



COUNCIL REPORT

Report Date: May 14, 2024
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Meeting Date: June 11, 2024
[Submit comments to Council](#)

TO: Vancouver City Council
FROM: General Manager of Development, Buildings and Licensing
SUBJECT: Improving the Effectiveness of the Standards of Maintenance (SOM) By-law

Recommendations

- A. THAT Council approve, in principle, amendments to the Standards of Maintenance (SOM) By-law as described in this report and as attached in Appendix A;

FURTHER THAT the Director of Legal Services bring forward for enactment the necessary amendments to the SOM By-law, generally in accordance with Appendix A.

- B. THAT Council establish an offence under the Ticket Offences By-law as described in this report and as attached in Appendix B;

FURTHER THAT the Director of Legal Services brings forward for enactment the necessary amendments to the Ticket Offences By-law generally in accordance with Appendix B.

- C. THAT Council approve, in principle, an amendment to the Licence By-law as described in this report and as attached in Appendix C;

FURTHER THAT the Director of Legal Services brings forward for enactment the necessary amendments to the Licence By-law generally in accordance with Appendix C.

- D. THAT Council formally request that the Province of British Columbia amend Section 330 (k) of the *Vancouver Charter*, to allow for Council to enact by-laws requiring buildings to maintain a maximum indoor air temperature.

Purpose and Executive Summary

This report responds to Council Motion B.1, [Improving the Effectiveness of the Standards of Maintenance \(SOM\) By-law](#), which directed staff to report back with recommendations to improve the effectiveness of the SOM By-law, with respect to problematic properties that exhibit a history of non-compliance.

The scope of this report addresses building safety, with special consideration to Single Room Occupancy (SRO) buildings. This report provides recommendations and amendments to the SOM By-law and other related by-laws to increase the minimum and maximum fines resulting from prosecution; give Property Use Inspectors enhanced tools to assist in achieving compliance; reduce the amount of time before the City undertake building repairs at the expense of the owners; improve cooling measures in buildings; improve building ventilation; and improve accessibility for persons with disabilities during snowfall events.

In order to allow for future enhancements to the safety of building residents during heat events, staff recommend that Council send request an amendment to the Vancouver Charter (Charter), allowing for by-laws to be enacted that govern maximum indoor air temperature.

Council Authority/Previous Decisions

- [Section 333 \(1\)\(b\)](#) of the Charter gives Council the authority to establish penalties to which a person convicted of an offence in a prosecution under the *Offence Act* is liable to a minimum fine and a maximum fine of up to \$50,000.
- [Sections 306 \(1\)](#) (i) and 336 of the Charter gives Council the authority to take action to remedy a default specified in an order after 30 days.
- [Section 330 \(k\)](#) (vii) of the Charter gives Council authority to make by-laws for regulating the minimum temperature to be maintained in any room while occupied.

City Manager's Comments

The City Manager concurs with the foregoing recommendations.

Context and Background

Regulatory framework

The SOM By-law prescribes standards for the maintenance and occupancy of buildings within the city to ensure that the buildings are free from hazard and are maintained continuously in conformity with accepted health, fire and building standards. Other By-laws impacting the life safety of building residents are the Building By-law, Fire By-law, Single Room Accommodation By-law and the Licence By-law, outlined in Appendix E.

Housing Vancouver Strategy

The work of this report fits within the [Housing Vancouver Strategy \(2018-2027\)](#), which recognizes the need to protect the City's existing affordable housing for the future. It is important

to preserve and expand the affordability of the existing stock of rental and non-market housing, while balancing the need for building renewal. This includes extending the useful life of aging rental stock, including but not limited to SRO housing. Many of these units are facing the increased need to undergo repairs and upgrades, and to address maintenance requirements. Key actions from the Housing Vancouver Strategy addressed within this report include retaining and preserving existing affordable housing, with SROs continuing to play a critical role in Vancouver's low-income housing stock as a last resort before homelessness. These recommendations will also help address the goal of improving livability and safety for SRO tenants.

SRO stock

Single Room Accommodation (SRA) refers to all rooms designated under Vancouver's Single Room Accommodation By-law. This By-law was enacted in 2003 to slow the rate of change and protect tenants from displacement by regulating alteration, conversion and demolition of this housing stock. The term SRAs include SRO hotels, rooming houses, and other non-market housing rooms that are less than 320 square feet. SRA stock includes approximately 6,700 units across 157 SRA buildings in the downtown core. SRAs house some of the city's lowest income residents, but increased development interest combined with the challenging economics of operating buildings at low rents puts SRA buildings at increased risk of disinvestment or loss of affordability.

While the City has committed to find ways to speed up the full replacement of existing SROs, the pre-existing stock is needed to combat homelessness and provide protections for its residents.

Achieving compliance with the SOM By-law

For non-SRO rental stock, the City typically adopts a complaint-based approach to enforcement of the SOM By-law. Complaints to the City regarding potential by-law violations are investigated and followed-up as they are received.

For SRO stock, the City has a longstanding policy of using both proactive and complaint-based compliance measures. The objective of this approach is to improve the standard of living for tenants while recognizing the economic realities associated with operating an SRO. Proactive inspections are conducted of all SROs annually to ensure life safety standards are met. Vancouver Fire Rescue Services (VFRS) also conducts separate annual inspections of fire safety devices and fixtures in all designated SRA buildings to ensure compliance with the Fire By-law.

Property Use Inspectors focus on the goal of achieving by-law compliance by working with property owners and operators, offering guidance and education. The City takes a collaborative approach that:

- Identifies the root problems that impede long-term building maintenance;
- Identifies operational issues that need fixing;
- Identifies opportunities to support and improve affordability, livability and safety of the living space for residents through grants or partnerships with non-profit and community organizations;
- Identifies opportunities to support tenant stability and works collaboratively with operators, tenants and owners to improve conditions without destabilizing individual rooms or buildings;
- Clarifies and defines expectations for life-safety requirements; and

- Develops a timeline that is manageable.

If these efforts do not result in voluntary compliance, inspectors may escalate their response by sending letters and then Orders that outline the necessary work to be completed to bring the building into compliance. In cases where life-safety issues put building residents at risk, an immediate Order may be issued requiring urgent attention to the violation. If all possible actions are not successful, the City may refer the case to prosecution in Provincial Court or make a recommendation to Council for the City to seek injunctive relief in Supreme Court. In the case of a successful prosecution, the amount of the fine upon conviction is decided by a Judge.

Previous memos to Council

This report builds off ongoing work that is summarized in previous updates to Council. On June 15, 2023, staff provided a memo, "[Updates to Extreme Heat Response Plans for 2022](#)." This memo includes work being done by staff on changes to the City's extreme heat response plans along with additional cooling work since the memo.

On June 30, 2023, staff provided a memo "[Improving the Effectiveness of the Standards of Maintenance By-law](#)." This memo provided an update on work being done by various departments, including DBL; Arts, Culture and Community Services; Planning, Urban Design and Sustainability; and VFRS to increase the effectiveness of the SOM By-law.

Report methodology

To review the SOM By-law, staff considered the measures requested by Council in the Motion, including increasing minimum and maximum fines, shortening the period of time in which the City can step in to carry out any and all necessary work to bring a building into compliance, and adding language relating to cooling. Staff conducted a detailed jurisdictional scan of comparable Canadian and American jurisdictions with a significant amount of older, SRO, tenement, and / or collective housing. The municipalities reviewed include Toronto, Montreal, Victoria, New Westminster, Seattle, San Francisco, New York City, Portland, and Chicago. Staff also engaged with external stakeholders including SRO owners and operators; rental market owners and developers; tenant support advocacy groups; Vancouver Coastal Health; and Residential Tenancy Branch. A consultation summary can be found in Appendix D.

Discussion

Increase fines resulting from prosecution

Staff propose to amend the SOM By-law to increase maximum fines for life safety by-law offences resulting from prosecution from \$10,000 to \$50,000. Raising the maximum fine the court could impose is intended to improve life safety for building residents in regard to the maintenance standards of buildings.

In addition, Staff propose to amend the SOM By-law to increase minimum fines for life safety by-law offences resulting from prosecution from \$500 to \$1,000. Raising the minimum fine a court could impose for certain by-law offences would align the SOM By-law with comparable life safety ticketing offences, including bear spray, selling fireworks, exploding animal deterrents, and fighting in public. The increase in minimum fines would apply to SOM offences impacting life and limb, such as fire escapes, stairs, balconies and porches; interior fire and health safety hazards; hot water; gas appliances and systems; heating systems; and extraneous moisture.

Fines resulting from prosecution are intended to be reserved for the most egregious cases where an immediate impact on the life and limb of building residents is evident.

In addition, section 88 of the *Offences Act* allows the court to consider the means and ability of the defendant to pay a fine and impose a lesser fine, if necessary. In the last five years, the Provincial Court imposed 80 fines for SOM offences. Of these fines, 11 cases resulted in fines below the current minimum of \$500; 42 cases resulted in fines between \$500 and \$999; 27 cases resulted in fines \$1,000 or higher; and no fines were set at the current maximum amount of \$10,000.

Reduce the number of days after which the City may step in to carry out repairs

Staff propose to amend the SOM By-law to reduce the number of days in which the City may step in to carry out necessary work at the expense of the owner from 60 days to 30 days. Currently, the City can legally undertake certain repairs and other work at the expense of the owner after 60 days of an order being issued. Reducing the number of days in which the City can carry out repairs at the expense of the owner underscores the urgency of taking prompt action. The City prioritizes compliance and recognizes potential hurdles in undertaking building repairs, such as logistical challenges obtaining materials or labour, and only undertakes repairs in exceptional cases. In rare instances where compliance is not forthcoming, decreasing the amount of time in which the City can undertake repairs at the expense of the owner can encourage expeditious action.

It is important to note that while the City is authorized to carry out repairs at the owner's expense, this is usually a last resort and is rarely undertaken. There are several reasons why this is the case, including legal liability, scope of work, and concerns over recovering costs. In addition, this approach could potentially lead some owners to shift their maintenance burdens onto the City. As such, the City would continue to only take on repairs in exceptional circumstances where compliance is not forthcoming.

Make life safety offences ticketable

Staff propose to establish an offence under the Ticket Offences By-law so that life safety offences are ticketable, enabling Property Use Inspectors to issue Municipal Ticket Informations (MTIs), with fines set at \$1,000. Enabling Property Use Inspectors (PUIs) to issue MTIs for offences related to life-safety can provide them with a new tool to achieve by-law compliance. This would align the PUIs compliance pathway with VFRS, who currently have authority to use MTIs for building safety related to fire risk. In some instances, MTIs may be used as an alternative to letters or orders with the aim to find a prompt resolution, depending on the context of the building. This would apply to section 23.6(2) of the SOM By-law.

Request a Charter amendment to allow the regulation of maximum indoor air temperature

Staff propose that Council formally request the Province of British Columbia amend the Charter, to allow for Council to make by-laws requiring buildings to maintain a maximum indoor air temperature. Extreme temperatures in the 2021 heat dome led to 619 fatalities in BC, with 98 per cent of these fatalities occurring indoors. The Charter gives Council the authority to regulate the minimum temperatures in buildings, but it does not give the authority to regulate maximum temperatures in buildings. There is an increase in frequency and severity of heat events in Vancouver impacting the life safety and comfort of residents.

This Charter amendment could enable future by-law amendments to regulate cooling temperature controls such as the allowance or maintenance of mechanical air conditioning units, or heat-shielding window coverings. The proposed Charter amendment is to enable the development of future by-laws that do not result in tenant displacement and give consideration to building electrical capacity and financial barriers. If the Charter change is made, the City's ongoing Multi-family Cooling Study in partnership with Metro Vancouver, VCH and the City of North Vancouver can inform future policy levers available to local governments to act on extreme heat solutions.

Require lodging houses to post a notice of the nearest accessible cooling centre

Staff propose that Council amend the Licence By-law to require owners and operators of lodging houses to post a notice informing residents of the nearest publicly accessible cooling centre or cooling room within the building, if one is accessible to the occupants. Lodging houses are defined as any building with three or more rooms, which are separately occupied or intended to be occupied as rental living accommodation. Lodging houses include hotels, motels, apartment buildings, rooming houses, boarding houses, bed and breakfast accommodations, and a multi-use building containing any combination of sleeping units, housekeeping units, or dwelling units. A lodging house does not include a single detached house, a duplex, self-owned apartment, or a building managed by a strata corporation pursuant to the *Strata Property Act*.

To protect tenants from heat-related illnesses, staff recommend requiring licensed lodging houses to post a notice informing residents of the nearest publicly accessible cooling centre, or cooling room within the building if one is accessible to the occupants. This requirement is to be implemented between the hottest months, June 1 to September 15. The notice must be placed in a conspicuous location, such as the lobby or public entrance of the building. The City would provide a template notice to owners. The notice would be similar to the one already required under the Single-Room Accommodation By-law, the Notice of Single Room Accommodation Designation. In response to a building audit or a tenant's service request, the staff should be able to issue a By-law Violation Notice to correct any property violations.

Information within the Summer Heat Safety Notice would include the name of the nearest cooling space; address of the nearest cooling space; designated cool space location on the property, if there is one; and tips to escape the heat.

A summary of other changes made by the City to prevent harm from future heat events following the 2021 heat events can be found in Appendix F.

Amend the SOM By-law to ensure that operable windows remain operable

Some tenants may be limited in their access to cooler outdoor air during heat events or sufficient ventilation, potentially leading to elevated levels of CO₂ and volatile organic compounds levels indoors compared to outdoor air.

Addressing the accessibility and functionality of operable windows in residential buildings presents an opportunity to enhance ventilation of building residents. Operable windows can improve ventilation, cleanliness, fire escape access, and an increase in natural lighting. Studies show that natural ventilation can reduce utility cost, increase comfort and have psychological benefits for residents.

Require snow to be removed from accessible parking stalls

Staff propose that Council amend the SOM By-law to ensure that all snow and ice be removed from accessible parking stalls, and from the walkway and ramp from any building entrance to the accessible parking stall for a width of 1.5 m. The city of Vancouver averages nine snowfall days per year and 100 days per year where icy conditions are possible due to temperatures going below 3°C. The Accessibility Taskforce has identified snow on parking stalls, especially accessible parking stalls, as well as ramps and walkways as a concern for some building residents. Staff recommend aligning changes to the SOM By-law with the Street and Traffic By-law to remove snow and ice from any sidewalk adjacent to the parcel's property line by 10:00 am each day.

Snow events can result in accessibility challenges for building residents, especially those with disabilities and mobility issues. Enabling residents increased access to and from their buildings during snow events is intended to provide direct benefits for persons with accessibility barriers, including increased access to services and programs people need, being able to get around in the city where they live and work, and feeling like they belong when spending time in public places. This recommendation would apply to improved parking spaces as well as walkways to those spaces from any building entrance. "Improved" refers to parking spaces and walkways that are paved, have accessibility features added, or have surface treatments.

Financial Implications

There are no financial implications for the City associated with this report's recommendations.

Legal Implications

If the Recommendations in this report are adopted by Council, then by-laws implementing its Recommendations will be brought forward for enactment.

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**APPENDIX A
DRAFT AMENDMENTS TO THE STANDARDS OF MAINTENANCE BY-LAW**

BY-LAW NO. _____

**A By-law to amend the Standards of Maintenance By-law No. 5462
regarding miscellaneous amendments**

THE COUNCIL OF THE CITY OF VANCOUVER, in public meeting, enacts as follows:

1. This By-law amends the indicated provisions of Standards of Maintenance By-law No. 5462.
2. Council adds a new section 8.1(1A) as follows:

“(1A) Any exterior windows installed to be opened and closed, must be maintained to both open and close.”.
3. Council strikes “\$10,000.00” from both section 23.6(1) and 23.7 and replaces it with “\$50,000.00”.
4. Council strikes “\$500.00” from section 23.6(2) and replaces it with “\$1,000.00”.
5. Council strikes “sixty” from section 23.9 and replaces it with “thirty”.
6. Council adds a new section 22A as follows:

22A. SNOW REMOVAL

 - (1) The owner of any parcel of real property shall, no later than 10:00 a.m. every day, remove or cause the removal of all snow and ice from all improved accessible parking stalls, including a direct walkway with a width of 1.5 meters from any commercial or residential building on the real property to the parking stalls.
 - (2) If an owner fails to remove all snow and ice, the Chief Building Officer may authorize the removal by another person and all costs shall be at the expense of the owner and the City may recover the costs of such removal by action in a court of competent jurisdiction or by attaching the costs to the taxes.
7. This By-law is to come into force and take effect on the date of its enactment.

ENACTED by Council this day of , 2024

Mayor

City Clerk

**APPENDIX B
DRAFT AMENDMENTS TO THE TICKET OFFENCES BY-LAW**

BY-LAW NO. _____

**A By-law to amend the
Ticket Offences By-law No. 9360 regarding the Standards of Maintenance By-law**

THE COUNCIL OF THE CITY OF VANCOUVER, in public meeting, enacts as follows:

1. This By-law amends the indicated provisions of Ticket Offences By-law No. 9360.
2. In section 2.6, Council adds the words “Standards of Maintenance By-law,” after the words “Graffiti By-law,”.
3. Council inserts a new Table 16 as follows:

**“Table 16
Standards of Maintenance By-law**

<u>Column 1</u>	<u>Column 2</u>	<u>Column 3</u>	<u>Column 4</u>
Manager, Property Use Inspections	Fail to maintain fire escapes, stairways, balconies or porches and landings	Section 11.1(1)	\$1,000.00
	Fail to maintain walls, floors, and roof constructions	Section 15.1(1)	\$1,000.00
	Inadequate supply of hot and cold running water	Section 16.1(2)	\$1,000.00
	Fail to maintain gas systems and appliances	Section 17.1(1)	\$1,000.00
	Fail to maintain heating systems	Section 18 .1(1)	\$1,000.00
	Fail to connect plumbing fixtures to heating facility	Section 21.4(a)	\$1,000.00
	Extraneous moisture	Section 21.13(a)	\$1,000.00
	Fail to maintain standard temperature	Section 21.13(b)	\$1,000.00
	Fail to provide adequate heating	Section 21.14	\$1,000.00
	Fail to comply with order	Section 23.3	\$1,000.00

APPENDIX D STAKEHOLDER CONSULTATION SUMMARY REPORT

PURPOSE OF CONSULTATION

- Inform stakeholders on the Council direction to improve the effectiveness of the Standards of Maintenance (SOM) By-law.
- Collect feedback on the draft policy options, including:
 - Traditional compliance measures;
 - Building repairs;
 - Cooling measures;
 - Heating and other vital services;
 - Snow removal; and
 - Smoke alarms.
- Obtain feedback on additional measures and communication to improve implementation of policy options

TIMELINE OF CONSULTATION

- January to February 2024.

STAKEHOLDERS CONSULTED

Stakeholder	Date consulted
SRO owners, operators: <ul style="list-style-type: none"> • Atira Property Management; RainCity Housing and Support Society; and Lookout Society • BC Housing • Private SRO owners 	January 22, 2024 April 24, 2024 May 1, 2024
Rental market owners and developers <ul style="list-style-type: none"> • LandlordBC • Urban Development Institute 	January 24, 2024; April 30, 2024 May 1, 2024
Social advocacy groups: <ul style="list-style-type: none"> • DTES SRO Collaborative; • Tenant Resource Advisory Centre; • BC Non-Profit Housing Association; • Women Transforming Cities • Disability Alliance BC 	January 29, 2024; January 30, 2024; February 2, 2024; February 28, 2024; May 9, 2024
Vancouver Coastal Health	February 2, 2024
Residential Tenancy Branch	February 29, 2024

SUMMARY OF STAKEHOLDER FINDINGS

A. SRO owners and operators

Traditional Compliance Measures

- Operators expressed concern that Property Use Inspectors sometimes issue tickets while repairs are ongoing but delayed due to challenges such as ordering parts or obtaining contractors.
- Owners noted that many SROs are older buildings, making compliance a challenge.
- Operators and BC Housing called for a more transparent communication structure between with Property Use Inspectors.

Cooling measures

- Some operators, as well as BC Housing, expressed support for Summer Heat Cooling Notices.
- An operator noted that if a/c units are not allowed to be banned by owners or operators, that exceptions be made for a/c units ventilating into vestibules.

Snow removal

- All operators and BC Housing provided support for this recommendation.

Other / overall comments

- Residential operators need more education on what is allowable in relation to fire-safety.

B. Market rental housing owners and developers

Traditional Compliance Measures

- Stakeholders expressed concern regarding increasing minimum and maximum fines and decreasing the time in which the City can carry out necessary work at the expense of the owner.
- A stakeholder suggested that exceptions need to be made where landlords are undertaking due diligence

Cooling measures

- Stakeholders noted that landlords take protective measures along these lines out of care and concern for the health and safety of their residents.

Snow removal

- Stakeholders did not express issue with the snow removal recommendation.

Other / overall comments

- Increased costs add more financial pressure onto rental owners and disincentivize rental housing. Increased costs need to be considered within the context of rising construction costs, maximum allowable rent increases, high interest rates, increasing property taxes, and more.

C. Social Advocacy Groups

Traditional Compliance Measures

- Some stakeholders consulted supported increasing fines, beyond just inflation levels.

- A stakeholder supported increasing fines, with the recognition that enforcing timelines was a priority for achieving compliance.
- Increased penalties or enforcement could increase the risks of tenants being evicted.
- What would be more effective would be the RRAP grants.
- Support for all traditional compliance measures
- Request that the City provide more resources to tenants such as results of inspections.
- Request to consider maintenance standards in San Francisco and whether those could be applicable to Vancouver
- A stakeholder recommended that that affected tenants be given a copy of tickets

Cooling measures

- Support for the cooling recommendations. One stakeholder noted that this was their number one priority of the draft considerations presented.
- What would be more effective would be RRAP grants to make sure the electrical capacity is sufficient and will not lead to renovations.
- One stakeholder noted that upgrading to heat pumps was very costly.
- One issue with cooling centers outside of buildings is that even a ten minute walk is too much of a barrier for some tenants.

Snow removal

- Support for policy, while making it clear who is responsible for clearing the snow.
- A stakeholder noted that this is not an issue in SROs, given most tenants do not have vehicles.

Other / overall comments

- One stakeholder said that enhancing enforcement tools are the biggest priority within the SOM By-law.
- Another stakeholder said that enhancing enforcement tools would be ineffective without adequate funding to allow SROs to make the necessary changes and may otherwise increase risks of tenants being evicted.

D. Vancouver Coastal Health

Traditional Compliance Measures

- Vancouver Coastal Health VCH supports measures that would reduce the time it takes buildings to come into compliance.

Cooling measures

- Support for all of the cooling recommendations.
- BC Coroner's report on the heat dome found that not everyone knows where the nearest cooling center is.
- The Summer Cooling Heat Notice is important but not sufficient by itself.
- Other measures to consider are a cooling room in every building, looking at electrical load capacity of buildings, providing window shading

Snow removal

- Accessibility is a major determinant of health.

E. Residential Tenancy Branch

Traditional Compliance Measures

- Strengthening City by-laws support RTB enforcement rather than duplicating it. The province is limited in what it can do, given there is a team of 10 staff for the whole province, so they can only address a certain threshold of serious cases.

Cooling measures

- The province is also concerned about safety regarding heat domes. There are many considerations around electrical capacity, safety, and integrity of the building envelope.
- If the Charter were to allow for the City to make by-laws around a maximum indoor air temperature, it would be congruent with the *Residential Tenancy Act*, it would not be contradicting anything in the Act.

Snow removal

- This is not an issue they have heard about.

Other / overall comments

- The RTB and the City will work towards more collaboration through regular meetings among senior staff and with the City's tactical team.

APPENDIX E
BY-LAWS THAT APPLY TO BUILDINGS

By-law	Scope	Function
Standards of Maintenance By-law	All land and buildings.	Sets minimum standards that all buildings in Vancouver must comply with.
Vancouver Building By-law	New construction. While the Vancouver Building By-law cannot generally apply retroactively, it applies to existing building when it is rehabilitated, renovated, if there is a major change in occupancy use or when an unsafe condition is identified	Regulates how new construction, building alterations, repairs and demolitions are done.
Fire By-law	All land and buildings.	Regulates how fire and life safety is maintained in and around a building, including requirements for smoke and carbon monoxide alarms, and banning the sale and discharge of fireworks.
Single Room Accommodation By-law	Rooms in buildings designated as Single Room Accommodation in Schedule A of the Single Room Accommodation By-law.	Regulates the conversion and demolition of all designated rooms less than 320 sq. ft. in rooming houses and residential hotels within the Downtown Core, including the requirement to apply to Council for a demolition or conversion permit to which Council may attach a variety of conditions if approved.
License By-law	All persons and companies doing business need to be licensed.	Regulates the way certain businesses must operate, including protecting public health and safety, protecting vulnerable populations and minimizing noise or other impacts of businesses on the surrounding neighborhood.

APPENDIX F COOLING MEASURES

The SOM By-law is one of many tools to assist tenants from heat-related risks. Other work the City is undertaking outside of the SOM By-law includes:

- **Heat response coordination between City departments.**
 - Starting in 2022, when an Extreme Heat Emergency is called, the City's emergency operations centre now automatically activates to coordinate and support city departments and liaise with community organizations;
 - VFRS' Heat Emergency Response Plan;
 - Vancouver Police Department's (VPD) improvements on pre-existing measures, including activating a VPD Department Operations Centre proactively when an Extreme Heat Emergency is called;
- **Cooling Research Projects**
 - Indoor temperature survey, which collected data from Vancouver residents to determine their lived experience through extreme heat;
 - Multi-family Cooling Study in partnership with Metro Vancouver, VCH and the City of North Vancouver to determine what technologies and policy levers are available for local governments to act on extreme heat solutions;
- **Cooling Facilities**
 - Cooling Centres at civic facilities;
 - Shaded spaces and misting stations;
 - Access to water available at water fountains throughout the City;
 - Piloting the limited distribution of Cool Kits to residents of SROs and Non-Market Housing Operations facilities;
- **Wellness checks and Community Support**
 - Updated guidance and training for community-based wellness checks;
 - Providing information to privately owned SROs and working with the SRO-Collaborative to support the implementation of the community response plans;
 - Checking on people in outdoor public spaces;
 - Communications and public messaging changes, including expanded content and distribution channels for heat information; and
 - Community partnerships.