



SFU

MORRIS J. WOSK
CENTRE FOR DIALOGUE



YOUR VOICE. YOUR HOME.

MEETING THE HOUSING NEEDS OF BURNABY RESIDENTS

COMMUNITY RECOMMENDATIONS REPORT





| About

About the 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 participants to create solutions for many of society's most pressing issues.

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About the 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.

www.burnaby.ca/yourvoice
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About the Community Recommendations Workshop

The *Your Voice. Your Home. Community Recommendations Workshop* was independently designed and facilitated by Simon Fraser University's Morris J. Wosk Centre for Dialogue as part of *Your Voice. Your Home. Meeting the Housing Needs of Burnaby's Residents*. It was funded by the City of Burnaby as part of the Mayor's Task Force on Community Housing. The primary workshop objective was to create housing recommendations in the best interests of all Burnaby residents.

About this Document

The purpose of this report is to provide a detailed overview of the results and recommendations from the *Your Voice. Your Home. Community Recommendations Workshop* hosted on May 25th, 2019. The contents do not necessarily reflect the opinions of Simon Fraser University or the City of Burnaby. Any works referring to this material should cite:

Simon Fraser University's Morris J. Wosk Centre for Dialogue. (2019). *Community Recommendations Report, Your Voice. Your Home. Meeting the Housing Needs of Burnaby Residents*.

All photos included in this report are the property of Simon Fraser University's Morris J. Wosk Centre for Dialogue and the City of Burnaby.

Additional Materials on this Project

- Simon Fraser University's Morris J. Wosk Centre for Dialogue. (2019) *Discussion Guide, Your Voice. Your Home. Meeting the Housing Needs of Burnaby Residents*.
- Simon Fraser University's Morris J. Wosk Centre for Dialogue. (2019) *What We Heard Report, Your Voice. Your Home. Meeting the Housing Needs of Burnaby Residents*.



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I Executive Summary

The Community Recommendations Workshop provided a unique opportunity for a representative group of Burnaby residents and stakeholders to make recommendations to the Mayor's Task Force on Community Housing.

This workshop was part of *Your Voice. Your Home. Meeting the Needs of Burnaby Residents*, an innovative partnership between the City of Burnaby and SFU's Morris J. Wosk Centre for Dialogue.

Workshop recruitment involved extensive outreach to ensure that the 74 randomly selected residents and 23 community organization representatives reflected the diverse demographics, needs and interests of Burnaby. To prepare for the workshop, participants received a Discussion Guide which provided factual housing information, as well as a range of possible housing approaches, trade-offs and ways forward.

Over the course of the day, workshop participants worked in small groups to develop recommendations in the best interests of the entire community. In total, participants made 42 recommendations (see Appendix 6 for complete list), from which six key themes and two additional findings emerged.

Key Themes & Additional Findings

Theme 1:

Gently Densify Neighbourhoods to Increase Supply and Diversify Housing Types

Theme 2:

Create More Affordable Housing

Theme 3:

Expand and Invest in Partnerships

Theme 4:

Ensure Livability as Communities Change and Grow

Theme 5:

Increase Renter Options, Supports and Protections

Theme 6:

Regulate Speculation and Empty Homes

Additional Finding 1:

Burnaby should take increased responsibility for affordable housing and direct more funding towards this purpose

Additional Finding 2:

Burnaby should prioritize affordability benefits for residents who are vulnerable, displaced or at-risk of homelessness



Overall, participants desire moderate neighbourhood densification, partnerships and direct spending as models for addressing Burnaby's housing needs, as well as the regulation of speculation and empty homes. They wish to increase the availability of affordable rental housing for those who need it most, while protecting and strengthening the 'livability' of their communities.

Participants also expressed their individual preferences in a post-dialogue exit survey (see pages 25-26 and Appendix 2). Eighty-seven percent of respondents were satisfied with their dialogue experience and 86 percent agreed that workshop participants "were representative of the full diversity of opinions and interests in Burnaby." By the end of the dialogue, 90 percent of participants thought it was likely that Burnaby could develop a housing strategy that balances different community perspectives, an increase of 25 percent compared to the start of the workshop.

This report and its findings will be presented to City Council as well as the Mayor's Task Force on Community Housing to inform the Task Force's Final Report, due in July 2019.

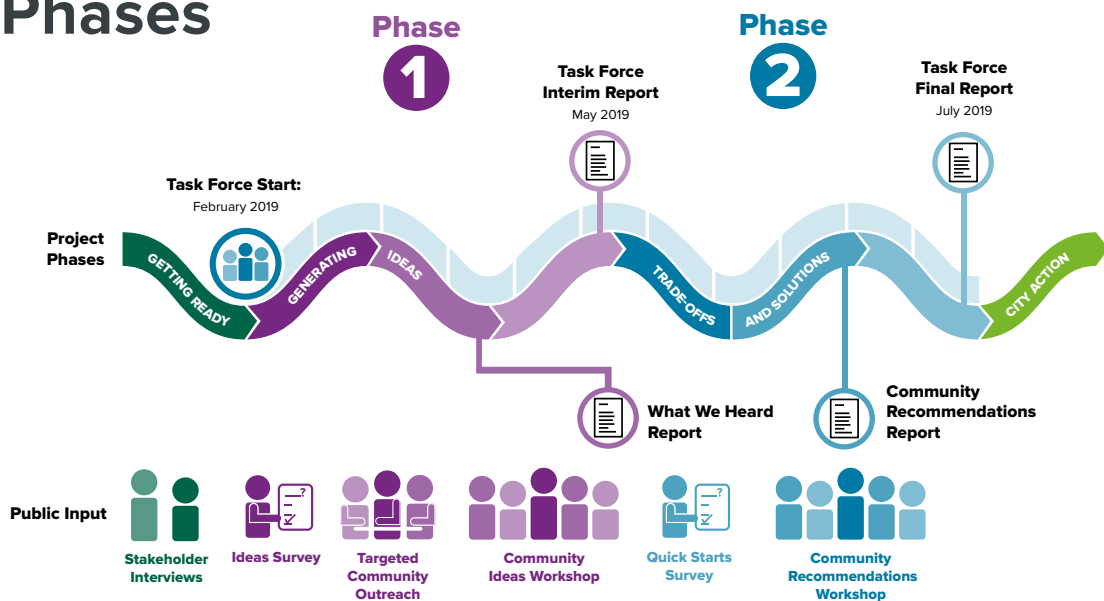
“

Participants desire moderate neighbourhood densification, partnerships and direct spending as models for addressing Burnaby's housing needs, as well as the regulation of speculation and empty homes. They wish to increase the availability of affordable rental housing for those who need it most, while protecting and strengthening the “livability” of their communities.

”



Project Phases



In January 2019, the City of Burnaby partnered with SFU's Morris J. Wosk Centre for Dialogue to develop an engagement process on community and affordable housing.

Your Voice. Your Home. Meeting the Housing Needs of Burnaby Residents was highly integrated with the Mayor's Task Force on Community Housing and engaged with more than 2,600 Burnaby residents, making it the largest public engagement process ever undertaken by the City. The project consisted of three phases:

Phase One – Generating Ideas: Phase One provided a series of engagement opportunities for the community to share their ideas, experiences and solutions. The resulting *What We Heard Report* presents a detailed overview of public input and is available online.

Phase Two – Trade-Offs and Solutions: Phase Two built upon the ideas from Phase One, explored options to improve housing in Burnaby and evaluated trade-offs between different approaches. Activities included: a second online survey, a *Discussion Guide*, a Community Recommendations Workshop and this report.

Phase Three – Action: The final phase will be action undertaken by the City of Burnaby. This action may include “quick starts,” as well as longer term actions that may take place over a number of years.



| Event Overview

Convened by SFU's Morris J. Wosk Centre for Dialogue, the Community Recommendations Workshop engaged 97 Burnaby residents and stakeholders. Through the process of deliberative dialogue, participants worked in plenary and small groups to listen deeply to each other's perspectives, consider trade-offs and develop table recommendations in the best interests of all Burnaby residents.

Outreach

SFU's Morris J. Wosk Centre for Dialogue and the City of Burnaby worked together to promote the workshop to residents and community organizations. A variety of communications channels were used to publicize the event, including:

- Postcards to every household, encouraging residents to register for the workshop
- *Your Voice. Your Home.* webpage on the City of Burnaby website
- Direct outreach to stakeholder groups
- Targeted promotion to strategic demographics (youth participants)
- Recruitment through Community Student Ambassadors
- Extensive social media outreach and promotion

Selection Process

The overall objective of the selection process was to achieve a group of workshop participants who broadly reflected Burnaby's population and the housing interests of its residents.

The Centre developed a Terms of Reference (see Appendix 4) which featured several key principles to guide its selection process:

- Workshop participation will be widely promoted to ensure a diversity of perspectives and interests and to increase participation by residents who do not regularly engage in civic affairs.
- The Centre will use a random selection process to choose between interested residents, with specific steps in place to ensure appropriate demographic representation around each table and participation by equity-seeking populations.
- The Centre will over-recruit groups that face heightened levels of housing insecurity and/or normally experience higher levels of attrition to ensure that each table benefits from the knowledge and lived experience of these groups.
- The Centre will reserve two spaces at each table for community-based organizations, recognizing the important knowledge and perspectives these groups provide.



Workshop registration was open between February 21, 2019 and March 29, 2019. During this period 348 individuals registered their interest to participate. The workshop was designed for 100 participants, due to venue and group size considerations. To account for attrition and last minute cancellations, the Centre invited 126 individuals to attend.

To balance community input in a fair and transparent way, the Centre designed a selection process that included both random selection for interested residents as well as reserved seats for community organizations. Primary demographic selection criteria included: gender, tenancy, income, age and recent immigrants.

For these criteria, the Centre set targets based on the 2016 Census (see Table 1). As a secondary objective, organizers also tried to include a number of parents with young children. The selection process and criteria was developed in consultation with the City of Burnaby.

In total, 97 participants attended the workshop. Overall, gender, tenure and age were particularly well-matched to Burnaby's overall demographics. Youth aged 16 to 30 years old made up 24 percent of participants, which although below census numbers, is high compared to typical public engagement initiatives. To support diverse participation across socio-economic levels, the Centre administered up to 20 accessibility grants to participants who self-identified as requiring financial assistance to attend the workshop.

Table 1: Participants Demographics

Demographic	Workshop	Census
Renter *	38%	38%
Home Owner **	55%	62%
Co-op Member/ Resident	7%	N/A
16-30	24%	35%
31-45	19%	21%
46-60	20%	22%
60+	37%	22%
Recent Immigrant	10%	7%
Income Under \$35,000	23%	27%
Male	43%	50%
Female	56%	50%
Other	1%	N/A

* Includes individuals that live with family in a rented home

** Includes individuals that live with family in an owned home and individuals who are landlords



Photo 1.1: Housing Facts Presentation



Photo 1.2: Housing Approaches Tour



Photo 1.3: Walking in Your Neighbour's Shoes

Workshop Agenda

The Community Recommendations Workshop ran from 9:00 am – 4:30 pm on Saturday May 25, 2019. Participants were seated at 14 tables with six to eight participants each, based on an assigned seating chart created by Centre staff to ensure a diversity of demographics and interests at each table.

Over the course of the day, residents participated in a range of plenary and break-out activities aimed to: increase knowledge of housing trends and facts; build empathy for different needs and perspectives; foster trust and collaboration; and most importantly, create recommendations in the best interests of all residents.

Major activities included:

- **Housing Facts Presentation (in plenary):** The City of Burnaby presented key housing facts from the Discussion Guide and answered participant questions.
- **Housing Approaches Tour (in small groups):** Participants rotated through 5 stations, familiarizing themselves with the different housing approaches presented in the Discussion Guide and visualizing (through drawings and words) the possible impacts of implementing each approach.
- **Walking in Your Neighbour's Shoes (in small groups):** Using a series of different housing profiles based on input collected in Phase One, participants selected a profile, considered the housing experience it represented and then advocated for what that person would need to improve their specific housing situation.



- **Deliberation to Create Table Recommendations (in small groups):** Participants each generated possible ideas for actions Burnaby could take to address its housing challenges. Next, each table deliberated and agreed upon three specific actions to recommend.

Each of the 14 tables reached consensus, advancing three recommendations each.

- **Pitches (in plenary):** One representative from each table pitched their table's three recommendations to the Mayor, members of Council and members of the Mayor's Task Force on Community Housing, as well as fellow workshop participants.
- **Entrance and Exit Surveys (individually):** Participants were asked to complete two workshop surveys, one at the beginning of the workshop and one at the end. The surveys measured personal attitudes towards housing issues, support for specific policy actions, as well satisfaction with the overall event and consultation process. Each anonymous survey was assigned a tracking code, allowing Centre staff to pair pre-and post-surveys and compare changes to specific questions over the course of the dialogue. Complete exit survey results are available pages 25-26 and Appendix 3.

In addition to the activities listed above, Mayor of Burnaby Mike Hurley made opening and closing remarks.



Photo 1.4: Deliberation to Create Table Recommendations



Photo 1.5: Pitches



| Your Voice. Your Home. Discussion Guide



To help prepare and inform participants, the Centre for Dialogue distributed a Discussion Guide two weeks prior to the workshop.

The guide used accessible language and infographics to ensure that residents had a common information base. The guide contained factual information about housing in Burnaby to support participant discussions and outlined five different housing approaches intended to provoke thought and enable participants to compare their viewpoints against a wide range of housing perspectives.

The full Discussion Guide is available online.



| Key Themes & Additional Findings

The Community Recommendations Workshop produced substantial agreement on key elements related to community and affordable housing.

Each table presented three consensus recommendations, totalling 42 recommendations across all 14 tables. Through reviewing these recommendations, as well as detailed exit survey results, the Centre identified six themes and two additional findings.

Additional Findings

Additional Finding 1:

Burnaby should take increased responsibility for affordable housing and direct more funding towards this purpose.

Additional Finding 2:

Burnaby should prioritize affordability benefits for residents who are vulnerable, displaced or at-risk of homelessness.

Key Themes

Theme 1:
Gently Densify Neighbourhoods to Increase Supply and Diversify Housing Types

Theme 2:
Create More Affordable Housing

Theme 3:
Expand and Invest in Partnerships

Theme 4:
Ensure Livability as Communities Change and Grow

Theme 5:
Increase Renter Options, Supports and Protections

Theme 6:
Regulate Speculation and Empty Homes

The recommendations in this section are paraphrased for the purposes of consistency and brevity. Raw table recommendations can be found in Appendix 6.

Theme 1

Gently Density Neighbourhoods to Increase Supply and Diversify Housing Types



Thirteen out of fourteen tables presented recommendations which supported densification in order to increase and diversify existing housing supply. Overall, participants viewed densification as a mechanism to increase supply and affordability, especially within traditional single and two-family neighbourhoods.

Participants also placed a large focus on diversifying the types of housing choices available within neighbourhoods by promoting forms of housing that are currently missing.

It is important to note that, while exit survey results indicated support (67%) for high density development, no tables made recommendations related to high density.

Examples of table recommendations included:

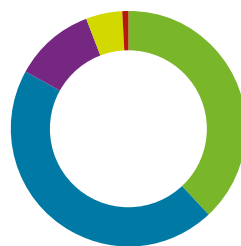
- Increase housing density and supply, especially within single and two-family neighbourhoods by:
 - Prioritizing laneway homes, coach houses and secondary suites
 - Utilizing density bonuses and other incentives
- Diversify housing choices within neighbourhoods by promoting missing housing forms, including: coach and laneway houses, secondary suites, modular housing, duplexes, micro units, co-ops, row houses, co-housing, low-rise apartments, duplexes etc.
- Zone for mixed-use, to ensure that diverse housing forms, types and tenures exist within neighbourhoods

- Simplify zoning processes and applications
- Provide incentives for single family homes to densify and convert to multi-family

Relevant survey results included:

83%

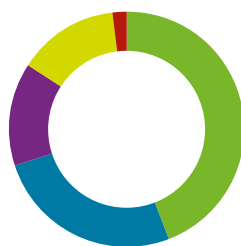
of respondents agreed to “allow developers to build more units in exchange for more affordable housing (**density bonuses**).”



- 38% Strongly Agree
- 45% Agree
- 11% Neutral
- 5% Disagree
- 1% Strongly Disagree

70%

of respondents agreed to “allow construction of **4-6 storey apartment buildings** in existing single and two family neighbourhoods.”



- 44% Strongly Agree
- 26% Agree
- 14% Neutral
- 14% Disagree
- 2% Strongly Disagree

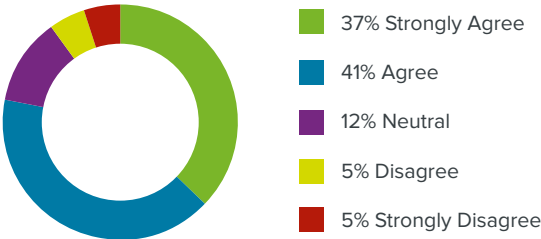
Theme 1

Gently Densify Neighbourhoods to Increase Supply and Diversify Housing Types

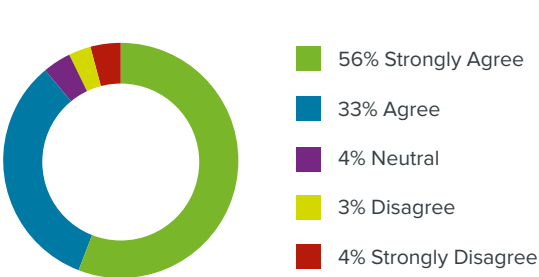


Additional exit survey results relevant to this theme included:

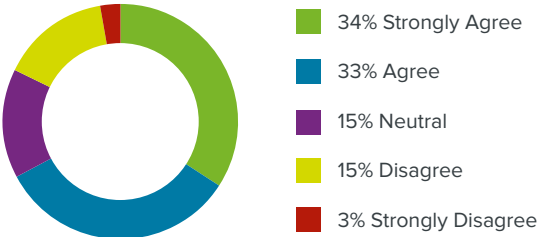
78% of respondents agreed to creating “rental-only zoning and encouraging construction of missing housing types, including 3+ bedroom homes for families.”



88% of respondents agreed to allowing “multi-family occupancy across all neighbourhoods, including: laneway homes, secondary suites, duplexes and row houses.”



67% of respondents agreed to “expand high-density towers near rapid transit corridors, town centres and urban villages.”



Theme 2

Create More Affordable Housing



Twelve out of fourteen tables made recommendations related to the creation of more affordable (social, low-income, subsidized and non-market) housing. Participants emphasized the importance of focusing on the most vulnerable residents first (homeless, at risk of homelessness, low income, etc.). They proposed establishing different ranges and types of affordable housing within new developments as an important strategy towards realizing Burnaby's housing goals.

Participants used the following housing terms interchangeably: affordable, social, low-income, subsidized and non-market.

Examples of table recommendations included:

- Create more affordable housing
- Prioritize the needs of the most vulnerable residents
- Incorporate different ranges and types of affordable housing within new projects and developments
- Provide City land and financial resources to create affordable housing
- Support and create more co-op units

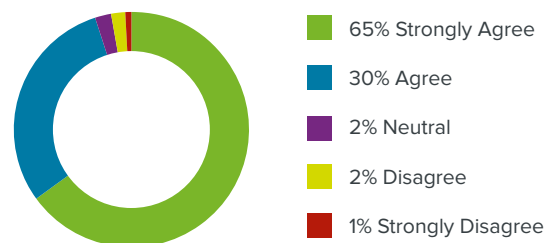
Other examples of concrete action included: rezoning churches, creating 350 modular housing units and designating co-op zones. Another table emphasized the importance of the City not selling its land, but rather only providing leases.

Strong connections existed between Themes 1 and 2, with many recommendations including references to both housing affordability and housing type.

Relevant survey results included:

87%

of respondents agreed that “housing for **low income** and **at risk populations**” should be a priority.



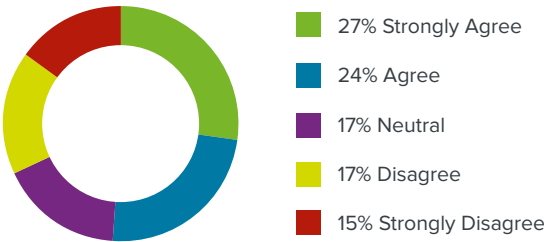
Theme 2

Create More Affordable Housing

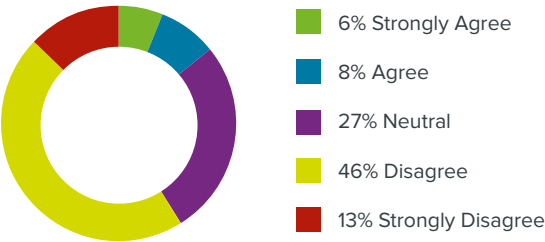


Additional exit survey results relevant to this theme included:

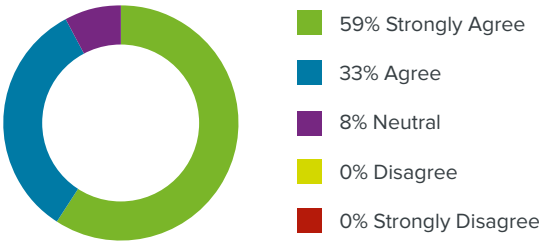
Responses were somewhat in favour but also more divided relative to other questions when asked whether or not the City should mobilize **all possible resources** in order meet the current **core housing needs** by building 16,000 housing units.



59% of respondents disagreed that spending should be prioritized for **infrastructure and amenities**, rather than housing.



92% of respondents agreed with “**fast tracking application review and approval** for projects with **significant affordable housing benefits**”.



Theme 3

Expand and Invest in Partnerships



Twelve out of fourteen tables put forward recommendations related to partnerships, viewing them as an important mechanism to advance Burnaby's housing goals.

In general, participants encouraged Burnaby to advocate for and pursue new partnerships and funding opportunities with a wide-range of actors, specifically: government, non-profits and the private sector.

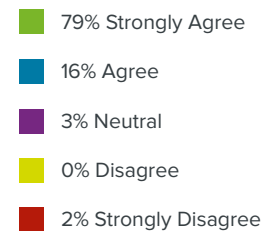
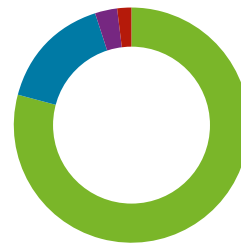
Examples of table recommendations included:

- Develop new partnerships with all levels of government
- Advocate for more provincial and federal funds for affordable housing
- Increase partnerships with non-profits and co-ops
- Incentivize private sector partnerships (through density bonuses, waiving development fees and streamlining approval times)
- Streamline processes to create and encourage new partnerships
- Establish an entity (single contact point) to provide housing support, information and services
- Create a fund with support from government and non-profits for low-income workers in the City

Relevant survey results included:

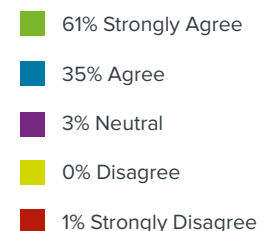
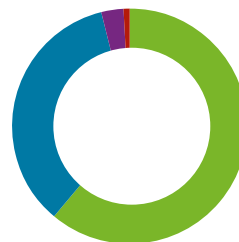
95%

of respondents agreed that Burnaby should “aggressively seek **partnerships** and **funding** from senior levels of government.”



96%

of respondents agreed with “seeking out more partnerships where the City uses its **Housing Fund** to leverage the resources of its partners to create new affordable housing units.”



Theme 4

Ensure Livability as Communities Change and Grow



Nine out of fourteen tables proposed recommendations to ensure and promote livability within their communities. Participants felt that in order to develop more inclusive, healthy and connected communities it is important to not consider housing in isolation, but rather as part of a broader ecosystem, alongside other social, environmental and recreational characteristics.

Examples of table recommendations included:

- Consider social, environmental and recreational amenities, services and infrastructure alongside all housing policies/programs
- Foster more inclusive, healthy and connected communities
- Prioritize transit, walkability, sustainability and green spaces

A few tables referenced livability as a precondition for all densification efforts. One table suggested that housing should be viewed as a human right, while another table referenced the importance of considering population trends and growth when designing for livability. One table also recommended that the number of parking spaces be decreased in order to promote walking and transit.



Photo 1.7: Deliberation to Create Table Recommendations

Theme 5

Increase Renter Options, Supports and Protections



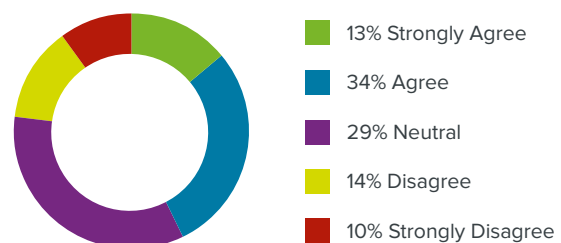
Six out of fourteen tables presented renter-related recommendations, viewing the rental sector as a main priority within the broader objective of affordable housing. Participants advocated for increasing rental options and protecting existing rental stock. In addition, participants emphasized the need to advocate for more robust rental protection and services.

Examples of table recommendations included:

- Implement rental-only zoning
- Increase the number of rental units, including rental options for the most vulnerable residents
- Ensure a minimum number of rental units within new developments
- Prioritize rent control due to large disparity between housing costs and wages
- Create a rent bank to provide micro-loans to renters in need
- Lobby the government for additional renter supports
- Replace demolished rental units in new buildings
- Introduce rent-to-own programs

Relevant survey results included:

Respondents were quite divided when asked whether or not they agreed with “**freezing density levels** around existing rental apartment buildings so that building owners have fewer incentives to **demolish existing rental housing**,” with 47% in agreement, 29% neutral and 24% in disagreement.



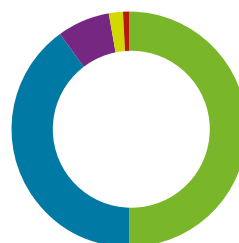
Theme 5

Increase Renter Options, Supports and Protections



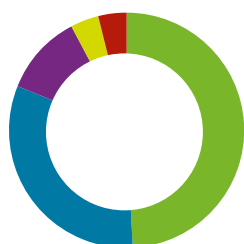
Additional exit survey results relevant to this theme included:

90% of respondents agreed with “enacting and enforcing a **Standards of Maintenance Bylaw** to ensure upkeep of rental buildings and support tenants in navigating challenges with their landlords.”



- 50% Strongly Agree
- 40% Agree
- 7% Neutral
- 2% Disagree
- 1% Strongly Disagree

80% of respondents agreed with “implementing a **rental replacement policy** for demovictions, to ensure that redevelopment projects guarantee all existing tenants temporary housing and permanent replacement rental units with no significant rent increases.”



- 49% Strongly Agree
- 32% Agree
- 11% Neutral
- 4% Disagree
- 4% Strongly Disagree

67% of respondents agreed with “requiring landlords to provide **temporary accommodation** to renters during renovations and to allow occupants to return to their rental unit at the **same rent** after renovations are complete.”



- 44% Strongly Agree
- 22% Agree
- 17% Neutral
- 12% Disagree
- 5% Strongly Disagree

Theme 6

Regulate Speculation and Empty Homes



Six out of fourteen tables proposed recommendations related to tackling speculation and empty homes. Specifically, participants advocated for the creation and implementation of preventative laws and/or taxes. Participants suggested that the City work with other levels of government to strengthen regulation and enforcement measures.

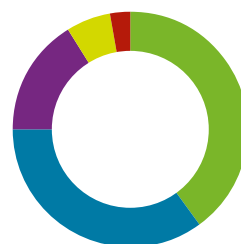
Examples of table recommendations included:

- Use bylaws and/or laws to create strong deterrents for speculation
- Introduce a municipal empty homes tax
- Capture land-value increase when properties are up-zoned
- Work with the Provincial Government to regulate and enforce measures
- Create a City enforcement entity
- Reinvest any revenue generated from empty homes and/or speculation interventions towards affordable housing

Relevant survey results included:

75%

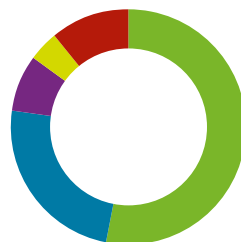
of respondents agreed with “introducing a policy **restricting short-term rentals** so that services such as Airbnb do not displace existing rental housing stock.”



- 40% Strongly Agree
- 35% Agree
- 16% Neutral
- 6% Disagree
- 3% Strongly Disagree

78%

At the end of the workshop, an additional exit survey question was added on the topic of **speculation** due to its frequent reference during the pitches. 78% of respondents agreed that “**empty homes and speculation tax** should be a priority”.



- 53% Strongly Agree
- 24% Agree
- 8% Neutral
- 4% Disagree
- 11% Strongly Disagree

Additional Finding 1

Burnaby Should Take Increased Responsibility for Affordable Housing



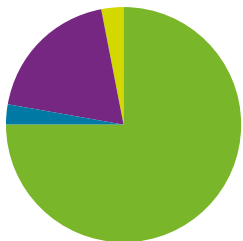
In addition to the six core themes, analysis of participant recommendations and exit survey results yielded two additional findings on Burnaby's approach to housing.

Workshop participants want Burnaby to take increased responsibility for affordable housing and to direct more funding towards this purpose. Participants support this approach even in cases where there are no other contributions and where revenue may be diverted from other amenities.

76%

When asked to choose between four options, 76% of respondents felt Burnaby should "take on the role for creating affordable housing within its borders, regardless of others."

Question: Select only one - The City of Burnaby should play the following role in creating affordable community housing.

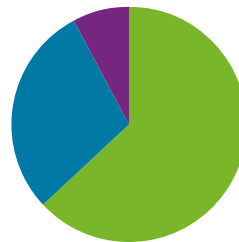


- 75% Take on the role for creating affordable housing within its borders, regardless of others
- 3% Continue to do what it is currently doing, no less, but no more
- 19% Contribute money only when partners bring additional funding to the table
- 3% Take no action because housing is primarily a provincial and federal responsibility

63%

of respondents supported Burnaby "increasing the amount of development revenue that goes towards housing, even if that takes away from community amenities such as parks, libraries and other amenities."

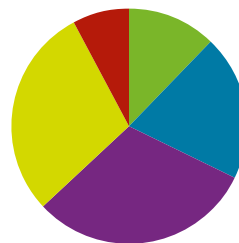
Question: As the City considers its priorities in the future, do you believe that it should:



- 63% Increase the amount of development revenue that goes towards housing...
- 29% Continue to invest roughly the same proportion between community housing and other community amenities.
- 8% Increase the amount of development revenue that goes towards community amenities, even if that takes away from housing supports for youth, low-income families and other groups.

31%

Lastly, a minority of respondents (31%) agreed that Burnaby should spend "its resources on housing only when receiving contributions from other levels of government."



- 12% Strongly Agree
- 20% Agree
- 31% Neutral
- 29% Disagree
- 8% Strongly Disagree

Additional Finding 2

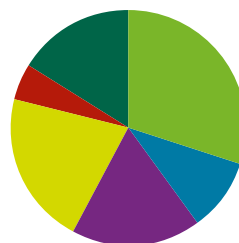
Burnaby Should Prioritize Affordability Benefits for Most Vulnerable Residents



Participants believe Burnaby should prioritize affordability benefits for residents who are vulnerable, displaced or at-risk of homelessness.

When asked to identify three groups to benefit first from Burnaby's housing investments, respondents indicated the highest support for "vulnerable people, such as low-income seniors, refugees and women fleeing domestic abuse." "Individuals and families that are homeless or at risk of homelessness," and "individuals and families who have been displaced by renovations or demovictions in Burnaby," and "individuals and families in core need of better housing" emerged as secondary priorities.

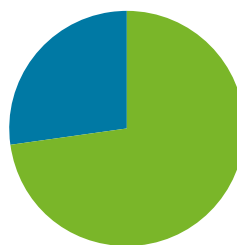
Question: Select up to three options - Which groups should benefit first from Burnaby's housing investments?



- 30% Vulnerable people, such as low-income seniors, refugees and women fleeing domestic abuse
- 10% Young people who need financial assistance to buy or rent their first home
- 18% Individuals and families who have been displaced by renovations or demovictions in Burnaby
- 21% Individuals and families that are homeless or at risk of homelessness
- 5% Households with annual incomes up to \$75,000
- 16% Individuals and families in core need of better housing (e.g. in need of repairs, too small, or costs more than 30% of income)

73%

When presented with the following two options, assuming the same costs, 73% of respondents would prefer to create increased affordability even if this means fewer units being built.



Question: Select one option only - Assuming they cost the same amount of money, would you prefer that Burnaby:

- 73% Create one-hundred housing units that rent for \$750/month
- 27% Create two-hundred housing units that rent for \$1500/month



Evaluation

The exit survey also provided an opportunity for participants to indicate their workshop satisfaction and feedback.

Overall, workshop feedback was incredibly positive. Eighty-seven percent of respondents indicated they were either very satisfied or satisfied with their experience as a dialogue participant. Ninety-seven percent of participants felt that they were able to participate and express their views in a way that felt comfortable to them.

Over the course of the day, participants confidence increased by 26 percent that “Burnaby can develop a housing strategy that balances the different perspectives on housing that exist in the community” (see Table 2).

Similarly, when considering the likelihood that Burnaby can develop a housing strategy to meet the core housing needs of all residents, a 13 percent increase in confidence emerged (see Table 3).

Table 2:

In your opinion, how likely or unlikely is it that Burnaby can develop a housing strategy that balances the different perspectives on housing that exist in the community?

Answer	Entrance Survey	Exit Survey
Very Likely	17%	32%
Somewhat Likely	47%	58%
Somewhat Unlikely	24%	6%
Very Unlikely	5%	2%
Don't Know	7%	2%

Table 3:

In your opinion, how likely or unlikely is it that Burnaby can develop a housing strategy that meets the core housing needs of all residents?

Answer	Entrance Survey	Exit Survey
Very Likely	19%	32%
Somewhat Likely	55%	55%
Somewhat Unlikely	16%	9%
Very Unlikely	4%	2%
Don't Know	6%	2%



When asked what they liked about the workshop, several key themes emerged.

Numbers below indicate number of participants who referenced a particular theme:

- Brought together a broad diversity of participants and experiences (21)
- Enjoyed participating in a collaborative and democratic process (16)
- Well-managed and well-organized event (12)
- Informative learning opportunity (9)
- Community involvement and direct engagement with City leaders (8)

“Best non-partisan democratic experience I have ever had. Kudos to SFU and to Mayor’s Council and City staff!!!”

“Very interactive and engaging; I got opportunities to expose myself to different perspectives on this issue.”

“It was empowering to have my voice heard. The workshop was informative and well-facilitated, a great workshop!”

“Diversity of table; slick logistically - seriously well done!”

“I have lived here all my life. I have never seen this done before.”

“Loved that the Mayor was here, the Council and the Task Force. I feel like they care.”

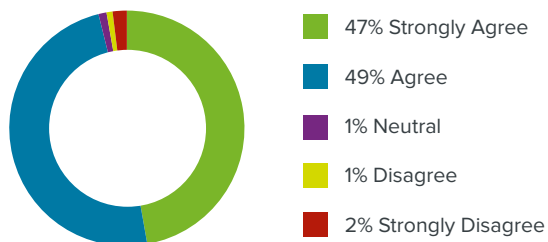
“The best workshop I [have ever] attend[ed].”



Exit Survey Results

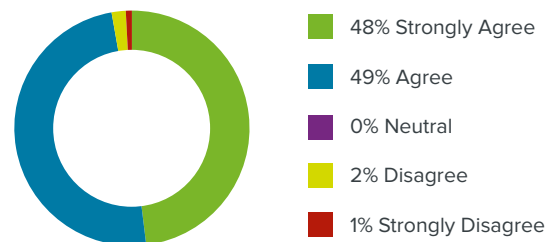
Question 1:

The Discussion Guide was clear and contained useful information relevant to our discussions.



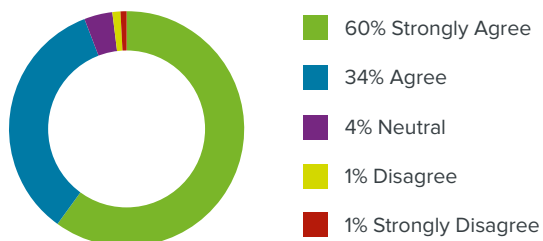
Question 2:

There were sufficient opportunities for me to participate and express my views in a way that felt comfortable to me.



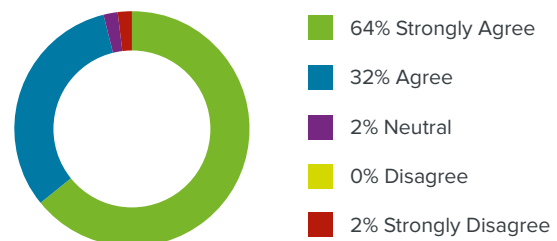
Question 3:

The table facilitators provided clear explanations, guidance and support throughout the event.



Question 4:

The event moderators remained neutral.

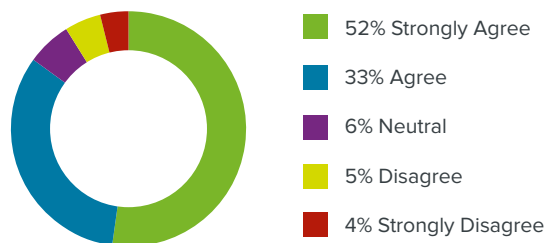




Exit Survey Results

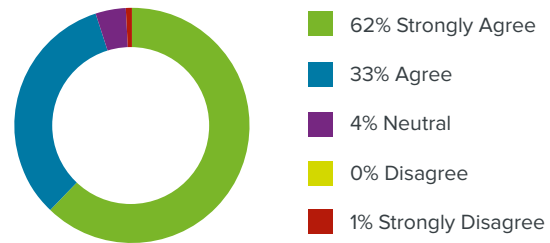
Question 5:

The participants in the workshop were representative of the full diversity of opinions and interests in Burnaby.



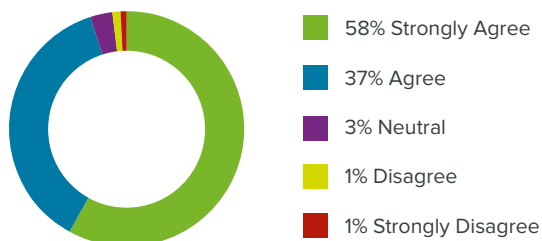
Question 6:

As a participant, I felt as though my needs (e.g. dietary requirements, safety, health support, etc.) were met.



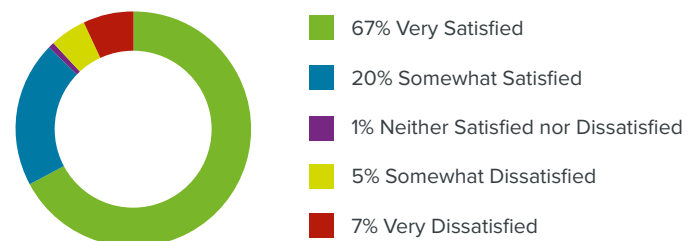
Question 7:

The workshop was accessible and provided me with the necessary tools to participate.



Question 8:

Overall, how satisfied or dissatisfied are you with your experience as a participant at the dialogue?





Conclusion

The issue of affordable housing is one of the most pressing and complex issues facing the City of Burnaby and more broadly, Metro Vancouver and the Province of B.C. *Your Voice. Your Home.* was designed to respond to this challenge and the housing needs of current and future Burnaby residents.

The *Your Voice. Your Home.* Community Recommendations Workshop represented a unique and rare opportunity to bring together residents and community stakeholders to help shape Burnaby's housing future and more specifically, to make recommendations in the best interests of all residents.

In order to ensure meaningful and effective engagement, the workshop process:

- Sought out participants who reflected the full diversity of interests and perspectives
- Created conditions for informed public judgment
- Embraced a multitude of learning and communication styles
- Used dialogue to bridge differences and increase mutual understanding
- Provided an opportunity for participants to present their recommendations to key municipal decision-makers
- Prioritized transparency and closing the loop with participants

Workshop participants demonstrated remarkable dedication, leadership and collaboration, while sharing their respective views, experiences and needs. Participants worked hard to bridge differences in individual perspectives and identify recommendations in the best interest of the entire community.

The overall tone of the dialogue was positive, respectful and productive. This level of participation, combined with participants' ability to identify areas of compromise and mutual agreement, provides a strong reference point for the Mayor's Task Force on Community Housing, City Council and the City of Burnaby to consider when shaping and developing future housing policies, priorities and programming.

This collaboration helps to demonstrate that when provided with the appropriate tools and support, residents from very different backgrounds and perspectives can work together to provide high quality input into City decision-making processes.

The community recommendations, along with this report, will be shared with City Council, the Mayor's Task Force and the City of Burnaby and will also help to inform the final recommendations of the Mayor's Task Force Final Report, due in late July 2019.

Reference panel participants will be selected from those who self-identified or were nominated by peers at the May 25th Community Recommendations Workshop.



Photo 1.6: Workshop Word Cloud created from exit survey keywords.

Appendix 1: Housing Profiles (Persona Activity)



KAREN, 33 | RENTER

Young Family Struggling to Purchase First Home

Housing Experience: Karen and her husband Joe currently live in a basement suite in North Burnaby. They are looking to purchase a townhouse in the City but the prices are too expensive for their current incomes. They are also expecting their first child and would like to settle into a home that is near a good school and park.

“We would prefer to own our home instead of renting. We’re expecting our first child [and] a separate home office would be nice.”



SUE, 56 | RISK OF HOMELESSNESS/RENTER

Renter Needing Housing Support to Prevent Future Homelessness

Housing Experience: Sue has been homeless in the past and is currently struggling to find affordable housing. She usually shares accommodation with strangers but this makes her feel unsafe. As a result, she frequently has to move. She occasionally works at restaurants and receives a \$375 shelter allowance but still cannot afford rent. She has been on a waitlist for social housing for three years. Sue wants more affordable social housing options so that she can have a safe, permanent home.

“I am embarrassed to ask friends for more help. There isn’t enough social housing for people with extremely low-incomes. Everyone should be able to have a safe and secure home that they can afford.”



MARIA, 67 | RENTER

Demovicted Metrotown Resident

Housing Experience: Maria lives in Metrotown and has been demovicted twice in the last 5 years. Her current building is scheduled to be demolished as well. She is extremely concerned about the living conditions she has experienced, including: mould, leaking plumbing and mice. Maria believes there needs to be more accountability to ensure proper living conditions within buildings like hers.

“As a senior, I am very scared of being demovicted. It’s like having an anvil constantly hanging over your head. You know it’s going to drop but you’re not sure when.”

Appendix 2: Exit Survey - Housing Approaches

Participants were asked to indicate their level of support for a list of possible actions in the exit survey (including two actions which were manually added at the end of the workshop to account for key themes that emerged during the recommendation pitches). The information below provides insight into the participants' individual views, separately from the consensus-making recommendation process in which they participated during the workshop.

Participants' individual attitudes towards specific housing policy approaches (exit surveys)		
Questions	Answers	Exit Survey Responses
In your opinion, which ONE of the following approaches should the City take to address Burnaby's housing needs?	Treat housing as a personal responsibility	1%
	Embrace growth and density to increase housing supply	29%
	Protect and reinvest in existing affordable rentals and enforce regulations	6%
	Partner with community housing sector to build affordable housing	39%
	Direct whatever resources are required to ensure housing for all	25%
	None of the above	0%
Limit government housing support except in cases of extreme need, such as: homelessness and persons with disabilities.	Strongly Disagree	36%
	Disagree	36%
	Neutral	12%
	Agree	11%
	Strongly Agree	5%
	None of the above	0%

Participants' individual attitudes towards specific housing policy approaches (exit surveys)

Questions	Answers	Exit Survey Responses
Prioritize spending on shared community infrastructure and amenities, rather than housing, like roads and sewers, sports fields and recreation centres and services like police, fire and garbage collection.	Strongly Disagree	13%
	Disagree	46%
	Neutral	27%
	Agree	8%
	Strongly Agree	6%
	None of the above	0%
Allow multi-family dwellings across all neighbourhoods, including: laneway homes, secondary suites, duplexes and row houses	Strongly Disagree	4%
	Disagree	3%
	Neutral	4%
	Agree	33%
	Strongly Agree	56%
	None of the above	0%
Allow construction of 4-6 story apartment buildings in existing single and two family neighbourhoods.	Strongly Disagree	2%
	Disagree	14%
	Neutral	14%
	Agree	26%
	Strongly Agree	44%
	None of the above	0%

Participants' individual attitudes towards specific housing policy approaches (exit surveys)

Questions	Answers	Exit Survey Responses
Expand high density towers near rapid transit corridors, town centres and urban villages.	Strongly Disagree	3%
	Disagree	15%
	Neutral	15%
	Agree	33%
	Strongly Agree	34%
	None of the above	0%
Create rental-only zoning and encourage construction of missing housing types, including 3+ bedroom homes for families.	Strongly Disagree	5%
	Disagree	5%
	Neutral	12%
	Agree	41%
	Strongly Agree	37%
	None of the above	0%
Freeze density levels around existing rental apartment buildings so that building owners have fewer incentives to demolish existing rental housing.	Strongly Disagree	10%
	Disagree	14%
	Neutral	29%
	Agree	34%
	Strongly Agree	13%

Participants' individual attitudes towards specific housing policy approaches (exit surveys)

Questions	Answers	Exit Survey Responses
Require landlords to provide temporary accommodation to renters during renovations and to allow occupants to return to their rental unit at the same rent after renovations are complete.	Strongly Disagree	5%
	Disagree	12%
	Neutral	17%
	Agree	22%
	Strongly Agree	44%
Introduce a policy restricting short- term rentals so that services such as Airbnb do not displace existing rental housing stock.	Strongly Disagree	3%
	Disagree	6%
	Neutral	16%
	Agree	35%
	Strongly Agree	40%
Enact and enforce a Standards of Maintenance Bylaw to ensure upkeep of rental buildings and support tenants in navigating challenges with their landlords.	Strongly Disagree	1%
	Disagree	2%
	Neutral	7%
	Agree	40%
	Strongly Agree	50%

Participants' individual attitudes towards specific housing policy approaches (exit surveys)

Questions	Answers	Exit Survey Responses
Allow developers to build more units in exchange for more affordable housing (density bonuses).	Strongly Disagree	1%
	Disagree	5%
	Neutral	11%
	Agree	45%
	Strongly Agree	38%
Seek out more partnerships where the City uses its Housing Fund to leverage the resources of its partners to create new affordable housing units.	Strongly Disagree	1%
	Disagree	0%
	Neutral	3%
	Agree	35%
	Strongly Agree	61%
Fast track application review and approval for projects with significant affordable housing benefits.	Strongly Disagree	0%
	Disagree	0%
	Neutral	8%
	Agree	33%
	Strongly Agree	59%

Participants' individual attitudes towards specific housing policy approaches (exit surveys)

Questions	Answers	Exit Survey Responses
Spend Burnaby's resources on housing only when receiving contributions from other levels of government.	Strongly Disagree	8%
	Disagree	29%
	Neutral	31%
	Agree	20%
	Strongly Agree	12%
Mobilize all possible City resources towards building 16,000 units of affordable housing in order to support all households in core housing need.	Strongly Disagree	15%
	Disagree	17%
	Neutral	17%
	Agree	24%
	Strongly Agree	27%
Implement a rental replacement policy for demovictions, to ensure that redevelopment projects guarantee all existing tenants temporary housing and permanent replacement rental units with no significant rent increases.	Strongly Disagree	4%
	Disagree	4%
	Neutral	11%
	Agree	32%
	Strongly Agree	49%

Participants' individual attitudes towards specific housing policy approaches (exit surveys)

Questions	Answers	Exit Survey Responses
Create a policy to capture increased land values when up zoning neighbourhoods so that windfall goes to affordable housing instead of homeowners.	Strongly Disagree	11%
	Disagree	10%
	Neutral	21%
	Agree	27%
	Strongly Agree	31%
Aggressively seek partnerships and funding from senior levels of government.	Strongly Disagree	2%
	Disagree	0%
	Neutral	3%
	Agree	16%
	Strongly Agree	79%
Burnaby should prioritize housing for low income and at risk populations.	Strongly Disagree	1%
	Disagree	2%
	Neutral	2%
	Agree	30%
	Strongly Agree	65%
Burnaby should prioritize Empty Homes and Speculation tax.	Strongly Disagree	11%
	Disagree	4%
	Neutral	8%
	Agree	24%
	Strongly Agree	53%

Appendix 3: Entrance and Exit Survey - Housing Questions

Questions	Answers	Entrance Survey	Exit Survey
Please describe your level of familiarity or unfamiliarity with the City of Burnaby's plans for housing.	Very familiar	17%	24%
	Somewhat familiar	65%	62%
	Somewhat unfamiliar	11%	12%
	Very unfamiliar	5%	1%
	Don't know	2%	1%
In your opinion, how likely or unlikely is it that Burnaby can develop a housing strategy that meets the core housing needs of all residents?	Very likely	19%	32%
	Somewhat likely	55%	55%
	Somewhat unlikely	16%	9%
	Very unlikely	4%	2%
	Don't know	6%	2%
In your opinion, how likely or unlikely is it that Burnaby can develop a housing strategy that balances the different perspectives on housing that exist in the community?	Very likely	17%	32%
	Somewhat likely	47%	58%
	Somewhat unlikely	24%	6%
	Very unlikely	5%	2%
	Don't know	7%	2%

Questions	Answers	Entrance Survey	Exit Survey
Select the statement you agree with the most - The City of Burnaby should play the following role in creating affordable community housing.	Take no action because housing is primarily a provincial and federal responsibility.	2%	3%
	Contribute money only when partners bring additional funding to the table.	17%	19%
	Continue to do what it is currently doing, no less, but no more.	6%	3%
	Take on the role for creating affordable housing within its borders, regardless of others.	75%	75%
Select up to three options - Which groups should benefit first from Burnaby's housing investments?	Vulnerable people, such as low-income seniors, refugees and women fleeing domestic abuse.	31%	30%
	Young people who need financial assistance to buy or rent their first home.	10%	10%
	Individuals and families who have been displaced by renovictions or demovictions in Burnaby.	22%	18%
	Individuals and families that are homeless or at risk of homelessness.	22%	21%
	Households with annual incomes up to \$75,000.	3%	5%
	Individuals and families in core need of better housing (e.g. in need of repairs, too small, or costs more than 30% of income).	12%	16%

Questions	Answers	Entrance Survey	Exit Survey
Select one option only - Assuming they cost the same amount of money, would you prefer that Burnaby:	Create one-hundred housing units that rent for \$750/month.	71%	73%
	Create two-hundred housing units that rent for \$1500/month.	29%	27%
Select the statement you agree with most - As the City considers its priorities in the future, do you believe that it should:	Continue to invest roughly the same proportion between community housing and other community amenities.	38%	29%
	Increase the amount of development revenue that go towards housing, even if that takes away from community amenities such as parks, libraries and other amenities.	55%	63%
	Increase the amount of development revenue that goes towards community amenities, even if that takes away from housing supports for youth, low-income families and other groups.	7%	8%

Appendix 4: Participant Selection Terms of Reference

About *Your Voice. Your Home.*

Your Voice. Your Home. Meeting the Housing Needs of Burnaby Residents is an innovative public outreach and engagement initiative to address Burnaby's current and future housing needs. It's an opportunity for community members to gather and share ideas, present recommendations and engage with one another to find workable solutions.

Until June 2019, community members will have the opportunity to share their unique experiences, ideas and recommendations with fellow residents, the Mayor and City Council. These public engagement activities will take place within the context of the Mayor's Task Force on Community Housing. Public input will feed into the final Task Force recommendations presented to City Council.

About the Recommendations Workshop

This full-day event will bring together about 100 community members who reflect the city's diverse backgrounds and housing interests. Participants will spend the day examining and evaluating different community housing options for the City of Burnaby and create recommendations for the Mayor's Task Force on Community Housing.

Goal for Participant Selection

To achieve a group of participants who broadly reflect the population of Burnaby and the housing interests of its residents, thereby conveying legitimacy to participant recommendations as reflecting the needs of residents and serving the best interest of the entire community.

Principles for Participant Selection

The following principles will guide the Morris J. Wosk Centre for Dialogue throughout the participant selection process:

- The opportunity to participate will be widely promoted to ensure a diversity of perspectives and interests, and to increase participation by residents who do not regularly engage in civic affairs.

- The Centre will use a random selection process to choose between interested residents, with specific steps in place to ensure appropriate demographic representation around each table and participation by equity-seeking populations.
- The Centre will over-recruit groups that face heightened levels of housing insecurity and/or normally experience higher levels of attrition to ensure that each table benefits from the knowledge and lived experience of these groups.
- The Centre will reserve 1-2 spaces at each table for community-based organizations, recognizing the important knowledge and perspectives these groups provide.

Guidelines for Participant Composition

The Centre seeks to recruit 126 residents and stakeholders for the Recommendations Workshop in anticipation that 100 will attend the workshop after attrition. The following guidelines provide targets for involving specific populations. Meeting all targets may not be possible in the context of random selection, and the Centre will use its judgement to adjust the process in ways that prioritize the overarching goals and principles in this document.

Selection Process for Community-Based Organizations

The Centre will identify 26 community-based organizations to participate, based on self-identified interest, the need to hear from housing-insecure groups, and a desire to have representation from a broad range of interests and experiences. Types of organizations may include:

- Groups that reflect expertise and lived experience for under-heard voices, those who are housing insecure, and those who face accessibility barriers to housing (e.g. Indigenous peoples, racialized communities, people with disabilities, anti-demovictions, anti-poverty, etc.).

- Groups that reflect expertise and lived experience about specific stages of life and/or demographic populations with specific housing needs (e.g. seniors groups, youth councils, immigrants, parent groups, etc.).
- Groups that hold more generalized community expertise and relationships (e.g. civic advisory bodies, religious organizations, business improvement associations, etc.).

Only one representative per organization will be selected. Should any spaces allotted to community-based organizations remain after the initial selection process, the Centre will continue to recruit additional organizations to increase the representation of missing voices.

Random Selection Guidelines for Residents

The Centre will select 100 residents to participate based on the guidelines below.

Population / Demographic	Preferred Guidelines for Selection Draw	Census Reference Data
Income	<p>Minimum of 42 participants with annual household incomes less than \$35,000 .</p> <p>To include at least 15 individuals who have indicated they require a subsidy, with priority access for those with an annual household income less than \$20,000 and/or with no post-secondary education.</p>	27% of households have annual incomes less than \$35,000 ²
Age	<p>Minimum of 42 participants under the age of 30¹. Minimum of 14 participants in each remaining age bracket.</p>	35% are 30 or less; 21% are 31-45, 22% are 46-60; 22% are 60+
Recent Immigrants	<p>Minimum of 14 individuals who have moved to Canada in the last 5 years.</p>	50% immigrants; 7% recent immigrants (past 5 years) ³

¹ Slight over-representation to account for anticipated attrition and/or heightened housing vulnerability

² Source: Metro Vancouver Housing Data Book (2019) via City of Burnaby planning staff

³ Source: Burnaby Local Immigration Partnership, <https://newtobc.ca/wp-content/uploads/2013/07/Burnaby-Immigrant-Demographic-Profile-2018.pdf>

Gender Balance	No gender should exceed 60% of participants.	Approximately 50% male and 50% female (statistics for transgender and non-binary not available)
Tenancy	Minimum 42 renters and 42 homeowners.	38% renters, 62% homeowners
Young Families	Minimum 14 parents with children under the age of 14.	

Random Selection Procedure for Residents

Step 1: Draw 15 individuals who have indicated they require a subsidy (preferred access for those with an annual household income less than \$20,000).

Step 2: Draw individuals with annual household incomes less than \$35,000 until selection pool includes 42 such individuals (participants already selected through Step 1 may contribute to meeting this target).

Step 3: Draw individuals who are under the age of 30 until selection pool includes 42 such individuals (youth already selected through Step 1 and Step 2 may contribute to meeting this target).

Step 4: Draw individuals who moved to Canada within the past 5 years until selection pool includes 14 such individuals.

Step 5: Randomly draw from the remaining pool of applicants, monitoring all criteria against preferred guidelines (e.g. gender, tenancy, age and young families). If the random selection process begins to result in the under-representation of specific populations, these populations may be given priority in drawing for the remaining available spaces.

Appendix 5: Quick Starts and Trade-Offs Survey

The following responses are from the Quick Starts and Trade-Offs Online Survey. Respondents were asked to select the three most important considerations for decision makers and workshop participants. The approaches and trade-offs below are taken from the Discussion Guide.

Housing Approach	Trade-Offs	Percent in Agreement
Approach 1: Treat housing as a personal responsibility Options under this approach could include: limiting government housing support and prioritizing spending on shared community infrastructure and amenities. Click here for more information on this particular approach. From the list of pros and cons below, please choose the 3 most important considerations for decision makers and workshop participants.	Pro: Building housing can be very expensive and can divert resources away from shared community infrastructure and amenities.	27%
	Pro: Government intervention can create dependency, remove market incentives and further skew housing prices.	25%
	Pro: Subsidized housing normally benefits a limited number of individuals and often cannot meet the needs of all residents.	35%
	Pro: Burnaby is traditionally not responsible for housing and action should come from the federal and provincial governments, not cities.	15%
	Con: Forcing people who cannot afford housing to leave Burnaby would separate them from their families, communities and support networks.	41%
	Con: Without affordable housing, Burnaby may have trouble attracting and retaining workers to sustain its businesses and services.	57%
	Con: There are many low-cost ways that municipalities support affordable housing, such as: creating rental-only zoning, establishing a density bonus program, or partnering with senior levels of government.	45%
	Con: The local housing market is skewed by global investment, which has helped raise prices beyond the reach of many local residents.	52%

Housing Approach	Trade-Offs	Percent in Agreement
<p>Approach 2: Embrace growth and density to increase housing supply</p> <p>Options under this approach could include: allowing multi-family dwellings in all neighbourhoods; allowing constructions of 4-6 story apartment buildings in single and two-family neighbourhoods; expanding high density towers; and creating rental-only zoning. Click here for more information on this particular approach. From the list of pros and cons below, please choose the 3 most important considerations for decision makers and workshop participants.</p>	Pro: Laneway homes, coach houses and secondary suites provide good options for youth, seniors and family members, while protecting neighbourhood character.	69%
	Pro: Townhouses, row houses and 4-6 story apartment buildings can create housing more efficiently and lead to more “walkable” communities.	70%
	Pro: Allowing high-density towers is a fast and efficient way to create large amounts of housing, increase environmental sustainability and generate revenues for the City.	31%
	Con: Gentle densification can take decades to pay off and does not necessarily create affordable housing. It also puts pressure on existing parking, transportation and services.	30%
	Con: Many residents choose to live in single and two-family neighbourhoods for the lifestyle they provide and may not welcome larger buildings and other changes.	39%
	Con: Condos and high-rise towers tend to cater to higher incomes, can displace existing affordable housing and are often blamed for increased social isolation among urban residents.	49%

Housing Approach	Trade-Offs	Percent in Agreement
<p>Approach 3: Protect and reinvest in existing affordable rentals and enforce regulations</p> <p>Options under this approach could include: freezing density levels around existing apartment buildings; requiring landlords to provide temporary accommodation to renters during renovations; introducing a policy to restrict short-term rentals (like Airbnb); and enforcing a Standards of Maintenance Bylaw to ensure upkeep of rental buildings. Click here for more information on this particular approach. From the list of pros and cons below, please choose the 3 most important considerations for decision makers and workshop participants.</p>	Pro: Preserves existing affordable rental housing and allows existing renters to have a more secure housing future.	60%
	Pro: Protects vulnerable renters, such as low-income seniors, and reduces the power imbalance between tenants and landlords.	67%
	Pro: Ensures better quality affordable rental units, resulting in less negative impacts on health, safety and well-being.	45%
	Con: Risks driving up long-term housing prices by failing to create the thousands of new housing units required by the Regional Growth Strategy to handle an increasing population.	34%
	Con: Does little for young people, recent immigrants and others who currently lack affordable housing.	34%
	Con: New rules and costs fail to recognize that many existing rental buildings have limited ability to cover major repairs or are in need of outright replacement.	46%

Housing Approach	Trade-Offs	Percent in Agreement
<p>Approach 4: Partner with community housing sector to build affordable housing</p> <p>Options under this approach could include: allowing developers to build more units in exchange for more affordable housing; seeking out more partnerships where the City uses its own resources to leverage the resources of its partners; fast-tracking application review and approvals for affordable housing; and spending Burnaby's resources on housing only when receiving contributions from other levels of government. Click here for more information on this particular approach. From the list of pros and cons below, please choose the 3 most important considerations for decision makers and workshop participants.</p>	Pro: Allows Burnaby to create affordable housing for specific populations with diverse housing needs and at different stages of life, without compromising its financial sustainability.	64%
	Pro: Leverages the financial resources of non-profits and government agencies, such as BC Housing and CMHC, as well as their expertise and ability to innovate.	57%
	Pro: Non-profits are mission based and reinvest surplus funds towards their affordable housing programming.	29%
	Pro: Non-profits and government providers have income-testing programs to ensure that tenants qualify for low-cost housing.	33%
	Con: Diverts City-owned land and development revenues to benefit specific households rather than the entire community.	31%
	Con: Even if Burnaby doubles or triples the rate of new housing units through community partnerships, very few residents would share the positive impacts.	22%
	Con: Cities around Metro Vancouver already do this and have not managed to solve the affordability crisis.	35%
	Con: Working with many different non-profits could reduce Burnaby's flexibility to change housing priorities over time and shifts the burden of navigating multiple waitlists to Burnaby residents.	21%

Housing Approach	Trade-Offs	Percent in Agreement
<p>Approach 5: Direct whatever resources are required to ensure housing for all</p> <p>Options under this approach could include: mobilizing all possible city resources towards building affordable housing; implementing a rental replacement policy for demovictions; creating a policy to capture increased land values when up-zoning; and aggressively seeking partnerships and funding from other levels of government. Click here for more information on this particular approach. From the list of pros and cons below, please choose the 3 most important considerations for decision makers and workshop participants.</p>	Pro: Would reduce and prevent housing insecurity for Burnaby's most vulnerable communities, which can have serious physical and mental health consequences.	39%
	Pro: Recognizes the full scale of the housing problem, including impacts on the middle class, on the economy and on the ability of young people to remain in Burnaby.	65%
	Pro: Would create more healthy and cohesive societies, with the understanding that housing unaffordability and insecurity are increasing urban isolation.	34%
	Pro: Direct action by Burnaby can create results faster than waiting for other funders and partners to be in place.	32%
	Con: Building enough homes to address Burnaby's core need would cost billions of dollars more is available across all levels of government.	25%
	Con: Burnaby's financial reserves are already largely allocated to functions such as emergency services, roads, trails, parks, recreation facilities and other community infrastructure.	32%
	Con: Burnaby should not replace the traditional roles of the federal and provincial governments in building affordable housing and the non-profit sector in operating non-market housing.	35%
	Con: Developers may not be able to afford providing replacement units for all displaced tenants, which could stall growth and constrain long-term housing supply.	32%

Appendix 6: Community Recommendations Workshop: Table Pitches

**Please note that the recommendations below are directly copied from the chart paper used by each table during their recommendation pitches.*

Table 1:

1. No empty homes:

- Bylaw creating meaningful deterrent (percent of housing value, potential to escalate, closing loopholes)
- Work with provincial government to close loop on speculation

2. Increase low to middle income housing supply

- Including non-market housing
- Church rezoning
- Modular housing: laneway, coach houses, secondary suites
- Rezoning borders of industrial land to include residential
- Rezoning single family lots for secondary suites, laneways

3. Create 350 units of supported housing

- For folks experiencing homelessness and those at risk
- Ex more Norland modular housing

Table 2:

1. Speed up process for partnerships

- City, NFP, other levels of government

2. Supportive programs

- Facilitate core funding to organizations that provide housing info/consultation to diverse housing

3. Densification through diverse housing types

Table 3:

1. **Establish a non-profit organization** with a commonly owned land base to provide affordable housing for ownership and rental with seed money from BC housing on city land

2. **Increase the number of affordable housing units** of co-op/co-housing including 3 or more bedrooms. Built as multi use buildings to promote meaningful, cooperative and sustainable neighborhoods. Designated co-op zoning.
3. **Create a pool fund** that both government and non governmental funders can contribute to anchor low income workers in the community

Table 4:

1. Gentle densification

- Improve land efficiency
- Diversify the types of housing
- Flexible housing options (affordable first/last homes)
- Gentle densification works best in the context of compact care communities

2. Complete communities

- Services for everyday living
- Walking distance
- Burnaby can facilitate via zoning
- Incorporate non market housing into existing infrastructure development

3. Increase and incorporate social housing into all communities

- Transitional supportive and non market housing
- Provide land for modular, co-op and nonprofit housing
- Partner with other levels of govt for funding
- Use zoning and density bonuses to facilitate/incentivize

Table 5:**1. Housing is a human right**

- Burnaby implements an integrated and holistic system for non market housing and social services.
- Lessen the social isolation by creating diverse and health communities with: more cooperative housing, more intergenerational housing, more housing for vulnerable communities
- Use current land owned by city (small lots/100 acres) by selling them and reinvesting in this integrated system
- Seek partnerships with province and feds
- Create more incentives for developers to provide housing options through partnerships

2. Create more market rental units

- Rezoning for rental only
- Rezoning for multi family homes
- Simplify the process for applications
- De-incentivize empty homes with tax and reinvest \$ into social services and non market housing
- Develop anti-speculation laws

3. Work with Federal and Provincial Government to reduce lending costs to nonprofits and affordable housing providers

- True advocacy from Burnaby
- Transparency and accountability

Table 6:**1. Co-op owned**

- We want the city to build coops and allow them to build on land presently owned by the city
- By: Changes in regulation and zoning, seeking fed. + prov. Support for subsidized units

2. Increased support for subsidized housing

- City of Burnaby should partner with provincial federal and non profit groups for subsidies
- Allow 25% of all new builds to be subsidized by continuing to wave development fee, speeding up process for approval of development.

3. Mixed zoning

- We want the city of Burnaby to zone areas for mixed housing developments within neighborhoods (single home, row housing, various forms of co-housing)
- By: having defined percentage of the housing type for neighborhood (to counteract exclusivity towers)

Table 7:**1. Housing for low income and vulnerable populations:**

To use the existing homeless count as a frame of reference to increase the number of cooperative housing, protected low income and subsidized housing units with appropriate rental supports

2. Density: We support increased density that protects Burnaby residents from land speculation which builds for families and their support networks while maintaining existing community business, green spaces and expanding amenities and infrastructure commensurate with population increase**3. Zoning:** To create flexible zoning regulations to allow for a diverse community with mixed use options including affordable housing types and housing tenures.**Table 8:****1. Density/supply**

- Getting more housing options: mixed use, supply increase, shared living accommodations, co-ops, co-housing
- Faster innovation
- Protect rental stock
- Create more hubs
- “Burnaby Special”

2. Infrastructure

- Goes hand in hand with density
- Support city centers and hubs
- Transportation and schools

3. Government Partnerships and Incentives

- Incentivize building and social housing
- Be prepared with an action plan when presenting to higher levels of govt. by preparing 5 yr analysis
- Incentives for single family homes to increase density on their land (laneway homes, carriage houses, duplexes etc)

Table 9:

1. Mixed tenure/mixed housing types

- Requiring developers (through rezoning in city centers) to contribute by creating diverse ownership/rental models within a particular project
- Ie: rent to own, newcomers, seniors, subsidized, purchases
- Diverse price points for purchase
- Minimum # of dedicated rentals
- Increase walkability and environmental responsibility
- Allows owners to diversify their houses

2. Subsidies and rent control

- Bridge the gap between wages/salary and the prices of rent
- Developing a rent bank program to provide micro loans to rentals in need
- Lobby the provincial government to expand rental subsidies and shelter rates

3. Partnerships

- City needs to aggressively lobby for partnerships at all levels of government to leverage federal and provincial funds
- To create subsidized housing
- Expanding non market housing

Table 10:

1. Laneway/missing middle

- Caveat – infrastructure needs to be in place first: schools, pervious surfaces, parking roads, civic amenities, property taxes need to reflect density and pay more

- Pro: families stay together and increased density

2. Partnerships and density bonuses

- Pro- increase supply, decrease demand, decreased rent and purchase prices
- Caveat – Provide non market, especially most vulnerable meet housing needs across continuum
- Accessible and energy efficient
- Civic amenities to keep pace near transit

3. City enforcement

- No empty homes – houses & condos
- No air bnb
- City needs departments for enforcement standards of maintenance
- Pro: increased supply, safe and healthy housing, decreased cost of housing because homes are being used to house the local population

Table 11:

1. Single point of contact for people seeking affordable housing

- A city department, collects data for future decisions

2. Create more partnerships with non profit & other levels of govt

- Focus on supportive housing and non market
- Use both city land and finances as a resources and mitigate city financial risk

3. Increase density in single family residential neighbourhoods

- Laneway housing
- Secondary suites
- Low rise departments
- Micro Units
- Decrease minimum lot sizes
- More complete neighbourhoods with small scale commercial services

Table 12:**1. Housing strategy**

- Creating and ensuring a comprehensive housing strategy and vision for city
- Inclusive community
- Prioritizing city resources

2. Bold and aggressive leadership

- Proactive identification and pursuit of funding for partnership projects, such as: federal and provincial partners

3. Advocacy to higher governments for greater market controls

- Such as: rent control, speculation regulation, empty home tax?

Table 13:**1. Gentle density diversity**

- Change single family zoned areas to allow missing middle (ie: laneway homes, townhouse, low rise apartments)
- Add amenities (schools, shops, parks, etc)
- Eliminate parking min's (?) to encourage walking, biking, transit
- Allow existing single family homes to be converted to multi family
- Connected with transit

2. Multi-generational housing

- City to provide land and coordinate partnerships
- Student housing off campus; combined with affordable housing for seniors and people with disabilities, and recent nursing graduates
- In partnership with Min of Adv. Educ. (\$400M fund for student housing)
- Managed as or like a co-op
- Specific criteria for eligibility TBD by partners

3. Tax policy to decrease speculation

- Advocate for vacancy Tax and foreign buyers tax
- Advocate for change to BC Assessment Rules
- Land capture value tax for up zoned properties

Table 14:**1. Density**

- Missing Middle
- Increased density in town centers along arterials and on the edges of community planned areas
- Increase density in single family neighborhoods by allowing laneways and increasing opportunities for secondary suites

2. Use of municipally owned land

- Focus on retaining city land and leasing to housing providers for affordable housing
- Rather than selling for private development
- Almost 50% of the need is for household income under \$30k

3. Rental replacement

- Replace demolished rentals units in new buildings
- Replacement units to be income contingent

Appendix 7: Entrance Survey - Resident Engagement Questions

Questions	Answers	Entrance Survey
How would you describe your sense of belonging to your local neighbourhood? Would you say it is...?	Very Strong	33%
	Somewhat Strong	45%
	Somewhat Weak	16%
	Very Weak	5%
	Prefer not to say	1%
How would you describe your sense of belonging in your city or town? Would you say it is...?	Very Strong	30%
	Somewhat Strong	43%
	Somewhat Weak	22%
	Very Weak	5%
	Prefer not to say	0%
Have you done each of the following activities in relation to a particular issue or policy you were concerned about or interested in?		
Looked at a variety of news and information sources to get different points of views on the issue	Yes, in the past 12 months	93%
	Yes, previously, but not in the past 12 months	3%
	No	4%

Signed a petition (online or in-person)	Yes, in the past 12 months	48%
	Yes, previously, but not in the past 12 months	12%
	No	40%
Answered a government survey on the issue (i.e. through online survey)	Yes, in the past 12 months	75%
	Yes, previously, but not in the past 12 months	4%
	No	21%
Posted comments online about the issue (e.g. on Facebook, Twitter, a news website, a blog, chat room, webinar, etc.)	Yes, in the past 12 months	47%
	Yes, previously, but not in the past 12 months	4%
	No	49%
Contacted a non-government organization that advances the issue	Yes, in the past 12 months	45%
	Yes, previously, but not in the past 12 months	6%
	No	49%
Contacted an elected official (e.g. MP, MLA, Mayor, City councilor) by phone, email, website, or on social media)	Yes, in the past 12 months	46%
	Yes, previously, but not in the past 12 months	11%
	No	43%

Joined in a boycott of a company for its policies or actions	Yes, in the past 12 months	20%
	Yes, previously, but not in the past 12 months	10%
	No	70%
Contacted the media (e.g. letter to newspapers, call-in to radio, etc.)	Yes, in the past 12 months	13%
	Yes, previously, but not in the past 12 months	14%
	No	73%
Actively tried to get others to take political action for or against the issue	Yes, in the past 12 months	43%
	Yes, previously, but not in the past 12 months	9%
	No	48%
Participated in an organized protest or demonstration	Yes, in the past 12 months	14%
	Yes, previously, but not in the past 12 months	21%
	No	65%
Volunteered in an election campaign	Yes, in the past 12 months	28%
	Yes, previously, but not in the past 12 months	13%
	No	59%

Attended a public consultation meeting	Yes, in the past 12 months	55%
	Yes, previously, but not in the past 12 months	18%
	No	27%
<p>For each of the following groups of people, check to what extent you trust or do not trust: (Ordered by most to least trusted)</p>	Members of your family	1
	Academics	2
	People with a different ethnic background from your own	3
	People in your neighbourhood	4
	City staff	5
	Journalists	6
	Mayor, City Council and MLAs	7

For each pair, select which statement comes closest to your own views, even if neither is exactly right.		
Pair 1: Most elected officials care what people like me think		67%
Pair 1: Most elected officials don't care what people like me think		33%
Pair 2: Voting gives people like me some say about how government runs things		86%
Pair 2: Voting by people like me doesn't really affect how government runs things		14%
Pair 3: Ordinary residents can do a lot to influence my city government if they are willing to make the effort		92%
Pair 3: There is not much ordinary residents can do to influence my city government even if they are willing to make the effort		8%
Pair 4: The local political system works fine, it's elected officials that are the problem		48%
Pair 4: Most elected officials are doing a good job, it's the local political system that is the problem		52%
Which of the following statements do you agree with the most? (Please select one only)	Democracy is preferable to any other form of government	92%
	For people like me, it doesn't matter whether a government is democratic or non-democratic	0%
	Under some circumstances an authoritarian government may be preferable to a democratic one.	8%

