

COUNCIL REPORT

Report Date: January 28, 2025 Contact: Celine Mauboules Contact No.: 604.873.7670

RTS No.: 16547 VanRIMS No.: 08-2000-20

Meeting Date: February 25, 2025

Submit comments to Council

TO: Vancouver City Council

FROM: General Manager of Arts, Culture and Community Services

SUBJECT: Housing and Homelessness Services 2025 Grants: Renter Services Grants and

Update to SRO Upgrading Grant Recipient

Recommendations

- A. THAT Council approve 14 Renter Services Grants totalling \$500,000 from the 2025 Housing and Homelessness Services Operating Budget ("EHT Allocation"), to the organizations listed in Appendix A of this report for the amounts recommended for each organization in the "2025 Recommend" column.
- B. THAT Council allocate \$500,000 from the Empty Homes Tax Reserve to continue the Renter Services Grants program for 2026 to enable non-profit organizations to provide critical programs and services to Vancouver renters at risk of displacement from their homes.
- C. THAT, pursuant to Section 206(1)(j) of the *Vancouver Charter*, Council deems any organization that is to receive a grant pursuant to the above recommendations, which is not a registered charity with Canada Revenue Agency, to be an organization contributing to the health and welfare of the City.
- D. THAT Council delegate its authority to execute grant agreements that include terms and conditions that are consistent with this report, that satisfy the City's Director of Legal Services, and that disburse the grants described in this report, to the City's General Manager of Arts, Culture, and Community Services (or their designate).
- E. THAT pursuant to Section 206(1)(j) of the *Vancouver Charter*, Council deem the Natives of Toi Shan Benevolent Society ("Toi Shan") to be an organization contributing to the health and welfare of Vancouver.

F. THAT no legal rights or obligations will arise or be created by Council's adoption of Recommendations A through C unless and until all legal documentation has been executed and delivered by the respective parties.

Recommendations A, B and E require 2/3 affirmative votes of all Council members per section 206 (1) of the *Vancouver Charter*.

Purpose and Executive Summary

This report seeks Council approval of 14 Renter Services Grants totaling \$500,000 to enable renter-serving non-profit organizations to provide critical programs and services to Vancouver renters.

It also recommends Council allocate \$500,000 from the Empty Homes Tax Reserve to fund the Renter Services Grant program for 2026.

It also rectifies a clerical error regarding a previous SRO Upgrading Grant.

Council Authority/Previous Decisions

Please see Appendix D for all aligned Council Authority and Previous Decisions.

City Manager's Comments

The City Manager concurs with the foregoing recommendations.

Context and Background

Renter Services Funding

Funding through grants for renter serving organizations creates the opportunity for the City to work with community-based partners to better support and engage more renters in Vancouver in order to advance the City's priorities for affordable housing. The funding can also encourage greater sector collaboration, proactive renter supports, and long-term sector resilience.

The grants have helped:

- Over 3,000 renters to access services of non-profit organizations to pursue their rights, secure, and maintain their housing
- More than 600 seniors to be supported, provided with expertise, and education on tenant rights and responsibilities; and
- Nearly 200 youths to access resources to secure, maintain, and achieve independent living goals.

Natives of Toi Shan Benevolent Society

On November 27, 2024, Council approved an SRO Upgrading Grant (RTS 17604) of \$185,000 to the Natives of Toi Shan Benevolent Society ("Toi Shan") to support critical capital upgrades, including electrical, roof and interior renovations to the common kitchen and washrooms. In the Council Report, Toi Shan was mistakenly referred to as a charity registered with the CRA when

they should have been deemed an *organization contributing to the health and welfare of Vancouver* thereby making them eligible for the grant.

Discussion

2025 Renter Services Grants

Application, Review and Adjudication Processes

The 2025 Renter Service Grants information guide and application package were posted online in the early fall of 2024 prior to the application opening date. Email notifications with grant application information were sent to over 200 non-profit organizations in Vancouver. Where necessary, staff arranged additional meetings to answer questions and assist applicants.

Prior to adjudication, staff reviewed all applications to ensure they met eligibility requirements and conducted detailed reviews using grant program-specific criteria. The criteria was established in alignment with Council priorities.

The adjudication team included staff from Housing and Homelessness Services, and Social Policy Grants.

Evaluation Principles

In evaluating the grant applications, staff gave priority consideration to projects or services that met a range of principles and priorities, including:

- To fund a diversity of applications to ensure all goal areas are addressed (understanding rights, pursuing rights, retaining housing);
- To support projects whose primary focus is reducing conditions that create vulnerability for Vancouver renters;
- To consider equity and allocate funding so as to serve a range of equity-denied renter populations across the city;
- To consider the sustainability of the proposed project and the applicant's ability to expand capacity and leverage other investments and/or partnerships;
- To consider the level of innovation or enhancement to renter services; and
- To consider the overall quality of the proposal.

Summary of Grants Recommended in this Report

This year, \$500,000 is available to allocate to organizations. Staff received a total of 25 applications to the 2025 Renter Services Grants program, requesting a total of \$1,128,641.

This report recommends approval of 14 Renter Services Grants totaling \$500,000 (source of funds the 2025 Housing and Homelessness Services Operating Budget - EHT Allocation) See Table 1.

Table 1. Summary of Grant Recommendations

SOURCE OF FUNDING	# APPLICATIONS RECEIVED	TOTAL \$\$ REQUESTED	# GRANTS RECOMMENDED	TOTAL \$\$ RECOMMENDED
2025 Housing and Homelessness Services Operating Budget (EHT Allocation)	25	\$1,128,641	14	\$500,000
TOTAL	25	\$1,128,641	14	\$500,000

Overview of Grants Being Recommended

The 14 Renter Services Grants being recommended in this report encompass a range of services, programs and activities that support Vancouver renters. The grants aim to positively impact Vancouver renters in need of support or education, and support the needs of a diversity of low-income, equity-denied, and at-risk renter populations across the city.

Activities supported by the grants include:

- Empowering seniors by providing personalized guidance to navigate the housing system, ensuring they can find suitable and affordable housing while fully understanding their rights and options.
- Provide essential legal services to low-income renters in Vancouver including assisting with letters to landlords, providing targeted legal advice, and offering direct representation in disputes.
- Supporting survivors of gender-based violence with one-to-one support, advocacy, and educational workshops in order to secure permanent safe housing.

As the total amount of funding requested exceeded the budget, not all applications are able to be recommended for full funding. The adjudication committee determined that the applications being recommended in this report more strongly support the goals and criteria set out in the proposal call, respond to some of the most urgent needs, and have the greatest potential for innovation and system-wide changes in the future.

Two applications are being recommended for full funding and 13 applications are being recommended for partial funding. For applicants that are being recommended partial funding, there was a careful analysis of what level of funding would be ensure the project remained effective. Staff may work with unsuccessful applicants to provide feedback on their applications and, where applicable, identify other opportunities to support their work.

Appendix A summarizes the applications received and the recommended funding level of each. Appendix B summarizes applications not being recommended for funding.

Natives of Toi Shan Benevolent Society

Under the *Vancouver Charter*, Council may make grants to charities registered under the Canada Revenue Agency or to organizations that are deemed to be contributing to the health, welfare, beautification or culture of the city. Since Toi Shan is not a charity under the CRA, staff

recommend Council deem the organization to be contributing to the health and welfare of the city in order to disburse the previously approved grant funding.

Financial Implications

The total \$500,000 funding recommended in this report for 2025 Renter Services Grants is included in the 2025 Housing and Homelessness Services Operating Budget (EHT Allocation). This report recommends the continuation of the Renter Services Grants to be included as part of the 2026 Operating budget process (EHT allocation).

Table 2. Source of Funds of 2025 Renter Services Investment

Source of Funds	2024 Investment
2025 Housing and Homelessness Services Operating Budget (EHT Allocation)	\$500,000
TOTAL	\$500,000

Staff are recommending approval of \$500,000 in funding to support continuing the Renter Services Grant program for 2026. If approved, staff will allocate \$500,000 from the EHT reserve to fund the program.

* * * * * * * * *

APPENDIX A 2025 RENTER SERVICES GRANT RECOMMENDED

RECOMMENDED FOR FORDING.					
Agency	Project Description	2024 Grant	2025 Request	2025 Recommend	
411 Seniors Centre Society (1977)	HOPE: Housing Options and Pathways for Elders	N/A	\$27,000	\$15,000	
	The HOPE Program provides personalized support to seniors navigating the housing system. By offering tailored guidance, the program helps seniors secure affordable, suitable housing while ensuring they understand their rights and available options. This initiative aims to enhance housing stability and empower seniors to make informed decisions about their housing needs.				
Access Pro Bono Society of British	Vancouver Renter Legal Services Project	\$45,000	\$50,000	\$45,000	
Columbia	This project enhances APB's capacity to educate and empower Vancouver renters by providing free legal representation, summary legal advice, and referrals to community lawyers and supervised articling students. It also recruits and trains volunteer lawyers and law students to represent renters before the RTB and BC Supreme Court. The initiative ensures renters understand and assert their rights, promoting housing stability and community well-being.				
B.W.S.S.: Battered Women's Support Services Association	How to Survive a Housing Crisis The How to Survive a Housing Crisis program expands on BWSS's wraparound services for women and girls by offering specialized housing support, information, and advocacy. Through a trauma-informed, safety-first framework, the project provides individual assistance with financial and safety planning, housing searches, and applications, alongside a weekly educational group.	\$50,000	\$51,500	\$35,000	

Agency	Project Description	2024 Grant	2025 Request	2025 Recommend
Circle Of Eagles Lodge Society	Rental Housing Project This project focuses on enhancing housing support and advocacy for Indigenous people in Vancouver. By hiring a part-time, Indigenous-led housing worker, the initiative provides culturally appropriate assistance to help Indigenous individuals maintain or secure housing. The project aims to address systemic barriers and improve housing stability through education and direct support.	N/A	\$50,000	\$35,000
Disability Alliance BC Society	The Right Fit: Uncovering Accessible Housing Supply in Vancouver This project aims to increase the availability of accessible housing for wheelchair users in Vancouver. By expanding outreach to housing providers, the initiative seeks to scale up the inventory of accessible units, addressing critical gaps in housing accessibility and promoting inclusion for individuals with mobility challenges.	\$32,000	\$32,000	\$20,000
Family Services of Greater Vancouver	Directions Housing Subsidy & Support This project addresses the urgent housing needs of homeless and at-risk youth in Greater Vancouver. It provides essential financial assistance and life skills training to support youth in securing and maintaining safe, stable housing. The initiative aims to promote long-term housing stability and improve overall well-being for vulnerable young people.	\$38,000	\$39,200	\$30,000

Agency	Project Description	2024 Grant	2025 Request	2025 Recommend
First United Church Community Ministry Society	Legal Advocacy Clinic The legal advocacy program at First United offers comprehensive legal support and advocacy services for low-income individuals in Vancouver. While many clients reside in the Downtown Eastside, the program is accessible to individuals across the city. This initiative addresses critical legal needs, fostering equity and access to justice for vulnerable populations.	\$45,000	\$50,000	\$45,000
Greater Vancouver Law Students' Legal Advice Society (GVLSLAS)	Legal Advice Program The Law Students' Legal Advice Program (LSLAP) is a student-run nonprofit providing essential legal services to low-income residents in Vancouver and surrounding areas. With a focus on residential tenancy law, the program addresses violations of the Residential Tenancy Act, wrongful evictions, and barriers to secure housing, which comprise 60% of its cases.	N/A	\$50,000	\$35,000
Rainbow Refugee Society	Queer Housing Advocacy and Support The Queer Housing Advocacy and Support project (formerly QHINNT) provides tailored support to LGBTQIA+ newcomers and refugees. The program offers information, system navigation, individual advocacy, and educational opportunities to help participants secure sustainable, affordable, accessible, and safe housing. This initiative addresses the unique housing challenges faced by Rainbow Refugee Society members.	\$45,000	\$75,000	\$35,000

Agency	Project Description	2024 Grant	2025 Request	2025 Recommend
Seniors First BC Society	Legal Housing Advocate This project supports older adults (65+) facing precarious housing by assisting renters in understanding and asserting their rights to maintain secure and affordable housing. Where staying in their homes is not feasible, the initiative facilitates transitions to new housing through landlord negotiations and navigation of housing supports, such as subsidies and temporary housing.	\$35,000	\$40,000	\$35,000
TRAC Tenant Resource & Advisory Centre	Free Legal Education and Representation for Vancouver Renters This project funds a full-time legal advocate dedicated to providing free legal services to Vancouver market renters experiencing social, physical, or economic disadvantage or discrimination. The initiative aims to address barriers to housing stability by offering critical legal support and advocacy to vulnerable renters in need.	\$75,000	\$75,000	\$75,000
The Kettle Friendship Society	Mental Health Advocacy This program supports clients in understanding legal processes and resolving individual legal concerns, with a specific focus on tenancy and housing-related issues. By providing resources to help clients understand and assert their rights, the project aims to assist individuals in maintaining or securing stable housing and addressing critical legal barriers.	\$40,000	\$50,000	\$45,000

Agency	Project Description	2024 Grant	2025 Request	2025 Recommend
West End Seniors' Network Society	Senior Renters in the West End This project addresses the needs of senior renters in Vancouver by providing in-depth, one-on-one appointments with trained housing support staff. It also offers training and mentorship to local organizations, including Mount Pleasant Neighbourhood House, Kitsilano Neighbourhood House, and 411 Seniors Centre, and convenes a community of practice 2-3 times annually for collaboration and knowledge-sharing.	\$20,000	\$40,000	\$20,000
Yarrow Intergenerational Society for Justice	Intergenerational Outreach and Empowerment Project This project supports low-income Chinese seniors in Chinatown, the Downtown Eastside, and Strathcona by addressing systemic racism in healthcare, public services, and public life through community-building efforts. It includes casework services, educational workshops and resources, outreach and referral networks, and renter-focused tools to empower seniors and improve access to essential services.	\$20,000	\$30,000	\$30,000
	Total Requested	\$445,000	\$659,700	
	Total Recommending			\$500,000

APPENDIX B 2025 RENTER SERVICES GRANT RECOMMENDED

Agency	Project Description	2024 Grant	2025 Request	2025 Recommend
BC Indigenous Housing Society	Rental Café	N/A	\$44,000	\$0
	This project will create a culturally			
	appropriate Rental Café at the BCIHS Head			
	Office in Vancouver, enhance application			
	software, and provide computers for renter			
	access. A new rental company targeting Rent-Geared-to-Income and Lower-End-of-			
	Market tenants will be established, along			
	with a dedicated website to improve			
	accessibility and support for renters.			
Bareen Initiative for	Home Security Initiative - Rental			
Development Society	Retention Program	N/A	\$40,000	\$0
•	The Home Security Initiative Rental			
	Retention Program addresses housing			
	challenges faced by newcomers from			
	Afghanistan through renter's right			
	workshops, mediation services, housing			
	resources, and navigation programs.			
	Preventative housing stability assessments			
	and early intervention supports would also be available to support housing retention.			
Community	Landlord Liaison Program			
Builders	Landiora Liaison i Togram	N/A	\$52,376	\$0
	This project provides one-on-one housing			
	search assistance and information on			
	residential tenancy law, including the			
	Renting it Right course, to individuals in			
	shelters and SROs. It distributes the			
	CBCHB Housing Benefit, expands networks			
	with property managers renting to formerly			
	homeless individuals, and offers ongoing			
Compostive	tenancy support through monthly check-ins.			
Connective	Vancouver Community Services Office	\$0	\$85,432	\$0
	This project assists individuals in searching	•		
	for rental housing, understanding their			
	rights, and accessing housing resources. It			
	supports participants in securing financial			
	assistance to obtain or maintain housing			
	and provides guidance on developing soft			
	skills essential for navigating housing			
	situations and achieving long-term housing			
	stability.		1	

A	Project Description	2024 Grant	2025	2025
Agency	Project Description	2024 Grant	Request	Recommend
Covenant House Vancouver	Youth Housing Support	\$0	\$50,000	\$0
	Covenant House's Youth Housing Support Program assists youth aged 16-24 who are homeless or at risk of homelessness. The program provides education on renter rights and responsibilities through group and individual housing workshops, as well as			
	one-on-one support. Coaching and tailored assistance help youth achieve housing stability and self-sufficiency.			
Helping Spirit Lodge Society	Journey Home	N/A	\$30,000	\$0
	This project supports clients transitioning from homelessness to housing by providing landlord and tenant advocacy, housing application assistance, and financial support for the first month's rent and damage deposit for eligible applicants. Additionally, clients receive a one-time home start-up kit, including groceries and furniture, to aid in establishing stable housing.			
Jewish Family Services of	Housing Advocacy and Empowerment Project	\$0	\$50,280	\$0
Vancouver	This project delivers housing workshops, advocacy, and tenant support services to address critical community needs, including legal knowledge and direct assistance. By focusing on prevention and hands-on support, the initiative fosters stable, resilient communities, enabling equity-seeking groups to thrive and helping tenants build secure and sustainable housing futures.			
Kitsilano Neighbourhood House	Housing Advocacy and Empowerment Project	N/A	\$23,021	\$0
	This project enhances support for seniors in finding and retaining housing by increasing the operating hours of the Seniors Resource Centre. It includes capacity building for Volunteer Housing Navigators, developing housing and partnership resources, and addressing gaps in the housing continuum to provide comprehensive and sustainable housing solutions for seniors.			

Agency	Project Description	2024 Grant	2025 Request	2025 Recommend
Mount Pleasant Neighborhood	Broadway Renters Information Hub	\$25,000	\$25,000	\$0
House	This project aims to enhance tenant literacy			
110000	among clients, staff, and community			
	members in the Broadway corridor, with a			
	focus on renters impacted by the Broadway			
	Plan. Through engagement, education, and			
	collaboration, the initiative supports			
	vulnerable tenants and frontline service			
	providers in the Mount Pleasant and East			
	Vancouver areas, fostering housing stability			
	and awareness.			
Seniors Services	Vancouver Seniors Housing Navigator			
Society of BC	Training	\$30,000	\$40,568	\$0
	This project provides one-on-one housing			
	navigation services for Vancouver seniors			
	aged 60+ who are at risk of homelessness,			
	as well as homeless seniors. It empowers			
	seniors and those working with them to			
	understand housing options, access			
	resources, and know their tenant rights.			
	The project includes training sessions for			
	service providers, social workers, landlords,			
	and volunteers, along with housing			
	information and referral services, to			
	improve housing outcomes for vulnerable			
0 (1.)/	seniors.			
South Vancouver	South Vancouver Neighborhood House	N/A	\$28,264	\$0
Neighborhood	This project are super parties by beloin a	1477	Ψ20,201	Ψ σ
House	This project empowers renters by helping			
	them understand their rights and providing			
	support through the SVNH Settlement team			
	for documentation, home searches, and			
	employment assistance when needed. The			
	initiative fosters learning, builds confidence, and promotes community support by			
	encouraging participants to share their			
	experiences to benefit others.			
	Total Requested			
	-		\$ 468,941	
	Total Recommending			
				\$0

APPENDIX C SUMMARY OF RENTER SERVICES GRANT FUNDING (2020-2024)

Table 1. Renter Services Grants Awarded 2020-2024

Year	# of Grant Applicants	Total Amount Requested	# of Grant Recipients	Total Amount Awarded ¹	RTS#
2020	23	\$1,425,054	14	\$585,000 ²	13412
2021	19	\$1,104,373	12	\$575,000	14068
2022	22	\$1,275,961	14	\$600,000	14763 & 14827
2023	21	\$1,040,656	20	\$809,800 ³	15388
2024	20	\$983,320	14	\$590,200	15934
Total	105	\$5,829,364	74	\$3,160,000	

¹ Includes annual grant to support private SRO tenants of \$75,000.

² On February 26, 2020 (RTS 13412), Council approved 15 grants totalling \$625,000. In March 2022, one of the grant recipients declined their grant in the amount of \$40,000. Thus the actual number of 2020 grant recipients was 14 and the actual amount disbursed was \$585,000.

³On March 28, 2023 (RTS 15388), Council approved 21 grants totalling \$825,000. In June 2023, one of the grant recipients declined their grant in the amount of \$15,200. Thus the actual number of 2020 grant recipients was 20 and the actual amount disbursed was \$809,800.

APPENDIX D COUNCIL AUTHORITY/PREVIOUS DECISIONS

On March 12, 2024 (RTS 15934), Council approved the disbursement of \$515,200 in Renter Services Grants to 14 non-profits and one SRO Tenants Support Grant totaling \$75,000 (\$515,200 from 2024 Housing and Homelessness Services Operating Budget [EHT Allocation] and \$75,000 from the 2024 Housing and Homelessness Services Operating Budget).

https://council.vancouver.ca/20240312/documents/r2.pdf

On June 27, 2023 (RTS 15444) Council approved the continuation of Renter Services Grants for 2024 with \$500,000 to be allocated from Empty Homes Tax (EHT) reserve. https://council.vancouver.ca/20240626/documents/cfsc4.pdf

On March 28, 2023 (RTS 15388), Council approved the disbursement of \$750,000 in Renter Services Grants to 20 non-profits and one SRO Tenants Support Grant totaling \$75,000 (\$750,000 from 2023 Housing and Homelessness Services Operating Budget [EHT Allocation] and \$75,000 from the 2023 Housing and Homelessness Services Operating Budget).

https://council.vancouver.ca/20230328/documents/r4.pdf

On January 18, 2023 (RTS 14850), Council approved the continuation of the Renter Services Grants program for 2023 (\$750,000, source of funding Affordable Housing – EHT Allocation), and further directed staff to consider and make recommendations, as warranted, for enhanced and/or expanded grants within the Renter Services Grants program to ensure that renters are fully and appropriately supported in the city of Vancouver.

https://council.vancouver.ca/20230118/documents/pspc20230118min.pdf#page=7

On December 7, 2022 (RTS 14827), Council approved the disbursement of \$25,000 in Renter Service Grants to one non-profit from 2022 Affordable Housing Operating Budget EHT reserve funds.

https://council.vancouver.ca/20221207/documents/pspc20221207min.pdf#page=4

On March 1, 2022 (RTS 14763), Council approved the disbursement of \$575,000 in Renter Services Grants to 13 non-profits (\$500,000 from 2022 Affordable Housing Operating Budget EHT reserve funds, \$75,000 from the SRO Upgrade Granting Program).

https://council.vancouver.ca/20220301/documents/regu20220301min.pdf#page=4

On March 9, 2021 (RTS 14068), Council approved the disbursement of \$575,000 in Renter Services Grants to 12 non-profits (\$500,000 from 2020 Affordable Housing Operating Budget EHT reserve funds, \$75,000 from the SRO Upgrade Granting Program). https://council.vancouver.ca/20210309/documents/regu20210309min.pdf#page=9

On February 26, 2020 (RTS 13412), Council approved the disbursement of \$625,000 in Renter Services Grants to 15 non-profits (\$550,000 from 2020 Affordable Housing Operating Budget EHT reserve funds, and \$75,000 from the SRO Upgrade Granting Program). https://council.vancouver.ca/20200226/documents/cfsc20200226min.pdf#page=2

On June 12, 2019 (RTS 13180), Council approved the creation of funding for renter services to be allocated through grants or contracts to support non-profit renter-serving and advocacy

organizations, allocating \$1.5 million to fund renter services and advocacy programs for three years from Empty Homes Tax reserve funds.

https://council.vancouver.ca/20190612/documents/pspc20190612min.pdf#page=2

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 Strategy also embedded the SRO revitalization actions into a citywide framework to address housing affordability.

The current Council-approved goal is to replace SROs with self-contained, shelter-rate social housing for singles, with an accelerated replacement target of 2,000 new units over 10 years. In meantime goal is to Improving building conditions while securing affordability https://council.vancouver.ca/20171128/documents/regu20171128min.pdf#page=3

On March 12, 2014 (RTS 010175), Council adopted the Downtown Eastside Plan which identifies the need to replace 5,000 SRO rooms over the next 30 years with safe, secure and self-contained dwelling units on a one for one basis, while also upgrading the current stock in the interim.

https://council.vancouver.ca/20140312/documents/cfsc5.PDF