Your Voice. Your Home.
Meeting the Housing Needs of Burnaby Residents

MAYOR'S TASK FORCE ON COMMUNITY HOUSING

NOTICE OF OPEN MEETING

DATE: **WEDNESDAY, 2019 APRIL 10**

TIME: **4:00 – 8:00 P.M.**

PLACE: **FORTIUS SPORT AND HEALTH**
FORUM ROOM, 3713 KENSINGTON AVENUE, BURNABY

A G E N D A

1. CALL TO ORDER

2. MINUTES

A) Minutes of the Mayor's Task Force on Community Housing
Open meeting held on 2019 March 27

3. OPENING REMARKS

- His Worship, Mayor Mike Hurley

4. CONTEXT SETTING

- Councillor Pietro Calendino, Chair

5. REVIEW OF AGENDA

A) Logistics
Facilitator: Ms. Shauna Sylvester, Executive Director,
Centre for Dialogue, SFU

B) Opening Round
Facilitator: Ms. Shauna Sylvester, Executive Director,
Morris J. Wosk Centre for Dialogue, SFU

6. WHAT WE HEARD REPORT

A) Your Voice. Your Home. Meeting the Housing Need of Burnaby Residents
Results from Phase One: Generating Ideas
Presenter: Michelle Bested, Manager, Engagement and Social Enterprise,
Morris J. Wosk Centre for Dialogue, SFU

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7. SESSION 1 – ARTICULATING OUR LONG TERM OBJECTIVES

8. CLOSED

In accordance with Sections 90 and 92 of the Community Charter, the Task Force on Community Housing will resolve itself into a Closed meeting from which the public is excluded to consider negotiations and related discussions respecting the proposed provision of a municipal service(s) that are at the their preliminary stages and that, in the view of the Council, could reasonably be expected to harm the interests of the municipality if they were held in public; and the consideration of information received and held in confidence relating to negotiations between the municipality and a provincial government or federal government or both, or between a provincial government or the federal government or both and a third party.

9. NEXT STEPS AND CLOSING ROUND

- Ms. Shauna Sylvester, Centre for Dialogue

10. SUMMARY

- Councillor Pietro Calendino, Chair

11. ADJOURNMENT

NEXT MEETING MAY 01, 4:00 PM
FORTIUS SPORT AND HEALTH, FORUM ROOM

Your Voice. Your Home.
Meeting the Housing Needs of Burnaby Residents

MAYOR'S TASK FORCE ON COMMUNITY HOUSING MEETING

MINUTES

An Open meeting of the Mayor's Task Force on Community Housing was held in Rooms 103, Shadbolt Centre for the Arts, 6450 Deer Lake Avenue, Burnaby, B.C. on **Thursday, 2019 March 27** at 4:00 p.m.

1. CALL TO ORDER

PRESENT:	Councillor Pietro Calendino, Chair Councillor Joe Keithley, Member Councillor James Wang, Member Mr. Thom Armstrong, Member Mr. Mike Bosa, Member Ms. Lois Budd, Member Mr. Paul Holden, Member Mr. Brian McCauley, Member Mr. Murray Martin, Member Ms. Kari Michaels, Member Ms. Claire Preston, Member Mr. Daniel Tetrault, Member
ABSENT:	His Worship, Mayor Mike Hurley, Vice Chair Councillor Sav Dhaliwal, Member Mr. Patrick Buchannon, Member Mr. Beau Jarvis, Member Dr. Paul Kershaw, Member Ms. Anne McMullin, Member
CIVIC ENGAGEMENT:	Ms. Shauna Sylvester, Centre for Dialogue Ms. Michelle Bested, Centre for Dialogue Mr. Robin Prest, Centre for Dialogue

STAFF: Mr. Dipak Dattani, Director Corporate Services
Mr. Ed Kozak, Deputy Director Planning and Building
Ms. Lee-Ann Garnett, Asst. Director – Long Range Planning
Ms. Lily Ford, Planner – Housing
Mr. Johannes Schumann, Senior Current Planner
Mr. Jim Wolf, Senior Long Range Planner
Mr. David Clutton, Long Range Planner
Ms. Carla Schuk, Long Range Planning
Ms. Sarah Crawford, Planner
Ms. Margaret Eberle, Housing Consultant
Ms. Kate O'Connell, City Clerk
Ms. Eva Prior, Administrative Officer

The Chair called the Open Task Force meeting to order at 4:01 p.m.

The Chair acknowledged the unceded, traditional, and ancestral lands of the hən̓q̓əmin̓əm̓ and sḵwx̱wú7mesh speaking people, and extended appreciation for the opportunity to hold a meeting on this shared Coast Salish territory.

2. MINUTES

a) Minutes of the Mayor's Task Force on Community Housing Open meeting held on 2019 March 14

MOVED BY COUNCILLOR KEITHLEY
SECONDED BY MS. CLAIRE PRESTON

THAT the minutes of the Mayor's Task Force on Community Housing Open meeting held on 2019 March 14 be adopted.

CARRIED UNANIMOUSLY

3. OPENING REMARKS AND CONTEXT SETTING

Councillor Calendino, Chair delivered the following opening remarks:

"Welcome back to the Shadbolt Centre for our third Task Force meeting. I hope you have all been enjoying the Spring Break and the lovely weather we have been having after the February late winter. Well overdue.

Before I say anything else, I have to extend to all of you regrets from Mayor Hurley and Councillor Dhaliwal. They had to go to Victoria for the inaugural meeting of the Municipal Finance Authority with the newly elected members. They could not miss it.

Having said that, I would like to take this opportunity to thank all of you members of the Task Force for the very productive session last time. I felt we left with a strong sense of what is working well and of how we can best collaborate.

Today we continue our orientation to ensure that everyone has the necessary information to guide our thinking and recommendations moving forward.

There are two remaining items for orientation:

The first, is an important opportunity to engage with Ed Kozak- Deputy Director Planning and Building on the current housing-related policy work in motion at the City.

As for the second, we will hear highlights from the 'What We Heard Report' with Michelle Bested. This presentation will provide an overview of the '*Your Voice. Your Home.'* public engagement activities, focusing on the challenges and recommendations raised by Burnaby residents.

After dinner we will be moving away from orientation towards generating ideas and quick starts. We will be joined by four external housing experts as well as City staff for a series of salons.

I would like to take a moment to thank the authors from the five thought pieces that were circulated as homework at the last meeting: Margaret Eberle, Robert Brown, Michael Geller, Lance Jakubec and Kira Gerwig. I hope you all took the time to read through these.

I would also like to extend a continued thanks to the City Staff. We must recognize and appreciate how much work goes into the planning and delivery of the Task Force meetings.

Finally, a sincere thank you to the residents of Burnaby who over the last two months have been actively participating in the *Your Voice. Your Home.* project.

The level of interest and participation has been incredible. Nearly 1,400 respondents to the housing survey, 100 participants at the Community Ideas Workshop and at the moment 330 registrations for the Recommendations Workshop, (which is open for registration until March 31st).

This engagement demonstrates the level of interest and leadership within our community, as well as the importance of our work on this Task Force.

With that, let's get started. Over to you Shauna."

4. REVIEW OF AGENDA

a) Logistics
Facilitator: Ms. Shauna Sylvester, Executive Director,
Centre for Dialogue, SFU

Ms. Sylvester outlined the agenda for the evening.

The speaker noted that the 2019 May 29 meeting has been cancelled and requested that Task Force members attend the May 25 *Community Recommendations Workshop*, from 2:00 to 5:00 p.m.

A request was made by Task Force members to share documents pertaining to community housing. Members were requested to email documents to Ms. Michelle Bested, Morris J. Wosk Centre for Dialogue by the Wednesday prior to the Task Force meetings. Ms. Bested will compile the information and disseminate to all of the members of the Task Force.

Staff will continue to provide agenda related information to the Task Force as quickly as possible, and appreciate the members' understanding of any delays.

b) Opening Round
Facilitator: Ms. Shauna Sylvester, Executive Director, Centre for Dialogue, SFU

Ms. Sylvester asked Task Force members to identify one hope and one concern they have regarding the progress of the Task Force to date. The following were statements provided by the members:

Hope

- Translate ideas into concrete action;
- Open mindedness;
- Innovative quick start ideas;
- Be bold and go places we may have not thought of before;
- Workable and implementable ideas and plans;
- Be bold and adopt an attitude of "we can do";
- Streamline the zoning process for affordable housing;
- Opportunity to move forward and implement solid first steps;
- To be bold;
- Get into action, leverage members' good ideas, continue to collaborate;
- That we are able to come up with solutions without other levels of government; and
- Inclusion of lower income brackets in planning process.

Concern

- Expectations may be too high;
- Some things need to be done quickly and may require a culture shift or require a large shift in perspective;
- That we won't be bold enough;
- Passion could lead to heated conversations;
- Not a single issue with a single solution, we are looking for a comprehensive solution;

- Timing, hope to move forward and create some guidelines and directions for ongoing actions;
- Other levels of government are not at the table, so not part of the solution; and
- Other levels of government aren't here, people from lower income brackets are underrepresented in City planning processes.

Ms. Sylvester reviewed the remainder of the agenda.

5. HOUSING POLICIES IN MOTION
Facilitator: Ed Kozak, Deputy Director Planning and Building, City of Burnaby

Mr. Ed Kozak, Deputy Director Planning and Building, provided the Task Force with an overview of policy work that Council has requested in the last year. Mr. Kozak spoke to the following policies that staff are currently reviewing:

- **Homelessness Response** – establishing four warming centres, exploring opportunities for year-round shelters.
- **Tenant Assistance Policy Review** – review of this policy to ensure that tenants receive the required assistance and find new homes.
- **Standards of Maintenance Policy Review** – best practices for multi-family residential bylaws for rental properties.
- **Rental Replacement Policy** – reviewing policies for 1:1 replacement of rental units lost to redevelopment with replacement rents at the same or similar rental rates.
- **Inclusionary Rental** – for rental in new multi-family developments in community plan areas.
- **Rezoning of Existing Rental Review** – reviewing the potential to rezone properties with existing purpose-built rental buildings to a corresponding RM 'r' rental zone district.
- **Rental in Commercial Districts – Guidelines** – reviewing guidelines for the application of permitted use of commercial floor area for market rental housing.
- **Accessory Units in Two-Family Dwellings** – reviewing accessory dwelling units in two-family dwellings.
- **Accessory Dwelling Units in Single and Two-Family Districts** – reviewing the potential for accessory dwelling units (laneway, carriage homes, garden suites, and additional units) in single-family and two-family districts.
- **Cellar floor Area Review** – Burnaby is advancing text amendments to permit construction of full cellars with suite-ready construction in specified districts.
- **Short-Term Rental Review** – reviewing approaches for regulating short-term rentals.

The floor was opened to questions by the Task Force members. The following were questions fielded by City staff:

- How is staff juggling the priority housing policies vs. the policy mandates of other areas?
- Evictions due to demovictions or renovictions – does Burnaby track this? And if not, can it be done? How does New Westminster track demovictions and renovictions?
- What is inclusionary rental?
- Has the City considered micro/tiny homes? Would any City policies in motion allow for these types of homes?
- Transition and Supportive Housing and Market Supportive Housing – noticed there are no policies in those categories. Why is this?
- Inclusionary rentals, why is this limited to community plan areas?
- Please expand on rental in commercial districts – guidelines. And what areas would this apply to?
- Is there any policy to waive fees for rental and non-market rental development, similar to the City of Vancouver's Rental 100?
- Concerned about loss of industrial land to housing through mixed use, will polices protect industrial and business land?
- Regarding mixed use - concerned about housing impact on industrial land and the impact on land value while also recognizing that businesses need a local labour force.
- How does development or the addition of amenities impact the gentrification of an area and has the City looked into this?
- Is there another level of government that could be an ally in housing e.g. School Board under the School Act -can build housing for teachers and unused units can be rented?
- Have the post-secondary institutes in Burnaby reduced the numbers of on-site student housing? Is the City working with the SFU to help them come up with additional student housing.
- When thinking about adding new supply, most land is occupied already, under any of the policies in motion, is there discussion to incentivize non-profit land owners to densify their land?

6. PRESENTATION

a) Your Voice. Your Home. Engagement Results

Presenter: Michelle Bested, Manager, Engagement and Social Enterprise Centre for Dialogue, SFU

Ms. Michelle Bested, Manager, Engagement and Social Enterprise, Centre for Dialogue, presented an overview of *Phase One – Generating Ideas,* the public engagement component of *Your Voice. Your Home.*

The speaker provided a high level overview of results from the *Online Ideas Survey*, *Community Ideas Workshop,* and *Community Student Ambassadors.* These three components comprised the first phase of public engagement. A comprehensive account of all three engagement activities will be compiled in the *What We Heard*

Report which will be provided to the Task Force and City Council in the near future. The *Online Ideas Survey* provided survey respondents data by age and income which was them compared to Burnaby's census population/statistics. This analysis identified demographics which were underrepresented by survey respondents allowing for specific targeting by the *Community Student Ambassadors* outreach activities.

Through the *Online Ideas Survey*, residents were given the opportunity to identify if their current housing arrangements either meet or do not meet their needs, their top housing challenges, housing tenure (co-op, renter, homeowner), and housing affordability (affordable versus unaffordable).

The *Community Ideas Workshop,* held on 2019 March 06, was attended by 100 participants. The participants were asked what the future vision of housing in Burnaby should look like in 2022. Answers included, but were not limited to:

- Renovictions no longer exist;
- Mixed housing spaces are common;
- Speculation and empty homes are a thing of the past;
- Land is more efficiently used to densify; and
- Green space and mountain views are still maintained.

The participants were also asked for their ideas for housing actions. A total of 183 ideas were brought forward, 75 were unique. The following were identified as some of the top actions:

- Convert/rezone single family units to multi-unit/family homes;
- Increase number of Non-market and Co-op housing units;
- Target housing towards the needs of seniors and low income populations;
- Allow construction of laneway and coach houses;
- Invest in building and supporting affordable housing;
- Increasing stock of rental units; and
- Implement municipal tax for speculation/vacant homes.

The presenter also provided an overview of *Phase Two – Trade-offs and Solutions,* the public engagement component requesting evaluation of housing ideas and options and noted Phase Two will be comprised of the following:

1. Quick Starts Survey;
2. Discussion Guide;
3. Community Recommendations Workshop; and
4. Public Recommendations Workshop Report.

Task Force members requested further data breakdowns, including the number of respondents in each category and income breakdowns for renters and homeowners. A request was also made to gain input from registrants that will not be selected for the *Community Recommendations Workshop.*

MOVED BY MS. CLAIRE PRESTON
SECONDED BY MR. PAUL HOLDEN

That the Open Task Force meeting do now recess.

CARRIED UNANIMOUSLY

The Open Task Force meeting recessed at 5:45 p.m.

MOVED BY MS. CLAIRE PRESTON
SECONDED BY MS. LOIS BUDD

That the Open Task Force meeting do now reconvene.

CARRIED UNANIMOUSLY

The Open Task Force meeting reconvened at 6:17 p.m.

7. SMALL GROUP INNOVATION SALONS

Ms. Sylvester requested that the Task Force members divide themselves into four table groups/salons. Staff from the Planning and Building Department and community experts assisted with the facilitation of discussions and documentation of questions, issues and ideas related to the following salon topics.

The following were the topics discussed, and individuals assigned to facilitate and answer questions:

- **Housing Types**
  - Ms. Margaret Eberle, Professional Planner
- **Finance**
  - Ms. Armin Amrolia, Executive Director, Development Strategies, BC Housing
- **Approvals**
  - Mr. Bryn Davidson, Residential Designer and Urban Sustainability Researcher, Co-owner Lanefab Design
- **Inclusive Neighbourhood/Complete Communities**
  - Mr. Charles Montgomery, Founding Principal of Happy City, Author, and Urbanist

8. SMALL GROUP QUICK START SALONS

The Task Force members were requested to transition from discussing *Innovations* to brainstorming *Quick Starts*.

The following are a sample of *Quick Starts* brought forward:

- **Housing Types**
  - Rental Tenure Zoning.

- **Finance**
  - Density is required to alleviate pressure in communities; and
  - Strategic use of City owned lands and the Housing Fund.

- **Approvals**
  - Simplify permitting process; and
  - Establish fixed guidelines and metrics to assist with expediting the approval process.

- **Inclusive Neighbourhood/Complete Communities**
  - Inclusive density, near transit and in all town centres; and
  - Every neighbourhood should have a plan for the future.

9. NEXT STEPS

Ms. Sylvester advised that moving forward the *Quick Starts* would be captured from the salons and compiled. The information will then be grouped and utilized to form the first draft version of the interim report.

At the next meeting, members will be requested to refine the *Quick Starts* developed. Members were requested to review the following materials:

- Public engagement materials;
- Five thought pieces;
- Responses to questions from previous meetings; and
- Compiled notes from the March 14 salon activities.

10. CLOSING ROUND

Ms. Sylvester requested that Task Force members verbalize their thoughts on the meeting. Task Force member's comments were as follows:

- Need more time to focus on new ideas and materials;
- Focus more on workshops;
- Working and moving forward;
- Like the format;
- Overwhelming, but appreciate the research;
- Like the information from the *Online Ideas Survey*, would like to have more time to research the ideas and discuss;
- Moving way to fast to processes everything, slow down to allow time to think and synthesize the information and people's input;

- Greater sense of open dialogue, starting to understand each other's perspective;
- More background information in advance;
- Appreciate the salon style formats;
- Time to start digging deeper into the issues;
- Comfortable sharing ideas and thoughts;
- Process designed to bring us together and not drive members into entrenched positions;
- Appreciate the different sets of expertise that are introduced into the discussion and staff being involved;
- Like having the staff at the meetings to assist with learning things faster;
- Would appreciate having the background materials sooner;
- Moving fast but there is a need to move quickly;
- Excited about refining the ideas; and
- Staff helpful in building understanding.

11. SUMMARY

Councillor Calendino reminded Task Force members that the next meeting will be held on April 10, at Fortius Sport and Health, 3713 Kensington Avenue, Burnaby.

12. ADJOURNMENT

MOVED BY MS. KARI MICHAELS
SECONDED BY MS. LOIS BUDD

THAT this Open Committee meeting do now adjourn.

CARRIED UNANIMOUSLY

The Open Committee meeting adjourned at 8:03 p.m.

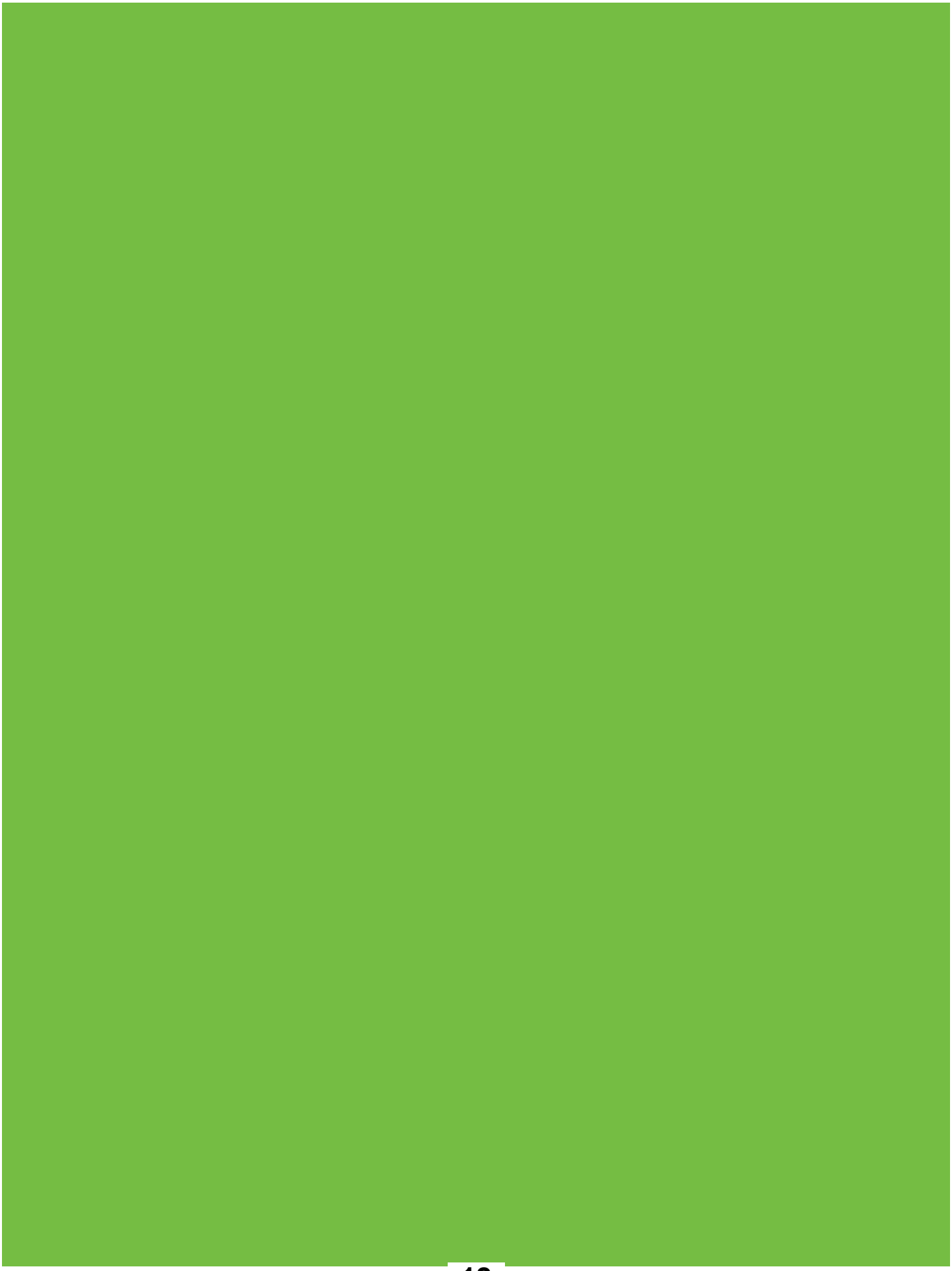
_____	_____
Councillor Pietro Calendino	Kate O'Connell
CHAIR	CITY CLERK

YOUR VOICE.
YOUR HOME.

MEETING THE HOUSING NEEDS OF BURNABY RESIDENTS

WHAT WE HEARD REPORT

PHASE ONE: GENERATING IDEAS



Purpose of Document

This report was independently prepared by Simon Fraser University's Morris J. Wosk Centre for Dialogue under the sponsorship of the City of Burnaby. The purpose is to provide a summary of public input shared during the first phase of the *Your Voice. Your Home. Meeting the Housing Needs of Burnaby Residents* engagement process. This publication does not necessarily reflect the opinions of Simon Fraser University's Centre for Dialogue or the City of Burnaby. It is published in the Creative Commons (CC BY-ND), and may be reproduced without modification so long as credit is attributed to Simon Fraser University's Morris J. Wosk Centre for Dialogue. Any works referring to this material should cite:

Simon Fraser University's Morris J. Wosk Centre for Dialogue. (2019).
What We Heard Report, Your Voice. Your Home.

City of Burnaby

Burnaby is a vibrant city at the geographic centre of Metro Vancouver. It has an amazing natural environment, a strong cultural mosaic and thriving town centres. The City of Burnaby provides facilities and services that support a safe, connected, inclusive, healthy and dynamic community. As the third-largest city in B.C., Burnaby is home to more than 232,000 residents (2016 Census) and is projected to grow to 345,000 by 2041.

SFU Morris J. Wosk Centre for Dialogue

Simon Fraser University's Morris J. Wosk Centre for Dialogue fosters shared understanding and positive action through dialogue and engagement. As a trusted convener and hub for community initiatives, we have engaged hundreds of thousands of citizens and stakeholders to create solutions for critical issues such as climate change, democracy & civic engagement, peace & security, inter-cultural dialogue, urban sustainability and health.

The Centre actively connects the university and community partners to exchange knowledge and work towards shared objectives and supports student success through the Semester in Dialogue and other experiential education opportunities.

EXECUTIVE SUMMARY

***Your Voice Your Home: Meeting the Housing Needs of Burnaby Residents* is an innovative public engagement initiative designed to address Burnaby's current and future housing needs.**

It provides a unique opportunity for residents, community members and stakeholders to come together, share ideas and experiences, and engage with one another to find workable solutions.

What We Heard presents a detailed overview of all public input collected during Phase One of this initiative. Phase One engaged with approximately 2380 Burnaby residents to gather ideas, assess current housing needs and challenges and generate possible solutions. Engagement activities included: Community Housing Survey, a Community Ideas Workshop and direct community outreach undertaken by Community Student Ambassadors.

Several trends emerged in the data collected in Phase One. Direct quotes from survey respondents are used below to highlight themes for key challenges and solutions brought forward by participants.

Major themes for housing challenges raised by residents included:

Not enough affordable rental housing, especially for specific population groups;

> *"There are barely any rental properties available that we can afford. We are really worried that if these prices continue my husband and I will be homeless someday. We are seniors."*

Lack of specific sizes and types of housing;

> *"There are not enough affordable housing choices for renters. Families with children [are] living in apartments that don't have enough rooms... Renters don't want luxury condos, they want safe, clean and affordable [homes]."*

Speculative buying and foreign capital are raising prices;

> *"The biggest challenges to housing in all Lower Mainland areas has been the evolution of housing as investments and not simply as homes. Houses are perceived as assets that should increase in value".*

Disconnect between prices and incomes, versus the quality of available housing;

> *"Housing costs keep rising yet wages are not keeping up with inflation, which puts the most vulnerable citizens, such as seniors, disabled, single parent families, single income families and those living paycheque to paycheque at risk of homelessness."*

Loss of sense of community and quality of life; and

> *"Burnaby needs to grow in a [humane] manner that allows a variety of people the ability to live, work [and play]."*

Risk of demovictions.

> *"Too many demovictions -- too much development that removes low cost housing...The amount of homeless people therefore has increased -- most of these are seniors -- it is a very sad situation."*

Major themes for housing solutions raised by residents included:

Strengthen government housing oversight and regulation;

> *"Food, shelter and health care are human rights. City of Burnaby needs to take every step necessary to get them out of the free market and provide roofs for low income families."*

Demand accountability from housing developers;

> *"Developers should not be given full sway in decision-making regarding size or pricing of units."*

Convert/rezone single family units to multi-family units;

> *"No more single family zoning. Change zoning bylaws. Allow duplex, triplex townhouses, laneway houses and multi-family lots throughout Burnaby."*

Allow laneway homes;

> *"Allow laneway houses. Most of the cities allow it already and Burnaby land and size are good enough to do that, we need to catch up and that will be the easy way to increase housing."*

Encourage densification in strategic areas; and

"Allow for more densification in more diverse areas. Concentrate highest density in Town Centres, but allow for more modest density along arterial outside town centers".

Stop demovictions.

"Freeze all pending demovictions until tenants have access to another apartment in the same neighbourhood for the same price."

Please note, the data presented in this report is compiled from those who chose to participate in the engagement process and does not represent a randomized or fully representative sample.

This report therefore cannot be used to determine community preferences between different options or ideas. Instead, this report offers a cross-section of community ideas and preferences from diverse perspectives based on short interactions and without the benefit of a significant education process. The data will be used to structure learning materials and options for later phases of the project, and to inform the Mayor's Task Force on Community Housing's Interim Report.

Burnaby Housing Profiles

In order to visually capture the diverse housing experiences of Burnaby residents, composite housing profiles were developed based on survey and interview data. Please note that each profile represents several individuals and is framed by overall housing trends.

BURNABY HOUSING PROFILE

"So many of my friends have moved out of Burnaby because they couldn't afford it. I don't recognize the neighbourhood anymore. The whole City has changed. I don't want to be the last person left on the block."

Name: Kim

Age: 36

Housing Type: Renter

Housing Experience: As a single mother with two young boys, Kim finds it hard to save for the future and pay rent. The lack of certainty surrounding her living situation causes a great deal of stress and anxiety.

In order to provide for her family, she works two jobs, but still finds it difficult to live in the city.

She would like to see more options for subsidized housing, particularly for single mothers.

BURNABY HOUSING PROFILE

AISHA, 45

"Allow laneway houses. These can be excellent housing for seniors or young couples who want the "feel" of living in a house but don't need the space. Many single-family homes like mine have under-utilized backyards."

Housing Type: Homeowner

Housing Experience: Aisha currently lives with her husband and young children in North Burnaby. As a homeowner, she would like the opportunity to house her elderly parents who aren't able live alone anymore. To make this possible, she is interested in building a laneway home on her property, to ensure she is close to her parents but they continue to enjoy their own space as well.

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BURNABY HOUSING PROFILE

"Landlords need to be more responsive to requests to ensure that a space is accessible for all."

Name: Sandra

Age: 45

Housing Type: Renter

Housing Experience: Sandra rents an apartment with her son who is in a wheelchair. Finding wheelchair friendly affordable housing in Burnaby has been very challenging.

Accessibility is a huge issue for her family and many others, and she urges property owners to create more wheelchair accessible spaces for rent.

INTRODUCTION

Background

In February 2019 the City of Burnaby engaged the Centre for Dialogue to independently design and facilitate an innovative public engagement initiative to address Burnaby's current and future housing needs. *Your Voice. Your Home. Meeting the Housing Needs of Burnaby Residents* (hereafter referred to as *Your Voice Your Home*) provides a set of unique opportunities for community members to gather and share ideas, present recommendations and engage with one another to find workable solutions.

Your Voice Your Home is divided into two distinct phases. This report presents a detailed overview of the public input collected during Phase One: Generating Ideas.

Phase One – Generating Ideas

Phase One was focused on hearing from Burnaby residents. It provided a series of engagement opportunities for the community to share their voices, ideas, experiences as well as possible solutions. The objective was to collect as many ideas as possible from as many residents as possible, with an emphasis on diversity. It was important to ensure that Phase One included diverse voices and opinions, capturing the full-range of housing experiences in Burnaby.

Phase One was comprised of three main activities: the Community Housing Survey, the Community Ideas Workshop and targeted community outreach through a team of Community Student Ambassadors, all of which are detailed in this report.

This report will be presented to Burnaby City Council and the Mayor's Task Force on Community Housing to inform the Task Force's Interim Report, which will identify short-term actions and long-term objectives towards housing affordability.

Phase Two – Trade Offs and Solutions

Phase Two of *Your Voice Your Home* will build upon the ideas from Phase One, consider different options to improve housing in Burnaby and evaluate trade-offs. Similar to Phase One, this phase will provide a series of public engagement opportunities for Burnaby residents. These activities include: a second online survey to evaluate quick starts, a Discussion Guide, and a Community Recommendations Workshop. A Community Recommendations Report will be presented to the Mayor's Task Force on Community Housing to inform its Final Report.

Phase Three – Action

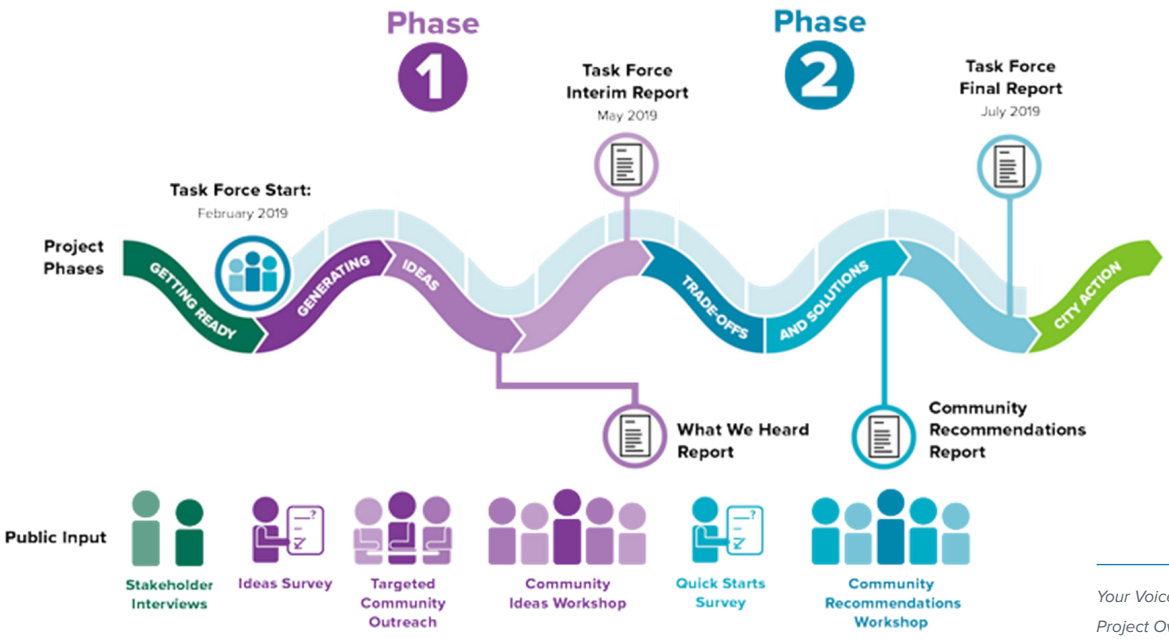
The final phase of the project will be action by the City of Burnaby. Based on the community recommendations presented in Phase Two, the Mayor's Task Force on Community Housing will present a Final Report to Council focusing on specific actions to meet Burnaby's housing needs.

For detailed information regarding Phase Two and Phase Three, please see the Next Steps section on Page 46.

Phase One Engagement Activities

Engagement activities for Phase One of *Your Voice Your Home* included:

- A Community Housing Survey with 1450 responses, open between February 21st and March 10th, seeking public input on housing needs, challenges and solutions;
- A three-hour Community Ideas Workshop on March 6th, attended by 100 residents to collect community input on affordable housing;
- A series of phone interviews and in–person meetings with key community stakeholders; and
- A three-week outreach program designed to reach Burnaby residents who were unlikely or unable to participate in the online survey and workshop. Ten Community Student Ambassadors hosted informal community meetings and discussions across Burnaby to collect information on housing experiences and possible solutions.



Your Voice Your Home
Project Overview

Your Voice Your Home Marketing

The City of Burnaby and the Centre for Dialogue promoted *Your Voice Your Home* in several different ways. The result of this outreach was 1450 survey respondents, 180 registrations for the Community Ideas Workshop (with 100 participants attending after attrition), over 400 resident interactions with the Community Student Ambassadors and 350 registrations for the Community Recommendations Workshop. In total, Phase One engaged approximately 2380 individuals. This strong community interest, reinforces just how important and urgent the issue of housing is for Burnaby.

To launch *Your Voice Your Home* and in order to reach as many Burnaby residents as possible, a postcard was sent to every household in the City. This postcard encouraged residents to get involved and share their housing views and experiences. In addition, the City of Burnaby promoted the project through social media and local advertising.

Online Engagement

The City of Burnaby launched the *Your Voice Your Home* webpage on February 21st, 2019, and over the span of one month the page received over 3,300 unique visitors. In addition to the survey link and registration for the Community Ideas Workshop and Community Recommendations Workshop, residents could also share input directly though: YourVoice.YourHome@burnaby.ca.

Data Disclaimer

Please note, the data presented in this report is compiled from those who chose to participate in the engagement process and does not represent a randomized or fully representative sample.

This report therefore cannot be used to determine community preferences between different options or ideas. Instead, this report offers a cross-section of community ideas and preferences from diverse perspectives based on short interactions and without the benefit of a significant education process. The data will be used to structure learning materials and options for later phases of the project, and to inform the Mayor's Task Force on Community Housing's Interim Report.

Your Voice Your Home Postcard

BURNABY HOUSING PROFILE

"I love Burnaby. But I am faced on a daily basis with the growing understanding that if I want to raise a family I will not be able to stay here, despite working a full-time job."

Name: Jasmine

Age: 30

Housing Type: Renter

Housing Experience: Jasmine is deeply concerned about the lack of affordable housing options, and lives in constant fear of being evicted.

As a young professional who works downtown she doesn't want to move further away but worries she may have to.

She feels the city needs to be more innovative and consider the idea of rental caps.

COMMUNITY IDEAS WORKSHOP

Photo Source: City of Burnaby

Background

The Community Ideas Workshop brought together 100 Burnaby residents for an interactive evening of discussions on housing affordability.

Mayor Hurley provided opening remarks and the City of Burnaby provided a short presentation highlighting current housing data.

Objectives

Workshop participants had the opportunity to learn more about and discuss:

- The current housing situation in Burnaby;
- Factors contributing to housing unaffordability and affordability;
- What residents value about housing; and
- Concrete actions the City of Burnaby can take to address affordable housing.

Ideas for Defining Success

Workshop participants were asked to imagine the future of housing in Burnaby in 2022 and more specifically, to envision what housing would look like if *Your Voice Your Home* and the Mayor's Task Force on Community Housing were successful. Ideas raised by participants for Burnaby's housing future included:

- Renovictions no longer exist;
- Mixed housing spaces are common;
- Speculation and empty homes are a thing of the past;
- Land is more efficiently used through densification; and
- Green space and mountain views are maintained.

From this visioning exercise, participants also raised several values about housing. Residents described a future where: housing is considered a basic right, all levels of government are engaged and collaborate, increased

transparency and consultation between residents and governments exists, and new housing developments are designed to create more livable communities. For a full list of ideas surfaced from this activity please refer to the Appendix.

Ideas for Housing

For the second activity, participants were asked to brainstorm concrete actions the City of Burnaby could take to fulfil their housing visions. Participants wrote their top idea on a sticky note and posted them to an 'Ideas Wall'.

The most common ideas included:

- Convert/rezone single family units to multi-family units;
- Increase the number of non-market and co-op housing units;
- Target housing towards the needs of seniors and low-income populations;
- Allow construction of laneway and coach houses;
- Invest in building and supporting affordable housing;
- Increase the stock of rental units; and
- Implement a municipal speculation/vacancy tax.

For a full list of ideas, please visit the Appendix.

Additional Information Requested by Participants

To close the workshop, participants had the opportunity to provide feedback on the event, as well as identify any additional required information through an exit survey.

Participants requested the following additional information:

- Inventory of empty houses/units;
- Numbers of short-term rentals;
- Number of affordable units being lost;
- Additional clarity on market rate housing statistics; and
- Number and types of homes being built annually.

Specific requests included:

- Summary of how current bylaws, zoning restrictions and other city policies affect landlords, developers, renters and homeowners;

Photo Source: City of Burnaby

- Information on how the rezoning process takes place; and
- How the City of Burnaby uses revenue generated from development fees and density bonusing

Session Evaluation Results

Respondents clearly indicated a desire for transparent information, no pre-determined outcomes, ongoing communication, inclusion of diverse stakeholders and frequent future engagement opportunities. Of those who attended the March 6th workshop:

- 91% felt somewhat or completely satisfied with their experience;
- 98% felt they were able to learn a limited or a great amount of information about housing in Burnaby;
- 70% somewhat or strongly agreed the workshop participants reflected the full diversity of the Burnaby community;
- 87% felt they had 'fair' or 'plenty' of opportunities to express their views;
- When asked about the likeliness that the City of Burnaby can develop an action plan that meets the housing needs of all residents, 19% were confident in the City's ability, 42% felt that it was somewhat likely, 10% thought it would be very unlikely and the remaining 29% were unsure or did not know.
- Finally, 90% somewhat or strongly agreed that the workshop generated a wide range of ideas.

Please refer to the Appendix for a full list of exit survey responses.

When asked to list any particular demographics or specific organizations/groups that should be engaged in *Your Voice Your Home*, respondents made many suggestions. Please see the Appendix for a complete list of suggested groups.

Photo Source: City of Burnaby

COMMUNITY HOUSING SURVEY

Purpose

The Community Housing Survey was designed to collect information from Burnaby residents and stakeholders regarding housing challenges, needs, potential solutions as well as important demographic information.

Survey Overview

In just over two weeks, the online survey generated input from 1450 individuals making it the strongest survey response ever for a City of Burnaby public engagement activity.

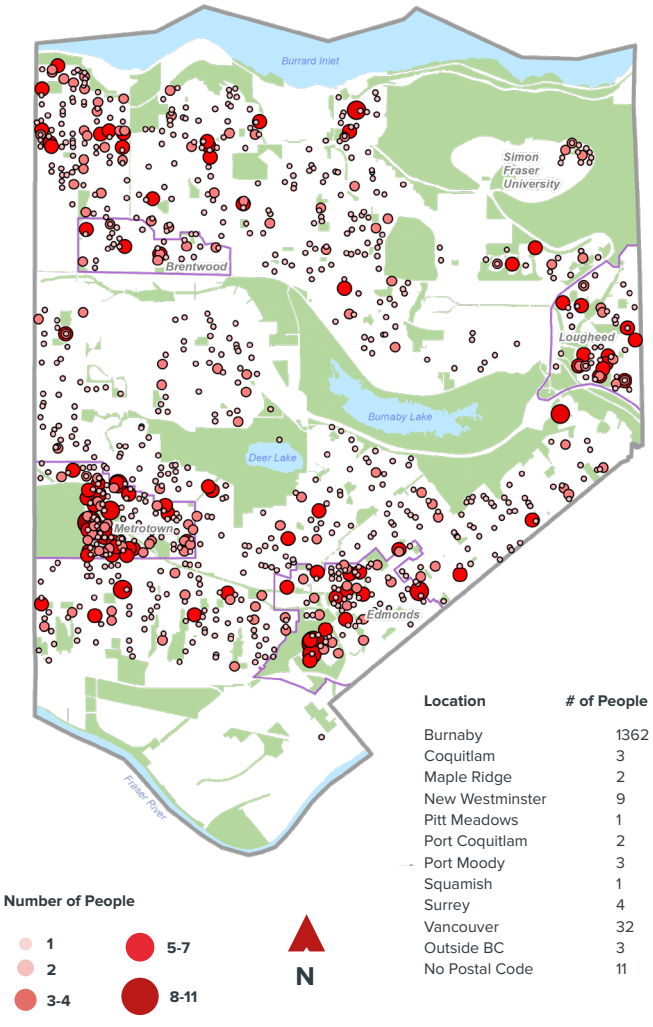
The survey asked residents how well their current housing met their needs, their perceptions of housing affordability, what they felt was the biggest housing challenge affecting Burnaby and specific steps the City could take to address affordability.

General Survey Responses

Respondent Demographics

At the time of survey completion, 96% of respondents lived in Burnaby and 27% worked in Burnaby.

The map on the right provides a geographical illustration of survey responses, indicating a broad response from across all of Burnaby's neighbourhood areas and housing types: town centre, urban villages, suburban multi-family and single and two family.



Community Housing Survey, Respondents by Postal Code. Source: City of Burnaby.

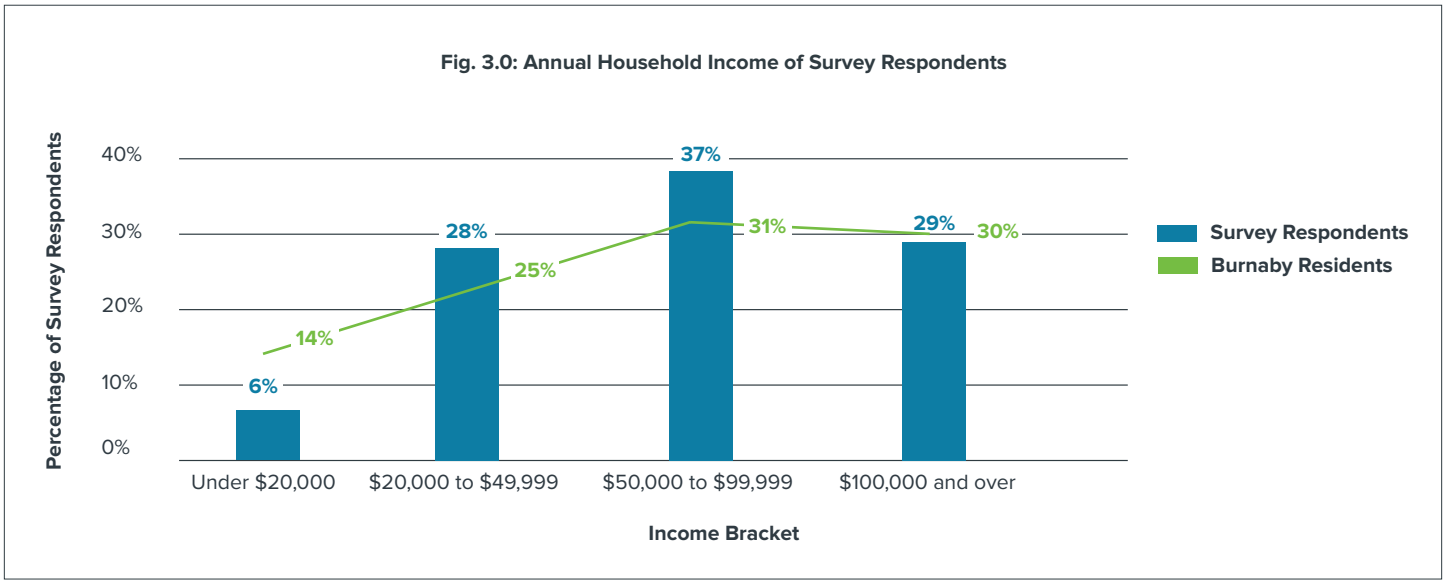


Fig. 3.0: Percentage of survey respondents per age range, compared to age distribution of the City of Burnaby's population in the 2016 census.

The annual household income of survey respondents was relatively representative of the income distribution of Burnaby residents, as compared to 2016 census data (Fig. 3.0).

However, there was a noted under-representation of respondents with a household income under $20,000 as well as youth (30 and under) among survey respondents (Fig. 3.01).

To account for this under-representation, Community Student Ambassadors were directed to engage with as many of these individuals as possible. For more details on the targeted outreach conducted by the Community Student Ambassadors, please see page 39.

In addition, the Phase Two Community Recommendations Workshop will ensure a representative audience by

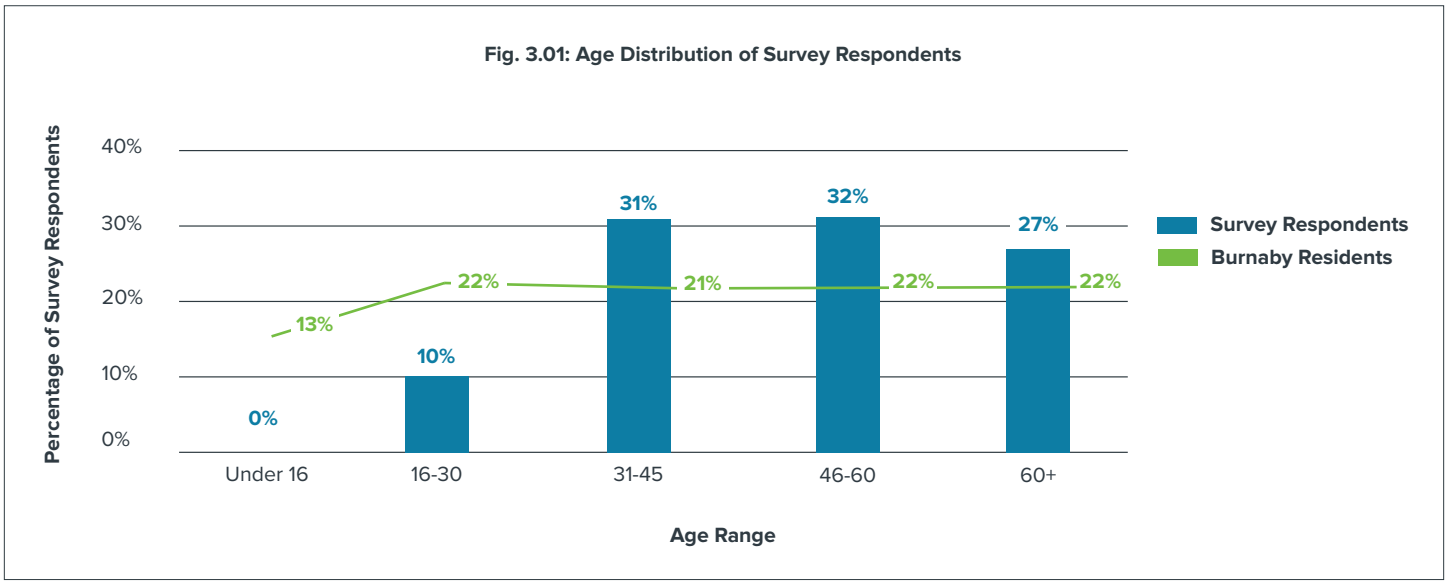


Fig. 3.0: Percentage of survey respondents per age range, compared to age distribution of the City of Burnaby's population in the 2016 census.

identifying participants using random selection based on several important criteria, including: age, income, gender and housing tenure.

Housing Tenure

59% of respondents reported being home owners, 33% were renters, 5% lived with family (paying little to no rent), and 3% lived in co-op housing. The housing tenure of survey respondents was very representative of Burnaby's overall population (Fig 3.02).

Youth and young adults aged 16-30 were more likely to be renters or living with family, while adults over the age of 46 were more likely to be home-owners (Fig 3.03).

Home ownership was also highly correlated with a higher annual household income (Fig. 3.04, next page).

Fig. 3.02: Housing Tenure of Survey Respondents

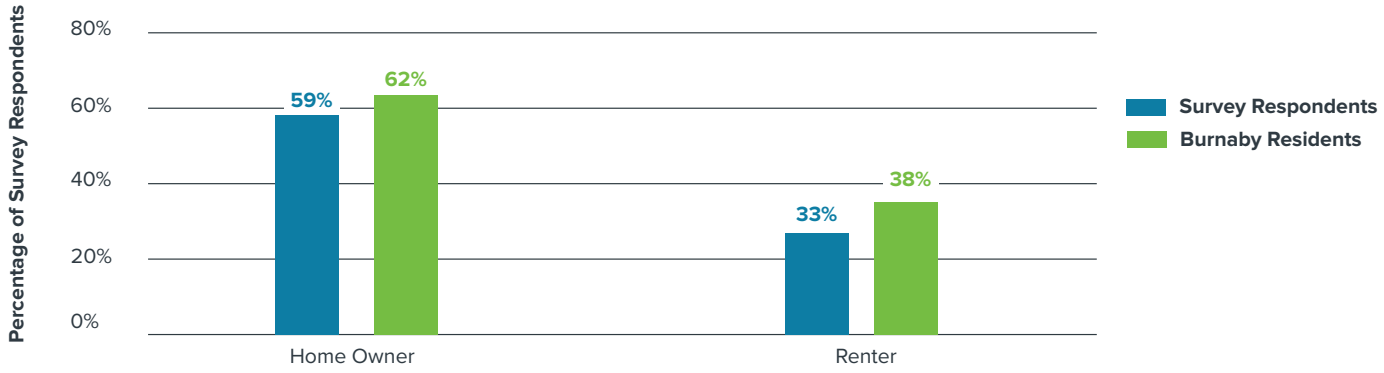


Fig. 3.02: Percentage of survey respondents who were home owners or renters at the time of survey completion, compared to the housing tenure of the City of Burnaby's population in the 2016 census. 2016 census data does not report on the percentage of individuals in co-op housing or living with family.

Fig. 3.03: Housing Tenure by Age Group

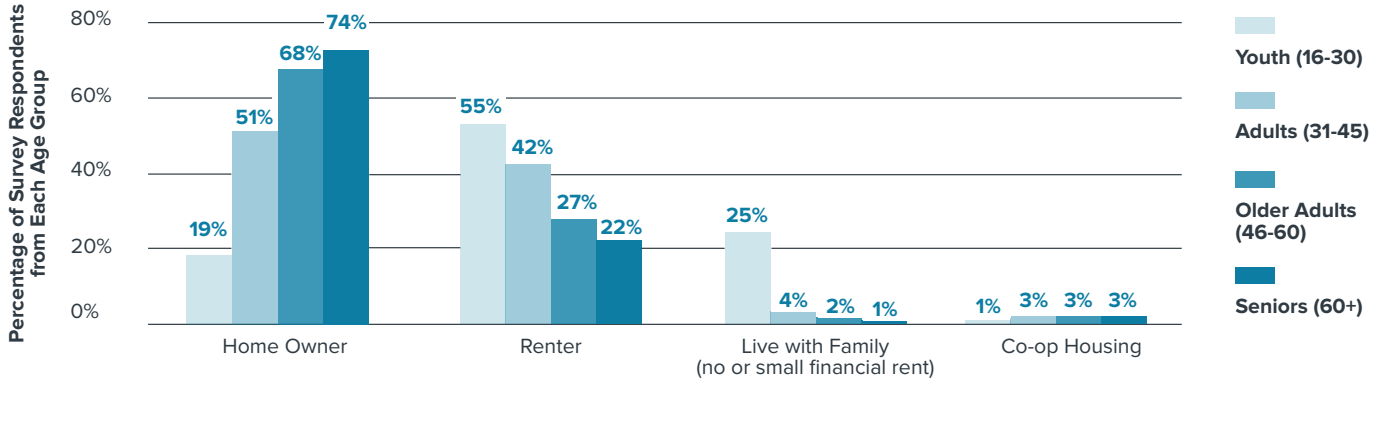


Fig. 3.03: Percentage of survey respondents from each age group per type of housing tenure at the time of survey completion.

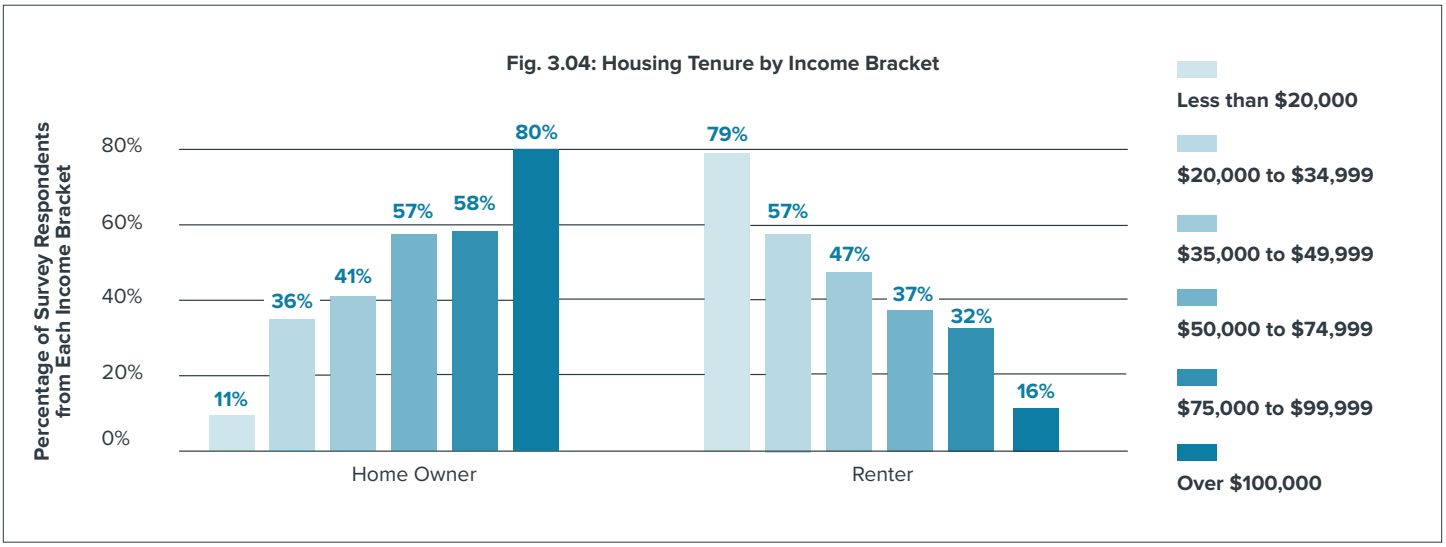


Fig. 3.04: Percentage of survey respondents from each income bracket who were owners or renters at the time of survey completion.

Housing Priorities

Price, safety, size (having enough space) and proximity to public transit were the housing characteristics that survey respondents reported as being most important. These priorities were generally consistent across survey respondents of different ages and housing tenure (Appendix 6). However, closer analysis surfaced trends in priorities, including:

- Price was a significantly higher priority for renters than for home owners (Fig. 3.06);
- While the importance of price decreased among older respondents, the importance of safety increased (Fig. 3.05);
- Proximity to transit was of greater importance for renters, and respondents under 30 or over 60 (Fig. 3.05); and
- Having enough space for family was a higher priority for adults aged 31-45 (Fig. 3.05).

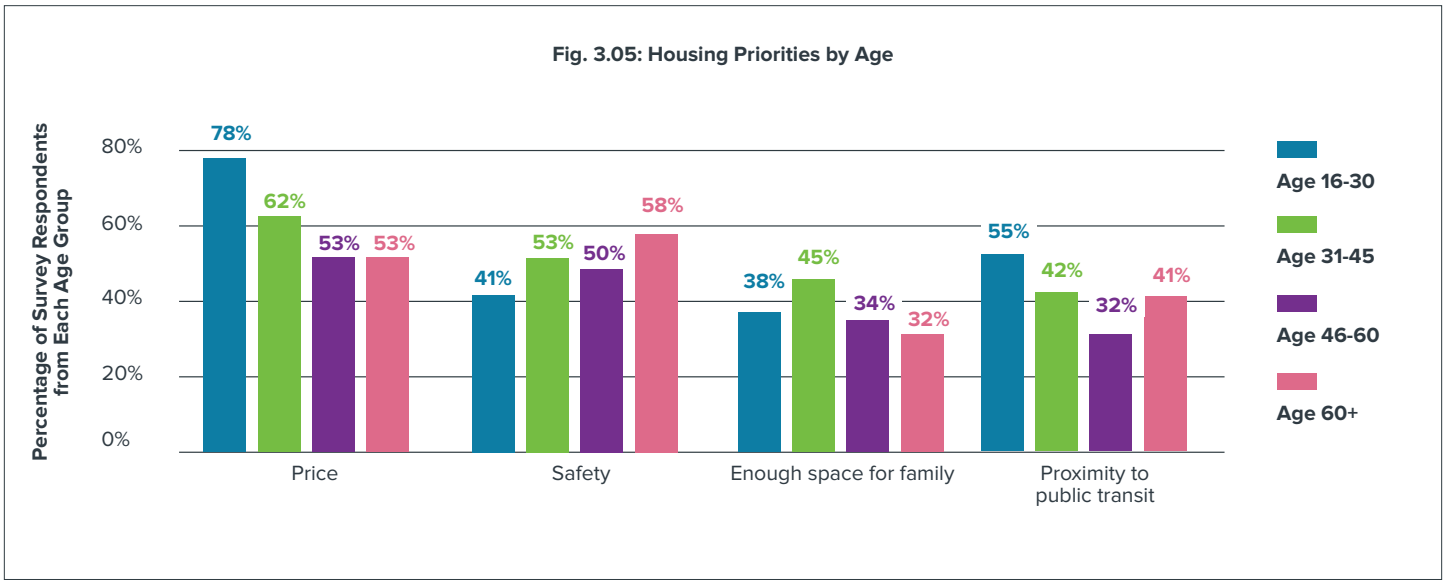


Fig. 3.05: Percentage of survey respondents from each age group who rated the given housing characteristic as "Extremely Important".

Survey respondents were asked to identify what they liked least and most about their current housing. The top five responses from each question are presented below.

What Do You Like Least About Your Home?

1. **Size of Home:** Many respondents noted that their house was too small for their needs, in terms of number of rooms or total area. A smaller portion noted that they would like to downsize as they have too much space.
2. **General Need for Maintenance and Renovations:** Respondents highlighted that their homes were in need of maintenance, renovations and upgrades.
3. **Housing Affordability:** The cost of housing, either monthly rent or mortgage, was flagged as an important concern. Specific challenges included: spending too much as a percentage of income, overpaying for poor living conditions and high mortgage rates.
4. **Location:** Respondents identified not being in close proximity to amenities or transportation as a major challenge. Living in 'undesirable' areas was also reported as an issue.
5. **Home Age:** Lastly, respondents identified the age of their homes as another major way their housing needs were not being met.

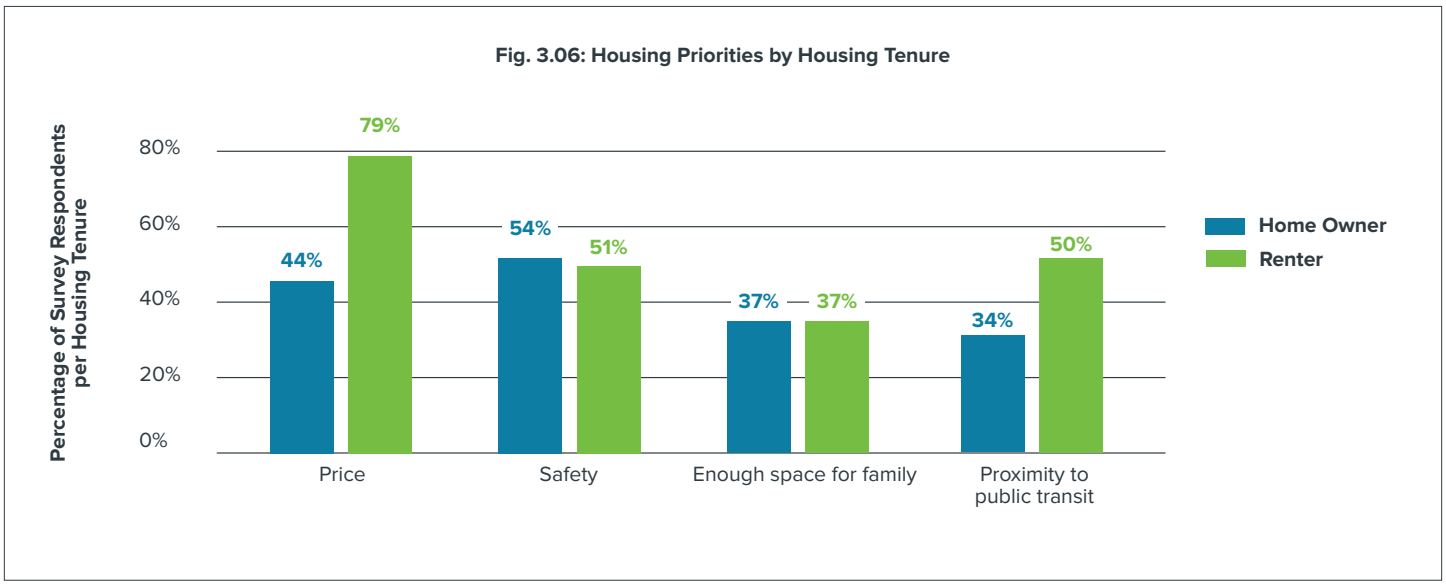


Fig. 3.06: Percentage of renting or home-owning survey respondents who rated the given housing characteristic as "Extremely Important".

What Do You Like Most About Your Home?

1. **Location:** Proximity to amenities, services and transportation was the most frequently mentioned factor contributing to meeting housing needs.
2. **Size of Home:** Respondents viewed size and number of rooms as being two things they liked most about their homes.
3. **Outdoor Spaces:** Burnaby residents were also very fond of outdoor spaces, either as part of their home or public spaces nearby.
4. **Neighbourhood:** Neighbours and sense of community were another aspect many respondents appreciated about their homes.
5. **Housing Affordability:** Lastly, being able to afford a home and access affordable housing was a major contributing factor to meeting housing needs.

It is important to note that in some cases what respondents liked most and least about their homes was the same. This illustrates how specific demographics experience housing characteristics differently.

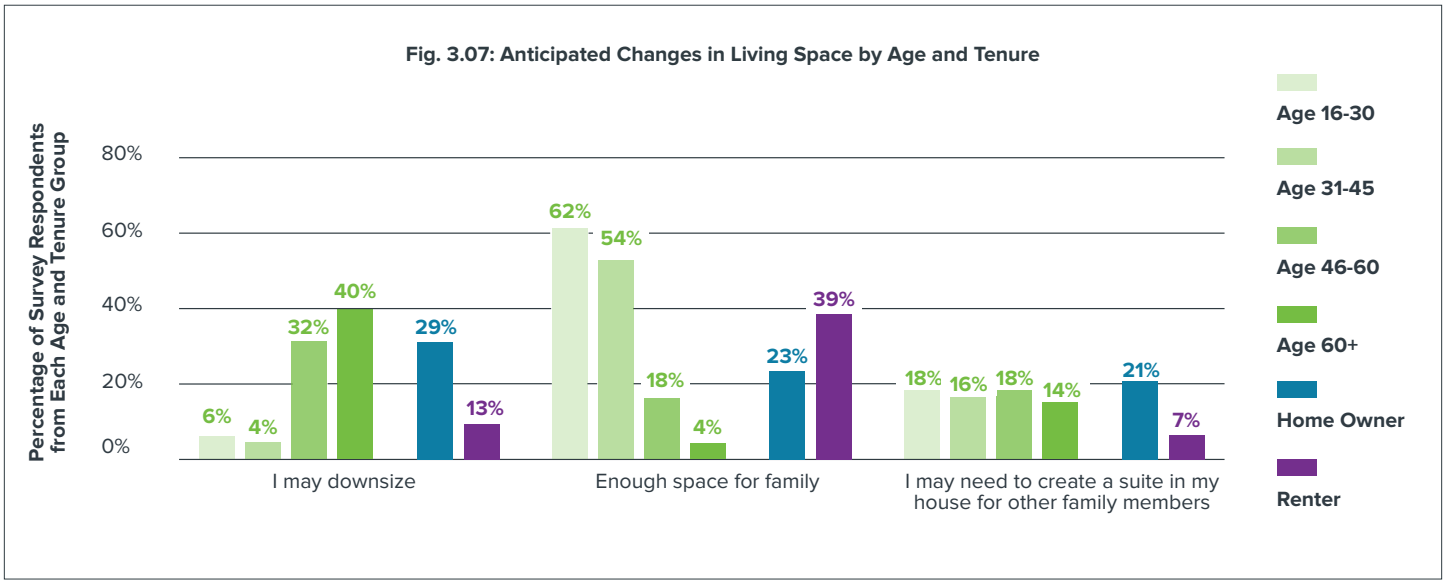


Fig. 3.07: Percentage of respondents anticipating a change in their living space in the next 10 years, by age range and tenure type.

For example, if an individual's home is not large enough, size was a major challenge. However, if another individual had adequate space, size was perceived as a positive attribute. Ultimately, this demonstrates that certain housing characteristics are important for all residents, regardless of tenure, age or income.

For a full list of responses, please refer to the Appendix.

Anticipated Housing Needs

In addition to considering their current needs, survey respondents were asked to select ways in which they anticipated their housing needs changing in the next 10 years (Fig. 3.07-3.09). Key trends included:

- More than half of respondents aged 45 and under anticipated needing a bigger living space, while

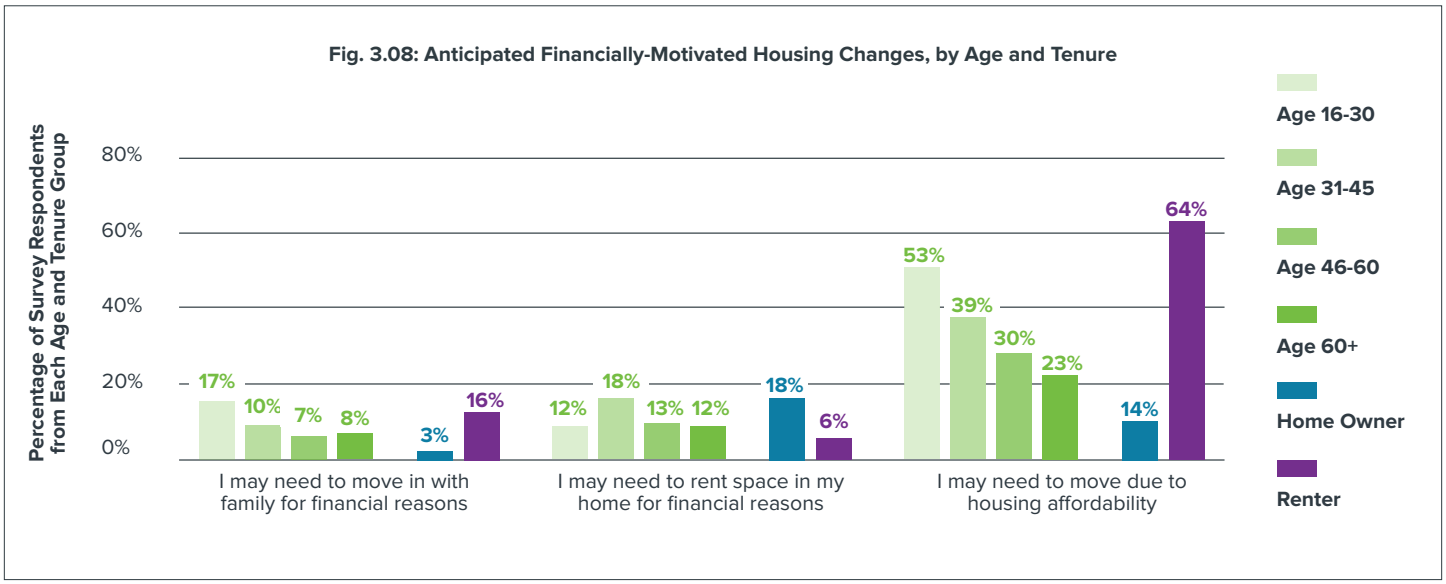


Fig. 3.08: Percentage of respondents who may need to move in the next 10 years due to housing unaffordability, by age range and tenure type.

respondents aged 45 and over were more likely to anticipate downsizing (Fig.3.07).

- 53% of respondents aged 30 and under, and 64% of respondents who are renting anticipated needing to change their housing situation for financial reasons (Fig. 3.08).
- Younger respondents and renters were also the most likely to anticipate moving out of their neighborhood, out of Burnaby, or even out of Metro Vancouver (3.09) for financial reasons.

Housing Affordability

Overall, 60% of survey respondents reported that they find their housing costs affordable. However, the survey data indicates that income and tenure greatly contribute to respondents' perceptions of affordability (Fig. 3.10).

While the majority of respondents who are home owners or members of co-op housing considered their housing costs to be affordable, perceptions of affordability were much more divided among those who rent (Fig. 3.11).

Additionally, more than half of respondents currently living with family found housing unaffordable, suggesting that this is a factor impeding them from establishing their own homes (Fig. 3.11).

Housing affordability was also highly correlated with income, becoming more affordable for survey respondents with an annual household income of $75,000 or more (Fig. 3.12).

Housing unaffordability was also a greater concern among younger generations. 57% of respondents under the age of 30 stated that their housing costs were unaffordable (Fig. 3.13).

Younger respondents and renters reported significantly more difficulty finding affordable housing (Fig. 3.14), financial strain due to current housing costs (Fig. 3.15) and housing insecurity (Fig. 3.16).

For instance, among respondents who were renting or under the age of 30:

- A third or more cannot find an affordable home;
- 36% are spending more than a third of their income on housing;
- Over 10% cannot afford necessities like food or transportation because of the cost of housing;
- Over 20% live in fear of being demovicted; and
- 5% are at risk of homelessness.

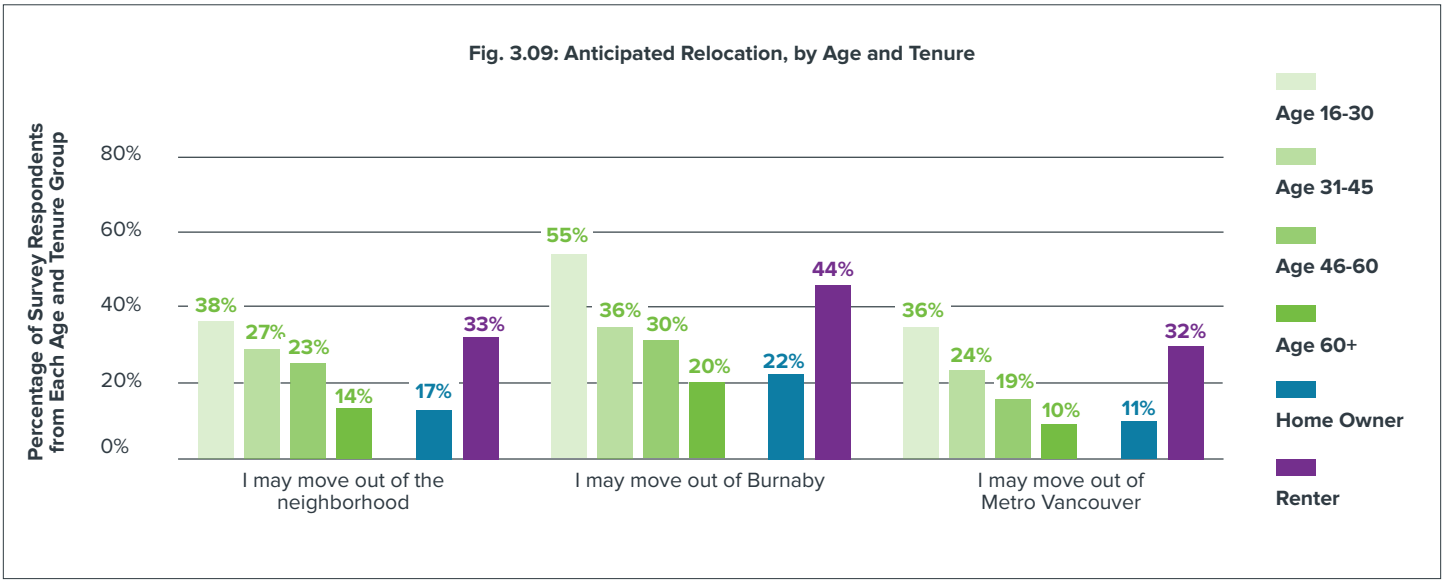


Fig. 3.09: Percentage of respondents anticipating a relocation within or beyond Burnaby in the next 10 years, by age range and tenure type.

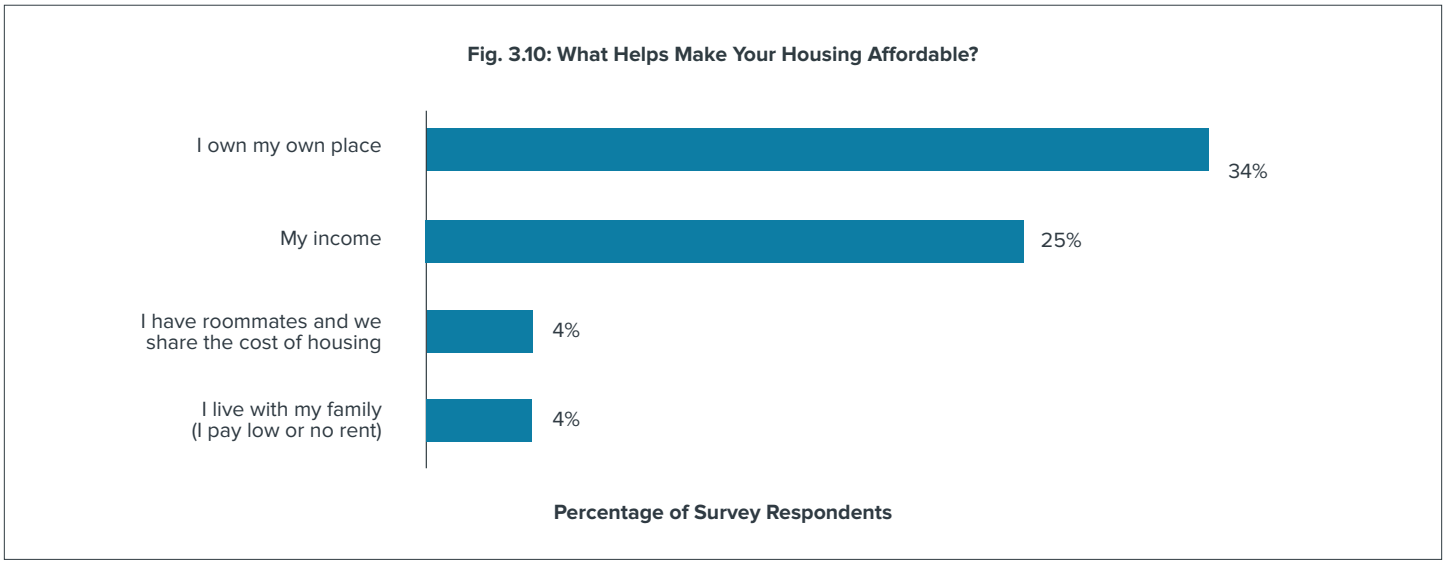


Fig. 3.10: Percentage of survey respondents stating that a given factor helped make their housing affordable.

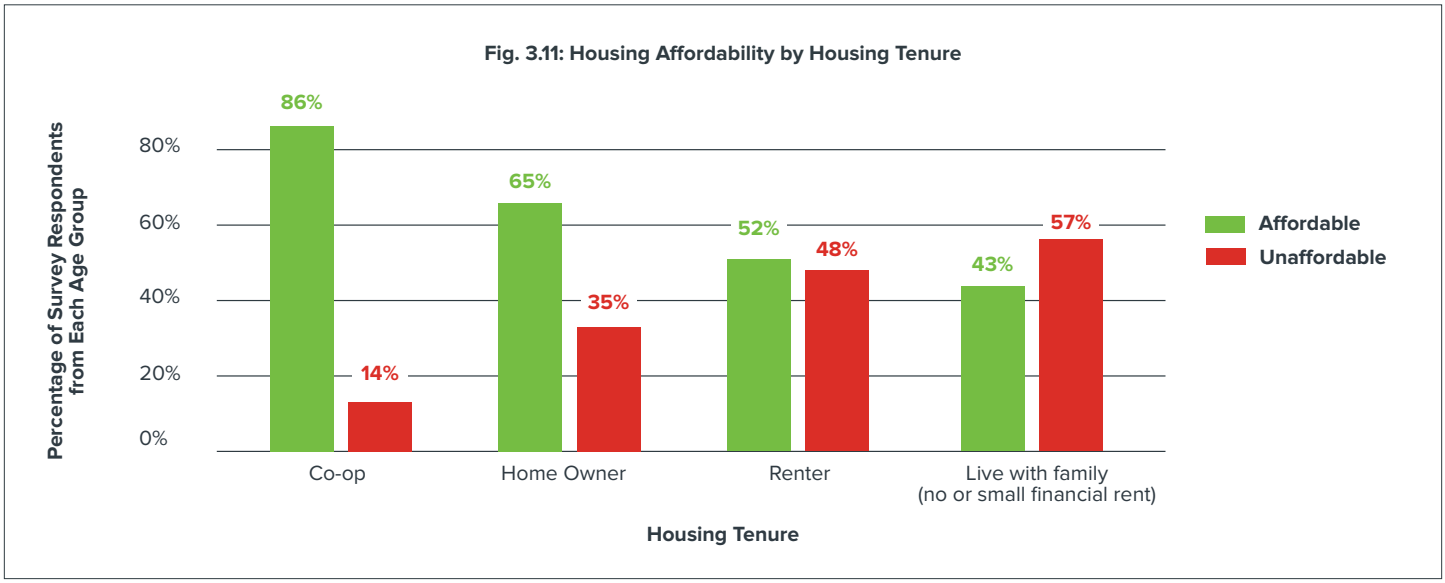


Figure 3.11: Percentage of survey respondents from each housing type that find their current housing affordable or unaffordable.

Figure 3.12: Percentage of survey respondents from each income bracket that find their current housing affordable or unaffordable.

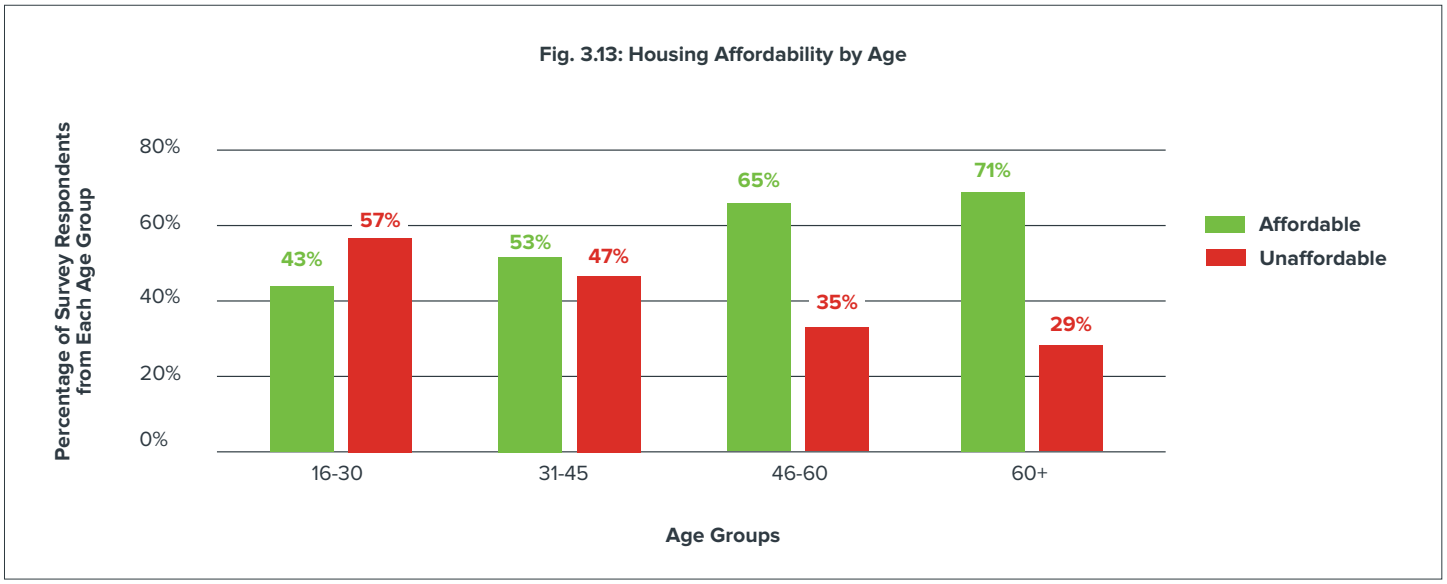


Figure 3.13: Percentage of survey respondents from each age group that find their current housing affordable or unaffordable.

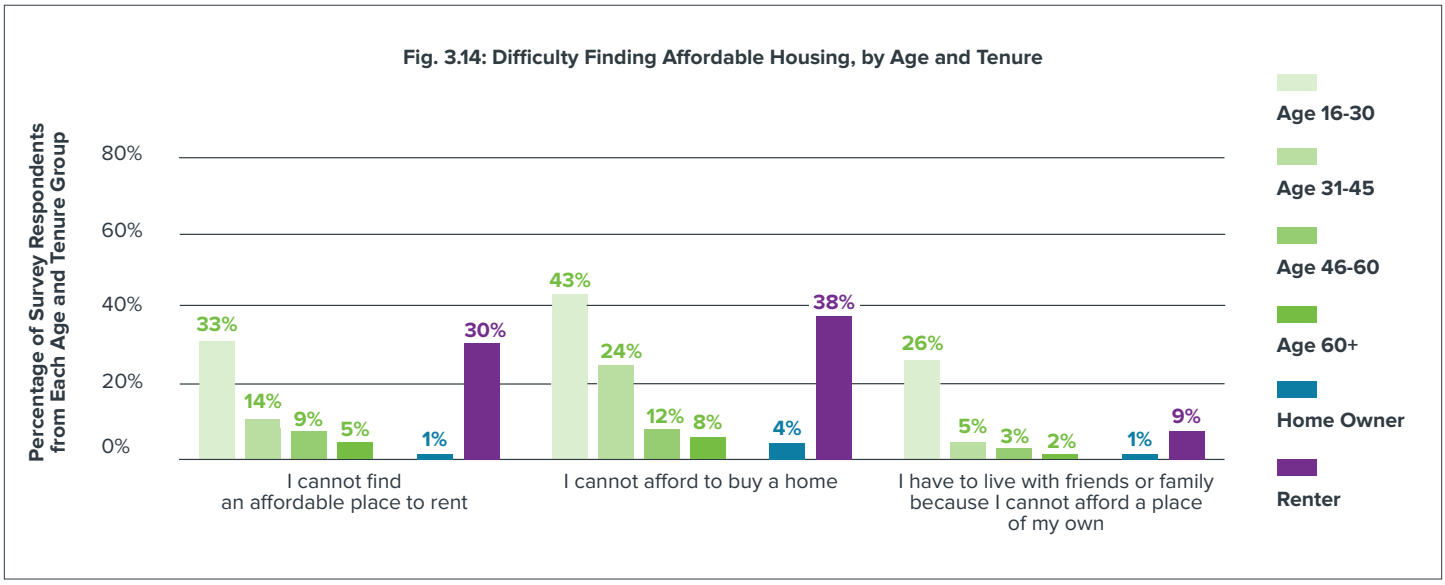


Figure 3.14: Percentage of survey respondents experiencing difficulties finding an affordable home, by age range and tenure type.

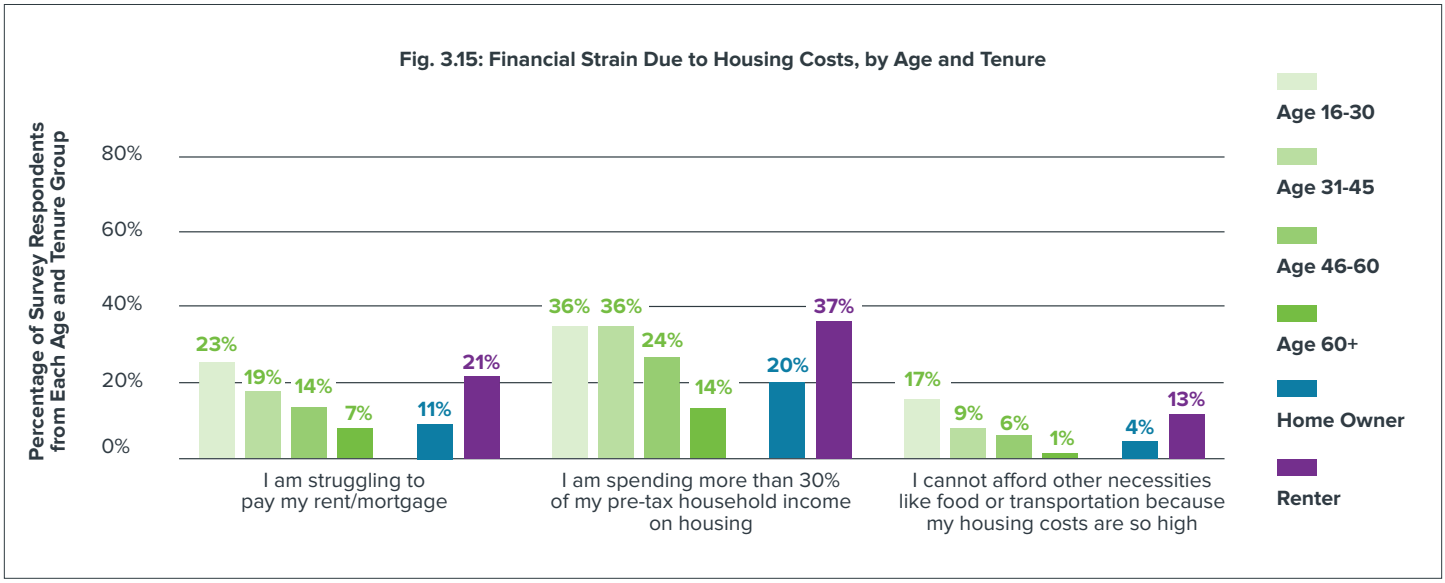


Figure 3.15: Percentage of respondents experiencing financial strain due to the cost of their housing, by age range and tenure type.

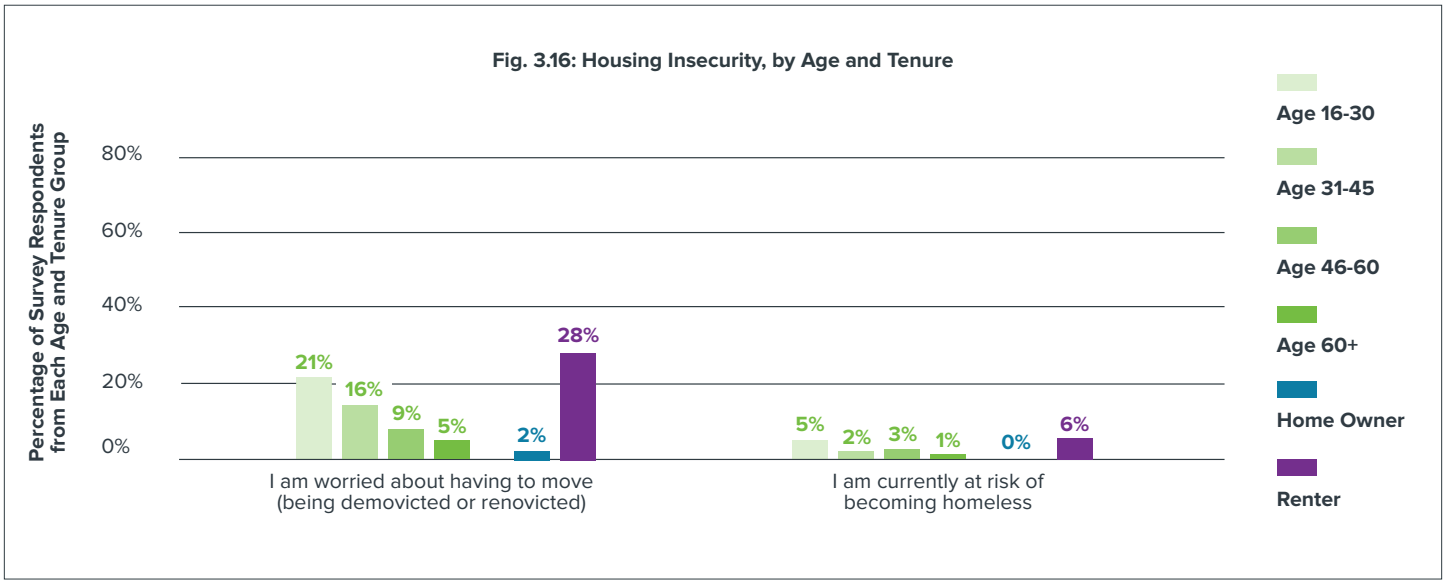


Figure 3.16: Percentage of respondents experiencing housing insecurity, by age range and tenure type.

BURNABY HOUSING PROFILE

"We need to build neighbourhoods and communities where people can live comfortably."

Name: Suneel

Age: 57

Housing Type: Home-owner

Housing Experience: Suneel lives with his wife and children in South Burnaby. As a home-owner, he is concerned about rising property taxes.

Looking ahead, Suneel worries about rising rent costs in Burnaby and the impact this will have on his children. He would like to see greater renovation credits for homeowners as currently there is little incentive to upgrade.

CHALLENGES & SOLUTIONS

Challenges and Solutions

In addition to housing demographics, affordability and current and future needs, the online survey asked respondents to reflect on housing challenges and solutions. This section specifically reports back on two open-ended survey questions:

Question 11. What do you think is the main housing challenge facing Burnaby today?

Question 12. What specific steps should the City of Burnaby take to address community housing and housing affordability?

A summary of the top challenges and solutions, based on total number of responses, is presented below. These Top 6 Challenges and Top 6 Solutions were selected based on popularity. Please note, the qualitative survey data for these two questions was incredibly detailed. As a result, direct (unedited) quotes from respondents are used to illustrate each challenge and solution.

Top 6 Challenges	Top 6 Solutions
1. Not enough affordable rental housing, especially for specific population groups 2. Lack of specific sizes and types of housing 3. Speculative buying and foreign capital are raising prices 4. Disconnect between prices and incomes versus quality of available housing 5. Loss of sense of community and quality of life 6. Risk of demovictions	1. Strengthen government oversight and regulation 2. Demand accountability from developers 3. Allow laneway homes 4. Encourage densification in strategic areas 5. Review taxation system 6. Stop demovictions

Top 6 Challenges

Introduction

Burnaby residents surfaced a wide range of housing-related challenges within the City. Many respondents noted that the current housing supply and pricing does not meet the needs of residents, for a number of reasons, including: housing quality, cost and type, risk of demovictions and foreign investment and speculation. These challenges are being felt disproportionately by specific demographics.

Additionally, housing unaffordability is directly impacting the day-to-day lives and futures of Burnaby residents. As a result, there is a strong sense that Burnaby is losing its character and sense of community.

Challenge #1: Not enough affordable rental housing, especially for specific population groups

A large portion of survey responses highlighted an increase in housing costs across Burnaby, whether as renters or home owners. Residents referenced a trend towards “hundreds of affordable rental homes” being lost “while countless condos go up in their place”. At the core, respondents felt that what is available is not affordable. As one respondent noted:

> *“[We need] truly affordable rentals, not some government idea that a 1-bedroom for $2300/month is affordable, because it isn’t. It’s ridiculous. In Brampton, Ontario, I rented a 2700 square-feet 4-bedroom detached house for $1700. That is affordable.”*

According to respondents, there are specific demographics that are most vulnerable to the lack of affordable housing. These groups include: students, young professionals, families, single seniors, low-income individuals and those on fixed income such as pensioners, people on disability assistance and refugees.

> *"There are not enough affordable housing choices for renters. Families with children [are] living in apartments that don't have enough rooms because that's all they can find and afford. Renters don't want luxury condos, they want safe, clean and affordable [homes]."*

> *"There are barely any rental properties available that we can afford. We are really worried that if these prices continue my husband and I will be homeless someday. We are seniors."*

Respondents sensed they "will most likely be renting for the rest of [their] life", due to the lack of affordable options for first time homeowners, even those with stable or dual incomes. There was also a feeling that younger residents must accept they will likely never own a home.

> *"Ultimately, many - if not all - young adults are discouraged and recognize the unrealistic vision of creating a life for themselves. I am in my mid 20s and thinking ahead in terms of my first home purchase as well as my prospective family, both of which are put on hold because that vision is simply a delusion. Something needs to change."*

Furthermore, respondents noted that there are not enough resources to respond to the lack of affordable housing. Specifically, participants highlighted an overall lack of social and non-market housing, as well as a lack of shelters.

Challenge #2: Lack of specific sizes and types of housing

In terms of housing type and size, survey respondents indicated that the current supply in Burnaby does not meet the needs of residents. According to respondents, what is available is limited to two main options: high-rise or single-family homes. There does not seem to be sufficient options between either end of this spectrum, for example: small rentals with bachelor suites, lofts, or 2 and 3+ bedroom apartments.

> *"Choices seem to be a house or a massive tower. The contrast is too stark. What is the problem with low-rise multi-unit dwellings? Some of us also like older, character, well-crafted buildings."*

> *"Burnaby has a lot of large houses and small condos. But there aren't a lot of options for people who want to live in a small house, but don't like strata living."*

Survey responses illustrated a wide range of housing experiences, from those who are looking to enter the housing market for the first time and need for more 'starter homes', to retirees who are looking to downsize and are concerned they will not be able to afford to move.

> *"Lack of affordable entry level housing options for first time buyers."*

> *"No good apartments to downsize to. High-rise living is not for us. Very few low rises available. North Burnaby is a great neighbourhood but there are almost no apartments. Only single-family homes."*

Challenge #3: Speculative buying and foreign capital are raising prices

A significant number of respondents outlined foreign capital and speculative buying as two major issues affecting housing affordability in Burnaby. Respondents described "people buying places as investments" with no intention of living there, as causing an "artificial inflation of the cost of housing". According to respondents, this trend has shifted housing from being a basic need to an investment or commodity.

There was also a pervasive feeling of resentment and frustration expressed within the survey towards "outside investors who have bought up properties in Metro Vancouver as a way to invest/protect/shelter their money", because these practices tend to "out-compete locals for housing", making it "exaggeratedly unaffordable for those who live and work here, to raise their children here, invest in their community and make their home here." Some respondents expressed a strong bitterness towards "wealthy satellite families (...) who pay minimal taxes". A few of the respondents went as far to recommend that "people who earn their living in other areas of the world [not be] allowed to bid on housing here".

"The biggest challenges to housing in all Lower Mainland areas has been the evolution of housing as investments and not simply as homes. Houses are perceived as assets that should increase in value and owning a home in a desirable location improves that perceived value."

A few respondents went even further to flag what they refer to as "money laundering" through "casino capitalism", organized crime, and tax evasion as drivers for inflating the housing market.

Challenge #4: Disconnect between prices and incomes versus quality of available housing

A large number of respondents indicated that not only are housing costs prohibitive, but Burnaby wages are not proportional to the cost of living in the Lower Mainland.

"Housing costs keep rising yet wages are not keeping up with inflation, which puts the most vulnerable citizens, such as seniors, disabled, single parent families, single income families and those living paycheque to paycheque at risk of homelessness."

"In order to buy in this city, people will have to spend a greater proportion of their income on mortgage/rent, leading to no savings."

"Too much of our monthly income goes to housing costs which means the opportunity to save for the future is not possible."

"No one but the filthy rich can afford to buy a family home in Burnaby. Prices of homes are extremely beyond what the average wage earner can afford."

"High cost of living (especially for renters), little return for cost. You spend half your income on housing that is not maintained well, to a landlord who doesn't answer phone calls."

Moreover, there is a perceived gap between the quality of available properties, especially rentals and the associated price.

"Some of the places for rent for a large cost are broken and falling down".

"Availability for a place that is livable [is a challenge]. I went to several open houses before finding my place. There were lines of people wanting a place 2X bigger than mine that was in a dark basement suite where the landlord insisted we use her old stained mattress to sleep on for $900/mo. I went to several others where people were expected to live in gross conditions".

"The issue is that there are not enough places for rent, which drives the prices of existing suites up. Not only this, but people will get desperate and rent places without kitchen, places without privacy (bedroom), rent living rooms."

"[I just want] somewhere that's safe, clean and well maintained. I've had to move 4 times because of problems with the rental units. No working fridge in two places. Leaks from the hot water heating as well as leaking pipes in the kitchen. Hot water coming out of the cold-water taps. Front door left open by tenants - no security...Landlords that don't care about fixing major problems because they can get someone else to rent their property."

Challenge #5: Loss of sense of community and quality of life

Respondents reported that housing unaffordability is also causing considerable social side effects which are damaging to quality of life in Burnaby.

A large proportion of respondents flagged that "infrastructure is not keeping up with the population increase" and there are "not enough support services to cater to the influx of new residents". Other issues raised were the lack of green and public spaces, as well as over-crowding in certain areas.

"I feel the culture and general happiness of our city greatly suffers due to this [over-crowding]."

"Children can no longer afford to live in the community they grew up in leaving their aging parents to fend for themselves (placing a greater burden on government agencies and stress on adult children). This is a recipe for disaster on so many levels."

"Burnaby needs to grow in a [humane] manner that allows a variety of people the ability to live, work [and play]."

Respondents noted that students keen to start their professional careers as well as young families cannot afford to live in Burnaby. The resulting exodus has caused a "brain drain" as these individuals are forced to move further east.

> *"Burnaby forgot what the original OCP was all about... which was to work and live in your own community. (...) The people who are working in Burnaby NOW CANNOT afford to live here and the affordability gets pushed farther out to the Fraser Valley."*

Burnaby's sense of community and "neighbourhood feel" has changed due to rapid, unchecked urban development. "High-rise buildings being built next to single family neighbourhoods or at locations that stand out" have obstructed views and have "no aesthetic value".

Respondents noted that in the name of densification, a significant proportion of the affordable rental stock that was close to transit is being or has been replaced with expensive luxury condos that current residents cannot afford. "This pushes those people further away from transit, shops, and community services who are most reliant on public transit and walkability."

> *"Due to reliance on rental income, my neighbourhood is (...) starting to lack identity and is becoming less safe. Specific to my area, multi families are residing in single family dwellings, and property designated parking is not sufficient to accommodate multiple vehicles. As a result, there is an increase to street parking, and the entire neighbourhood is becoming more congested."*

Finally, respondents perceived that short-term rentals and illegal rental suites tend to produce more transient and empty neighbourhoods.

"Housing speculation and people not living in their apartments or houses create dead zones".

Challenge #6: Risk of demovictions

According to respondents, the current housing crisis has translated into an increased number of demovictions as well as renovictions (though less common). The issue of demovictions was of widespread concern among respondents who worried that tenants will not be able to find alternative housing arrangements.

> *"Too many demovictions -- too much development that removes low cost housing (e.g., Metrotown area is being completely demolished to make way for insanely expensive yet tiny apartment high rise buildings). The amount of homeless people therefore has increased -- most of these are seniors -- it is a very sad situation."*

> *"We are being demovicted and cannot afford the current astronomical rent prices!! There has to be affordable apartments to rent. Not all of us can afford to buy a home, nor do we want to live in basement suites."*

Not only are there very few "alternative places to rent at the same price", tenants also described being displaced "before there is a replacement to house [them]". Some felt that residents were not being compensated properly and often find themselves without a place to stay.

> *"The demoviction of thousands of residents (including me) who cannot afford to buy a place, and either have to rent or sleep on the street."*

Many survey respondents shared personal stories of demoviction, highlighting a serious toll on mental health and well-being.

> *"Even though I currently have a place to rent, the landlord is talking about demolishing the house and putting someone else in its place. I would like to live somewhere with some security, where I don't have to worry about being evicted. I've already been demovicted twice since moving to the Lower Mainland 8 years ago."*

Top 6 Solutions

Introduction

In response to the many housing challenges, respondents offered a wide-range of housing solutions. What emerged from the survey results was a strong call to strengthen and review the various systems guiding government oversight, development and taxation. More specifically, respondents advocated for the respective regulating bodies to control rising housing costs, curb ongoing speculation and provide more oversight of developers. Respondents also recommended Burnaby ease building and zoning by-laws. They noted that while densification is excessive in some areas (Brentwood, Edmonds, Lougheed and Metrotown were frequently cited), it could be increased in other areas, specifically, single-family neighbourhoods. However, any effort towards densification must consider diversity, walkability and community.

Solution #1: Strengthen government oversight and regulation

Survey respondents offered many different solutions regarding the role of government (at all levels) in regulating/overseeing the housing sector. While quite broad, these solutions included:

- Better collaboration between all levels of government to finance and build affordable housing;
- Provision of City land for affordable housing developments, including Co-ops;
- Better financial support for social housing in Burnaby;
- Review government definition of 'affordable' housing;
- Stronger regulation and restrictions for foreign housing investments;
- Regulate short-term rentals;
- Limit the number of properties a person can buy;
- Better regulation of construction and sales; and
- Stronger oversight of landlords.

It is important to note that there was division among the responses as to the degree of desirable and appropriate government intervention:

> *"Food, shelter and health care are human rights. City of Burnaby needs to take every step necessary to get them out of the free market and provide roofs for low income families."*

> *"While I realize it's a concern, I'm not sure if it's the City of Burnaby's responsibility. I do believe in subsidized housing but I think it should be under Metro Vancouver or provincial government. As a citizen and tax-payer I believe we could assist in providing land but not operating housing. This has not been successful in Vancouver and is not fiscally smart for Burnaby."*

> *"Too many people want housing provided to them. We never demanded social housing as we paid our own way. I do not want to subsidize any one that could and should work to pay their own way as we did. The only persons that the governments should provide housing for are the disabled, period."*

Solution #2: Demand accountability from developers

Overall, respondents noted a need for more oversight over developers and, to a lesser extent, over realtors. However, as was flagged above, divergent views on this topic were visible. The majority of respondents called for government to oversee the development process much more "aggressively", while a minority noted the benefit of "creative private public partnerships" and advised the government "work with the development community to execute plans; don't fight the developers, they have the capability and capital to make great things happen, an adversarial approach is a mistake."

> *"There should be *no* partnerships with developers. Developers should always be seen by the city as enemies, because that's exactly what they are. Developers are only there to line their own pockets -- it's a business. This has to be deeply punitive or it won't be effective."*

> *"Realtors should have a cap on earnings & more restrictions when selling a home."*

> *"Developers should not be given full sway in decision-making regarding size or pricing of units."*

Many respondents demanded regulations be imposed on developers which mandate a percentage of affordable/ below market/social rental units be included in each and every new development, with a specific focus on "replacing any rental units [the developers] demolished with comparable rents to the original units." Similarly, they noted that the inclusion of affordable units should be a condition for any future building permit and/or approval.

> *"Incentivize developers who build rentals, incentivize developers who build density and who build more affordable places under $300k."*

Respondents stated that while developers already direct a portion of their funds to "paying for community amenities", density bonus funds should be targeted towards "seeding not-for-profit housing".

> *"Corporations building new high-density units [should] contribute to the cost of building affordable housing either directly or indirectly... For example, take the fees included in the cost of building permits for multi-unit buildings. These added fees would go 100% into funding costs of affordable or cooperative housing for low/single income families."*

Solution #3: Allow laneway homes

One very specific solution that was raised by a significant number of respondents, was regarding laneway houses (coach houses or carriage houses). More precisely, respondents emphasized that homeowners with large enough lots should be allowed to "make better use of their existing property" by building a laneway home. For respondents, permitting laneway homes, would not only increase Burnaby's housing stock, it would also "help with [their] mortgage and taxes". Many respondents advocated for this change as a way to cohabitate with family.

> *"Allow laneway / carriage houses. These can be excellent housing for single people and couples without kids who still want the "feel" of living in a house but don't need the space (and can't afford it). Many single-family homes have under-utilized backyards."*

> *"I would personally prefer to live in a carriage house rather than a basement suite. A carriage house gives everyone more separation and less noise from other household members. However, I think all carriage houses should be obligated to provide parking for one car as the street parking will not be sufficient."*

> *"Instead of focusing on building up with high-rise apartments, allow current homes to expand by building lane-way homes like in other parts of Metro Vancouver. This also increases density without changing neighbourhoods so drastically with massive high-rise condos."*

> *"Laneway Homes! We have a huge lot and want to build a lane home for our daughter. When we get too old we will live in the lane home and the kids can live in the house. We love our home and want to stay until we die."*

Allowing laneway housing was presented as a quick win to create more affordable housing stock in the short term. The City of Vancouver was referenced as a useful model to guide the City of Burnaby through this transition.

> *"I would like to eventually be able to build a laneway home on our property like Vancouver allows which would create more rental housing, an option for us or our children to live in the future. I think this would not completely address the housing issues, but it may for families like ours. At minimum it would address our immediate family needs."*

> *"Allow laneway houses. Most of the cities allow it already and Burnaby land and size are good enough to do that, we need to catch up and that will be the easy way to increase housing."*

Solution #4: Encourage densification in strategic areas

The majority of respondents agreed that Burnaby needs more and better housing densification, however there was less consensus on how to best achieve this. Generally speaking, respondents all recognized that densification needs to be implemented in a very deliberate manner with serious consideration for the provision of supplementary services and amenities.

A majority of respondents noted they would like to see increased densification along the Skytrain route, especially rental housing, however, they acknowledged

that this would only work if residents get "out of their cars" and actually take transit.

> *"We need to move density close to Skytrain stations. This gets people out of their cars and taking transit -- great for the environment!"*

> *"Gentrification [has] induced transit deficits also, as when people needing the Skytrain were pushed out of neighbourhoods near them, for richer condo owners who will likely use a car. Those poorer people now need more robust bus systems to compensate for that demoviction-caused problem."*

Similarly, there was consensus that the supply of affordable rental homes and multi-family low-rise apartment buildings needs to increase across the city and especially along transit routes and main corridors.

> *"Allow for more densification in more diverse areas. Concentrate highest density in Town Centres, but allow for more modest density along arterials outside town centers, i.e. Gilmore north of Douglas to Hastings, Willingdon north of Kitchener."*

Some respondents also recommended that increased building density needs to extend beyond the four urban cores of Burnaby and into the adjacent single-family home areas. Similarly, there was also support to expand row housing, townhouses, lane housing and mid-rise condos throughout the city.

A minority of respondents reported they are happy with the increased number of high-rises, while the majority advocated for a gentler, more controlled densification.

Solution #5: Review taxation system

While not necessarily directly linked to housing, survey respondents suggested several tax-related changes. The majority of ideas advocated for a more "fair and equal" taxation system. Below is a collection of some of the most popular ideas:

- Introduce tax deductions for the interest portion of mortgage payments;
- Implement municipal empty home taxes similar to that in Vancouver;
- Lower taxes on older apartment buildings;
- Push for a public money laundering inquiry;
- Give first time home buyers a larger tax credit as well as lower mortgage interest rates for 5 years;
- Encourage the CRA to investigate tax evasion;
- Introduce tax exemptions for developers who will allow mixed-use and promote walkable density;
- Offer tax breaks to encourage people to rent out space they own; and
- Fine owners who rent illegal suites and force them to meet legal standards.

Solution #6: Stop demovictions

Lastly, survey respondents signaled the need to stop demovictions. A small number also raised the issue of renovictions. As mentioned in the Challenges Section, many respondents shared their personal stories. Solutions to limit or eliminate demovictions included:

> *"Work to assist property owners to upgrade without rental disruptions."*

> *"When units are being renovated, first an equal number of new affordable units must come into the market to replace them."*

> *"Stop approving redevelopment applications that demolish existing rental stock and displace renters."*

> *"Freeze all pending demovictions until tenants have access to another apartment in the same neighbourhood for the same price."*

Other solutions included: providing short term loans to those at risk of eviction, developing a municipal tenants' relocation plan, as well as offering more compensation for demovicted residents.

What was also evident in the survey results was that many respondents live in fear of being demovicted, extending the impact of demovictions beyond those who have actually been demovicted.

In addition to the Top 6 Challenges and Top 6 Solutions, survey respondents raised the following as additional challenges and solutions. These lists are also ranked in order of popularity.

Additional Challenges	Additional Solutions
• Insufficient housing supply for current demand • Fast, unregulated and poorly planned growth • New developments are not suited to general needs • Lack of regulation and support from various levels of government • Current tax rates are too high • Existing housing stock does not meet accessibility needs of Burnaby residents • Housing stock is not well maintained • Outdated building and zoning restrictions • Landlords and property managers have too much power • Pet accommodation is restricted • Developers hold too much power • Restrictions on secondary suites • Not enough starter homes	• Address restrictions on secondary suites • Cap rents • Update and review building and zoning legislation and by-laws • Prioritize amenities and services within development and planning • Promote resident engagement and consultation on housing plans • Oversee the provision of good quality, affordable rental stock • Allow lot subdivisions • Enforce tenancy regulations • Mandate energy efficient housing

BURNABY HOUSING PROFILE

"It's about social well-being and taking care of those who live in horrible conditions. We need to do better."

Name: Samantha

Age: 27

Housing Type: Renter

Housing Experience: Samantha works with at risk youth and lives in subsidized housing. She has major concerns with the quality of subsidized housing she and her clients have experienced in Burnaby. She would like to grow her family and move out of subsidized housing but doesn't see that as a viable option with the current housing market.

Samantha would like the government to invest more funding in housing for those with mental health challenges and living with addiction.

BURNABY HOUSING PROFILE

JEREMY, 26

"Residents shouldn't have to constantly worry about their housing future. There should be affordable options available that suit the needs of all."

Housing Type: Lives with parents

Housing Experience: Jeremy is a student at Simon Fraser University. He works two part-time jobs and is looking to save enough money to move out. However, with current rental prices this is looking less and less likely in the near future.

Jeremy needs more affordable rental options such as subsidized housing or co-ops which allow young people like him to move out but still remain in Burnaby.

COMMUNITY STUDENT AMBASSADORS

About Community Student Ambassadors

In addition to the Community Housing Survey and the Community Ideas Workshop, a group of 10 Community Student Ambassadors (CSAs) hosted small informal housing-related community discussions across Burnaby. While the survey and the workshop required Burnaby residents to self-identify and *reach out*, these 10 Community Student Ambassadors *reached in* to the community to meet and speak with residents directly. All CSAs were current students or recent alumni of Simon Fraser University with diverse language competencies and aptitude for facilitating dialogue.

Between March 6th and April 1st 2019, the CSAs reached out to various stakeholder groups in Burnaby, and visited different public facilities and events across the City. Residents talked about what was important for them in a home, housing challenges and impacts, their families and communities, as well as short-term and long-term solutions. This section summarizes the input gathered by the CSAs.

Outreach

The CSAs were asked to reach out to a variety of residents and groups – a combination of community organizations serving Burnaby residents, their own personal and community networks and visit public spaces. The objective was to engage as wide a variety of residents as possible and in particular, those who would not likely have engaged through the online survey or the Community Ideas Workshop. Considering the short timeline, CSAs were instructed to concentrate their outreach efforts towards low-income newcomers, youth and senior residents. Over the course of three weeks, the CSAs were able to reach more than 400 Burnaby residents.

List of community organizations engaged: Burnaby Neighbourhood House (various programs including an ESL class, Senior programs, Food Hub program, Single Moms group, Family Drop-in), Services To Adults with Developmental Disabilities (STADD), Edmonds Community School (Spring break Pick-up and drop-off), Confederation Seniors Centre, Willingdon Community Centre – Parent Drop-off Spring Break Camp, Eileen Daily Pool, Filipino SDA Church, Scandinavian Community Centre, Burnaby Together, Running Club page, Spirit of the Children Society, Ethiopian community meeting at YMCA, Cranberry Commons Co-housing, Tommy Douglas Library, McGill Public Library, Egyptian Canadian Cultural Society of BC, Bonsor Community Centre.

Examples of public places visited: Central Park, Patterson SkyTrain station, Patterson bus loop, Metrotown bus loop, Coffee shops in Burnaby, SFU Burnaby campus.

What is Important in a Home?

Residents spoke about what is important in a home and what they value in their communities. They noted that having a roof over your head is the bare minimum. Having access to social services such as clinics, community-based organizations and schools were also very important, particularly if they were within close proximity. For many, schools were viewed as a community hub and were an important part of their home. Other amenities such as grocery stores, restaurants and local businesses were mentioned as important parts of a community, especially if residents personally knew the business owners and employees. Parks were also highly regarded as a perk of living in Burnaby. Residents also expressed the importance of living close to other families as this created a sense of community. For many, community and friends were the most important reason to stay in Burnaby. Neighbourhoods were viewed as an extension of homes. Generally, residents highlighted the relative safety of Burnaby and its quiet neighbourhoods as something they appreciated – although it was clear that this is not the case for all residents.

Key Profiles

This section summarises CSA input and divides it into six key profiles. It is important to note that although the input is divided, the profiles do overlap. For example, a challenge that is identified under “Families” might also be present in “Newcomers”, and a solution recommended under “Students and Youth” may also serve “Seniors”. The solutions are presented in two areas: next to each profile, and after the profiles.

Profile	Challenges	Select Solutions
Students and Youth	Residents noted that it is especially difficult for students and young people to find affordable rental housing. Areas that are convenient and transit accessible are particularly expensive – resulting in long commutes or struggles with high costs of living. Many young residents shared that they do not see themselves living and raising a family in Burnaby due to rising costs of living. In addition, many believed that it is very unlikely they will own a home in the future. Post-secondary students noted that is not always possible to access on-campus housing due to long waitlists. International or out-of-town students are more reliant on on-campus housing and if they do not get in, have difficulties securing off-campus rental housing. Residents flagged a serious need for support for youth fleeing abuse and/or sexual exploitation. Many have to find services in a different city, separated from their networks and other support systems. Sexual orientation and gender was raised as one of the complex number of reasons youth might have precarious housing or be homeless. LGBTQ+ youth may be unsafe at home and are over-represented in the homeless/precariously housed population. Many high school students were aware of the current housing crisis and its effects on their education. They raised the need to prioritize making money over their education and learning. Students acknowledged feeling tremendous pressure and anxiety related to housing insecurity.	• Build more affordable rental housing along transit accessible areas; • Reserve specific rental supply for students and short-term residents; • Provide safe houses, low-barrier shelters and emergency housing in Burnaby; • Support programs and CSOs that incentivize and provide affordable rentals for vulnerable youth; and • Offer more education and training around housing resources for youth.
Families	Many residents voiced concerns that housing developments are not being built for families but instead for transient groups, such as short-term residents and university students. For parents, securing housing was raised as a major challenge, especially if there are more than two children. Families also raised that property owners can impose many restrictions on rentals - e.g. no pets, no more than two people, everyone must be employed, etc. With rising living costs and lagging income levels, some residents reported difficultly keeping up with property taxes on homes they bought decades ago. Down payments can be very high, especially for younger families and newcomer families. To make their situations more affordable, many resorted to over-crowding, which is problematic as it puts strain on both the building and the residents. The alternative was to move further away or out of Burnaby. However, residents explained that time is very valuable, especially if you have dependents and long commutes to home/school/work are not always feasible. Accessing childcare also affected one's housing situation. Those who are at-risk of losing custody of their children also emphasized needing extra support. Many families described feeling "stuck" in their living situation. Looking ahead, families worried that they may not be able to live together. It seemed more likely that their children would move away to more affordable places.	• Provide incentives for developing family-oriented housing options; • Encourage more regulated secondary suites for families; • Convert single family homes to multi-family dwellings; • Introduce more policies and programs to support childcare; and • Prioritize safety and walkability in neighbourhoods.

Profile	Challenges	Select Solutions
Newcomers	Many immigrants described being exploited by their property owners. For example, residents shared how some landlords advertise on Chinese-only platforms to avoid oversight. In many cases, property owners were not compliant with local policies and regulations. Newcomers faced additional housing challenges with language barriers and a lack of familiarity with local tenancy regulations regarding health and safety standards. Tenants noted being hesitant to report issues for fear of eviction, and when they did, navigating "the system" posed another challenge. Finding a home was one of the first barriers newcomers experience, as many do not have references, employment, or internet access. Residents felt that racism is also prevalent when trying to access housing. Residents also conveyed a sense of frustration with BC Housing and its long waitlist. BC Housing is not able to accommodate certain families, especially if they are larger than the nuclear family. They felt that changes in procedures with BC Housing have not been well communicated. Many procedures required computer and language literacy to access which can be an issue for some residents.	• Limit language barriers by providing housing support services and complaints procedures in multiple languages; • Provide more accessible housing information regarding tenant rights and landlord responsibilities; • Better enforce regulations around landlord obligations and responsibilities; and • Incentivise hiring workers without work experience in Canada.
Seniors	Seniors faced a variety of housing challenges. Many worried about having less money when they retire and not enough to cover possible health-related costs. They shared personal stories of having lived in a home for decades and then being demovicted and having nowhere to go. Accessible amenities and social services were raised as important housing characteristics. It is also helpful for seniors and their extended families to be able to live in the same neighbourhood. Seniors that are pushed to live in bachelor suites are affected by isolation and loneliness. Some newcomers expressed the difficulty of bringing grandparents to Canada despite them playing a key role in childcare. Residents described the difficulty finding options for home care assistance, especially if they are separated from their communities and families. Accessibility was also another key issue that affects seniors. Not everywhere is walkable in Burnaby, and public transit is costly for low-income seniors.	• Invest in community-oriented housing options for seniors to prevent isolation e.g. co-op housing designated for seniors; • Provide more home care assistance options (both public and private); and • Provide free transit for seniors.
Residents Facing Demoviction	People from different walks of life experience demovictions, but the most affected are vulnerable groups such as seniors, young families, people living with disabilities and low-income residents. Many shared stories of living in an apartment for decades, only to find out they must suddenly move. A few individuals described the uprooting experience of having to move multiple times within the span of a year. Residents noted that not much is available or affordable to replace their former home and many are at risk of becoming homeless. Demoviction created a big challenge in keeping communities whole and families together. It meant cutting off access to certain social and health services. Housing insecurity was described as being very stressful and negatively impact one's mental health. Residents noted being afraid of losing connection with their communities when they move. For example, displaced residents from Metrotown felt as if they are not "important enough" to live there.	• "Placement before displacement"; • Secure designated houses/ spaces before people are forced to move out; • Incentivise preventative renovations to keep old buildings in good condition; and • Provide transition services for those facing demoviction.

Profile	Challenges	Select Solutions
People with Disabilities	For residents living with disabilities, it was even more difficult to find homes that meet their needs. Residents explained how when able-bodied people move into a house made specifically for people living with disabilities, they removed the accessible features. People with disabilities (PWDs) must then pay out of pocket to renovate the space, which caused additional financial strain. People with disabilities noted requiring extra support especially if they were newcomers. Many live in below market rentals, but there is still a shortage. They often had to compete with students to find housing and it was difficult especially if they are living on benefits. There are programs that provide assisted living; however, they are understaffed and there are wait times. Home ownership was raised as being a challenge for PWDs as they may not be eligible for mortgages.	• Develop policies for accessible housing for people with disabilities (PWDs) which disincentivizes able-bodied people from renovating spaces that were built to be accessible; • Design and build homes that have accessibility considerations for diverse neurotypes; and • Make information about housing supports for PWDs more accessible.

Solutions by Category

Build, Allow for and Regulate

- Laneway housing;
- Modular homes;
- Less “Monster Homes” or “McMansions”, more affordable townhomes/duplexes;
- Non-market housing, social housing, City-owned rentals for low income residents and other vulnerable populations – and ensure the units go to said populations;
- Long term rental contracts;
- Rent-to-own housing options;
- Incentivize larger homes to convert into multiple suites;
- More quality-controlled secondary suites;
- More co-op housing units designated for specific groups. Allow prior co-op residents to have these units if their building is being torn down;
- Fewer towers around transit corridors. If towers are still being built, ensure that they are not luxury apartments;
- Safe-houses and emergency housing for youth;
- BC housing units designed with accessibility considerations;
- Ensure that criteria to access co-ops and subsidized housing does not exclude vulnerable populations (for example, sobriety as a criteria to access housing only pushes people to the street and does not benefit anyone); and
- Design for housing that mixes market housing and affordable housing (however, some residents are divided on this).

It is important to note that some residents were skeptical as to whether the solution was to build more rentals. Some believed that there are actually too many rentals, and that this poses a challenge from a business perspective. “To subsidize people to rent at the same rates after renovations does not make sense”. Regardless, they acknowledged there is a housing problem. Others noted that housing affordability is a system-wide issue and that these units would be priced up regardless. Instead, they would encourage the City to better regulate the housing market and/or provide relocation options and transition support for recently evicted people.

City/Government Policies and Incentives

- Discourage offshore investments: e.g. empty homes tax, limits on non-resident purchasing;
- Address money laundering as it artificially contributes to rising housing prices;
- Higher tax for people with higher income (progressive taxes);
- Rent caps;
- Cap on number of people living in one house;
- Restrict short-term rentals (e.g. AirBnBs);
- Enforce robust health and safety regulations (e.g. fire safety, pests, bedbugs, smoking) and standard-of-maintenance by-laws;
- Income needs to keep up with inflation. Current minimum wage is too low to live in Burnaby; and
- Implement policies to encourage small businesses and entrepreneurship in neighbourhoods.

Note on Taxes

- Some residents were concerned that taxes aimed at tackling speculation won't be used effectively, and rather there should be a "targeted tax measure on people who flip homes";
- A few residents noted that taxation alone will not prevent speculative behaviour;
- Some residents were unhappy with their current tax rates and were concerned about any possible increase; and
- A few residents were comfortable with the current taxation levels but recommended it be better used to mitigate housing issues.

Better Collaboration

- Collaborate effectively with the federal and provincial governments to address housing;
- Advocate for more funding from the federal government to address the housing crisis;
- Work with developers to make appropriate policy changes and interact with relevant community organizations; and
- Communicate and implement policies to encourage developers to build affordable family housing

Improve Tenant-Landlord Relations

- Better regulate landlords and property management companies. Prevent landlords from being able to make unfair demands for rentals (e.g. charging fees for applications);
- Improve and simplify negotiation processes between landlords and renters;
- Create and fund a physical location where tenants can go to seek assistance and information; and
- Provide more accessible education on tenant rights and landlord obligations.

Social Infrastructure

Residents were also acutely aware that increasing densification means that basic infrastructure (e.g. water and sewer lines), social services (e.g. hospitals), and other amenities must also keep up. Transit was a particularly important topic for many residents.

> *"When making new developments and planning for higher density, must also plan for more social services, amenities, and especially transit. Transit does not only mean cars, buses and skytrains but also pedestrian walkways and bike lanes that are for commuting and not just recreational."*

Transit

- Increase transit frequency and lines with increased densification;
- Free transit for certain populations (e.g. children and seniors);
- Lower transit costs to help low income residents pay for housing costs; and
- Ensure adequate parking space with increased densification.

> *"We need bylaws that ensure transit hubs are accessible for those who need them, getting around shouldn't be a luxury."*

Communal Spaces, Walkability and Safety

- Plan community into spaces. Ensure walkability and areas where gathering is encouraged;
- Walkability is important for accessibility. People with mobility needs should be able to safely access amenities in their neighbourhoods;
- Street safety and lighting is very important, especially for late-night commuters; and
- Build and maintain clean public washrooms throughout the City.

Improved Social Services to Support those in Precarious Housing Situations

- Design and build childcare, housing units and health clinics in the same area;
- Mental health issues and housing precariousness are linked. Provide more appropriate housing to support those with mental health issues;
- Extend coverage of medication and health care;
- Allow life eligibility for Burnaby's Recreation Credit program for PWD families (no need to apply yearly);
- Give free admission for PWDs to Burnaby recreation programs (e.g. swimming pools, fitness classes);
- Improve foodbank programs to be more culturally appropriate; and
- Find ways to minimize food waste and distribute food that is still in good quality to those in need.

Transition Support

- Provide adequate support in housing transition processes; for example, those who are waiting to access BC Housing;
- Provide shelters or transitional housing for people recently evicted;
- Fund or provide programs that give specialized support and housing planning for ageing seniors and PWDs who may not have the resources to manage on their own; and
- Appoint City-employed workers as resource people who provide guidance and case-management for people in transition and facing demovictions.

"We need more government funding for housing and financial aid for those who are waiting for BC housing so they don't become homeless..."

"There should be on-staff City-employed workers that work on housing support – a point-person to meet with, who can provide guidance and case-management for people in transition and facing demovictions. This support staff should be easily accessible, in places like hospitals, nursing homes, in each school district etc. May be proposed as a new role/position in the Residential Tenancy Branch."

Education and Access to Information

- Fund a centralized location to access information about available resources, government supports, NGO programs related to housing with eligibility criteria and guidance on individual applications processes.
- Support increased accessibility of information about municipal and provincial financial assistance options for PWDs (for example, Co-op Share Purchase Supplements);
- Increase availability and accessibility of information about tenant rights and landlord obligations;
- Ensure that key resources and programs are accessible without computer skills and are multilingual;
- Strengthen communication channels to transmit procedural changes. For example: BC Housing applications now need to be updated every three months, as opposed to six months;
- Provide more open and accessible information about housing units in Burnaby to aid long-term planning (for example: the total amount of BC Housing units in Burnaby); and
- Make information about demovictions processes available to the public. Residents should be able access information about the building and demovictions proposals before the projects start.

"The City of Burnaby needs to appoint an accessible spokesperson for recently evicted persons to meet

with. People need support and information on what the next steps are. As of now nobody is given enough information before being uprooted."

Adapt and Duplicate Successes from Others

- Indigenous housing projects in Vancouver: Housing and health resources in the same building or place. Children are housed upstairs and resources are below;
- New developments in Sapperton and the West End: Walkability and areas where gathering is allowed;
- Subsidized cooperative housing for artists in Vancouver and Richmond;
- Electric Shuttles in Surrey;
- City of Abbotsford collaboration with settlement agencies;
- Modular homes and Laneway homes in Vancouver;
- PWD-inclusive mortgage options: Vancity's Springboard Mortgage program;
- Habitat for Humanity's programs: Not about building expensive towers but about reusing and fixing what already exists; and
- Existing weather shelters.

Next Steps

This report marks the end of Phase One of *Your Voice Your Home*.

The results of this report will be distributed publicly and presented to City Council in April 2019. Phase Two of *Your Voice Your Home* will shift from collecting ideas to evaluating different housing options and their respective trade-offs, as well as presenting recommendations to produce solutions. Similar to Phase One, Phase Two will provide a series of public engagement activities for Burnaby residents.

SFU's Morris J. Wosk Centre for Dialogue will summarize and consolidate information generated from this report as well as the Task Force's findings into a Discussion Guide that will support the public's deliberations at the Community Recommendations Workshop on May 25th.

Guided by Phase Two solutions, the final Phase will see the Mayor's Task Force on Community Housing present a Final Report to Council on specific actions to meet Burnaby's housing needs.

APPENDICES

Appendix 1.
Visioning Activity

Defining Success - Envisioning the Future of Housing in Burnaby

Mixed Housing

- All types, income levels, demographics

"Livable Communities"

- Housing pro-rated to income
- Live where you work
- Multi generational housing; family oriented housing
- Other amenities
- Well-built infrastructure and housing

No Speculation

- Empty homes rented; vacancy >7%

Green Space and Mountain Views Maintained

Densification

- More efficient use of land
- Smaller lots
- Town and row homes
- Laneway houses and secondary suites
- Developments more renter friendly
- Accessibility to transit
- Set # of units made available each year

All Levels of Government are Engaged

Housing as a Basic Human Right

- Housing for vulnerable populations
- Market and non-market housing
- No waitlist for supportive housing
- Definition of affordable
- Rent regulation/cap
- Less emphasis on luxury

Increased Transparency and Consultation

Renovictions Have Stopped

Appendix 2.
Ideas for Housing Activity

Idea Suggested by Category	Number of Multiple Responses
General	
1. Build/support affordable housing	8
2. Bring back the opportunity to rent and then own	2
3. Adopt Banff's "Eligible Resident" program	
4. Rental tenancy support	
5. Active support of rental tenancy act	
6. Address the greatest needs of existing communities	
7. Reduce development permit time and costs	

8. Define “affordable” when it comes to new developments & increase the % of units required	
9. Public programs and community outreach	
10. Improve commute using innovative technology/ideas	
11. When holding public hearings, allow more time for feedback from residents who live next to the proposed development	
12. Community land trusts	
13. Encourage landlords to place units on market and find solutions to their grievances	
Zoning – Rezoning – Type of Housing	
14. Non-market/co-op housing	11
15. Convert/rezone single-unit/family homes to multi-unit/family	11
16. Laneway homes	10
17. More rental homes	7
18. Build more smaller units	4
19. Mixed income levels for new buildings	4
20. More subsidized housing	4
21. Diversity in housing – help integrate all groups within society	3
22. Supportive/accessible housing	3
23. Micro houses	3
24. Income-based housing	3
25. Convert large lots into smaller lots	3
26. Reduce barriers to expedite the process of re-zoning	2
27. Incentives/rezoning for aging buildings	2
28. Tiny homes	2
29. Co-housing	2
30. Tax luxury homes	2
31. Mandatory mixed family-sized units (ex. 2-4 bedrooms) in new condo buildings	

32. Relaxed zoning for single-family to multi-family (suites)	
33. Pet-friendly	
34. One room occupancy buildings	
35. Basement suites	
36. Change rezoning to protect rental accommodation already in use	
37. Pod housing	
38. Low rise zones	
39. Limit development of luxury condos	
40. Make smaller minimum lot size	
Policies - Bylaws	
41. Stop/punish (i.e. tax) speculation	5
42. No empty condos or homes	4
43. Enforce existing bylaws	
44. Ban demolition of affordable rental housing without first providing alternate comparable housing for displaced tenants	
45. Restrict flipping	
46. Federal action on off-shore money laundering in housing	
47. Require a citizens/permanent resident status in order to buy property	
48. Developers required (as part of rezoning) to provide 20% affordable units	
49. One can only buy as primary residence for Burnaby residence	
50. Limit short term rentals	
Government - Organizations - Finance Related	
51. City assisted housing	3
52. Partnerships	3
53. More social services/supports	2
54. Pressure federal/provincial governments to return to their previous responsibility in solving housing crises	

55. Manage city's taxes prudently	
56. Use city's reserves during [housing] crisis	
57. Trauma informed support workers @ all BC Housing buildings	
58. Give home owners a home owners grant to fix up illegal suites into legal suites (i.e. basement suites)	
59. City subsidize people who work/study in Burnaby or who have lived here for 10+ years	
60. Tax non-residents and put toward building affordable housing	
61. City needs to rent out properties to generate money for sustainable construction	
62. City needs to start building housing itself, continuously, and rent out	
63. Work with BC Housing to streamline housing applications	
64. Government incentive plan to help single or young families afford an apartment/ condo	
65. City involvement to check the place, take pictures, upload on one website at no cost; for the people cannot afford city support	
Target Populations	
66. Seniors	11
67. Low-income	8
68. Students	4
69. Singles	4
70. Homeless	2
71. Housing for people with mental health issues	2
72. Addict-stricken	2
73. Vulnerable	
74. Disabled	
75. Single parents	

Appendix 3. Session Evaluation Results

To what extent, if at all, do you feel you have been able to learn new information about housing in Burnaby?	
Responses	
To a great extent	24.05%
To some extent	48.10%
To a limited extent	26.58%
Not at all	1.27%
Don't know/not sure	0.00%

Overall, how satisfied/dissatisfied are you with your experience as a workshop participant?	
Responses	
Completely satisfied	35.44%
Somewhat satisfied	56.96%
Somewhat dissatisfied	6.33%
Completely dissatisfied	0.00%
Don't know/not sure	0.00%

In your opinion how likely or unlikely is it that the City of Burnaby can develop an action plan that meets the housing needs of all residents?	
Responses	
Very likely	19.48%
Somewhat likely	42.86%
Somewhat unlikely	22.08%
Very unlikely	10.39%
Don't know/not sure	2.60%
Somewhat likely/unlikely	2.60%

Would you say that you had plenty of chances or few chances to express your views in a way that felt comfortable to you?	
Responses	
Plenty of chances	45.45%
A fair # of chances	42.86%
A limited # of chances	5.19%
Very few chances	2.60%
Don't know/not sure	1.30%
Plenty of/a fair # of chances	2.60%

Do you agree with the following statement: "The facilitation team remained neutral on the topics discussed."	
Responses	
Strongly agree	79.22%
Somewhat agree	16.88%
Neither agree nor disagree	1.30%
Somewhat disagree	1.30%
Strongly disagree	1.30%

Do you agree with the following statement: "The workshop was accessible and provided me with the necessary tools to participation."	
Responses	
Strongly agree	56.38%
Somewhat agree	35.53%
Neither agree nor disagree	3.95%
Somewhat disagree	1.32%
Strongly disagree	2.63%

Do you agree with the following statement: "Workshop participants reflected the full diversity of the Burnaby community."	
Responses	
Strongly agree	23.08%
Somewhat agree	47.44%
Neither agree nor disagree	17.95%
Somewhat disagree	10.26%
Strongly disagree	1.28%

Overall do you feel that the workshop generated a wide range of ideas to inform *Your Voice Your Home*?	
Responses	
Strongly agree	40.79%
Somewhat agree	50.00%
Neither agree nor disagree	9.21%
Somewhat disagree	0.00%
Strongly disagree	0.00%

What Additional Housing Information Would be Important/Useful to Provide:

- Information on laws and by-laws to understand the parameters of what we are able to change so we can find specific and creative solutions.
- A summary in PDF or brochure form that summarizes how current bylaws, zoning restrictions and other city level policies affect landlords, developers, renters etc. So that we have a better understanding of the current restrictions affect housing.
- What the City of Burnaby has the jurisdiction/ability to do so people are realistic with their expectations.
- Role of the City in the issue
- What is the scope of authority applicable to Burnaby so that solutions devised are possible
- What can be done about housing at the municipal level?
- Location of education (day care, K-12, universities), how to measure & improve quality (not just cost & quantity of units), types of case studies with measured improvements.
- Stats of empty housing; goals/plans that City of Burnaby has or are working on
- Make housing for a 24000-30000-dollar income. Give home owners grants to fix up basement suites. Give longer time limits or termination notices so that you can monitor movement on new residents of BC.
- # Of empty units; # of short-term rental units + policy
- # Of empty houses; # of Airbnb's; # of hidden homeless; couch surfers/vans
- Inventory of empty homes, condo units
- A facilitator to help with the procedure of permits for resident changes.
- How many empty condos & homes are there
- Should include community groups in making any decisions. Government surplus.
- I would like to know if the City of Burnaby can work together with the Bank, developers or construction industries to build affordable housing for everyone in the City.
- City's planning on reviewing the zoning
- Clarity in the stats to the reality in the market place. Stats of empty homes in Burnaby & solutions to dealing with space vs. Creating more housing.
- Vacant homes in Burnaby. Level of speculation in our market.
- It seems that those in the room did not feel like the data provided adequately represented the experiences of those in the room.
- Market statistics done by the city for Burnaby and the data should be accurate and realistic
- What does the city plan on doing for the people that live in older buildings that are reaching the end of their life span?
- How many single-family homes have been purchased

in Burnaby, by people who grew up here? I would guess 1%-not good.

- How sustainable is limitless population/housing growth?
- Laneway housing, re-zoning, new needs housing - for seniors, new migrants, young adults/families
- How does Burnaby currently fair in diverse “town centres” and what needs to be done to actually fulfil the community plan language. (actually define the terms)
- Impact of diversity/cultural diversity in affordable housing (given that 50% of Burnaby’s population is from somewhere else). Unoccupied suites (how to keep track?)
- Real numbers re rental rates, demolitions of rental, etc. E.g. Rental rate for 1-bedroom, 2 bedrooms vs. Studio
- Timeline for low cost housing plan
- Know more about opportunities to get involved or find info/influence current projects in our neighourhoods
- What is the city’s future plans for social housing? What are the city’s plans for the 1.5 billion density tax
- More accurate stats
- The cities/countries that have had a similar housing affordability crisis. During similar years 2014-2017
- Who is buying and why
- What’s the nature of the new housing being built in Burnaby? A three-bedroom apartment is worthless to the common worker if it’s being billed as “luxury”.
- What we are building every year? So that we know is it the right mix.
- Understanding more about Burnaby specific housing legislation and what we are moving towards. More statistics
- Could use more info for new rental zoning.
- What is the suite tax used towards? We are now 2 adults living in a large home. Our 3 kids have left home so if we have a suite with 2 extra people, we are actually using less in utilities than when 3 teenagers were home.
- Traffic, commute, safety, fairness, environmental impact
- Housing based on different psychographics
- Who is involved in this process, so we know who is missing? Want to ensure all people affected have input.
- Areas where housing can be built. Easier understanding of zoning processes. Education about homelessness.
- Services available, organizations etc.
- Will enquire…
- Housing for part time people working. Hotel, restaurants
- City Council board to take action within months. Regulate the rent 30% of the income. Regulate 1% of property tax of the last purchase.
- Compiled data from the various stakeholders on housing (i.e. Developers/city/coop organizers too etc.)
- City of Burnaby plans for solving housing problems. More accurate and realistic information about rental prices. What is the city of Burnaby limits for improving housing?
- How does the rezoning process work & how can the city ask for additional bonuses?
- The research based on CMHC statistics does not reflect the realities of rentals in Burnaby today.
- Co-op housing
- Pet friendly! Accessible to all!
- If there are incentives to property owners considering sale of a dwelling for “social purposes”. Does the official community plan take community are facilities into account?
- More housing for people w/ disability & seniors
- Current demographic split

The above are workshop participants’ answers to open ended questions asked in the Exit Survey. To maintain the context and significance, the responses are unchanged. Any responses containing personal information have been omitted for privacy concerns.

What Additional Accessibility Considerations Should Have Been Provided:

- Seniors are not online as much as others. Students are not informed. Need other ways to spread the word.
- None
- Accommodate seniors/disabled who cannot leave their homes as easily, can the task force go to them?
- The pace of the session is challenging to think through the questions
- Satisfactory
- Translation for non-English speakers
- Pre meeting info
- The city should create a channel (e.g. Website) where people can input their ideas. Maybe with a draw for a prize to encourage participation and thinking outside the box.
- Better stats
- A more central location - it will take me an hour to get home via transit in North Burnaby :(
- A survey prior to participation. More time to share.
- Language translations for people with different language barriers
- Questions were fairly similar & allowed for similar answers.
- I think that there should have been options for those vulnerable to write. There was a lot of writing required.
- More people
- More info as to Burnaby gov. Contacts
- There are many applications allowing interaction, idea ranking on the go.
- Interpreters for people hearing impaired, brail for those sight impaired, shuttles for people with mobility issues.
- I think that it was very accessible.
- On-line digital input/pool & publicly shareable results
- Continue inputs online, even after the session. We might get an idea after the event.
- More short videos, short presentations from service providers, citizens, etc.
- For lower income, transit passes. Seniors with mobility issues taxi vouchers
- Parking availability, directions
- More time for people to give their ideas
- Sign language

The above are workshop participants' answers to open ended questions asked in the Exit Survey. To maintain the context and significance, the responses are unchanged. Any responses containing personal information have been omitted for privacy concerns.

Appendix 4.

Community Ideas Workshop Exit Survey Additional Groups

Who else needs to be involved in this project? Who are the specific groups/organizations that need to be included in conversations about housing in Burnaby?

- Indigenous people. Find more millennials (20-40 yr.) and students.
- There were very few younger (25-35) people represented today
- Seniors/co-op housing that are coming to the end of their workout agreements with CMHC.
- The homeless-student ambassadors to go to them. Young people-how do we engage them? Social media? Seniors-advertisements for the Housing Task Force only advertise how to get more info, etc. Online. Many seniors are not comfortable on computers. Give seniors phone numbers, go to them.
- Those with cognitive/mental/physical barriers; youth
- Seems to be fully represented except for developers
- Both developers and people at risk of homelessness.
- New homeowners, homeless, families w/ special needs, singles, low income, seniors, students, landlords, foreign buyers, growing families
- Builders; landlords; investors; again, City of Burnaby, Provincial & Federal government representatives

- ACORN, BCIT, employers (especially large ones), homeless, people who have limited English ability
- New vista society, police, Fraser health, co-housing participants
- Homeless, low rental families, people with addictions, emotional problems, physical disabilities to hear about their situation
- Young people, seniors
- Police, fire, real estate board, Burnaby board trade, nonprofits, community groups
- MP (member of the parliament), students (high school, university)-they are the future of the city, the city needs to hear their opinions, their concern, and their suggestion
- Federal & provincial government as funding from those groups is important.
- The residents of Burnaby such as new comers, families, single, seniors and institutional organizations to work as a liaison with the city and make it happen low-income units for those in need.
- Young working families or professionals are the future of the city. City should approach more young people (20~35) to hear how city can help them make home at Burnaby. These young people are educated, make good income but still can't afford their home or raise their next generation here.
- Acorn, developers, landlords. City Planning
- Landlords, economists
- Sex workers, people with disabilities, transitioning out of foster care, domestic abuse, missing middle (ex. New families, immigrant families), people who are renovicted
- Walk by the parks and neighborhood to collect idea and input
- Young families, the missing middle!
- Young families. Young people who grew up in Burnaby but who cannot afford to live here feel unheard. Hear that the needs of low-income people are more important than the needs of young people who grew up here, went to school here, have parents here, but cannot afford to live here at least not independently.
- Average wage earner!
- Builders; developers; business investors; schools' representation; church; sports club representations; minister Trudeau; youth + young adults can be better reached by e-mail, Facebook, Instagram-they do not have time to come to meetings like these.
- Young people as they are completely priced out of Burnaby
- Business community; landlords of rental housing
- Provincial and federal government. Developers. Real estaters. Homeless people. People who do not speak English.
- There is dire need of housing. Faith communities (coalition)
- Aboriginal people, people with disabilities, homeless (visible & invisible [couch surfing]), young professionals, students, young/senior couples, people from different countries/backgrounds
- Refugee/immigrant community, disability community, homeless community especially both visible + hidden homeless
- Developers; people that cannot easily provide for themselves/rely on assisted living such as disabled, seniors.
- More diversity of inputs
- All. Advocacy groups - a more diverse housing task force.
- Rental property owners
- Developers, landlords
- Small builders
- Politicians. Immigration.
- All levels of gov. --> from fed. To municipal - ask why housing is so expensive and who is able to buy these pricy units
- Local, provincial, federal government. IGNORE the Greater Vancouver Real Estate Board. They only want

to make money.

- Scientist. Urban planners from Europe. Developers.
- People with MH and disabilities, as well as people with addictions. Social services + the justice system.
- Any organization to include in public private partnership.
- Government (provincial and federal). Big companies who employ large numbers
- Traffic, environment department.
- People who work in or hospital, fire + safety, education. Housing must be affordable, or we will not have the services a growing community need.
- Mas & MPs. Sociologists from academe
- Not sure who is involved but all affected parties including developers, charities, npos, other housing providers.
- Burnaby homeless groups. Society to end homelessness in Burnaby.
- The homeless, refugee, low income workers
- Burnaby's mlas
- Building sector
- Investors, real estates directors, agents, city council, building managers, home owners, federal prime minister
- Coop organizations/real estate boards
- Some large rental building managements. Investors and developers to hear Burnaby resident's voice.
- Homeless, new residents, people who need adaptable housing (physically challenged)
- Co-op housing federation of BC. Simon Fraser University, to conduct research on housing in Burnaby.
- Developers, contractors
- People with brain injuries!
- Transitional housing facilities, disability support organizations
- Community group like SBCC, city of Burnaby, office of the mayor, & fed. Govt. Like MLA leader of Burnaby
- More seniors to participate. Some renters group.
- Province of B.C.

The above are workshop participants' answers to open ended questions asked in the Exit Survey. To maintain the context and significance, the responses are unchanged. Any responses containing personal information have been omitted for privacy concerns.

Appendix 5.
Average Ratings of Housing Priorities

Q: How important are the following housing characteristics for you?

4: Extremely Important | 3: Very Important | 2: Important | 1: Somewhat Important | 0: Not Important

	Price	Size (enough space for my family)	Energy Efficiency	Schools	Distance to parks and green spaces	Distance to Bike Paths	Distance to Shops and Services	Distance to Friends and Family
All Respondents	3.3	3.0	2.5	1.5	2.5	1.3	2.8	2.1
Age 16-30	3.6	3.0	2.2	1.4	2.4	1.2	2.8	2.1
Age 31-45	3.4	3.2	2.4	2.1	2.6	1.3	2.7	2.0
Age 45-60	3.2	3.0	2.5	1.4	2.5	1.4	2.6	2.0
Age 60+	3.2	2.8	2.7	0.9	2.5	1.2	2.9	2.2
Home Owners	3.1	3.0	2.6	1.6	2.6	1.4	2.7	2.1
Renters	3.7	3.0	2.4	1.1	2.4	1.2	2.9	1.9
	wSafety	**Walkable/ bikeable neighborhood**	**Close to public transit**	**Good road access**	**Quiet area**	**Urban feel**	**Culture**	**Heritage and history**
All Respondents	3.3	2.8	3.0	2.7	2.7	1.6	1.8	1.4
Age 16-30	3.0	2.6	3.3	2.3	1.9	1.4	1.5	1.0
Age 31-45	3.3	2.8	3.0	2.6	2.6	1.5	1.8	1.1
Age 45-60	3.3	2.7	2.9	2.7	2.9	1.6	1.8	1.5
Age 60+	3.4	2.9	3.0	2.8	2.9	1.8	1.8	1.6
Home Owners	3.3	2.8	2.8	2.7	2.9	1.7	1.8	1.4
Renters	3.2	2.7	3.2	2.5	2.5	1.5	1.7	1.3

Appendix 6.
Housing Ideas Survey

How Your Housing Needs are Not Being Met:

Name	References
Size	199
Too small	(166)
Too big	(26)
Amount of renovations or upkeep	152
Cost	134
Area	123
Distance to amenities, work, school	(47)
Undesirable area	(34)
Access/ availability of transit	(29)
Too busy or densified	(24)
Age of build	115
Noise	76
Energy inefficient	72
Nothing	58
Parking	55
Zoning and bylaw restrictions	52
Management or landlord	47
Neighbours	44
Small details	43
Insecure housing situation	42
Layout	42
Traffic	42
Storage	36

Fear of renoviction/demoviction	33
Outdoor space	33
Safety	29
Taxes	20
Kitchen suitability	16
Number of bathrooms	16
Quality of build	16
Amount of natural light	15
No pets	12
Privacy	2
Misc.	83
Type of home	(14)
Laundry	(11)
Physical accessibility	(10)
Living arrangements	(10)

How Your Housing Needs are Being Met:

Name	References
Location	**547**
Size	**232**
Outdoor Space	**198**
Neighbours and Neighbourhood	154
Affordable	**115**
Quiet	**83**
View	**71**
Layout	**54**
Safe	49

Upkeep or Renovations	49
Landlord, Building Management, Strata	34
Age of build	27
Paid for or Owned	27
Natural Light	26
Privacy	25
Comfortable	23
Good Parking	20
Storage	19
Other	18
Accessible	16
2nd income potential	15
Nothing	15
Allows pets	14
In building laundry	13
Quality of build	12
Number of Bathrooms	10
Stability	7
Warmth	6
Kitchen Size	5
Energy Efficient	3
Allows smoking	1
Includes Child care	1
Property Taxes are fair	1

List of Additional Stakeholders Who Should be Included in the Conversation:

- Federal government on corruption, money laundering, speculative purchases, foreign investment - CRA working investigating mortgage lenders and money laundering cases
- People against short term rentals and airbnbs
- The Burnaby Association for Community Inclusion (BACI)
- The ISS and other refugee societies
- SFU and citystudio should be brought on board to help with City of Burnaby projects in the realm of tactical urbanism and placemaking
- Community Land Trust
- Co-op Housing Federation of BC (CHFBC)
- Non-profit developers (such as Catalyst)
- Burnaby Neighborhood House
- Translink customer relations
- Hmm, planners with some exposure to village mentality - asian/european? Denmark seems to be doing some cool things? Is there anyone with exposure to that? I am hoping it is possible to build simple and solid with good natural light. Family friendly but some studios too.
- Single-family homeowners who might consider selling to a community land trust, instead of 'the market'
- Architects willing to work for little to help convert single-family houses into multiple-dwelling homes
- CHF BC and Co-Housing may have some useful comments.
- Stop Demovictions Burnaby & Alliance Against Displacement
- Senior Services Society, New Vista Society
- Stop Demovictions Burnaby, Metrotown Residents Association, Burnaby Neighbourhood House
- Seniors Program, parents of Marlborough and Maywood elementary schools
- Provincial government, federal government to support and provide funds.
- BC Housing, CHFBC, town planners, everyday people who live here and want to stay here.
- Canadian Co-Housing network, renters groups, immigration groups/services, social assistance providers who look for housing for at risk/families, CMHC
- Cranberry Commons reps and other co-housing experts who have presented recently in Burnaby.
- Architecture, engineering firms with innovative, proven ideas for accessible spaces.
- The federation of co-ops for BC (CHFBC).
- CHMC Canada Housing and Mortgage Corporation.
- The Salvation Army
- BC Housing, Progresive Housing Society, More Than a Roof, The Salvation Army, 127 Society.
- BC Housing; Alliance Against Displacement; Acorn; Poverty Reduction advocates; Burnaby Neighbourhood House; university researchers who work on this issue (several focus groups met at the Burnaby Neighbourhood House); settlement agencies MOSAIC, SUCCESS, ISS; Seniors and
- BC Affordable Housing Society
- "I have taken great offence to an article in the Burnaby Now targeting homeowners south of Metrotown, below Imperial Ave. The belief being that people shouldn't own single dwelling homes and row homes should be incorporated. Over the years a substantial number of duplexes have been built. This has increased density in our neighbourhood. Our home was not given to us. We worked hard to build and maintain it. The "demoviction group" that has formed in Burnaby, have become too militant and vocal in their demands.
- Society to End Homelessness in Burnaby Progressive Housing Stop Demovictions ACCORN The city staff (find out how many don't live in Burnaby and why)
- People who commute more than 2 hours daily for work.
- The skilled talents that are looking to move to Vancouver from other countries but are deterred away due to lack of affordable housing options.

- Small companies owners, retails owners, etc. You can't afford leaving in Burnaby and have a minimum wage job, which is almost the only kind of jobs available now: low wage, temporary and part-time.
- BCGEU
- Although it may seem "luxurious," and secondary to more serious concerns, animal rescue organizations should also have a voice to insure that pets have a place in Burnaby homes. Small animals need homes and Burnaby families desiring pets will benefit immensely from pet ownership.
- Housing enviromentalists
- The Tenant Resource and Advisory Centre
- Refugee Associations like "Journey Home Community"
- School District—they understand trends and know where families want to live.
- If you are a citizen of Burnaby you need to be included.
- First Nations--we are on unceded territory.
- Experts who have analyzed the growth of livable cities in other provinces/countries who can share their knowledge/experience.
- Immigrant/new Canadian organizations such as MOSAIC woul
- SFU Student body
- There are advocacy groups, but not many housing co-ops or other grass-roots practitioner/stakeholders, such as Progressive Housing Society.
- The Agency for Co-operative Housing
- BC Tenancy Branch and BC Housing
- CLBC
- Big employers, such as EA, BCIT, Burnaby General... You need housing the employees can afford
- Hotel Associations
- Other mayors from different cities
- Communities and low-income housing organizations, to ensure that proposed solutions will meet their needs, and also developers because they will be the ones implementing most of the solutions.
- Don't let local mlas and mps off the hook
- The Alliance Against Displacement, and the disability alliance, both of those for sure http://www.stopdisplacement.ca/ http://disabilityalliancebc.org/ I would also like to suggest the folks at http://www.povnet.org/ and https://www.policyalternatives.ca/offices/bc as both have spoken about housing and suggested ways to move forward on making housing also more eco friendly ways
- Talk to families at South Burnaby neighbourhood house, Burnaby Family Life. You could also do a presentation at the Burnaby DPAC meeting (district PAC meeting - a parent from all schools in Burnaby attend this meeting), Burnaby community connections,
- Short term renters
- The New Vista Society, Chelsea, Burnaby Neighbourhood House, Voices of Burnaby Seniors, Mosaic, Immigrant Services Society, Bosa, Fraser Health, BC Housing,Burnaby Community Connections,Citizen Support Services, BC Native Housing Corp.Cranberry Commons Co-Housing, Acorn.
- The city should conduct fact-finding studies with non-profits like the Vancouver Native Housing Society, Canadian Cohousing Network, BC Housing, S.U.C.C.E.S.S. to determine if any of their models would work in part for Burnaby.
- BC Assessment Authority
- Seton Villa
- Habitat for Humanity, BC Child & Youth Advocacy, Social Panning and Research Council of BC,Point-in-Time (pit) homeless counts,www.burnabyhomeless.org,
- Monocle Magazine has a series on planning better cities, Burnaby Government should purchase access to this Material (under the Burnaby Library) to help the City Planners and Engineers learn from Best Practice.
- Co-operative housing groups and the Operating Engineers Group who I understand own several

properties in Burnaby whose leases are coming up for renewal.

- COAST foundation and other groups with experience in housing for people with mental illnesses and other needs
- Residential Tenancy Office - A lot of home owners have extra space in their house, but they are terrified to rent out the space because current legislation unfairly favors the tenants.
- BC Strata Corp
- Generation Squeeze
- BC Tiny Homes is dying for a pilot project, just get them involved in designing new condos
- CHOA. B.C. Housing New Housing co-operatives. Vancouver City Savings Credit Union, & similar organizations. Relevant local, regional & provincial groups (government & other).
- E Fry Society
- Burnaby Inter-Agency Council, Burnaby Inter-Faith Network, NE Interagency Committee, North Road BIA
- BCNPHA
- Federal and Provincial housing experts and politicians; economic development officers; planners familiar with fee simple row housing; school trustees with information on home ownership stats for Burnaby high school grads; money laundering experts
- Atira Women's Resource Society and Atira management
- Police, Fire department, City Hall staff
- Lookout, Fraser Health, Dixon Society, Charlford House, - Community School Coordinators School Didtrict 41, Burnaby Youth Hub/ Lower Mainland Purpose Society, Gabe Maio MCFD Community liaison, a representative from displaced renters in Metrotown, youth rep from Burnaby Youth Hub, Seniors Rep, All of the City of Burnaby Social Planners
- Rain City Housing, Fab Form and Broad Sustainable Building.
- Organizations such as Abundant Housing Vancouver; people who are not organized are probably even more important.
- Millennials in the workforce (Burnaby Board of Trade Young Professionals Network?)
- Aunt Leah's,
- Fraser Health Authority to consider onsite community healthcare services
- HALT, stop demovictions.

The above are workshop participants' answers to open ended questions asked in the Exit Survey. To maintain the context and significance, the responses are unchanged. Any responses containing personal information have been omitted for privacy concerns.

Appendix 7.
Challenges and Solutions

Revised order: The following table presents a summary view of all the challenges and recommendations:

A. Housing Affordability in Burnaby	
Challenges: 1. Real estate prices are going through the roof 2. Disconnect between prices and incomes vs. quality of housing on offer 3. Lack of regulation and support from the different levels of government 4. Tax levels are challenging	**Recommendations:** 1. Introduce regulations from different levels of government, including subsidies 2. Streamline the taxation system
B. Existing Housing Stock	
Challenges: 1. High cost and shortage of rental housing, especially for specific population groups 2. Lack of specific sizes/types of housing 3. Accessibility and safety concerns 4. Not enough units compared to the population increase 5. The housing stock is not well maintained 6. Restrictions on secondary suites	
C. Tenancy Rules, Rights & Regulations	
Challenges: 1. Risk of renovictions & demovictions 2. Landlords and Property managers have too much power 3. Pet accommodation is restricted	**Recommendations:** 1. Stop reno- and demovictions 2. Cap rents 3. Supervise the provision of good quality, truly affordable rental stock 4. Enforce tenancy regulations

D. New Housing Development	
Challenges: 1. New developments are not suited to the needs 2. Ill-adapted building and zoning restrictions	**Recommendations:** 1. Offer more diverse affordable housing options for all 2. Create densification in strategic areas 3. Reform building and zoning legislation and by-laws 4. Take a well-rounded approach to housing approval processes 5. Promote resident involvement and consultation with residents on housing plans
E. Commodification of housing	
Challenges: 1. Speculative buying and foreign capital are driving prices up 2. Developers hold too much power	**Recommendations:** 1. Treat housing as a necessity, not a commodity 2. Demand accountability from developers
F. Livability in Burnaby	
Challenges: 1. Loss of community fabric and quality of life 2. Wages are too low	**Recommendations:** 1. Foster a sense of community through appropriate housing planning 2. Address cost of living

City of Burnaby

Mayor's Task Force on Community Housing
Terms of Reference

1. Purpose:

To provide recommendations to Burnaby City Council on innovative policies, directions and specific initiatives, to increase the supply, diversity and affordability of housing in Burnaby.

2. Authority:

- Community Charter, Part 5, Division 4, 142 (Select Committees of Council)

3. Guiding Principles:

The Task Force will work to achieve its priorities with the following "Guiding Principles" that will ensure that efforts meet the need of Burnaby residents.

3.1 Ensure Burnaby provides opportunities for persons across all income levels, ages and abilities, to live and work in our City.

3.2 Recognize the importance of maintaining a diverse community and create a space where all are welcome.

3.3 Ensure that families of all sizes and types and needs have a place in Burnaby.

3.4 Ensure that new housing will strengthen neighbourhoods, bring people together, and build an even more sustainable community.

3.5 Work collaboratively with all levels of government, businesses and the community to achieve positive results.

4. Functions:

4.1 Examine the conditions that exist in Burnaby to create new affordable housing and protect existing affordable rental stock.

4.2 Look for opportunities to reduce the cost and timelines for smart, responsible development with the goal of saving people money and streamlining city processes.

4.3 Work towards achieving the right mix of housing to support each stage of family life for Burnaby's residents.

4.4 Support new and innovative housing forms, and create new policies and programs to benefit housing affordability.

4.5 Identify opportunities to work with senior levels of government and leverage available funding programs.

4.6 Identify municipal, provincial and federal regulatory barriers to housing affordability.

4.7 Facilitate broad consultation with the public, stakeholders and industry – seeking input on challenges and solutions.

5. Deliverables

5.1 Interim report to Council, identifying short term actions, and long term objectives towards housing affordability.

5.2 Final report outlining current state, future state, challenges, solutions and recommended implementation timelines.

6. Membership:

6.1. As per s. 142 of the Community Charter,

"(1) A council may establish and appoint a select committee to consider or inquire into any matter and to report its findings and opinion to the council.

(2) At least one member of a select committee must be a council member.

(3) Subject to subsection (2), persons who are not council members may be appointed to a select committee."

6.2. Voting membership consists of representation from: housing advocates, Co-op housing organizations, the Burnaby Teachers Association, the BCGEU, developers and builders, as appointed by Council.

6.3. Membership term will end upon the approval of a Final Report by Council.

7. Meetings and Staff Support:

7.1. Task Force meeting will meet every other Wednesday (bi-weekly) and the estimated duration of the task force is 6 months. Additional meetings may be added at the request of the Chair.

7.2. Committee meetings will be held in accordance with criteria outlined in Section 35 and 36 of the Burnaby Procedure Bylaw 2004 (Bylaw No. 11714).

7.3. Meeting procedures are regulated according to Burnaby Procedure Bylaw 2004 (Bylaw No. 11714).

7.4. The City Manager will be responsible for allocating staff resources as appropriate. The City Clerk will assign a Committee Secretary.

8. Reference Information

8.1. Burnaby Procedure Bylaw 2004 (Bylaw No. 11714)