noted in a January 29, 2019 report to Council (RTS 12712), 900 Howe Street (the Premises), a city-owned facility under a two-year sublease to Public Legal Education Society (PLS), has been identified as a possible site for a Renter Centre. The site is centrally located in downtown Vancouver with street-front access and close to transit. At approximately 5,500 square feet, it is large enough to host multiple organizations and services. Staff have not been able to identify any other similar and available sites. The space will likely require renovations to make best use of the facility and accommodate a multi service use space.

City policies and priorities have evolved since PLS located at the Premises in 1987, and the City's ability to meet the demand for affordable space for non-profit organizations has become increasingly challenging. While PLS is a leader in its field and provides valuable services to British Columbians, it was determined that the core service of the organization is more closely aligned with the Provincial mandate. On January 29, Council approved that PLS be permitted to continue to operate from the Premises for an additional two years in order to provide the organization time to review its mandate and consider a partnership with other non-profits in a Renter Centre.

The proposed two-year timeline for 900 Howe Street as the proposed location for the Renter Centre would allow staff to begin exploring, in partnership with the Provincial Government and existing renter services providers, the feasibility of creating a street front, accessible renter services centre. Staff will engage directly with the Provincial Government and Residential Tenancy Branch to identify opportunities for collaboration and co-location of services in the

Centre. Staff also will conduct a Request for Proposal (RFP) process to identify non-profit community service providers who would align with the Renter Centre mandate for co-location with government services and/or collaborative service delivery. Staff note that People's Law School would be welcome to respond to the RFP process.

Interim Programming

Developing a physical Renter Centre that will be effective and sustainable requires planning and time. 900 Howe Street will likely be available no earlier than Q2 2021, which enables an important co-planning and partnership testing phase for the centre. Interim programming between 2019 and 2021 will simultaneously support and advance the Renter Centre's vision of improving access to supports, education and advocacy for Vancouver renters. Staff propose that partners co-develop interim programming that could include: proactive renter education and notification pilots, developer/landlord training sessions, and workshops for renters and advocates.

Next Steps

While the provincial government and non-profit service providers have expressed interest in collaborating in the delivery of the Renter Centre, staff need more time to determine the specific scope and scale of partnership and to explore and align co-investments. The City will initiate a co-planning phase for the Centre and invite sector partners to engage in that visioning process, exploring service alignment and functional programming needs in the future shared space. Staff anticipate in the future undertaking an RFP for the allocation of non-profit spaces. Staff will report back to Council in 2020 on the progress of the Renter Centre development and to seek further Council direction on scale of services and level of City investment.

Recommendation C. Creation of City of Vancouver Renter Advocacy and Services Team

Alongside the growing interest and actions of other Metro Vancouver municipalities, the City of Vancouver is a municipal leader in renter-centred policy development and renter services. City departments are proactive in using policy development, inter-governmental advocacy, and service delivery to improve rental housing affordability and stability. As described in Table 2, multiple City departments touch on renters and/or rental housing and there is opportunity to improve mechanisms for departments to collaborate, communicate and problem solve issues that arise relating specifically to renter needs.

As well as creating an external, physical community-based Renter Centre that can provide single point of entry for renters seeking information or support, staff recommend Council approve the creation of an internal City of Vancouver Renter Advocacy and Services Team with a mandate to coordinate efforts to support Vancouver renters to understand and pursue their rights and to work with renters, building owners, landlords, community partners, and other levels of government to protect renters and improve rental housing stability. The Team is intended to use existing City processes and systems wherever possible, rather than creating separate streams of work. The Team will focus on determining how to best integrate into existing systems, and how to best address highly complex files that do not fit well within our standard processes to ensure timely renter-centered responses. The Team expect to undertake cross-department training to support the City staff located at the Renter Centre.

The review of renter enquiry line cases and efforts highlighted the cross-department nature of issues brought to the City by renters and the need for staff collaboration to problem solve. Without identified staff leads and responsibilities corporate responses were often slow, unclear

or inconsistent, and there was poor corporate tracking of issues resolution. While the Renter Centre can bring City information and resources physically into the community, an internal City of Vancouver Team is needed to advise and support that front-line service provision. The Team will draw on staff from across the departments, including but not limited to Arts, Culture and Community Services, Development, Buildings and Licensing, Planning and Development Services, and Legal Services, with ACCS providing the main front facing intake for renters and coordination between the Team and the Renter Centre (see Figure 7). The team will work to:

- assist in the development of an internal renter issues tracking and response system to provide more transparent and timely information to renter enquiries;
- update and coordinate on departmental initiatives in development that impact renters,
- coordinate to support the Renters Advisory Committee;
- identify opportunities to improve access to information for renters that can support them in pursuing their rights under the RTA;
- coordinate on initiatives with relevant external partners to improve support for renters facing housing challenges; and
- other work as required

Figure 7: Proposed Organizational Chart for City Renter Advocacy and Services Team

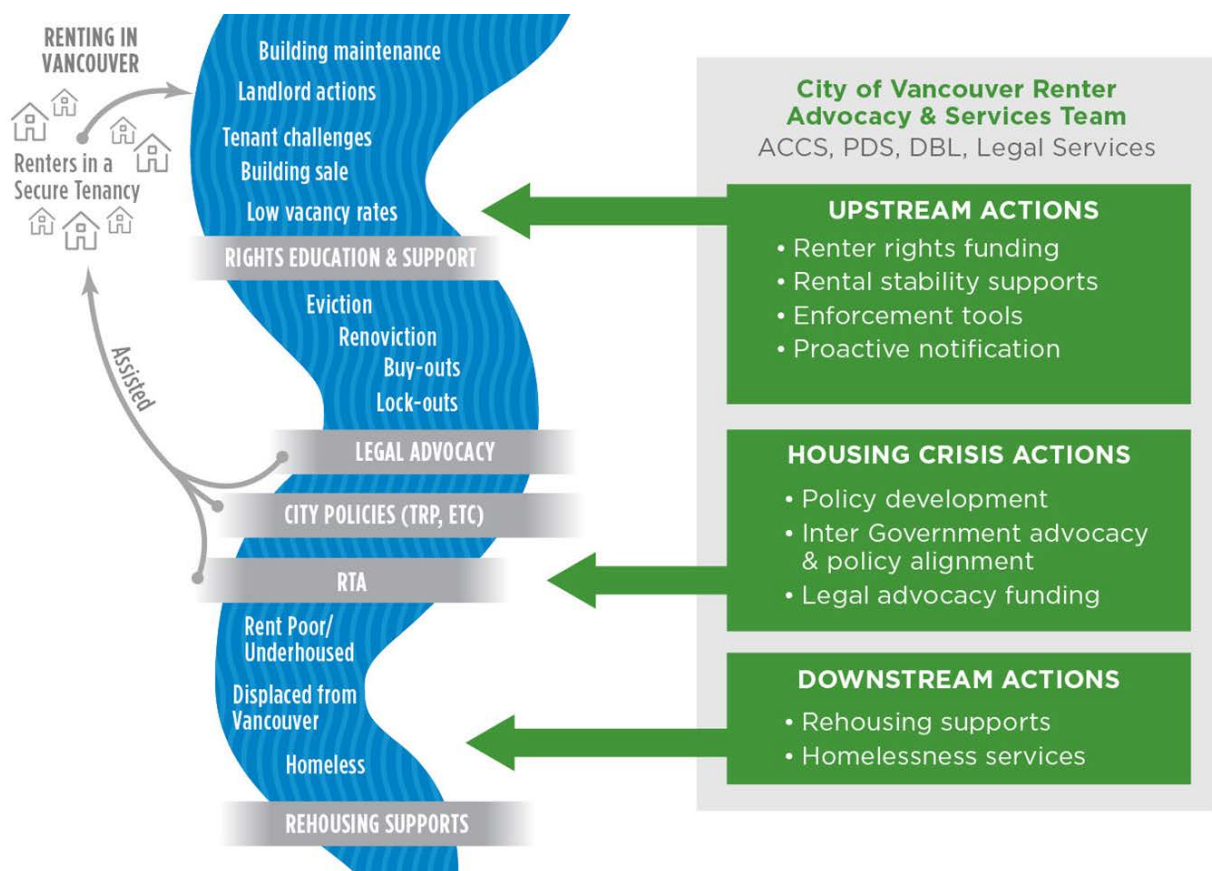


Recommendation D. Creation of a Renter Services Funding Program

The professionalism and breadth of services provided by the existing non-profit renter advocacy and services network is strong and deeply rooted in the Vancouver community. Staff propose the creation of a Renter Services Funding program to build up and with this strong network of service providers. Existing services are challenged to provide in-person services and meet demand. There is a need for the City efforts to align and support existing sector, and not undermine or compete with it.

As Figure 8 demonstrates, further opportunities exist “upstream,” at the point of “housing crisis” and “downstream” for enhanced City investment to make a significant impact on the ability of renters to pursue their rights under the RTA.

Figure 8: Opportunities for Enhanced City Interventions to Support Renters



Pursuing Rights and Legal Advocacy – Approaches Explored

One of the components of the Renter’s Office Council motion that requires Council direction and approval is how the Renter Advocacy and Services Team might enable renters to access legal advocacy support to pursue their rights under RTA and City policies. The motion suggests either coordinating with existing renter advocacy groups or providing direct legal advice to concerned parties. The former could be accomplished by providing grants to the existing non-profit renter advocacy sector and the latter by creating a City of Vancouver independent legal resource for renters and hiring external lawyers obligated to renters and not the City.

Option 1: Grants to existing renter advocacy sector (recommended)

Benefits of providing grants to the existing non-profit advocacy sector include: grant funding would enable and enhance the work of a diversity of experienced existing service providers who understand the community needs and culture; non-profits operate at arm's length from the City thereby enabling renters in City-owned buildings to obtain support and for advocates to advocate to the City on policy interpretation; over the long-term, grant funding could build up the sector and increase its capacity and resilience. A drawback of a grant approach is that the City would have limited direct intervention or control over non-profit operations.

Option 2: Hiring City Lawyers to provide direct assistance to renters

Benefits of this approach include: a City of Vancouver independent legal resource could add a new resource to the sector and potentially provide the City with direct influence on cases. The drawbacks of this approach include potential conflict of interest in addressing City of Vancouver landlord/tenant issues, and competition with existing community-based services.

After consulting with sector providers and reviewing existing City services, staff recommend an adjusted Option 1 utilizing both grants and service contracts to improve the existing renter advocacy sector. This approach will help build the existing sector to ensure long-term resilience in community renter advocacy and supports, enable renters in City-owned or supported buildings to obtain unfettered advice, and enable the City to focus investment in addressing specific areas of legal advocacy that advance important legal decisions for renters.

The City of Vancouver's existing Social Policy Grants fund a number of renter-serving organizations, including TRAC, West End Seniors Network, First United Church, and Access Pro Bono. External funders like the Law Foundation, the Province, and others fund a range of non-profit legal advocacy, education, and service programs and projects as well. Despite this availability and provision of City and other funding, the sector is still reporting feeling stretched, operating at or over capacity, and unable to expand existing services or create programming that could improve the supports and protections renters need.

In 2018, Council allocated, as part of Housing Vancouver, \$50,000 of EHT funding to support an initiative that could connect seniors living in underutilized homes with renters in need of affordable accommodation. As part of the Renter Services Funding program, staff will be including a request for funding for this initiative in the 2019 granting process, with the 2018 allocated funds supplementing the 2019 available funds. This will afford interested organizations the opportunity to present ideas that may require greater funding than the previously identified \$50,000.

Recommended Funding Streams

Staff recommend that a Renter Services Funding Program include three funding streams as described in Table 3.

Table 3: Proposed Renter Services Funding Streams

Stream	Content	Value	Examples
Understanding Rights	Provision of education and information on residential tenancy issues that fall under the RTA and City of Vancouver policies.	* To empower renters to know and understand their rights and what impacts them as renters under provincial and municipal jurisdiction	* Free legal education workshops and classes for renters * Pro-active education of renters in targeted buildings (e.g. for sale or recently sold) * Renter Rights campaigns
Pursuing Rights	Provision of legal advice, assistance, advocacy and representation on tenancy issues that fall under the RTA	* To empower renters to know, understand, assert and pursue their legal rights under the RTA * To dispute and fight evictions and help renters keep their homes	* In-person free legal advice on residential tenancy issues * Free legal representation by legal advocates at RTB dispute resolution hearings
Securing Housing	Provision of services to support renters facing barriers, such as seniors, people with low incomes and people with disabilities, to find and/or maintain stable, affordable, safe housing	* To prevent homelessness of vulnerable renters and to help people who are homeless find and secure housing.	* Home support services to keep low-income seniors and people with increasing health issues housed * Housing navigation services to assist people facing barriers apply and search for affordable rental housing

Implementation

Staff have heard from the non-profit sector and major funders, such as the Law Foundation, of the importance of providing multi-year funding so organizations have stability and ability to plan beyond one year. The City's Cultural Services and Social Policy Departments are considering moving to multi-year grant funding to achieve sustainability and improve effectiveness of services in the community. In light of the ongoing systemic challenges facing renters and renter-serving organizations, it becomes critical to implement a multi-year Renter Services Funding program.

Staff anticipate utilizing both grants to non-profit organizations and services contracts with non-profit or other organizations in supporting services for renters depending on desired outcomes. In a granting program, a non-profit provider typically responds to a grant call with their proposed service delivery approach and anticipated outcomes. With a service contract initiated by the City, the City determines the proposed goals and expected service delivery outcomes and retains stronger, more immediate oversight over contract performance.

Recommendation E. Tenant Relocation Specialists Training Program

The City's Tenant Relocation and Protection Policy (TRPP) requires the implementation of tenant relocation plans to protect tenants by mitigating the impacts of displacement resulting from redevelopment activity. The current Tenant Relocation and Protection Policy (in process of being amended) is targeted at the "primary" rental stock, where the purpose of the building is to operate rental housing in the long-term. This includes purpose-built market rental housing; non-market or social housing; buildings with rental units above commercial spaces; and large multiple conversion dwellings with six or more units.

A Tenant Relocation Plan or Tenant Impact Statement is required when tenants in existing residential rental units are displaced or impacted as a result of redevelopment or major renovation activity. The tenant relocation plan ensures that impacted tenants receive compensation, assistance finding alternate accommodation, moving assistance, right of first refusal, and additional financial and other support in special circumstances.

Tenants who face barriers to finding affordable, appropriate alternate housing, including seniors, persons with disabilities, or those living on very low incomes, are among those most affected by redevelopment or renovation. They often require more assistance in the relocation process as there are fewer choices available to them. These individuals also tend to be longer-term residents, and the process of moving may be more challenging for them.

Market Sounding, Training and Approved List

Tenant Relocation Specialists are professionals whom developers or owners hire to implement tenant relocation plans and oversee and assist tenants to find and relocate to alternate rental accommodation. Staff understand that currently there is a dearth of quality, well-trained Tenant Relocation Specialists in Vancouver, and yet there is a high demand from developers and landlords for their services. Staff propose conducting a market sounding to ascertain and assess the availability and quality of tenant relocation specialists that exist in Vancouver and surrounding municipalities. Staff also propose developing a Tenant Relocation Specialist training program and the creation and publication of a City of Vancouver approved list of Tenant Relocation Specialists so both developers and renters can be assured they are working with well-trained, quality tenant relocation service providers.

Recommendation F. Consultation and Engagement

Ongoing consultation and engagement with external partners, including renters, renter-serving and advocacy organizations, funders, and other levels of government, is critical to advance the City's efforts to enhance and improve supports and protections for Vancouver renters. In the immediate term, consultation and engagement will be held with renter-serving and advocacy groups not yet engaged, such as Pivot Legal Society, Atira Women's Resource Society, Kettle Friendship Society, Seniors First BC, Indigenous Community Legal Clinic, Disability Alliance, MOSAIC, Greater Vancouver Law Students Society, and Justice Education Centre. To develop formal longer-term networks with key partners, staff recommend the following regular consultation and engagement as outlined below.

- *Renters Advisory Committee* - Council has recently appointed a new Renters Advisory Committee (RAC) for the term May 14, 2019 to December 31, 2020. A staff member from ACCS has been appointed as staff liaison to the RAC. Staff from the Renter

Advocacy and Services Team will update RAC members on renter-related work underway at the City starting in Q2.

- *Renter Advocacy and Services Sector Working Group* - Regular meetings to be hosted at the City of Vancouver with interested non-profit renter serving and advocacy organizations such as TRAC, First United, VTU, Access Pro Bono, CLAS and others, relevant staff from the City's Renter Advocacy and Services Team, to provide a forum for: groups to share information, coordinate, collaborate, discuss issues and provide recommendations; and exploration of the Renter Centre.
- *Project and Issue-Based Engagement* - Staff expect that there will be project and issue-based engagement that could involve some or any of the following: RTB, Landlord BC, Law Foundation, BCNPHA and social housing providers, etc.

Next Steps/Timeline

The proposed high level timeline for initial proposed deliverables is outlined in Appendix B. Staff expect that future report backs might amend the initial vision to take advantage of opportunities enabled by the implementation of the Provincial Rental Housing Task Force, feedback from the recently convened Renters Advisory Committee, and changes resulting from intergovernmental advocacy and policy development.

Implications/Related Issues/Risk

Financial

Included for Council's review is the funding request to support the suite of initiatives responding to the call for a City of Vancouver Renter's Office. Table 4 outlines the component and total costs to develop a Renter Centre and improve renter services and advocacy from 2019-2021. Table 5 delineates the amounts that are being recommending for Council approval in this report (\$5,477,823) and also includes costs that were previously approved as part of the 2019 Operating Budget (\$168,797). The source of funds is the Empty homes tax revenue reserve fund. Staff intend to report back in 2020 with an update on progress of the above initiatives and any recommendations to Council on further investment that may be required in the interim period or beyond 2021.

Table 4: City of Vancouver Renter Advocacy and Services – Estimated Costs 2019-2021

Recommendation / Resources Required	2019	2020	2021	TOTAL
A. & B. Renter Centre				
Development / Interim Programming				
Consultant - Functional Program/Governance	50,000	50,000		100,000
Pre-Opening City & Partner Services	200,000	200,000	200,000	600,000
Centre (Projected 2021 Q3/Q4 Opening)				
Lease Value			140,000	140,000
Capital costs/TIs			550,000	550,000
Centre operating costs			70,000	70,000
Subtotal	250,000	250,000	960,000	1,460,000
C. Renter Advocacy & Services Team				
Staffing costs for ACCS, DBL, PDS, Legal and Communications	414,867	710,876	710,876	1,836,620
Tech Costs	50,000			50,000
Consulting/Research Services	200,000	200,000	200,000	600,000
Subtotal	664,867	910,876	910,876	2,486,620
D. Renter Services Funding Program				
Funding Community Advocacy & Services (3 years of grants and/or service contracts)	500,000	500,000	500,000	1,500,000
2018 previously allocated EHT revenue for seniors housing project	50,000			50,000
Subtotal	550,000	500,000	500,000	1,550,000
E. Tenant Relocation Specialists				
Create and implement a Tenant Relocation Specialist training program	100,000	25,000	25,000	150,000
TOTAL	\$1,564,867	\$1,685,876	\$2,395,876	\$5,646,620

Table 5: City of Vancouver Renter Advocacy and Services: Currently Funded and Recommended Amounts

Recommendation	Total Funding	Currently Funded	Recommended in this Report
A & B	1,460,000		1,460,000
C	2,486,620	118,797	2,367,823
D	1,550,000	50,000	1,500,000
E	150,000		150,000
TOTAL		\$168,797	\$5,477,823

CONCLUSION

This report recommends to Council the creation of a community-based Renter Centre that can provide a single point of entry and assistance for area renters and that can co-locate City, Provincial and non-profit, community renter services in one location. Furthermore, the report recommends the creation of an internal cross-department team that can coordinate to improve City responsiveness to renter issues, a multi-year funding program to enhance and grow renter services to be funded from revenue from the Empty Homes Tax, and the development of a Tenant Relocation Specialist training program.

* * * * *

Overview of Non-Profit and Community Organizations That Support Renters in Vancouver

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
411 Seniors Centre Society (Established 1979)	Provides information to seniors on how to access social services, including housing, advocates on seniors' behalf, and acts as a hub where seniors socialize and organize around issues important to their well-being.	<ul style="list-style-type: none"> • advocates for senior-oriented social services • provides information line to facilitate access to social services • refers to other service providers 	<ul style="list-style-type: none"> • Seniors 	Vancouver area	\$55,000 (note that renter-oriented services are part of mandate, not exclusive purpose for program(s) grant funds)
Access Pro Bono (Established 2010)	Promotes access to justice in BC by providing quality pro bono legal services for people and non-profit organizations of limited means.	<ul style="list-style-type: none"> • hosts legal advice clinics • low-income oriented legal services advocacy • provides free legal advice for low income people • reimburses pro-bono lawyers to hire translators and provide multilingual services • represents clients during Residential Tenancy Branch arbitrations 	<ul style="list-style-type: none"> • Low income renters • Low income landlords • Non-profits 	BC	\$15,000.00
Atira Resource Society (Established 1983)	Provides support services and housing to anyone who identifies and lives full time as a woman and has experienced gendered violence and misogyny. Atira recognizes that intersectional oppression increases marginalization for their clients.	<ul style="list-style-type: none"> • conducts outreach to those experiencing/at risk of homelessness • operates various types of housing with specific focuses such as: Indigenous, low-income women, supportive housing, and women with children • provides legal services and advocacy for low income women 	<ul style="list-style-type: none"> • Indigenous women • low income women • marginalized women • non-Binary women • transgendered women • women struggling with mental health, spiritual health, substance addictions 	Lower Mainland	\$10,152 (for renter-oriented services, not capital grants to build units)

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
			<ul style="list-style-type: none"> women who are victims of violence women with children 		
Aunt Leah's Independent Life skills Society (Established 1989)	Offers youth from foster care the tools, resources and supportive community necessary to help them secure housing, increase their quality of life, and achieve their goals.	<ul style="list-style-type: none"> offers youth from foster care the tools, resources and supportive community necessary to help them secure housing, increase their quality of life, and achieve their goals provides supportive housing for youth transitioning out of foster care and young mothers in need 	<ul style="list-style-type: none"> Youth who are marginalized 	Vancouver area	\$35,444
CLAS (Community Legal Assistance Society) (Established 1971)	Respects the dignity of disadvantaged and marginalized peoples by working towards positive social change, providing legal assistance to individuals and community advocates, and advocating for systemic legal changes to benefit the disadvantaged and marginalized.	<ul style="list-style-type: none"> identifies systemic problems, as a result of individual cases, and advocates for change provides advice to community advocates and low-income people on residential tenancy and housing issues 	<ul style="list-style-type: none"> Low income people 	BC	None. Free Space through City's "Amenities Bonus Program."
Disability Alliance (Established 1977)	Supports people with physical and mental challenges to live with dignity, independence and as equal and full participants in the community. Disability Alliance achieves this	<ul style="list-style-type: none"> advocates for inclusivity and accessibility with consulting and training programs for organizations to improve their accessibility to those with disability challenges 	<ul style="list-style-type: none"> People with accessibility challenges 	BC	\$94,165 (note that renter-oriented services are part of mandate, not exclusive purpose for program(s) grant funds)

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
	through advocacy, community partnerships, direct services, research, and publications.	<ul style="list-style-type: none"> • runs project to address challenges to independent living and match affordable, wheelchair-accessible homes with those in need 			
First Funds Society (Established 2003)	Provides housing support services to Indigenous people experiencing homelessness or at risk of homelessness.	<ul style="list-style-type: none"> • assists those experiencing homelessness without phones to connect to housing and other supports • enables individuals to make successful transitions from government care to adulthood • enables individuals to prepare for gaining and keeping housing 	<ul style="list-style-type: none"> • Indigenous 	Vancouver area	\$45,000 (note that renter-oriented services are part of mandate, not exclusive purpose for program(s) grant funds)
First United Church (Social Services Established 1931)	Seeks justice by meeting individual client needs, advocating for social change, and providing sanctuary from homelessness in the heart of the city.	<ul style="list-style-type: none"> • provides low-barrier legal advocacy to help access EI, pension and/or disability benefits and social assistance, resolving housing, employment and debt issues, and obtaining ID. • resolves legal disputes and connects people to supports they may need to maintain their housing • operates emergency shelter space • operates personal storage for people 	<ul style="list-style-type: none"> • At risk of/experiencing homelessness • Low income people • Under housed people 	Downtown Eastside	\$25,376 (note that renter-oriented services are part of mandate, not exclusive purpose for program(s) grant funds)

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
		experiencing homelessness • operates recreational space for people experiencing homelessness and the under housed • operates social housing units			
Greater Vancouver Law Students' Legal Advice Society (Established 1978)	Provides legal assistance to those suffering from poverty and marginalization and advocates for increased legal aid.	• provides free legal advice • represents clients during Residential Tenancy Branch arbitrations (on a case by case basis) • provides multilingual services	• Low income people	Vancouver area	\$39,136.00
Helping Spirit Lodge Society (Established 1990)	Alleviates family violence and enhances community wellness through a traditional, holistic approach that focuses on providing marginalized people with housing and related services.	• houses children and mothers fleeing abuse and violence • operates mixed market housing in bachelor suites or one bedrooms • provides connection to housing for those experiencing or at risk of homelessness, families, male and female • programs include a transition house, second stage housing, and an employment program	• Indigenous	Vancouver area	\$25,376

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
Indigenous Community Legal Clinic	Provides free legal services to the Indigenous community in the Downtown Eastside and, through an Indigenous-oriented lens, legal education to Allard School of Law students.	<ul style="list-style-type: none"> • manages case files for clients • represents clients within during cases, which include landlord and tenant disputes 	<ul style="list-style-type: none"> • Indigenous 	Vancouver area	None
ISS (Immigrant Services Society of BC) (Established 1978)	Helps immigrants build a future in Canada by treating everyone with dignity, inclusivity, hospitality, while recognizing each person's unique needs and aspirations. ISS believes that the services they provide lead to success for immigrants as individuals and Canada as a society.	<ul style="list-style-type: none"> • advocates for immigrant and refugee-oriented services and programs through reports and speaking with government • educates newcomers who need to secure housing (for both renters and buyers) with relevant ESL terminology • hosts (multilingual) events on accessing affordable housing • works with other non-profits to refer people to housing providers or housing search assistance 	<ul style="list-style-type: none"> • Immigrants • Refugees 	BC, primarily Vancouver	\$137,082 (amount is for housing and renter related services, not all grants)
Justice Education Society of BC	Creates programs and resources that improve legal capability and increase access to justice.	<ul style="list-style-type: none"> • Provides legal education services and online resources, including info sheets and videos 	<ul style="list-style-type: none"> • Everyone 	BC and Internationally	None
Kettle Friendship Society (Established 1976)	Works with people who live with several challenges like mental illness, poverty, homelessness, and addiction using a client-centred approach that is non-judgmental, respectful,	<ul style="list-style-type: none"> • conducts outreach to those experiencing/at risk of homelessness • operates over 400 units of supportive housing • operates women's transition house for those 	<ul style="list-style-type: none"> • People with mental health challenges 	primarily Vancouver	\$86,252 (note that renter-oriented services are part of mandate, not exclusive purpose for program(s) grant funds)

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
	and compassionate. Included among their values is every person's right to the dignity of having a home.	fleeing abuse and violence <ul style="list-style-type: none"> • advocacy services 			
Legal Services Society (Established 1983)	Provides legal assistance to low income people.	<ul style="list-style-type: none"> • produces educational material on housing and tenancy issues • refers to other service providers 	<ul style="list-style-type: none"> • Lower income people • Indigenous 	BC	None
M.O.S.A.I.C (Established 1978)	MOSAIC delivers services and engages in community building and advocacy efforts to facilitate the meaningful participation of immigrants and refugees in Canadian society.	<ul style="list-style-type: none"> • advocates for immigrant-oriented services • coordinates with other service providers to procure language translation services • educates immigrants on tenancy issues in topics like: how to rent, rental rights education, information on affordable rental services 	<ul style="list-style-type: none"> • Immigrants and refugees 	BC, primarily Vancouver	\$88,164 (note that renter-oriented services are part of mandate, not exclusive purpose for program(s) grant funds)
Pacific Community Resources Society (Established 1984)	Brings together multiple agencies that address the socio-economic needs of marginalized youth, such as Indigenous, LGBTQ, and those aging out of foster care.	<ul style="list-style-type: none"> • provides housing search and other social service search assistance at the Broadway Youth Resource Centre 	<ul style="list-style-type: none"> • Youth (13-24) who are marginalized 	BC	\$93,660
Pivot Legal Society (Established 2003)	Works in partnership with marginalized people and grassroots organizations to challenge legislation, policies, and practices that undermine human rights, intensify poverty, and	<ul style="list-style-type: none"> • advocates for housing justice • creates data visualizations on housing related issues • helps people experiencing 	<ul style="list-style-type: none"> • Individuals who are marginalized 	BC	None

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
	perpetuate stigma. Pivot focuses their efforts on tangible human rights to improve the situation of the people whom they work with, while creating lasting change that resonates across the country.	homelessness secure important legal decisions confirming their right to shelter themselves from the elements and make equal use of public space <ul style="list-style-type: none"> • provides tenancy rights education • shares information on eviction rights 			
Seniors' First BC (Established 1994)	Prevents elder abuse by providing information, assistance, and support on issues that impact the health and well being of older adults.	<ul style="list-style-type: none"> • advocates for senior-oriented services • assists seniors access social support programs through information line • provides legal assistance on several issues including residential tenancy and housing • refers clients to other service providers 	<ul style="list-style-type: none"> • Seniors 	BC	None
Seniors' Services Society (Established 2006)	Connects adults who are 60 and over with individualized social supports & housing search services.	<ul style="list-style-type: none"> • directly facilitates temporary housing • housing search assistance • outreach to those experiencing/at risk of homelessness • rental supplement funding to seniors at risk of eviction • searchable housing directory of senior-oriented housing • supports to seniors to secure rental housing 	<ul style="list-style-type: none"> • Seniors 60+ • Isolated and low income seniors • Homeless and at-risk seniors 	BC	\$32,888.00

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
SRO Collaborative (Established 2015)	Organizes residents in single room occupancy hotels and aims to secure the hotels as affordable and decent homes.	<ul style="list-style-type: none"> • conducts activism with multilingual volunteers • educates SRO tenants on housing rights • organizes SRO tenants to improve the health, habitability, safety and prevent renovation in SROs • researches housing issues to advocate for systemic change • represent tenants to landlords and regulators to get their buildings up to code 	<ul style="list-style-type: none"> • SRO Apartment Residents 	Downtown Eastside	None
Tenant Resource and Advisory Centre (TRAC) (Established 2007)	Promotes legal protection of renters across BC by providing information, education, support, and research on residential tenancy matters.	<ul style="list-style-type: none"> • advocates for renter-oriented legal services and policies • creates reports, publications, and documentation on tenancy issues • educates on tenancy rights through social media • hosts legal workshops to provide tenancy-rights education • multilingual reports, publications, and documentation • negotiates with landlords during disputes • operates information line tenancy advice over the phone 	<ul style="list-style-type: none"> • All renters 	BC	\$55,996.00

Organization	Service Focus/Mandate	Services relevant for renters	Population focus	Geographic scope	2019 City Social Grant Funding for Renter Service Programming
		<ul style="list-style-type: none"> • provides online tenancy education courses • represents clients during Residential Tenancy Branch arbitrations 			
VTU (Vancouver Tenants Union) (Established 2017)	Rejects the idea of housing as a market commodity and advocates for housing to be a human right. VTU supports renters with tenancy challenges and disputes while advocating for renter-oriented policy.	<ul style="list-style-type: none"> • advocates for renter-oriented services and policies • conducts activism with multilingual volunteers • represents tenants during arbitration hearings 	<ul style="list-style-type: none"> • All renters 	Vancouver	None
Watari (Established 1986)	Shapes services around their belief in the individuals' innate strengths, capabilities, and desire for wellness. Watari's services address the needs of those affected by substance addictions and/or mental health challenges.	<ul style="list-style-type: none"> • connects individuals with social services like affordable and supportive housing through a holistic approach • provides housing support services for youth at risk of/experiencing homelessness • provides multilingual services to clients in languages that staff speak 	<ul style="list-style-type: none"> • Indigenous • Latin American • marginalized families • people experiencing homelessness • people with addiction challenges • people with mental health challenges • youth 	Downtown Eastside & Surrounding Communities	\$72,868 (note that renter-oriented services are part of mandate, not exclusive purpose for program(s) grant funds)
West End Seniors' Network (Established 1984)	Enhances the quality of life of older adults by providing social, recreational, educational, and supportive programs and services that foster connections to and inclusion in the broader community.	<ul style="list-style-type: none"> • assists in housing searches • provides housing support services, such as cleaning and repairs that allow older adults to age in their own homes in a practical and independent manner 	<ul style="list-style-type: none"> • Seniors 	West End	\$20,000.00

Proposed Deliverables Timeline

DELIVERABLES	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2020	2021
Reports to Council		Report #1: Proposed Renter Office		Report #2: Renter Office Update – Grant Approvals	Report #3: Renter Office Update	
A & B. Renter Centre			Hire Consultant Interim programming & partnership development	Interim programming & partnership development	Interim programming & partnership development Developing Centre operations	Projected Renter Centre Opening (Q3/Q4)
C. Renter Advocacy & Services Team	Responding to renter enquiries (phone line & email) Analysis of renter enquiries	Resource requirements Developing scope of work program	Convene regular meetings of inter-departmental team			
D. Renter Services and Advocacy Funding Program	Conduct needs assessment Determine key players Assess the strengths, opportunities, risks	Determine funding streams & budget Obtain Council approval Develop application process & package Issue call for proposals	Establish external review committee for grants Review and adjudicate grant applications	Council approval of grant allocations Grants disbursed to recipients		

DELIVERABLES	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2020	2021
E. Tenant Relocation (TR) Specialist Training Program		Conduct market sounding of existing TR Specialists	Review findings from market sounding	Issue RFP for development of TR Specialist Training Program	Consultant develops TR Specialist Training Program Launch TR Specialist Training Program Explore publishing first City-approved list	
F. Consultation and Engagement	Consult with renter serving and advocacy groups	Meet with RTB and Province Continue consultations with renter serving and advocacy groups Consult Law Foundation and Landlord BC	Formalize monthly meetings with renter serving and advocacy groups Continue engagement with RTB	Continue engagement with RTB		
Reports to Council		Report #1: Proposed Renter Office		Report #2: Renter Office Update – Grant Approvals	Report #3: Renter Office Update	