

YOUR VOICE. YOUR HOME. RESIDENT RECONVENING WORKSHOP: WHAT WE HEARD REPORT

February 11, 2021

Context

In May 2019, approximately 100 representative Burnaby residents and community members gathered for the Your Voice. Your Home. [Community Recommendations Workshop](#) at Maywood Elementary. At this workshop, residents worked together to increase their knowledge of housing trends and facts, build empathy for different needs and perspectives and, most importantly, create a series of actionable recommendations in the best interest of all Burnaby residents. These recommendations were presented to Burnaby's Mayor, City Council and members of the [Mayor's Task Force on Community Housing](#).

At the end of the workshop, residents were asked to suggest one member from their table to represent the perspectives of the group at the Your Voice. Your Home. Resident Reconvening Workshop, which would evaluate progress made by the City of Burnaby on community housing one year later. Although delayed by the COVID-19 pandemic, this workshop took place on **Thursday February 11th, 2021**.

This reconvening workshop brought together 13 Burnaby residents from the Community Recommendations Workshop to review progress on the residents' recommendations. The reconvening workshop provided a unique opportunity to close the loop on what was the City's largest ever public engagement process.

This *What We Heard Report* will be presented to the Mayor's Task Force on Community Housing at their own respective reconvening workshop on March 1st 2021, as well as to City Burnaby staff. It will also be communicated back to all participants of the Your Voice. Your Home. Recommendations Workshop and posted publicly on both the City of Burnaby's website and the SFU's Morris J. Wosk Centre for Dialogue's website.

This *What We Heard Report* was independently prepared by SFU's Morris J. Wosk Centre for Dialogue to provide an overview of participant input and discussions at the Your Voice. Your Home. Resident Reconvening Workshop. This report does not necessarily reflect the opinions of the Centre for Dialogue or the City of Burnaby.

Process

Workshop residents were joined by Mayor Mike Hurley, City staff and staff from the Centre for Dialogue.

This was a voluntary scope of work provided by the Centre for Dialogue, as part of its ongoing work to explore innovative and accountable practices in public engagement.

Attendees	Roles
Residents	To review and evaluate Burnaby's progress on implementing resident recommendations, receive updates from the City and represent the perspective of Burnaby residents.
City Staff and Mayor Mike Hurley	To present an update from the City regarding the progress on implementing resident recommendations, answer any technical questions and listen to residents' input and feedback.
SFU Morris J. Wosk Centre for Dialogue Staff	To host and facilitate the reconvening workshop as a neutral third party and to report on the resident input.

Agenda overview:

- Opening remarks and territorial acknowledgements
- Setting the context, objectives and workshop agenda
- Opening round: What is most top-of-mind for you today?
- Presentation from the City of Burnaby on the progress made on the resident recommendations
- Breakout group discussions:
 - Part one: Q&A with Mayor Hurley and City Staff
 - Part two: Discussion on the recommendations
 - Overall, how do you feel about the City's progress on the resident recommendations?
 - What specifically did you like and what specifically could be improved?
- Evaluation exercise and sharing collective results in real time
- Next steps and closing:
 - Closing round: What is the single best piece of advice you have for the City moving forward on these recommendations?

Summary

Opening round

The workshop started with the following prompt: “What is most top-of-mind for you today?” More than anything else, residents emphasized they were keen to learn more about the progress the City had made to date. Other comments/questions included:

- What are the City’s plans for amenities and infrastructure accompanying housing plans?
- What are the concrete, practical changes that have been made and what changes are still underway?
- What are the City’s accessibility policies to accompany its housing plans and policies?
- How can current Burnaby residents continue to live in the City without being forced to move?
- What are the policies to address the missing middle in the housing spectrum?
- What is the City’s approach towards laneway housing?
- What are the City’s policies and approaches to curb speculation in the housing market?
- How will the City balance its need to grow, while maintain its ‘small city’ feel?
- What are the City’s plans to increase available housing stock?
- How is the City approaching general affordability?

Breakout: Part one - Q&A

In advance of the workshop, participants received and reviewed the ‘Mayor’s Task Force on Community Housing Progress Report: Community Recommendations’ (see Appendix A). Residents were divided into 2 breakout groups. One breakout group was in conversation with Mayor Hurley and Lee-Ann Garnett, while the other had a discussion with City staff, David Clutton, Wendy Tse and Lily Ford. After 10 minutes, the groups switched.

Residents raised the following questions/comments (grouped into themes):

- Importance of maintaining neighbourhood livability with regards to infrastructure and amenities (e.g. sidewalks, community centres, schools, sewers, green spaces, food access, community gardens, raising chickens) to support growing density and sustainability
Residents highlighted:
 - The need to plan ahead to “future-proof” Burnaby’s infrastructure and facilities’ capacities as the City grows.
 - Mobility as a crucial consideration for a growing and ageing population.
 - The importance of social, community and wraparound services, especially for those living with mental health and addiction issues, to accompany growing density.

- Mobility and accessibility

Residents expressed concern regarding:

- The lack of sidewalks and accessible sidewalks in particular.
- The view that townhouses do give more density but do not work for wheelchair users. How is the City handling increased densification while ensuring mobility needs are met?

- Future public engagement opportunities and initiatives

Residents expressed interest in:

- Similar future public engagement processes to Your Voice. Your Home., on the topic of housing, as well as others.
- More opportunities for diverse forms of engagement, including: newsletters, open houses, etc.
- Staying engaged in the Your Voice. Your Home. process moving forward.

- Laneway homes, small scale in-fill and densification

Residents had questions regarding:

- Specific policy directions for implementation in comparison with other neighbouring municipalities that allow laneway homes, such as Vancouver and Coquitlam.
- Timelines for implementation of densification plans, including laneway home plans.

- The HOME Strategy, partnerships and collaboration with other levels of government

Residents would like to learn more about:

- Partnerships and collaboration with other levels of government and specifically how this work is shared. Which recommendations and projects can be completed by the City on its own and which require partnerships?
- How developers are proposing to build in the City and how the City is working with developers differently.

- Information and data availability

Residents recommended:

- A database or interactive map that is easily accessible online to track available housing stock, current and future developments as well as other housing data such as wheelchair accessible units.

Breakout: Part two - Discussion on recommendations

Prompting questions:

- Overall, how do you feel about the City's progress on the resident recommendations?
- What specifically did you like and what specifically could be improved?

Residents would like to see:

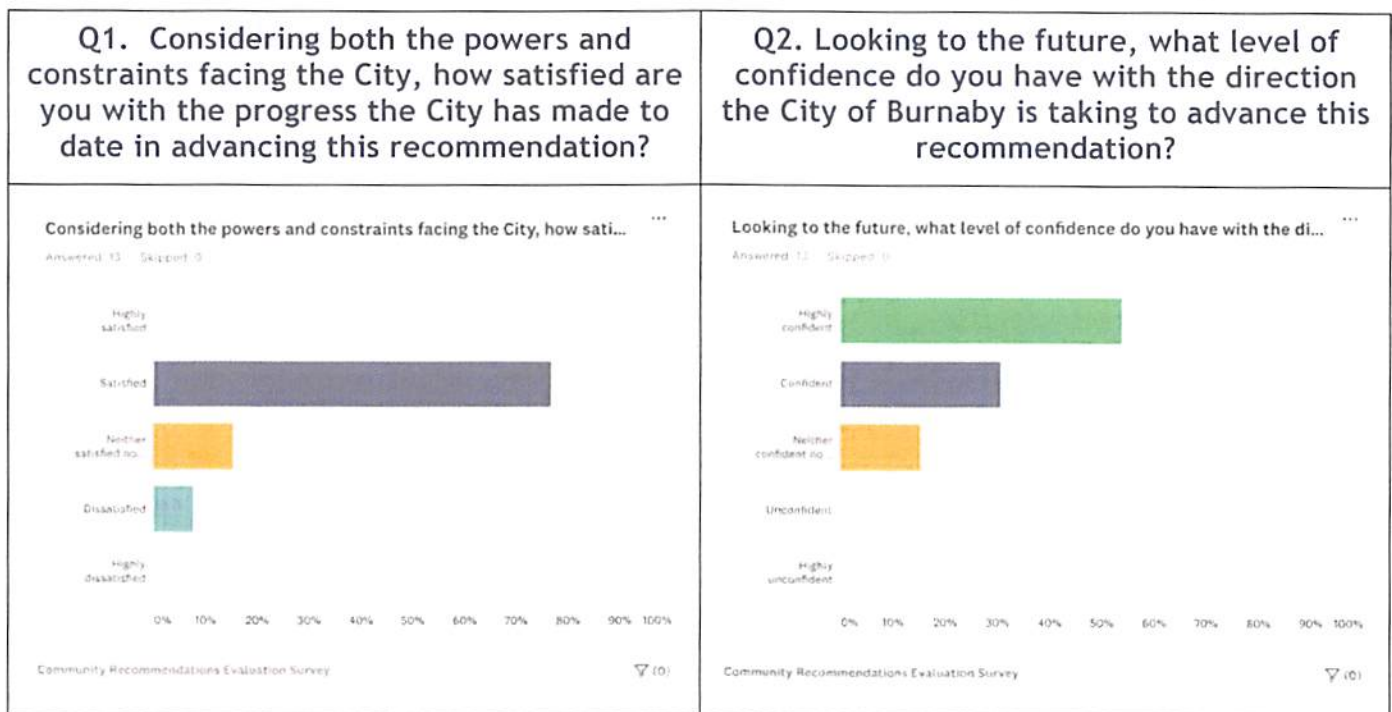
- More available data and information, including maps and neighbourhood plans.
- More opportunities for public engagement processes like Your Voice. Your Home., including opportunities to meaningfully connect, share different perspectives and interact with other Burnaby residents.
- Higher emphasis on livability and infrastructure to support densification.
- Continued progress on support for renters, especially when units are replaced.
- A more responsive and proactive approach (as opposed to a more reactive one).
- Greater acceleration on the housing file. Progress is being made, but there is still deep urgency to speed up work.
- Regulation of short-term rentals.
- Prioritization of mobility and accessibility.
- More shelters for people experiencing housing insecurity or homelessness.
- Support for renters during COVID-19.
- More protection of funds, to decrease City dependency on other levels of government, should housing priorities change at the Provincial and Federal levels.
- Safety for those who are not in 'traditional housing' – e.g. those who are living in cars, RVs, etc.

Evaluations

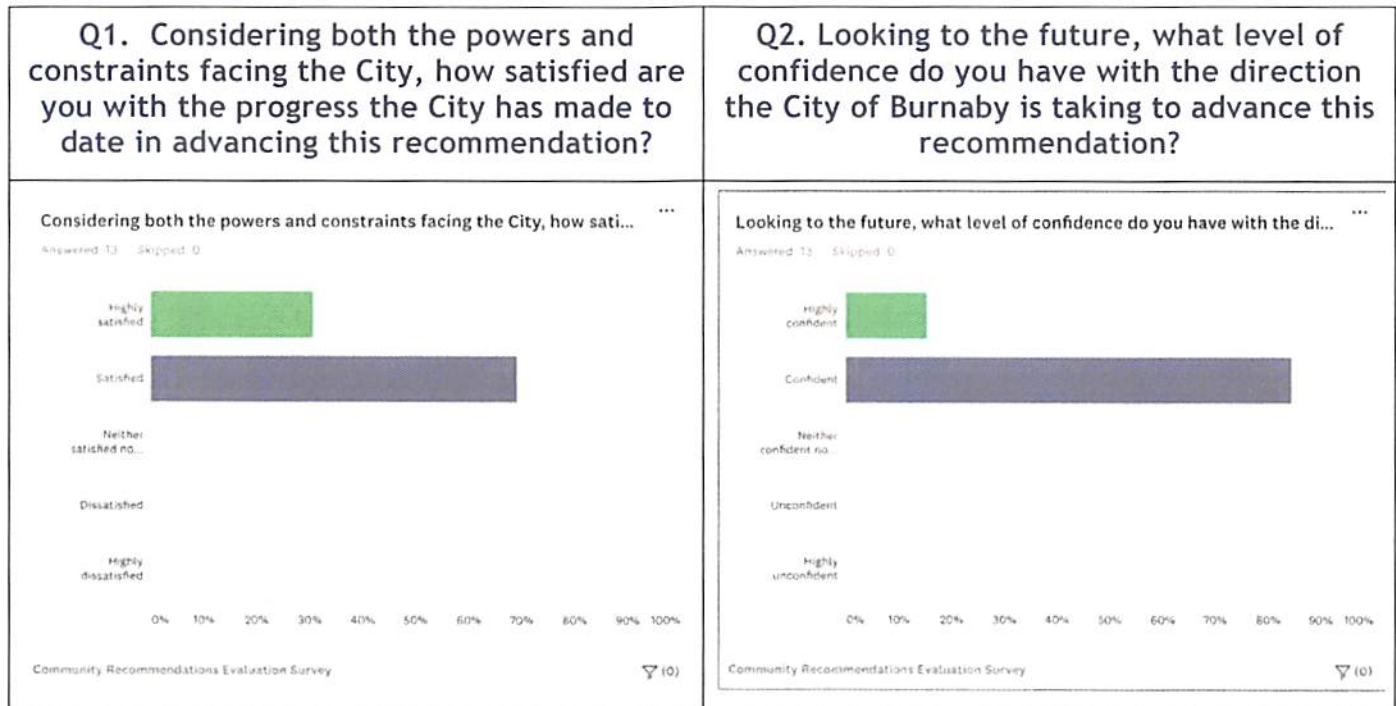
Participants completed two evaluation exercises. The first was conducted during the workshop with all 13 participants. Residents had to evaluate the City's work by answering two questions:

- Question 1- Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?
- Question 2- Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

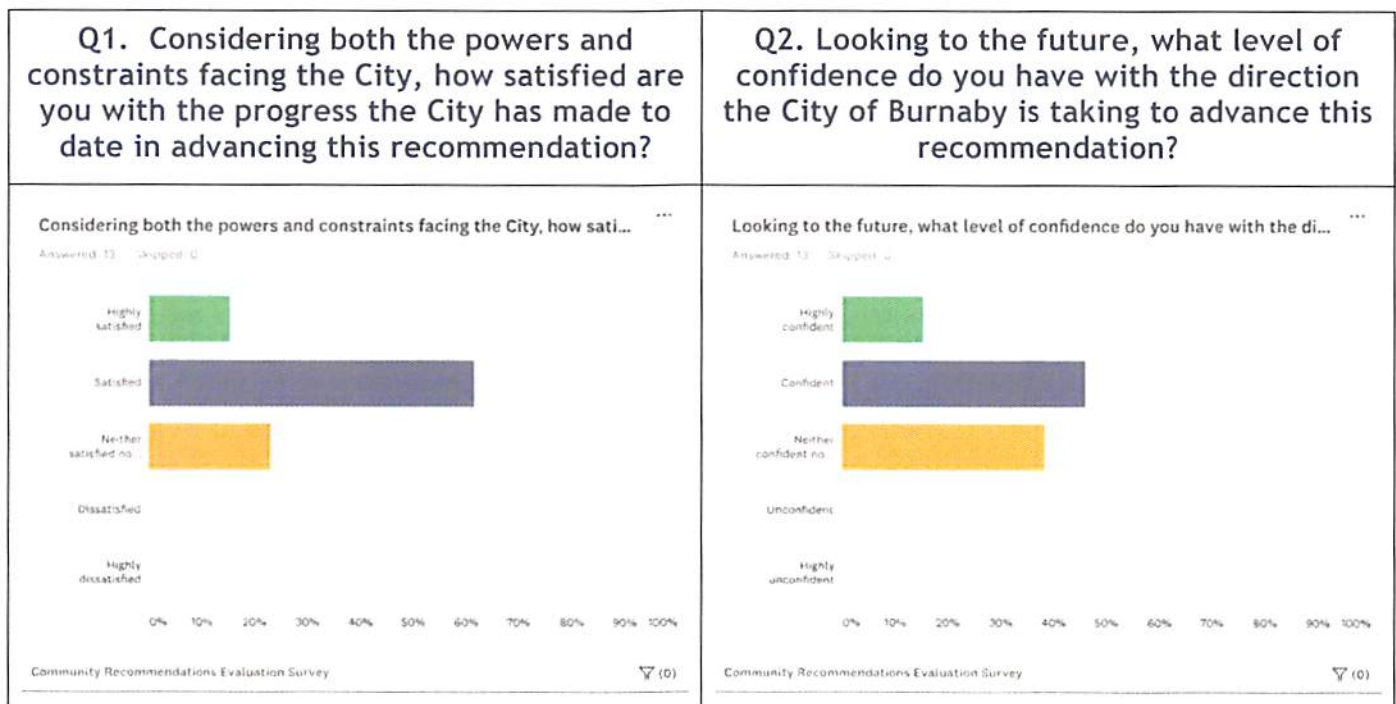
THEME 1: Gently Density Neighbourhoods to Increase Supply and Diversify



THEME 2: Create More Affordable Housing



THEME 3: Expand and Invest in Partnerships

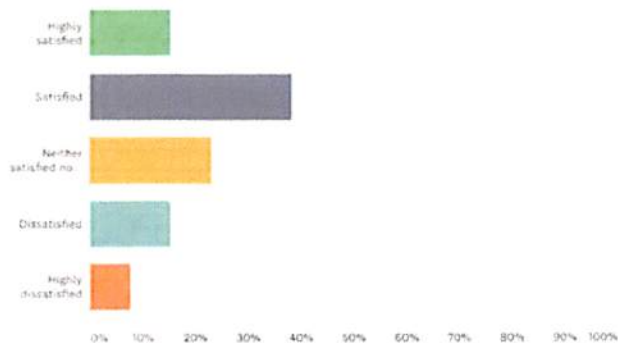


THEME 4: Ensure Livability as Communities Change and Grow

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

Considering both the powers and constraints facing the City, how sati... ***

Answered: 13 Skipped: 0



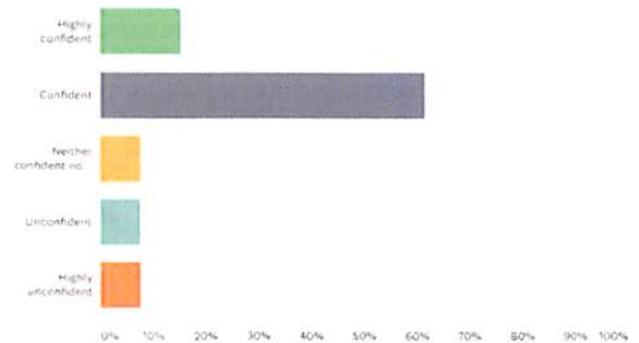
Community Recommendations Evaluation Survey

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Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

Looking to the future, what level of confidence do you have with the di... ***

Answered: 13 Skipped: 0



Community Recommendations Evaluation Survey

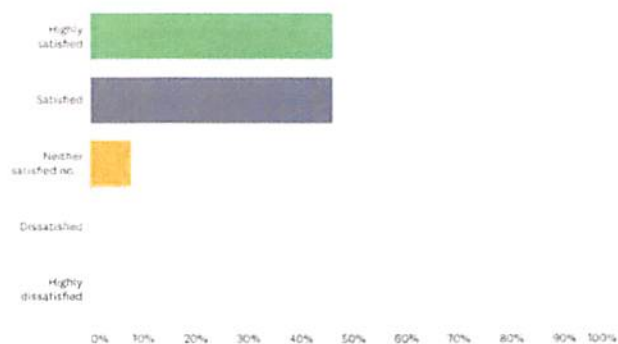
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THEME 5: Increase Renter Options, Supports and Protections

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

Considering both the powers and constraints facing the City, how sati... ***

Answered: 13 Skipped: 0



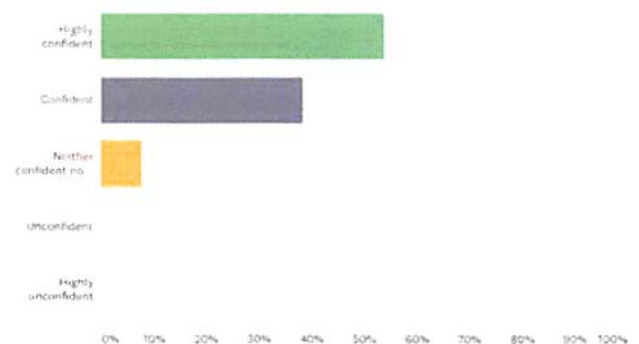
Community Recommendations Evaluation Survey

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Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

Looking to the future, what level of confidence do you have with the di... ***

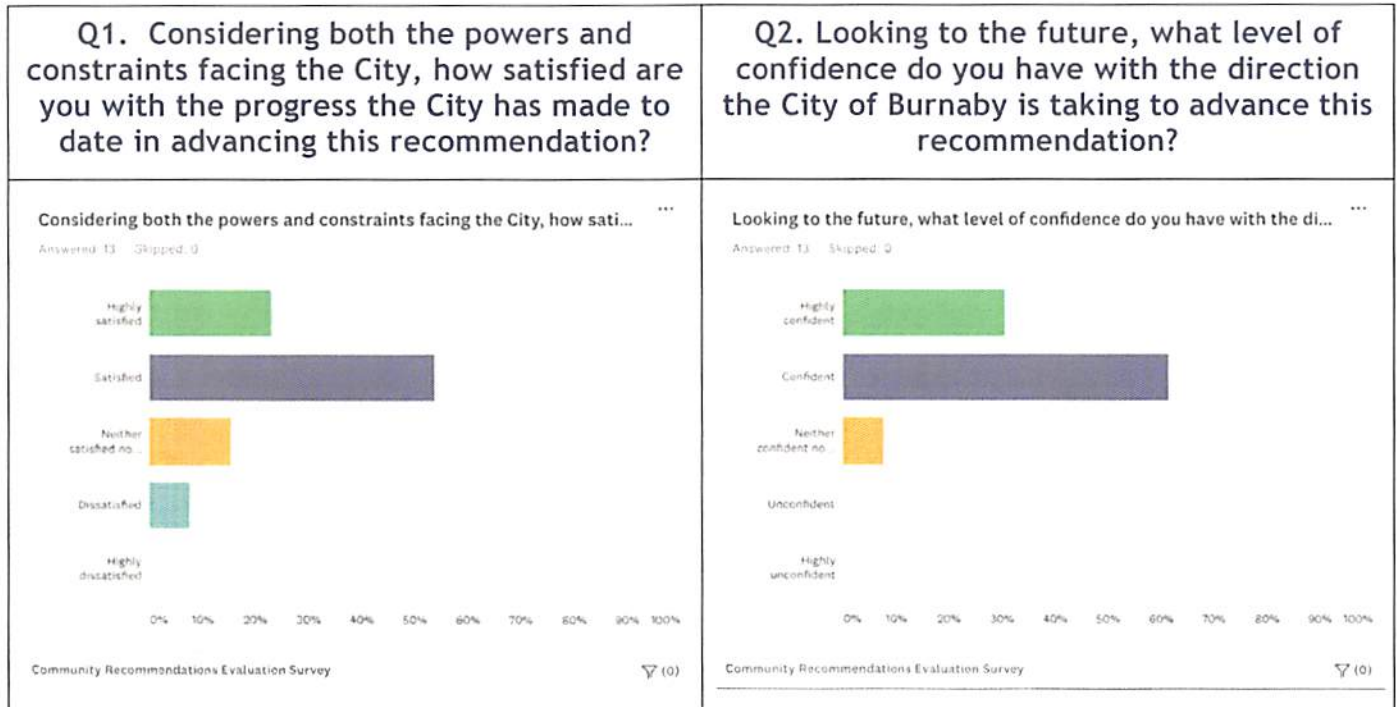
Answered: 13 Skipped: 0



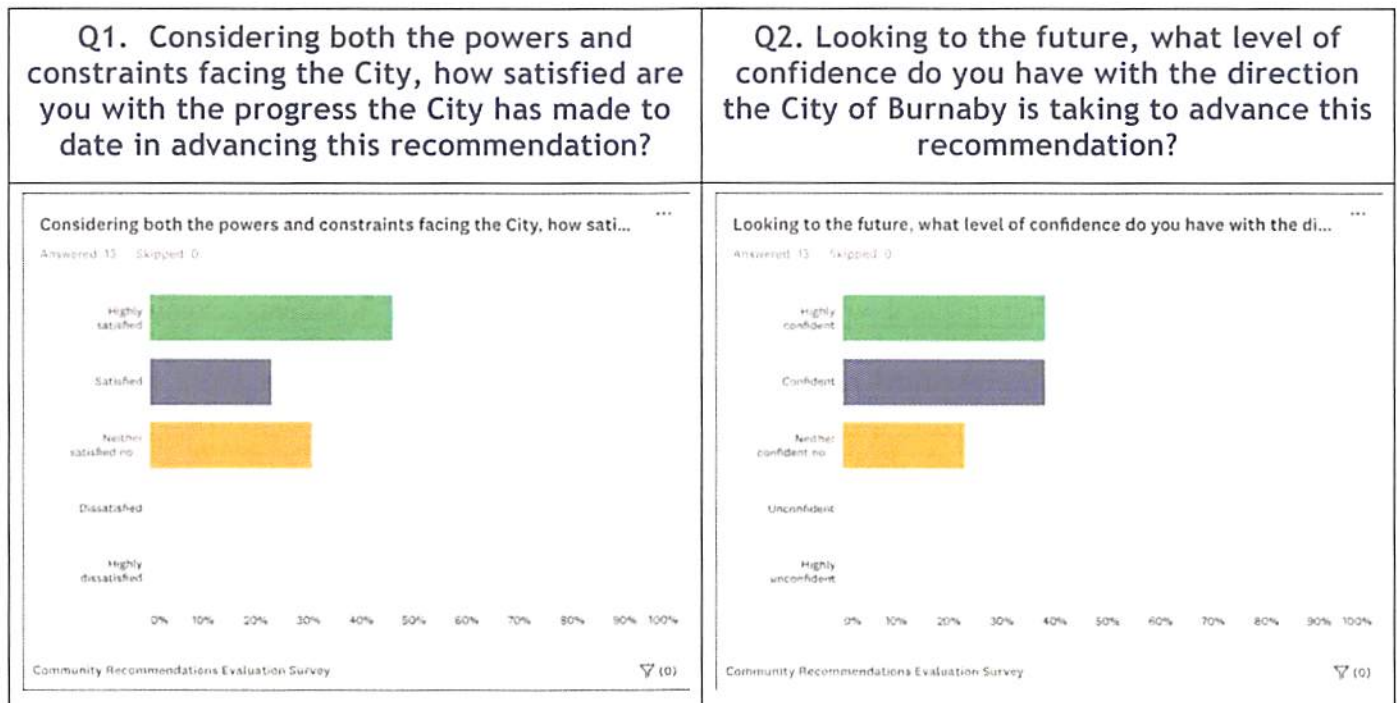
Community Recommendations Evaluation Survey

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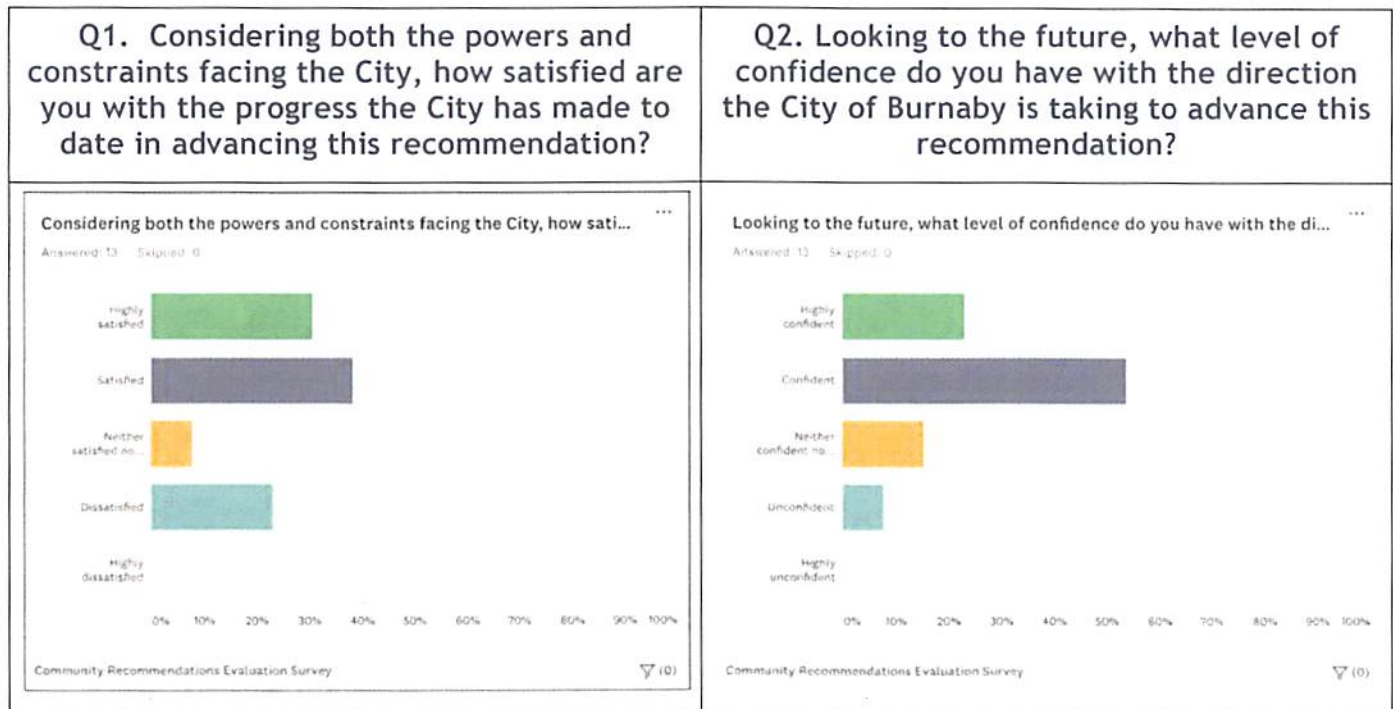
THEME 6: Regulate Speculation and Empty Homes



ADDITIONAL FINDING 1: Burnaby should take increased responsibility for affordable housing



ADDITIONAL FINDING 2: Burnaby should prioritize affordability benefits for most vulnerable residents



The second evaluation (exit survey) took place after the workshop and was voluntary. It provided participants with the opportunity to provide additional input and feedback. For additional information about participant experience, please see Appendix B.

Exit Survey: Total 10 responses

1. What are you most pleased to have seen in the City's work to date to advance the resident recommendations?

Overall, participants were pleased with the work the City has done to date. Residents acknowledged a lot remains to be done and noted a sense of urgency to address housing issues, despite the long-term nature of these changes. **Specifically, participants were pleased to see:**

- The work has begun.
- The City is continuing its discussion with residents.
- The City's commitment to developing affordable housing on 10 City-owned sites, signaling its commitment to residents.
- Increased renter protections, such as the implementation of the Rental Use Zoning Policy, the updated Tenant Assistance Policy and the Rent Bank.
- Protections for displaced renters.
- Additional rental units in new developments.

- New accommodation options for people experiencing homelessness.
- (Re)establishment of partnerships with senior levels of government.
- The City is beginning to explore strategies to regulate short-term rentals in ways that protect Burnaby renters.

2. What would you have liked to have seen done differently to advance the resident recommendations? Please include specific examples and detail, where possible.

Residents would like to see:

- Increased diversification of occupants in high-rise buildings, to reflect the diversity of Burnaby residents.
- Short-term support for low-income residents who make less than \$35,000 a year.
- Quick work to complete sidewalks.
- Clear definitions of affordability which are specific to Burnaby's context.
 - Suggestion: Consider adopting multiple definitions of affordability for different housing types and community groups.
- Clear definitions of livability to make it easier to measure progress on resident recommendations in the HOME Strategy report.
 - Concern that replacing too much commercial space with rental units could negatively impact livability, especially if community services are displaced by expensive rental units.
- The City ensure long term livability as communities change and grow and that this long-term view is reflected in the Official Community Plan update.
- A visual map or guide available to residents showing where projects have started, even in their initial phases.
- More scenarios or specific examples to illustrate the themes in the report.

3. In your opinion, which recommendations (theme/finding) have seen the most progress? Please choose 2.

Of the ten participants who completed the exit survey, most considered that *Theme 3: Expand and Invest in Partnerships*, had seen the most progress. Followed by *Theme 2: Create More Affordable Housing*.

In your opinion, which recommendations (theme/finding) need the most attention and priority? Please choose 2.

Of the ten participants who completed the exit survey, most participants chose *Theme 2: Create More Affordable Housing* as needing the most attention and priority, closely followed by *Theme 5: Increase*

Renter Options, Supports and Protections. Conversely, Additional Finding 2: Burnaby should prioritize affordability benefits for most vulnerable residents was not selected by any participants.

Closing round

Residents expressed deep appreciation towards the City and workshop organizers for their work on moving the residents' recommendations forward. **Specific words of advice included:**

- Keep the conversation going with residents. Residents would like to see more similar types of engagement.
 - “As a Burnaby resident, I found a lot of value on May 25, 2019 to sit down with other residents who had different perspectives from my own... this type of community consultation where we can talk with fellow residents is very valuable.”
 - Engagement can make the process longer, but it also makes it more comprehensive and successful.
 - Suggestion to host another review in five years.
- Continue to be innovative and pursue new partnerships. Be brave and try new things. Look at what you can adapt. Don't do the 'same old'.
- Continue and strengthen the level of transparency moving forward. Create a space where residents can easily access the City's progress and housing information on an ongoing basis.
 - Residents have an appetite for more information, which more than often municipalities are reluctant to share. The City should feel good about sharing its progress, even if it's not 'fully-baked'. Resident want to hear about progress.
- Don't get hung up on trying to please all of us [residents]. Whatever you do, do it well!
- Even if a lot of the progress is dependent on grants and partnerships, it is better to do something, than nothing.

Conclusion

Mayor Hurley, City staff and the Centre for Dialogue would all like to express their sincere thanks to the 13 workshop participants for their leadership, commitment and support for the Your Voice. Your Home. process.

This report will be circulated to all participants of the Your Voice Your Home Recommendations Workshop and posted publicly on both the City of Burnaby's website and the Centre for Dialogue's website. This information will also be presented to the Mayor's Task Force on Community Housing at their reconvening workshop on March 1st 2021, as well as to City Burnaby staff. Lastly, this input will also support the upcoming HOME Strategy engagement process, which will begin in spring 2021.

Appendices

- **Appendix A-** Mayor's Task Force on Community Housing Progress Report: Community Recommendations
- **Appendix B-** Additional exit survey results- participant experience

Appendix A- Mayor's Task Force on Community Housing Progress Report: Community Recommendations



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

MAYOR'S TASK FORCE ON COMMUNITY HOUSING

PROGRESS REPORT: COMMUNITY RECOMMENDATIONS



THIS IS 
CLIMATE
ACTION



HOW WE GOT HERE

On May 25, 2019, a diverse group of 97 Burnaby residents and stakeholders attended a full-day Community Recommendations Workshop at Maywood Community School, and outlined their top recommendations to tackle the housing challenges in Burnaby. These recommendations were shared with the Mayor's Task Force on Community Housing ("Task Force") to inform their decisions.

Through 2019, the Task Force engaged over 2,600 members of the public through the Your Voice. Your Home. process, the most people ever reached through a City engagement process. The Task Force outlined 18 recommendations and 10 quick starts to expand housing options and improve housing affordability for Burnaby residents. Collectively, the recommendations frame a new approach to housing, in which the City plays a more direct role in encouraging affordability and choice. Since the release of the Task Force recommendations in July 2019, the City has been making headway in refining and implementing the recommendations and quick starts.

The City continues to strive to listen to the voices of all residents to create a more inclusive and welcoming community. As such, this Progress Report provides an update on the City's progress on delivering on the recommendations made by community members who attended the May 2019 Community Recommendations Workshop. To continue the conversation, the City is reconvening some participants from this workshop in February 2021 so that they may provide their feedback and input on the progress made to date, and provide additional insights and perspectives on their experience with housing in Burnaby.



KEEPING THE CONVERSATION GOING

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, the Centre for Dialogue has engaged hundreds of thousands of participants to create solutions for many of society's most pressing issues.

The process used to engage the community and stakeholders through the Your Voice. Your Home. process and Mayor's Task Force on Community Housing was transformative in how the City works with members of the public to shape policy. To continue the City's valuable connection with the community, the SFU Morris J. Wosk Centre for Dialogue has offered, in the spirit of contributing to the public good, to reconvene participants from the Community Recommendations Workshop to report out on progress on the Key Themes and Additional Findings from the Community Recommendations Report, in addition to hearing more from the community on the issue of housing.

PROGRESS + ACHIEVEMENTS

KEY THEMES

THEME 1 Gently Density Neighbourhoods to Increase Supply and Diversify Housing Types



PROGRESS TO DATE

Actions to increase the supply and diversity of different housing options have been incorporated into HOME: Burnaby's Housing + Homelessness Strategy, which is currently underway. This includes the allowance for small-scale infill housing, such as laneway housing and suites in duplexes, and medium scale infill options, such as townhouses and smaller apartments, in various areas in the City. Transition areas between lower density neighbourhoods and Town Centres are also being explored for a greater mix of uses and increased housing choices in close proximity to transit and amenities.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation. One of the priority implementation actions for 2021 is a Neighbourhood Infill Program to permit small-scale infill options, including suites in duplexes, smaller lots, and laneway homes.

THEME 2 Create More Affordable Housing



PROGRESS TO DATE

Ten City-owned sites, with a combined assessed value of over \$104 million, are currently undergoing expedited development approvals and/or funding application processes to facilitate approximately 1,500 non-market homes for low and moderate-income households. This effort has been in partnership with other levels of government and non-profit housing providers, in addition to multiple City departments coming together and using City resources, including the Community Benefit Bonus Affordable Housing Reserve, to better support these projects.

NEXT STEPS

The City and its non-profit housing partners are awaiting the results of funding applications submitted to other levels of government, including BC Housing and the Canada Mortgage and Housing Corporation. Should the applications be successful, approximately 1,150 new homes could begin construction in 2021. The City will also continue to seek opportunities to create more affordable housing, through HOME: Burnaby's Housing + Homelessness Strategy.

THEME 3 Expand and Invest in Partnerships



PROGRESS TO DATE

To ensure a mix of affordable homes are available and to respond to the needs of the residents of Burnaby, the City has partnered with other levels of government, non-profit housing operators and the private sector to encourage more affordable housing development. This includes a Memorandum of Understanding with BC Housing to formalize how the City and BC Housing will work together to develop affordable housing on six City-owned sites and one federal site in Burnaby. Through these partnerships, a variety of new housing options will be facilitated, including new co-operative housing, housing for Indigenous individuals and families, housing for women and children, seniors, and those who are homeless or at risk of homelessness. In addition, through the adoption of the finalized Rental Use Zoning Policy in March 2020, the City now encourages partnerships between the private sector and non-profits to deliver greater affordability in the City's rental stock. The City further continues to advocate for more funding from other levels of government for affordable housing development.

NEXT STEPS

The City will continue to build and strengthen its partnerships to help increase affordable housing options in the City. Additional actions to achieve this recommendation are included in HOME: Burnaby's Housing + Homelessness Strategy.



THEME 4 Ensure Livability as Communities Change and Grow



PROGRESS TO DATE

To better understand how Burnaby communities will change and grow, the City's Housing Needs Report, a new provincial requirement that requires all municipalities to project housing needs in the community, will be presented to Council for endorsement in February 2021.



NEXT STEPS

Livability is a central consideration in HOME: Burnaby's Housing + Homelessness Strategy. This includes actions to prioritize market and non-market rental in close proximity to transit and services, the provision of on-site and community amenities, and the creation of guidelines to improve livability for families and foster meaningful social interactions between neighbours. In addition, livability will be an important component of the upcoming update to the Official Community Plan, which sets the overall vision and long-term direction for the City.

THEME 5 Increase Renter Options, Supports and Protections



PROGRESS TO DATE

Efforts to better support renters are underway. The City's Rental Use Zoning Policy was finalized in March 2020, which requires new developments to replace demolished units and to offer these units at pre-development rents to displaced tenants. The Rental Use Zoning Policy further utilizes rental-only zoning to incentivize the provision of below-market rental units in new developments. The City is also proud to have one of the strongest rental protection policies in Canada with its update to the Tenant Assistance Policy in 2020 to strengthen supports and benefits to tenants who are displaced through the redevelopment process, including the provision of ongoing rent top-ups until replacement units are ready to be occupied. A temporary Burnaby Rent Bank was created at the onset of the COVID-19 pandemic with the support of City funding, and has since received provincial funding to become a permanent service for Burnaby renters who need a short-term loan to stabilize their housing.

NEXT STEPS

The City will continue to implement its rental policies to increase affordable rental options and ensure better supports and protections for Burnaby renters. Additional measures to support renters, including the creation of a Standards of Maintenance Bylaw, are outlined in HOME: Burnaby's Housing + Homelessness Strategy. In addition, the City continues to advocate for stronger protections for tenants to the provincial government.

THEME 6 Regulate Speculation and Empty Homes



PROGRESS TO DATE

In 2020, the City adopted a policy framework to restrict Short-Term Rentals in the City, ensuring long term rental housing was maintained for renters. The City also continues to seek ways to ensure homes are serving local needs, including using data from the provincial Speculation and Vacancy Tax to better understand housing trends in Burnaby.

NEXT STEPS

City Council is considering the bylaws that set out the regulation and enforcement program for Short-Term Rentals. If adopted by Council, the process and requirements for obtaining a Short-Term Rental licence will be available, and the enforcement and compliance program will be begin. Additional actions to ensure homes meet local demand are considered in HOME: Burnaby's Housing + Homelessness Strategy, including more entry-level homeownership options, such as co-housing and row housing.

ADDITIONAL FINDINGS

ADDITIONAL FINDING 1 Burnaby should take increased responsibility for affordable housing



PROGRESS TO DATE

Based on this key finding from the community, the City has taken a central role in delivering affordable housing, including utilizing City-owned lands, using funds from the Community Benefit Bonus Affordable Housing Reserve to support projects financially, as well as expediting development approvals process for affordable housing projects.

NEXT STEPS

The City will remain an active partner in new affordable housing developments and continue to utilize City resources to increase the supply of affordable housing for the community. Actions to do this are included in HOME: Burnaby's Housing + Homelessness Strategy.

ADDITIONAL FINDING 2 Burnaby should prioritize affordability benefits for most vulnerable residents



PROGRESS TO DATE

With the draft Housing Needs Report completed, the City has a better understanding of housing needs and gaps for current and future residents. The key areas of need identified were housing for refugees and new immigrants, Indigenous households, youth aging out of care, families, seniors, women fleeing violence, people with intellectual and developmental disabilities, post-secondary students, homeless individuals, as well as accessible housing.

In 2020, the City fast-tracked approvals for an Emergency Resource Centre at 3860 Sperling Avenue, a shelter in which those who are homeless can stay and be socially distanced. The City is also working with BC Housing to develop an additional 43 units of supportive housing at 3986 Norland Avenue for those at risk of homelessness.

NEXT STEPS

The findings from the Housing Needs Report have been incorporated in HOME: Burnaby's Housing + Homelessness Strategy to ensure the proposed actions prioritize the most vulnerable residents in the City.

WHAT'S NEXT

HOME: BURNABY'S HOUSING + HOMELESSNESS STRATEGY



Building upon the success of the Task Force and the first two phases of Your Voice. Your Home., the City is now working on **HOME: Burnaby's Housing + Homelessness Strategy**, a comprehensive policy document that incorporates the Task Force recommendations and quick starts into a framework to address challenges and opportunities across the entire housing system, including reducing homelessness. This will be Burnaby's first housing and homelessness strategy.

HOME will identify specific action items and guide City decisions on housing for the next 10 years. A draft strategy is expected to go to City Council in spring, followed by public consultation.

Appendix B- Additional exit survey results- participant experience

Total number of workshop participants: 13

Number of survey responses: 10

1. The workshop process was well thought-out and implemented.
 - Strongly agree: 70% (7/10)
 - Agree: 30% (3/10)
 - Neither agree nor disagree: 0
 - Disagree: 0
 - Strongly disagree: 0
2. The overall workshop, objectives and context were clear.
 - Strongly agree: 60% (6/10)
 - Agree: 30% (3/10)
 - Neither agree nor disagree: 10% (1/10)
 - Disagree: 0
 - Strongly disagree: 0
3. There were sufficient opportunities for me to participate and express my views in a way that felt comfortable to me.
 - Strongly agree: 40% (4/10)
 - Agree: 40% (4/10)
 - Neither agree nor disagree: 20% (2/10)
 - Disagree: 0
 - Strongly disagree: 0
4. Overall, how satisfied or dissatisfied were you with your experience as a participant at today's dialogue?
 - Highly satisfied: 60% (6/10)
 - Satisfied: 40% (4/10)
 - Neither satisfied nor dissatisfied: 0
 - Dissatisfied: 0
 - Highly dissatisfied: 0

Mayor's Task Force on Community Housing Reconvening Meeting: WHAT WE HEARD REPORT

March 1st, 2021

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Context

In late 2018, City of Burnaby's Mayor and Council created the Mayor's Task Force on Community Housing ("Task Force") in response to the urgent affordable housing crisis. Over the course of six months, the Task Force met ten times with the mandate 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."

Facilitated by SFU's Morris J. Wosk Centre for Dialogue ("SFU Centre for Dialogue") Executive Director Shauna Sylvester, the Task Force meetings were grouped into two phases: Phase 1 - *Generating Ideas* and Phase 2 - *Trade-Offs and Solutions*. Phase 1 concluded with the Task Force producing an Interim Report, recommending 10 "Quick Starts" – priority actions that the City could initiate within six months. On July 29th, 2019, the Task Force's formal mandate concluded with the presentation and approval of the Task Force Final Report by City Council. The Final Report outlined long term objectives and 18 recommendations to advance the vision and principles the City should adopt as "a community with affordable housing for all of its residents."

As part of the Final Report, Task Force members made the following commitment: "In the spirit of collaboration, the Task Force suggests that the City follow up, within 16 months of receiving this report, with a progress report on the implementation of these housing initiatives. We would support re-convening as a Task Force to review this progress." This report summarizes the Task Force's feedback, recommendations and questions from the reconvening meeting.

Process

On March 1st 2021, all 18 Task Force members were joined by City of Burnaby staff, as well as staff from the SFU Centre for Dialogue for a 3-hour virtual meeting. As referenced above, this meeting was part of the group's overall commitment to evaluating the progress of their recommendations. Specific meeting objectives and roles are described below:

Attendees	Objectives/ Roles
Task Force Members	To review and evaluate Burnaby's progress on implementing the Task Force Recommendations and Quick Starts and receive feedback from the perspective of Burnaby residents.
City Staff	To present the City's update on the progress of implementing the recommendations and Quick Starts, answer any technical questions and receive Task Force input and feedback.
SFU Morris J. Wosk Centre for Dialogue Staff	To host and facilitate the reconvening meeting as a neutral third party and to report back on the Task Force's progress evaluation.

Agenda overview:

Call to order

Introductions and Opening Remarks

- Opening round: What is one question you would like answered tonight?

Part 1: People Centered:

- A story from the City of Burnaby on the process to date
- Review of needs of Burnaby residents
- Question and Answer

Part 2: Forms and Functions:

- Breakout group discussions: In reviewing the progress report, do you have any questions or areas for clarification?
 - Group 1: Low-income Rental Housing and Homelessness
 - Group 2: Community and Non-Profit Housing (incl. co-ops)
 - Group 3: Workforce and Missing Middle
 - Group 4: Market Housing and Town Centers
- Progress Survey

Part 3: What's Next?

- Review of Progress Survey Results
- Next steps and closing:
 - Closing round: What is one thing you would like captured in our summary of this meeting?
 - Exit Survey

Closing Remarks

Adjournment

Part 1: Introductions, Context and Housing Profiles

Opening round

Following a Call to Order and introductory remarks from Chair Calendino and Mayor Hurley, members of the Task Force were asked to respond to following prompt: *“What is one question you would like answered tonight?”*

In their responses, Task Force members emphasized they were keen to learn more about the progress the City had made, as well as projected timelines. Specific questions centered around the following themes and included:

Progress

- How fast are we going to move on the next set of priorities?
- Are we going to try and speed things up to get back on track (in relation to delays caused by COVID-19)?
- How satisfied is everyone with reconvening?
- What is the feedback from stakeholders and community?
- Are Council and staff pleased with number of housing units created?
- What progress are we making on non-market housing partnerships?

Timelines

- When will we be welcoming the first residents into the new homes resulting from the MTFCH?
- How has the pandemic impacted progress, and how will we recover from it?
- How long will it take it us to cut the ribbon on the first building?
- How fast can we move forward?

Data

- What is the number of units in process, and number of units not yet built?
- Housing prices have continued to escalate, other actions?
- How many homes have been approved, how many withdrawn? What has been Council’s response?

Tenant Relocation

- What is the number of empty units and the number of people using the Tenant Assistance Policy?
- What has been happening with tenant relocations?

Working Families

- What is being done for working families within Burnaby?
- What is the progress on different housing forms – like laneway housing and more?

Challenges and Gaps

- Pandemic aside – other challenges or gaps?
- Have we missed any targets, when will we revisit policies?

Following the Opening Round, Assistant Director-Long Range Planning, Lee-Ann Garnett, shared a story and provided a City update on progress to date. Task Force members then participated in a small group exercise where they evaluated the City’s progress from the lens of Burnaby residents utilizing the personas from Your Voice. Your Home. City staff were also able to answer Task Force questions during a short Question and Answer session. A set of frequently asked questions, asked by residents and Task Force members, and their answers can be found in Appendix B of this document.

Part 2: Forms and Functions

Breakout Group Discussions:

In advance of the meeting, Task Force Members received and reviewed the “Mayor’s Task Force on Community Housing Recommendations Progress Report” (see Appendix C). Task Force members were divided into four breakout groups, each focusing on a different housing form, and were asked to discuss the progress of the recommendations related to that specific form. To support this discussion, the City of Burnaby produced a “Matrix” that matched each recommendation with its associated housing form (see Appendix D).

Each breakout group was supported by City staff in the roles of Facilitator, Subject Matter Expert and Note Taker. Task Force members had an opportunity to rotate through each of the four groups, provide feedback, ask clarifying questions and identify areas of priority for next steps.

The section below summarizes the breakout discussions related to each of the four housing forms:

Group 1: Low-income Rental Housing and Homelessness:

Key themes raised in Group 1 included: Modular Housing, Tenant Assistance Policy (TAP), Homelessness and Burnaby Rent Bank. Detailed questions and comments have been summarized below.

Modular Housing:

Task Force Members expressed interest and support regarding:

- The modular housing project on Norland Ave.
- The number of units built to date and the units to be completed this year.
 - Staff Response: 52 units completed in 2019, 43 additional units to be completed in Summer 2021.
 - Members commended the City’s achievements thus far.
- The 3 additional modular housing sites, for which the City has submitted applications.
- The possibility of building modular housing on temporary sites.

Tenant Assistance Policy (TAP)

Task Force Members expressed interest in knowing more about:

- The challenges of reconciling tenant assistance for projects currently underway.
- How to assess the TAP?
- The role of the Federal and Provincial Governments in providing tenant assistance.
- The City’s powers and jurisdiction regarding tenant assistance.
- What supports exist for those who were not covered under the updated TAP.

Homelessness

Task Force Members expressed concerns about:

- Homelessness worsening in Burnaby and across the region.
- Homelessness growing faster than solutions can be implemented.
 - Is the need for support matched by the response?
 - Members commended the City’s achievements to date to address homelessness.
- How to raise more awareness of the issue with the Provincial and Federal Governments?
- Responding to the risk of homelessness by ensuring enough non-market housing supply exists.

- Address the problem ‘up-stream’ by supporting those at risk of housing insecurity.

Burnaby Rent Bank

Task Force Members expressed interest in and support regarding:

- The great work the City has done to implement a Rent Bank.
- The number of people who have accessed the Rent Bank.
 - How widespread is the awareness? What is the specific number?
- Advocating for additional rental supplements.
 - Developers are fixed in their costs. It is difficult to make the units more affordable.
- Ensuring the Rent Bank becomes a permanent support.

Group 2: Community and Non-Profit Housing (including co-ops):

Key themes raised in Group 2 include: Funding Challenges, Partnerships, NIMBY-ISM and Data.

Funding Challenges

Task Force Members expressed interest in and support regarding:

- The City’s significant progress ‘laying the groundwork’.
- The challenging situation municipalities face securing funding.
 - Long timelines.
 - Lots of competition.
 - What happens if the City is not successful in securing funding?
- Exploring the use of density bonus funds to kick-start projects.

Partnerships

Task Force Members emphasized:

- The need for support from the Federal and Provincial Governments.
- The potential to partner with non-profits and leverage additional density.
- Interest in knowing which partnerships the City has already established.

NIMBY-ISM (Not in my backyard)

Task Force Members inquired:

- If the City has received, or is prepared to receive pushback from neighbourhoods?
- If there has been any movement on educating the public about homelessness?

Access to Data

Task Force Members inquired:

- What is the City’s status with regards to building a portfolio approach?
- If there have been any lessons learned from other municipalities with regards to rezoning for different forms?
- If there is available data on Land Value Capture research?

- If a full report on the number of sites and units can be made publicly available?

Group 3: Workforce and Missing Middle

Key themes raised in Group 3 include: Short-term Rentals, Gentle Densification and Policy Updates.

Short-term Rentals

Task Force Members expressed interest in and support regarding:

- Knowing the status of short-term rentals under the existing bylaw.
- Addressing and controlling the issue early has been a win for the City.
- Evaluating whether or not more can be done regarding vacant homes?

Gentle Densification

Task Force Members expressed interest in and support regarding:

- Identifying the action points to address missing middle housing forms in transit nodes.
- Confirming Council's timeline for implementation of new housing forms (laneway housing and secondary suites).
- Beginning to introduce the idea of gentle densification to early identified neighbourhoods.
- Working to educate the public on different housing forms in order to help increase public support and long-term acceptance.

Policy Updates

Task Force Members inquired:

- If the City has looked to other municipalities for lessons learned on developing and communicating about laneway housing policies?
- If there is a policy being presented to Council to review land value capture?
- Will there be any policy changes to density bonuses?
- If the OCP review is still on schedule?
- How will the proposed HOME strategy fit into the OCP?

Group 4: Market Housing and Town Centres

Key themes raised in Group 4 include: Access to Data, Development Challenges and Affordability.

Access to Data

Task Force Members expressed interest in:

- Obtaining a clear analysis of the number of units planned, in the pipeline and completed.
- Confirming if the affordability gap is growing or decreasing.
 - To what degree are housing prices being tracked, compared to wages?
- Reviewing data on speculation and vacancy taxes.

Development Challenges

Task Force Members flagged:

- The urgent need to bring housing supply to the market.
- The concern that Multiple Family Residential Rental (RMr) density is not feasible due to additional policy requirements.
- Developers have not been able to rationalize utilizing density bonuses.
- Push back from the development community in response to the Rental Use Zoning Policy.
- The need to further incentivize rental developments.

Affordability

Task Force Members emphasized:

- Market housing has a strong role to play in increasing affordability in the housing market.
 - The more supply available, the more affordable housing becomes.
- The concern that affordable multiple-family units are not big enough to accommodate the recent 'work from home' requirements and trends.
- The need to flood the market with supply and reduce approval timelines.
- The concern that market rental housing is often luxury and further advances gentrification, which is pushing low-income renters out of their communities.
- The need for unit and affordability options to create complete communities.

Evaluations

Participants completed two evaluation exercises as part of the meeting. The first was conducted during the meeting with 17 participants (down from 18 participants, as one Task Force member left the meeting). Task Force members evaluated the City's work and progress on the Quick Start Recommendations and the Task Force Recommendations.

Key findings:

Quick Starts

- Participants were 'highly satisfied' (47%) or 'satisfied' (41%) with the City's progress in advancing the Quick Start Recommendations. 12% participants were 'dissatisfied' with the City's progress in advancing the Quick Start Recommendations.
- Participants were generally 'confident' (47%) or 'highly confident' (35%) with the direction the City is taking to advance the Quick Start Recommendations.
- Most participants reported that the needs of Burnaby residents have been met to a 'moderate degree' (47%) or a 'high degree' (35%) by the progress made on the Quick Starts.
- In terms of which recommendations had seen the most progress, Quick Starts 3 (Tenant Assistance Policy) and 4 (Rent Bank) both received 12 responses, while Quick Start 9 received no responses. *Note, this survey question asked participants to select as many recommendations as they liked.*
- On the other hand, when it came to the Quick Start Recommendations that needed the most attention and priority, most participants selected Quick Start 8 (Simplify Zoning Requirements) and 9 (Land Value Capture), receiving 11 and 7 responses respectively. *Note, this survey question asked participants to select as many recommendations as they liked.*

Task Force Recommendations

- Participants were overall highly satisfied (35%) or satisfied (53%) with the City's progress in advancing the Task Force recommendations. 6% participants were dissatisfied with the City's progress in advancing the Task Force Recommendations.
- Similarly, participants were generally confident (59%) or highly confident (24%) with the direction the City is taking to advance the Task Force Recommendations.
- Most participants reported that the needs of Burnaby residents have been met to 'a moderate degree' (65%) or 'a high degree' (24%) by the progress made on the Task Force Recommendations.
- In terms of progress, Recommendations 10 (Tenant Relocation Policy) and 7 (MOU w/ BC Housing and CMHC) received 11 and 10 responses respectively, and were the most commonly reported as having seen the most progress. Recommendations 11 (Maintenance of Rentals) and 13 (Density Bonus Funds) were not selected at all. *Note, this survey question asked participants to select as many recommendations as they liked.*
- On the other hand, when it came to the Task Force Recommendations that needed the most attention and priority, Recommendations 1 (New Housing Forms) and 12 (Affordable Housing Supply), both with 10 responses; received the most votes. *Note, this survey question asked participants to select as many recommendations as they liked.*

Please see full evaluation results below.

Quick Starts Feedback

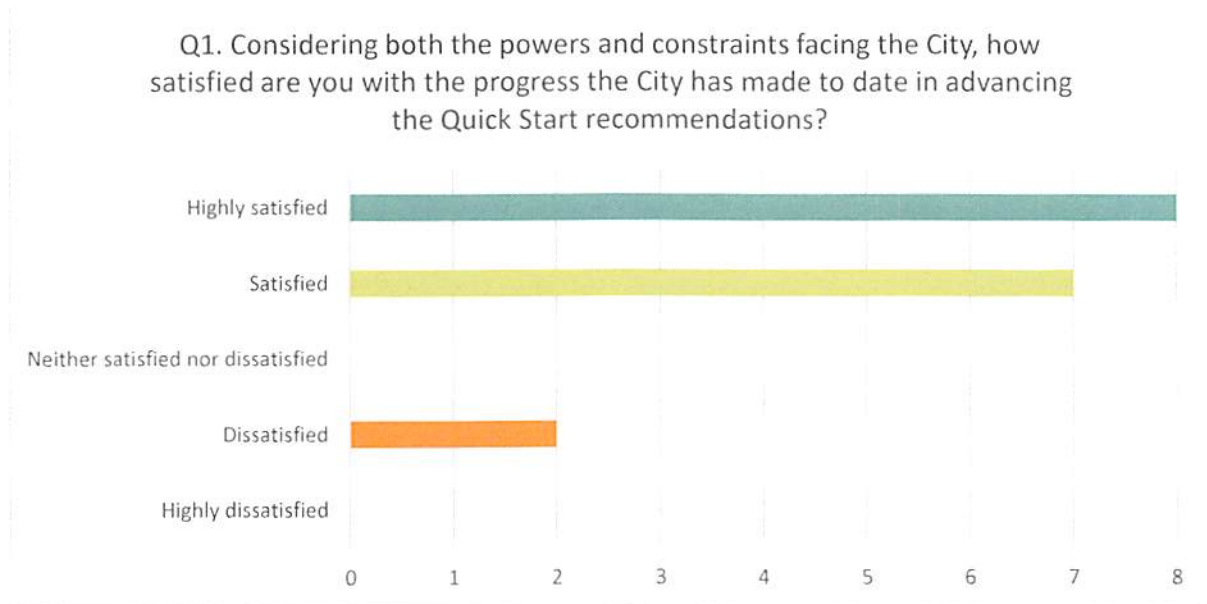


Fig. 1.1: Task Force members' level of satisfaction with the City's Quick Start progress to date.

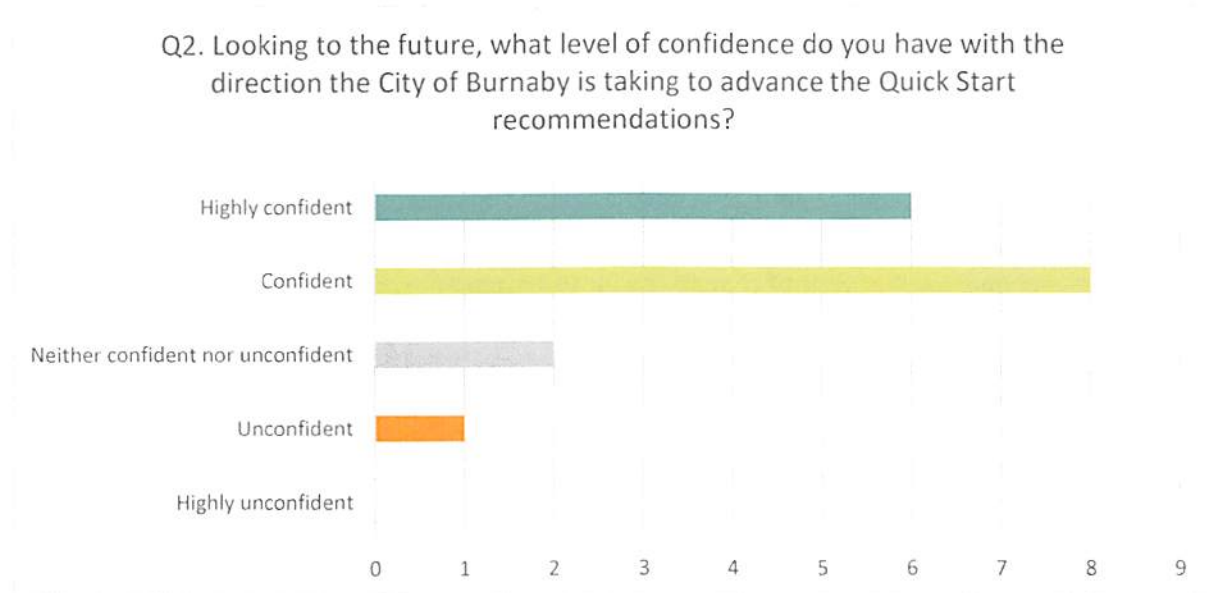


Fig. 1.2: Task Force Members' level of confidence with the direction the City's is taking with the Quick Starts.

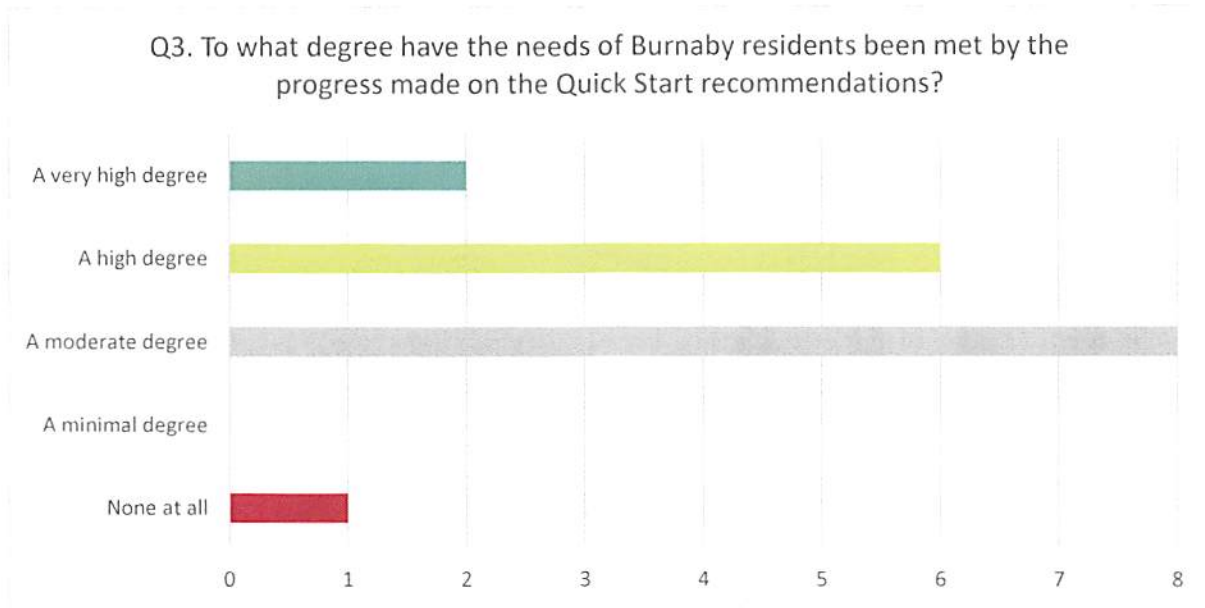


Fig. 1.3: Task Force Members indicating to what degree they feel the needs of residents have been met by progress on the Quick Starts.

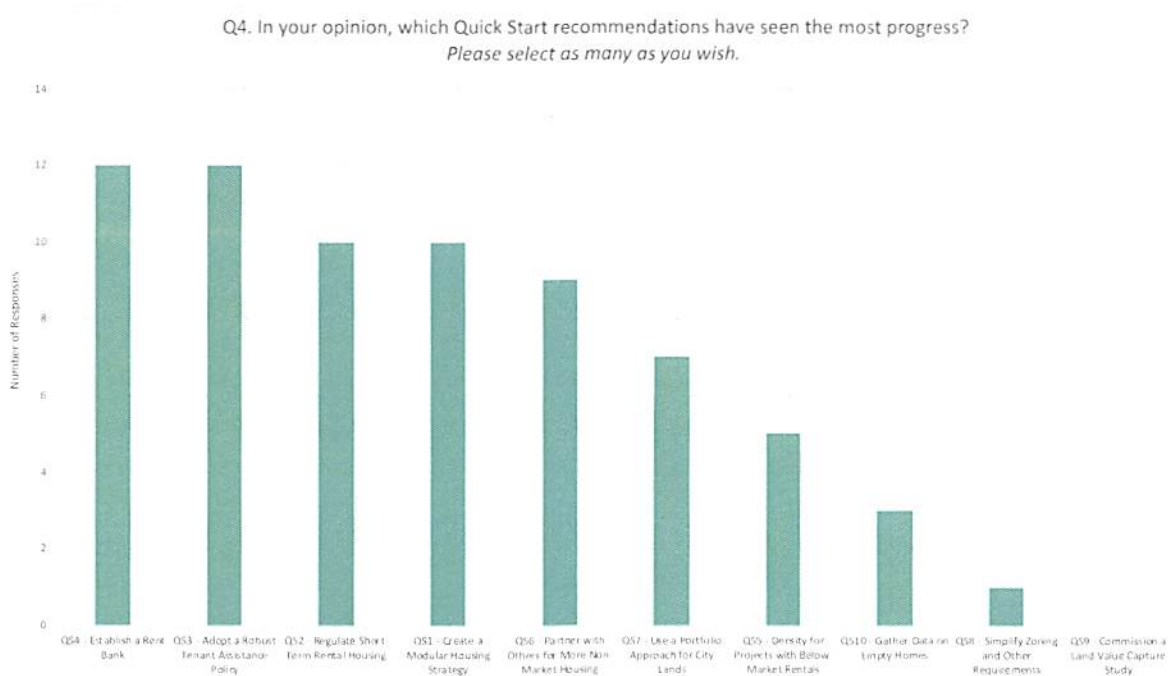


Fig. 1.4: Task Force Members ranking the Quick Starts which have seen the most progress.
(Please see Appendix A for a list of full Quick Start titles)

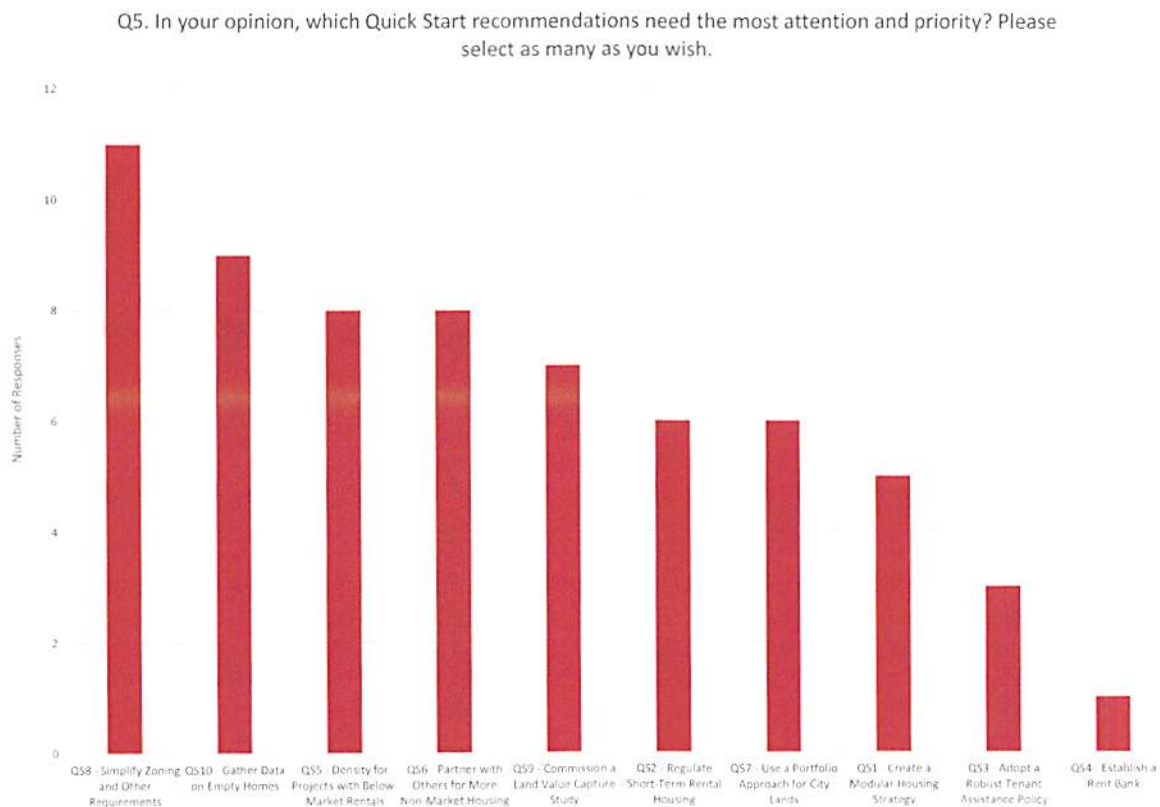


Fig. 1.5: Task Force Members ranking the Quick Starts which need the most attention. (Please see Appendix A for a list of full Quick Start titles)

Recommendations Feedback

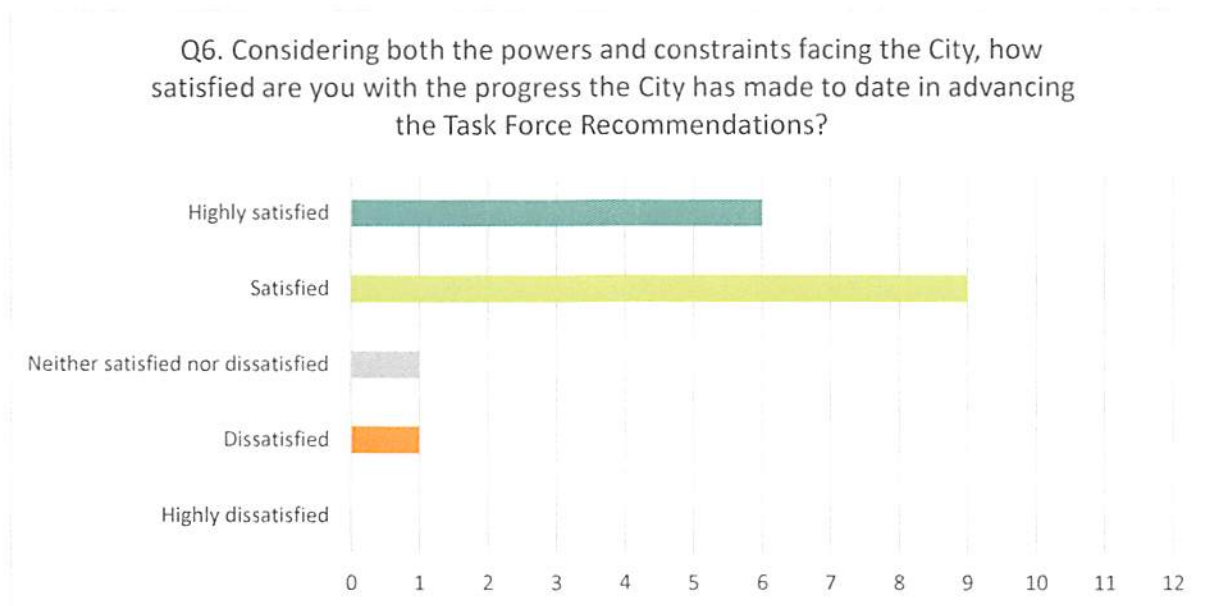


Fig. 2.1: Task Force Members stating their level of satisfaction with the City's Recommendation progress to date.

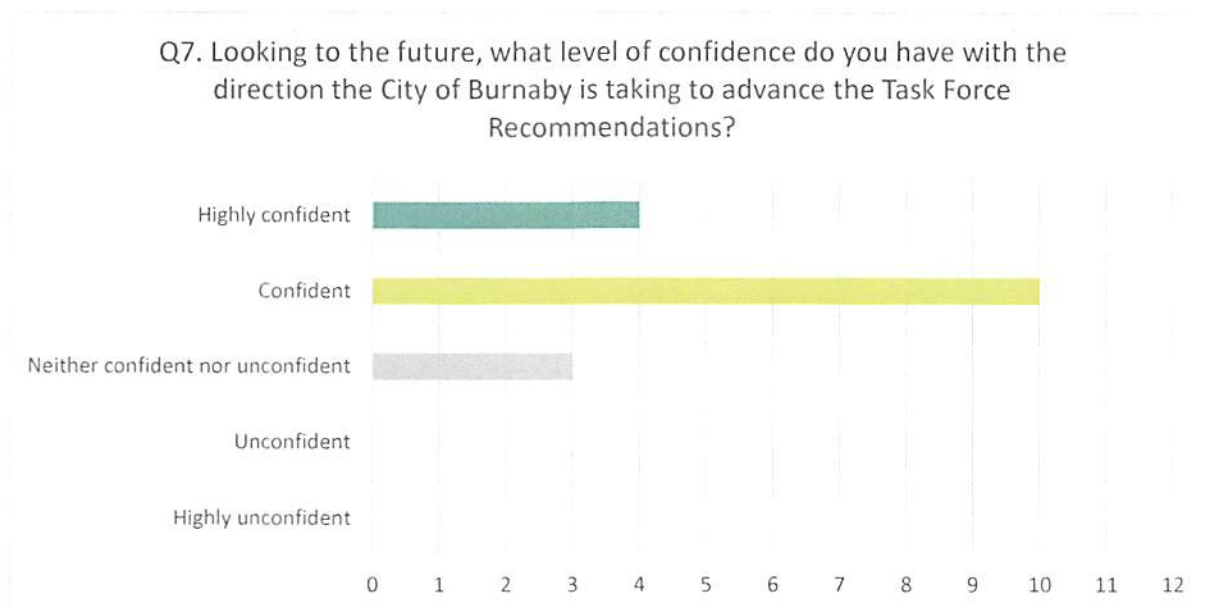


Fig. 2.2: Task Force Members stating their level of confidence with the direction the City is taking with the Recommendations.

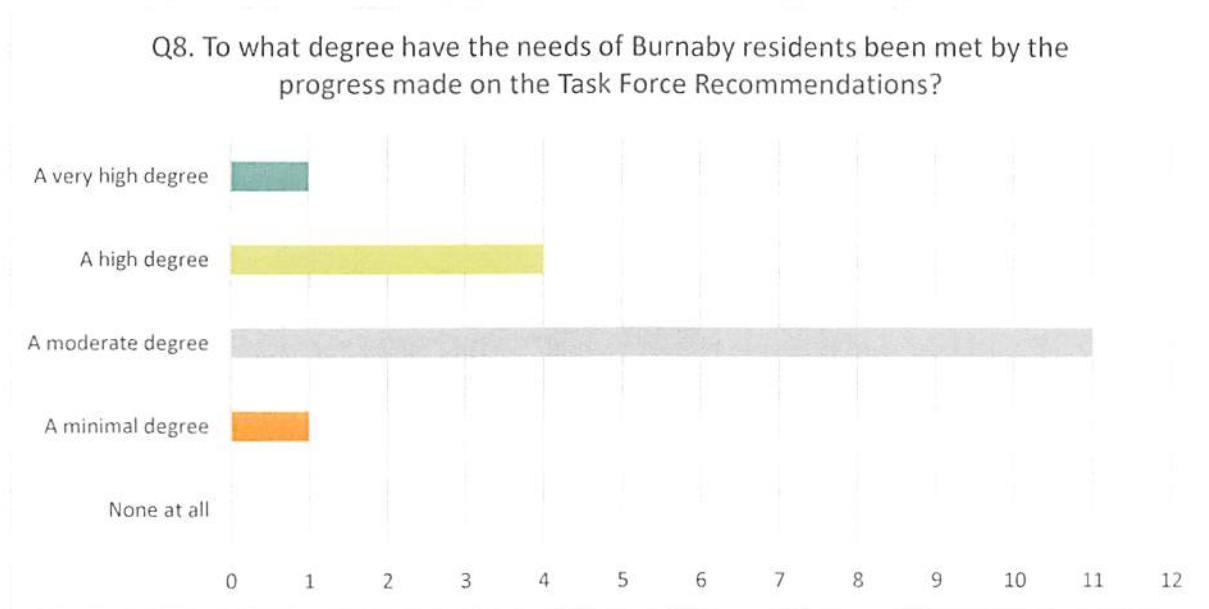


Fig. 2.3: Task Force Members indicating to what degree they feel the needs of residents have been met by progress on the Recommendations.

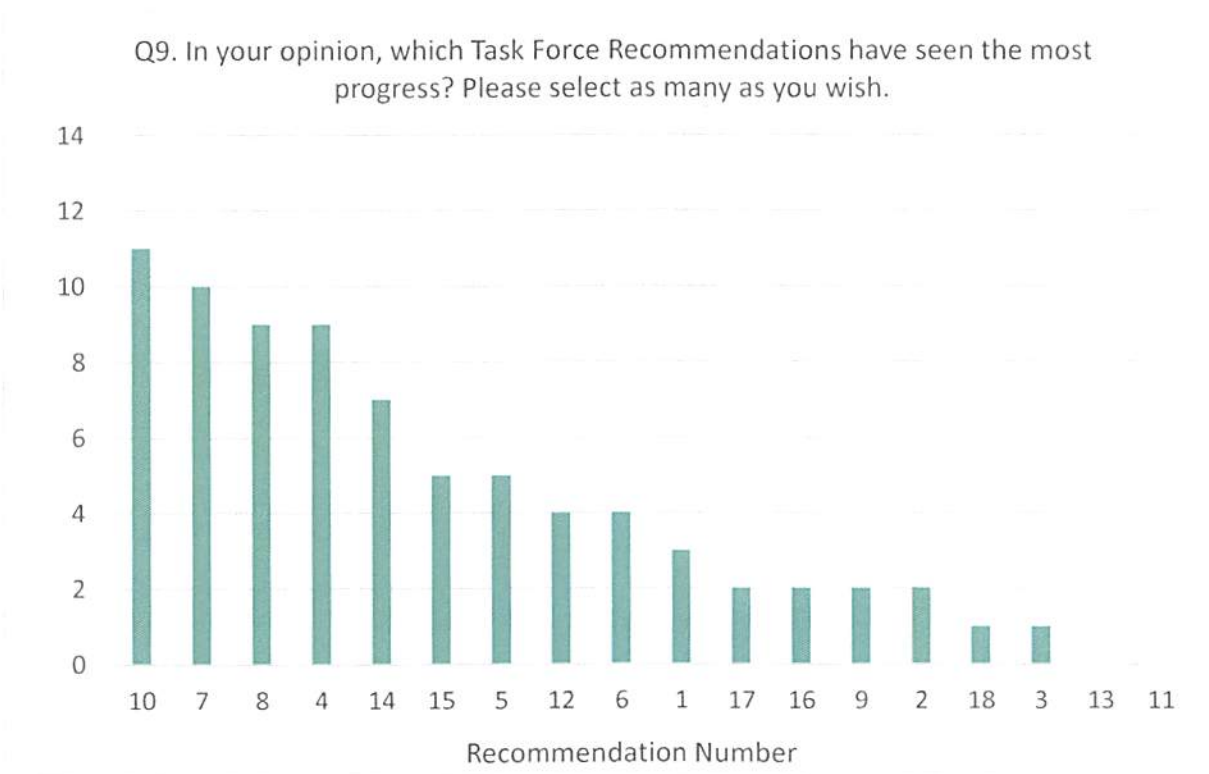
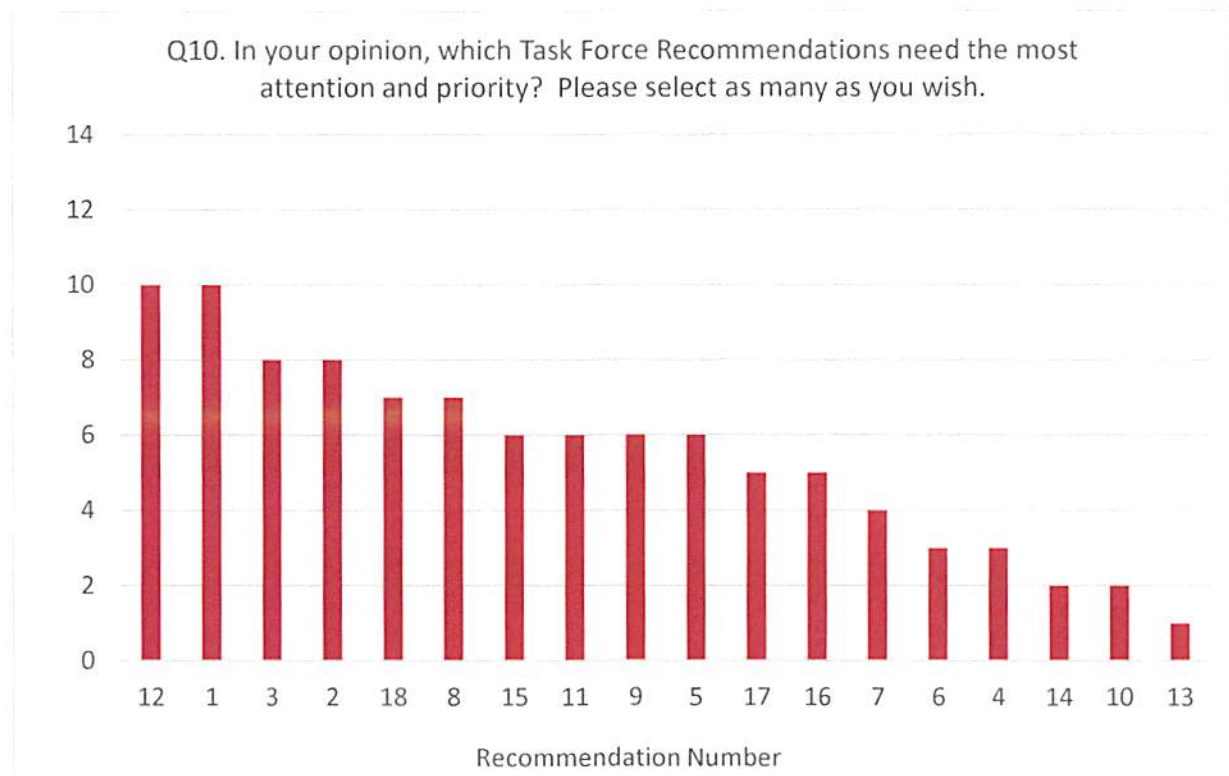


Fig. 2.4: Task Force Members ranking the Recommendations which have seen the most progress. (Please see Appendix A for a list of Recommendation titles)



*Fig. 2.5: Task Force Members ranking the Recommendations which need the most attention.
(Please see Appendix A for a list of Recommendation titles)*

The second evaluation (exit survey) took place after the meeting and was voluntary. It provided Task Force Members with the opportunity to provide additional input and feedback on each of the 10 Quick Starts and 18 Recommendations. 14 Task Force Members completed this survey and the evaluation results are summarized in the section below.

This survey was also an opportunity for Task Force Members to provide feedback about the workshop and reconvening process itself. This General Meeting Feedback can be found in Appendix E of this report.

Exit Survey Evaluation Results

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing the Quick Starts?

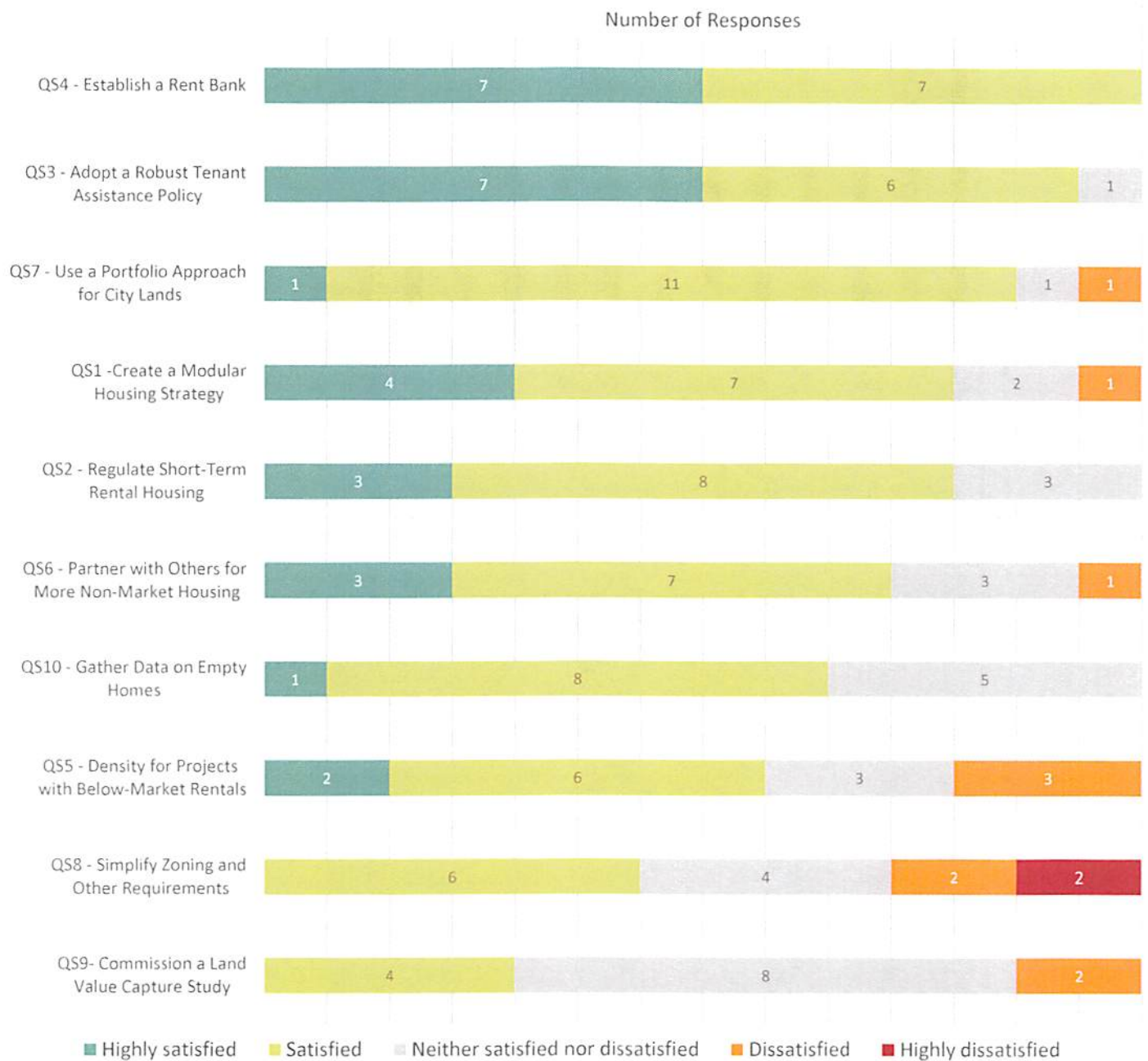


Fig. 3.1: Task Force Members indicating level of satisfaction with the progress made on each Quick Start Recommendation. (Please see Appendix A for a list of Quick Start titles)

Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance the Quick Starts?

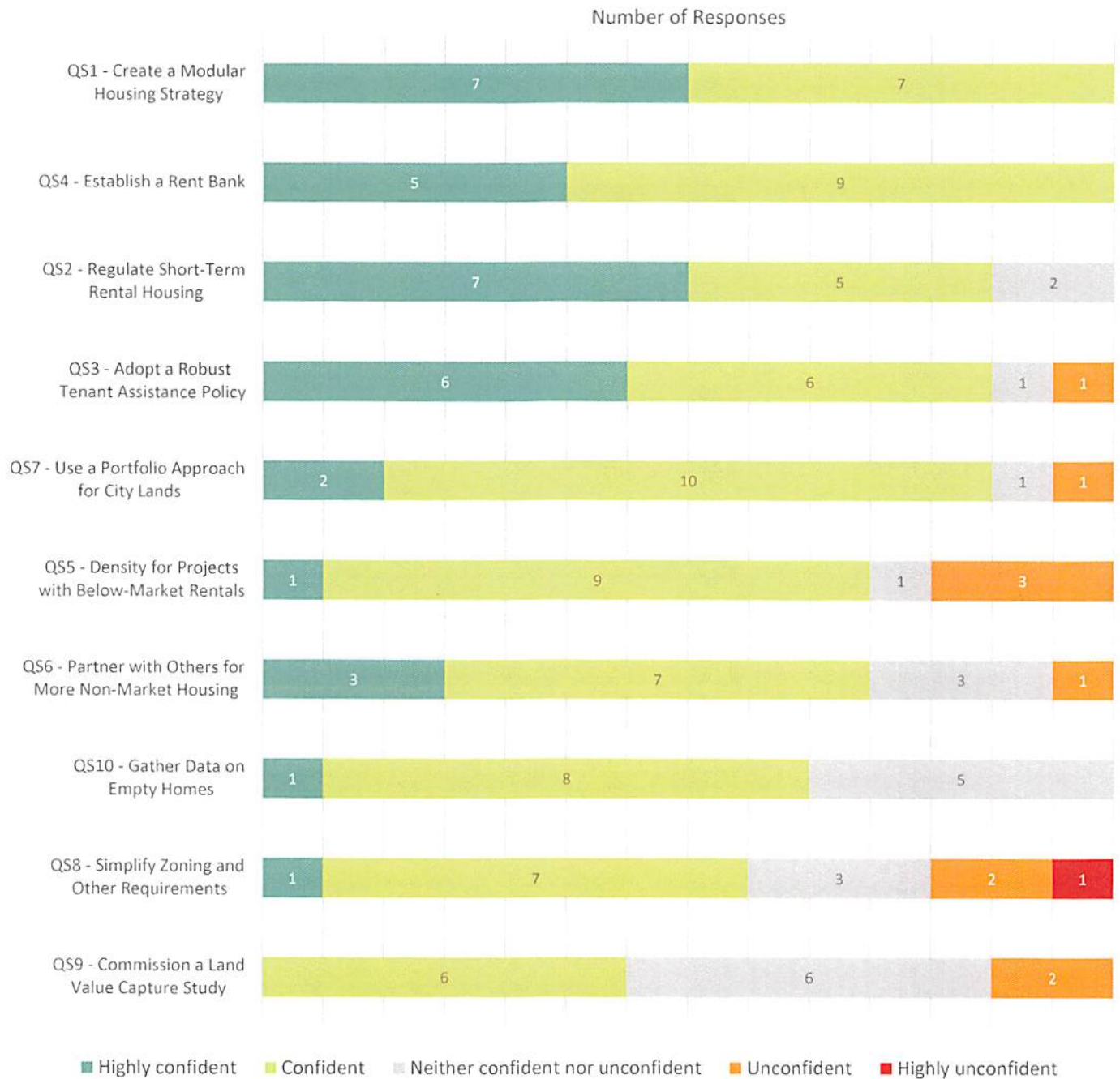


Fig. 3.2: Task Force Members indicating level of confidence with the direction the City is taking on each Quick Start Recommendation.
(Please see Appendix A for a list of Quick Start titles)

Q3. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing the Task Force Recommendations?

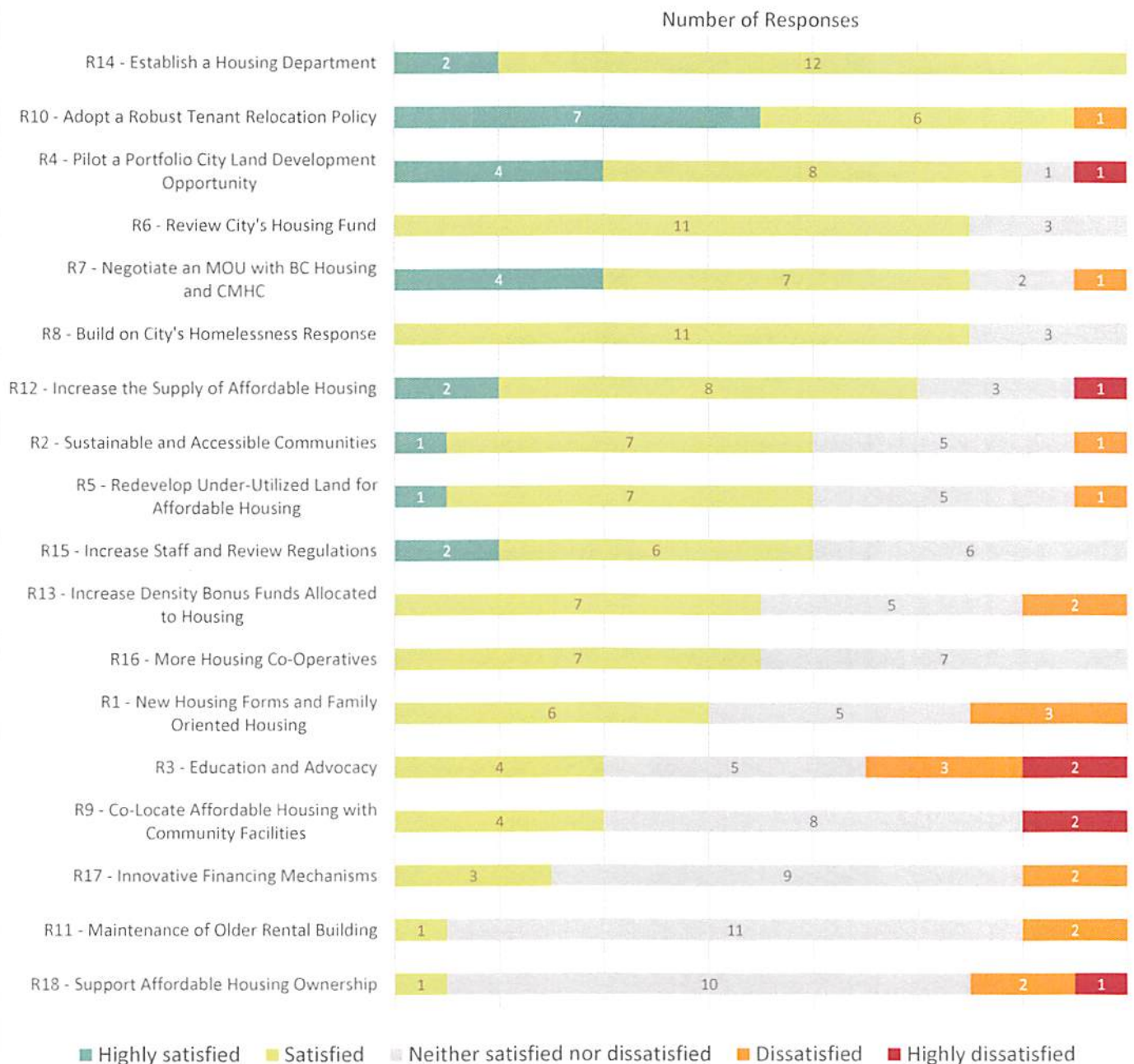


Fig. 3.3. Task Force Members indicating level of satisfaction with the progress made on each Recommendation. (Please see Appendix A for a list of Recommendation titles)

Q4. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance the Task Force Recommendations?

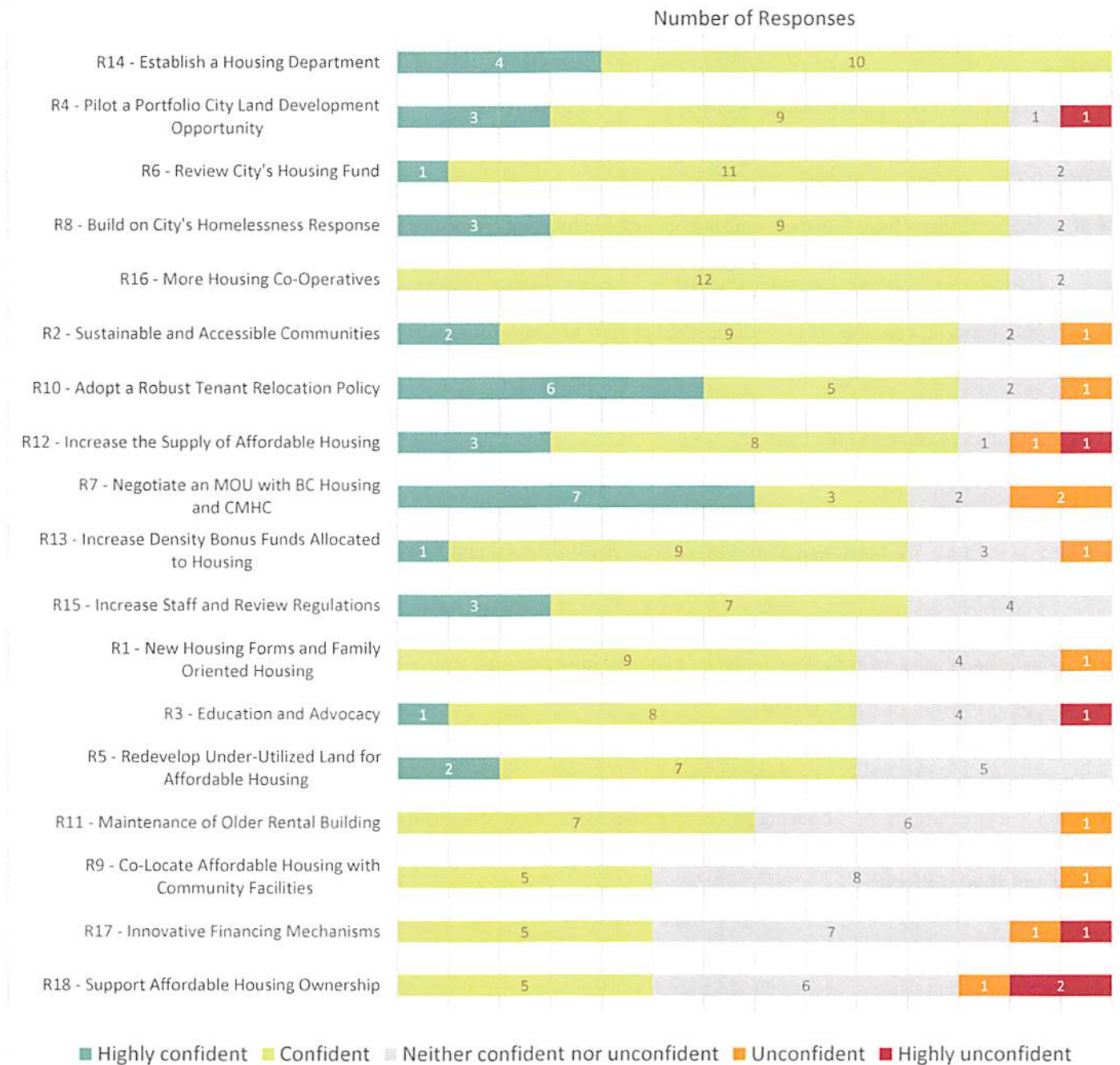


Fig. 3.4: Task Force Members indicating level of confidence with the direction the City is taking on each Recommendation. (Please see Appendix A for a list of Recommendation titles)

Part 3: Next Steps and Communications

Following the Evaluation Exercise, the Centre for Dialogue led Task Force Members through a discussion focused on the future and looking forward. Members were encouraged to think beyond their commitment as Task Force members and suggest community housing priorities for the City moving forward.

The section below is a themed summary of Task Force Members' advice to the City:

Progress

- Enormous progress has been made, we are hopeful, but work remains.
- Continue to pursue additional partnerships.
- City is heading in the right direction, stay the course.
- Working staff really hard – market housing, affordable housing (for those that need assistance), homelessness (subsidized), sustainable incentives (funding, discounted mortgage rates), advocacy (Provincial, Federal).
- City has taken leadership with their own sites (initiated rezoning, executing).
- Do more, faster. It can take up to 9-10 years from start to finish for new projects.
- Housing is our first priority.
- Priorities moving forward, partnerships with unions and developers, City has contributed \$128 million in property, we need others to come to the table.

Senior Government Support

- Senior levels of government need to coordinate their programs.
- Can't do it alone. We need increased support from the Provincial and Federal Governments.

Communications

- Let residents know about the progress being made, particularly on rental housing.
- Need additional support from Provincial and Federal governments.
- The City is moving forward full-tilt.

Looking Forward

- Need to be realistic and recognize the obstacles.
- There is a structural issue – housing prices continue to rise faster than earnings, even during a pandemic. COVID hasn't stopped the housing crisis. Not enough has been done. We need to do more.

Rentals and Rental Stock

- Rental stock is aging (most is 40-50 years old, some about 100 years old).
- Tenants and landlords have to talk things through, review situation and be progressive.
- When will we see the first few new buildings?

Land Use Policy

- Experience from other areas like Victoria, Metro Vancouver, Kelowna tells us there is benefit in linking municipal tools together – link OCP update to the Housing Needs Report – identify where the units will land, pre-zone the land (to speed things up).
- Need to review funding models – density bonus is leaving 700-800 units behind, we can't make sense of it, time to check-in and review it.
- Pursue densification in all areas like four-plexes, six-plexes.

Closing round

Task Force Members expressed deep recognition for the City's progress in advancing the Task Force Recommendations. To close the meeting, Task Force members were asked to respond to following prompt: *"What is one line you want captured in our summary of this meeting?"*

Specific comments from each Task Force member are included below, grouped by the following themes:

Progress

- Grateful for the many contributions made by the Task Force and the UBCM award.
- Breadth of work, good for all, community-wide body of work.
- City of Burnaby is totally committed to a complex issue.
- City is taking the lead regionally – Tenant Assistance Policy, homelessness, partnerships.
- HOME Strategy will cover the next 10 years, confident about the future.
- We have done a lot.
- Great start, looking forward to more affordable housing.

Senior Government Support

- All three levels of government are needed (2 members).
- Need additional Provincial and Federal support (2 members).

More, Faster

- Need to speed things up and expedite processes.
- Problem is acute, ingrained, so much more to do.
- Be bolder, faster, more ambitious.
- More, faster, keep working, work harder, increase supply.

Communications

- We have done a lot and we need to work to get the message out.
- More education about the work that has been done. We need to get everyone involved.
- Continued communications and leadership will be required to bring about change in communities.
- Need to get out in front of the issue.

Change

- We have to reimagine decades of existing housing policy. Things done here will inspire change in the City and beyond, leadership will be required, criticism may come, leverage, be bold, benefit residents the most.
- Challenges of affordability, developers, non-profits, missing middle, work force housing.
- We have been adapting to large changes during the pandemic. Restoring housing affordability is easier than what we have done to respond to COVID. It is possible. Let's get on with it.

Market Housing

- We have seen the destruction of market housing.
- We need the decommodification of housing.

Conclusion

On behalf of Chair Calendino, Mayor Hurley and City staff, the SFU Centre for Dialogue would like to express its sincere thanks to the Members of the Mayor's Task Force on Community Housing for their continued leadership, commitment and support over the last two years.

This report will be circulated to all Task Force members, posted publicly on both the City of Burnaby's website and the Centre for Dialogue's website and presented to Council in April 2021. This input will also support the upcoming HOME Strategy engagement process, which will begin in Spring 2021.

Appendices

A. Quick Starts and Recommendations

Quick Start Recommendations

QS #	QUICK START TITLE	DESCRIPTION	WHO IT SERVES
Quick Starts for Rental Housing			
1	Create a Modular Housing Strategy	Create a strategy to develop more modular supportive housing in partnership with BC Housing.	People experiencing or at risk of homelessness
2	Regulate Short-term Rental Housing	Prioritize the City's current review of options to regulate short-term rental housing (e.g., Air BnB).	Renters
3	Adopt a Robust Tenant Assistance Policy	The Task Force endorses a robust tenant relocation policy. Detailed recommendations to follow in the Final Report.	Renters
4	Establish a Rent Bank Using Housing Fund Monies	Create a rent bank providing no-fee loans for low-income renters.	Renters, particularly those with lower incomes
5	Scale Up/Increase Additional Density for Projects with Below-market Rentals	Encourage the practice of approving additional density for projects providing below-market rental housing.	Renters, particularly those with lower incomes
Quick Starts for Housing Partnerships			
6	Partner with BC Housing, Non-profits, and Private Developers for More Non-Market Housing	Pursue partnerships that leverage the contributions of the City, BC Housing, non-profit societies, and private developers to provide more non-market and below-market rental housing.	Renters, especially those with low income and/or special needs
7	Use a Portfolio Approach for the City Lands Program for Non-Market Housing	Adopt a portfolio approach to the existing City Lands Program for Non-Market Housing, under which suitable lands would be identified and offered for lease on a bulk basis.	Renters, especially those with low income and/or special needs
Quick Starts for Land Use, Zoning and Approvals			
8	Simplify Zoning and Other Requirements to Increase the Number of Homes in More Neighbourhoods	Initiate a review of zoning and other requirements to make it easier to build small-scale multiple family homes in a wider variety of neighbourhoods.	Renters and homebuyers wanting to live in modest sized, ground-oriented housing
Quick Starts for Research			
9	Commission a Land Value Capture Study	Study land value capture practices, including opportunities to capture the financial benefits from increased density outside of Town Centres.	Could provide a new funding source for affordable housing
10	Gather Data on Empty Homes	Obtain data from BC Assessment and/or other sources to determine the number of empty homes in Burnaby.	Renters

Final Recommendations

THEME 1 Create Livable Neighbourhoods

1	Develop a plan for introducing new housing forms and family-oriented housing in a variety of neighbourhoods.
2	Create sustainable and accessible communities, with a range of amenities and services, in and around arterials and transit corridors.
3	Launch an education and advocacy campaign to increase community acceptance of new housing forms.

THEME 2 Invest in Housing Partnerships

4	Review the City's land assets to identify suitable sites to pilot a portfolio development opportunity.
5	Create a program to facilitate redevelopment of under-utilized land for affordable housing.
6	Review the mandate and allocation of the City's Housing Fund to maximize its support for Task Force recommendations.
7	Negotiate a Memorandum of Understanding (MOU) with BC Housing and CMHC to establish terms for partnerships.
8	Build on the City's Homelessness Response to create more homes for people experiencing homelessness.
9	Co-locate affordable housing with community facilities such as community centres, firehalls, schools, libraries, and other suitable public facilities.

THEME 3 Support Rental Housing and Tenants

10	Adopt a robust tenant relocation policy.
11	Explore incentives and accountability for the maintenance of older rental buildings.
12	Increase the supply of affordable rental housing.

THEME 4 Promote Innovative Housing Policy and Build Capacity

13	Consider increasing the percentage of density bonus funds allocated to housing.
14	Establish a housing department to coordinate housing work.
15	Increase staff and review regulations to speed housing approvals.
16	Support the development of more housing co-operatives.
17	Pursue innovative financing mechanisms for non-market housing, such as land value capture.
18	Adopt ways to support affordable home ownership.

B. Frequently Asked Questions (FAQ'S)

THEME 1 Create Livable Neighbourhoods

1. What opportunities are available for future engagement?

The next opportunity for engagement on housing actions will be the draft of *HOME: Burnaby's Housing + Homelessness Strategy*, which is anticipated later this spring. Please visit <https://www.burnaby.ca/yourvoice-housing> for updates and to access the survey, once available.

2. Can we build more 'missing middle' housing and worker housing?

The City recognizes the need to diversify the types of housing available in Burnaby, including "missing middle housing" types, such as duplexes, triplexes, townhomes, rowhomes and low-rise apartments. The HOME Strategy has actions to increase housing choices for residents, including a neighbourhood infill program that starts with small scale infill options, such as laneway housing and suites in duplexes, and medium scale infill options and infill housing in transition areas in later phases. Worker housing will also be considered as part of this work, as well as through other initiatives, including through actions to create more affordable rental options.

3. Are there any specific policy directions and timeline for implementation of laneway housing?

Laneway housing has been identified as a priority implementation action from the HOME Strategy. The HOME Strategy is anticipated to go to Council for approval this summer, following consultation with the public. In preparation for laneway homes, staff have begun researching other municipal laneway housing programs and reviewing internal policies and procedures to ensure the creation of a laneway housing program that best suits Burnaby residents. The timeline for early engagement on laneway housing is anticipated for fall 2021.

4. How will densification be handled to ensure neighbourhood livability, infrastructure, mobility and amenity needs are met?

The City recognizes the importance of overall neighbourhood livability for residents and that densification could potentially impact this if not considered thoughtfully. *HOME: Burnaby's Housing + Homelessness Strategy* has a goal of creating inclusive and livable neighbourhoods, which includes consideration of mobility and accessibility, access to amenities and services, design of units, buildings and public spaces, as well as ensuring the required infrastructure and services are planned or in place to accommodate the community in the long term. In addition to the HOME Strategy, the planning for additional homes in Burnaby will be part of the larger update of the *Official Community Plan*, which sets the long-term vision for the City, as well as other strategic plans, such as the Transportation Plan, and other policies and initiatives.

5. What lessons can be learned from our neighbouring cities like Vancouver and Coquitlam?

The City works closely with neighbouring municipalities and other municipalities in Metro Vancouver and across the province to learn lessons on different housing initiatives. While the City of Vancouver is a close neighbour, it does have different municipal powers granted through the *Vancouver Charter*. As such, some of the initiatives that Vancouver can take on are not available to Burnaby and other municipalities in British Columbia, such as Vancouver's Empty Homes Tax. The City is in monthly contact with other housing departments in Metro Vancouver and will often reach out to learn from other municipalities in terms of their

Attachment B

process in creating new housing policy, their engagement strategies with the public, and a review of implementation best practices.

6. Will the City be educating the public about affordable housing and homelessness to gain community acceptance?

Yes, one of the barriers to new affordable housing and homelessness developments is often the perceived negative impacts associated with this type of housing. This has prompted BC Housing to create a series of publications on Community Acceptance of Non-Market Housing, which can be found here: <https://www.bchousing.org/research-centre/library/community-acceptance>. One of the actions in the draft *HOME: Burnaby's Housing + Homelessness Strategy* is to educate Burnaby residents about different housing forms, including affordable housing and homelessness. The City will be using resources, such as the BC Housing documents along with other best practice information, to help educate the public and dispel myths about affordable housing and homelessness projects.

THEME 2 Invest in Housing Partnerships

7. How many modular units have been built? Are there more modular units coming?

The City currently has 52 supportive modular units at 3986 Norland Avenue, which opened in October 2019, on a City-owned site. For this project, the City provided approximately \$3.96 million from the Community Benefit Bonus Affordable Housing Reserve to offset the land lease and permit fees, while operating funding was provided by BC Housing. There is currently a development application to add an additional 43 units to the site.

In addition, the City recently applied for Rapid Housing Initiative funding from the Canada Mortgage and Housing Corporation (CMHC) to develop much-needed housing for individuals and households who are homeless or at risk of homelessness on three City-owned sites. Unfortunately, the three City-owned sites were not selected for funding.

8. What is the City's status with regards to building a portfolio approach?

The Mayor's Task Force recommended that the City use a portfolio approach for the city lands program for non-market housing, which would allow a non-profit organization to own and/or operate multiple housing sites to gain better economies of scale and to potentially leverage these assets to deliver greater affordability across the buildings. Based on this recommendation, the City released four sites under a single Request for Proposals to offer a portfolio opportunity to the community housing sector. Through this process, two sites were granted to Catalyst Community Development Society and two sites were granted to a partnership between M'akola Housing Society and Vancouver Native Housing Society. These sites are currently awaiting news of their funding application with BC Housing, which is anticipated to be announced in mid-May. The City will continue to identify additional City-owned lands appropriate for non-market housing development and offer it under a portfolio approach, subject to Council direction.

9. In terms of affordable housing, are there any actions that can be achieved by the City on its own as opposed to partnerships? How is the City working with the development industry to achieve affordable housing?

Affordable housing projects are most successful when all levels of government and non-profits come together in partnership. Without such partnerships, there are limited opportunities for the City to deliver truly

Attachment B

affordable housing on its own. The City is open to new models of affordable housing delivery, especially with the community housing sector.

In terms of working with the development industry to achieve affordable housing, the City's Rental Use Zoning Policy, which was approved by Council in March 2020, requires developers to provide a percentage of units at 20% below market median rents in the City, as determined by the Canada Mortgage and Housing Corporation. This Policy strongly encourages the development sector to partner with non-profits and other levels of government to deepen the affordability of these units, which some have successfully done.

10. How is the City raising more awareness of the issue of homelessness with the Provincial and Federal Governments?

The City is actively speaking to the provincial and federal governments about housing needs in Burnaby, particularly on the issue of homelessness. This includes using City-owned lands to respond to funding calls from these other levels of government to ensure non-market housing is available for homeless residents and those at risk of homelessness. The City is also a strong advocate for better support services for those at risk of housing insecurity, including funding of the Burnaby Rent Bank, which provides zero interest loans to people who face housing challenges due to unforeseen financial challenges.

11. Is homelessness getting worse in Burnaby and across the region?

Homelessness is not a new issue in Burnaby. The 2020 Metro Vancouver Homeless Count indicated an 80% increase in the number of people experiencing homelessness in Burnaby between 2017 and 2020, however all of the increase was seen in the sheltered population. This is reflective of the City's improved response to homelessness and its collaboration with BC Housing and community partners to open Burnaby's first 24/7 shelter. The COVID 19 pandemic has increased unsheltered homelessness as shelters throughout the region have had to reduce their capacities and it became more difficult for people without homes to stay with friends or family. The pandemic has also increased the number of people at risk of becoming homeless due to financial hardship. The City worked with BC Housing to open a 40 room Emergency Response Centre on City land and community partners pursued the opening of a 25 bed temporary overnight winter shelter at a local church. To continue the City's efforts, the HOME Strategy is an action plan on both housing and homelessness initiatives.

THEME 3 Support Rental Housing and Tenants

12. How many people have accessed the Burnaby Rent Bank?

As of the end of February 2021, the Burnaby Rent Bank had received 140 inquiries and 63 pre-assessment applications. Of those inquiries and pre-assessments, 12 loans totaling over \$16,000 has been granted. In December 2020, Purpose Society was successful in securing funding from BC Rent Bank to transition the temporary Burnaby Rent Bank into a permanent service. To ensure the sustainability of this service to Burnaby renters, the City will be providing \$105,000 over a three year period (\$35,000 each year) to assist with the administrative costs of operating a rent bank. The City will also provide a one-time contribution of \$40,000 to support the establishment of the permanent Rent Bank.

13. When and how will the Tenant Assistance Policy be assessed?

The City has committed to assess the updated Tenant Assistance Policy, adopted by Council in March 2020, after two years of implementation. Recognizing the length of time required to fully implement the Tenant Assistance Policy (from rezoning to occupancy of the replacement building), the first assessment may still capture many

projects in progress. The City will assess all aspects of the Policy, including recommendations for changes, subject to Council approval, as well as data on the number of tenants assisted, and the types of assistance provided, through the Policy.

14. What's happening with Short Term Rentals?

Burnaby adopted a Short-Term Rental Policy in 2020 with a framework for regulating short-term rentals through the following key components:

- Short-term rentals are limited to primary residences and can only be offered by resident owners.
- Short-term rentals can only be rented out a specific number of nights per year.
- The number of guests per booking is limited to six related people or four unrelated people.
- A business licence is required.
- Short-term rental activity will be monitored and regulations actively enforced.

City Council is now considering bylaws to set out the regulation and enforcement program for Short-Term Rentals. If adopted by Council, the process and requirements for obtaining a Short-Term Rental licence will be available, and the enforcement and compliance program will begin.

15. What can the City do with regards to vacant homes?

Currently, municipalities in British Columbia, other than the City of Vancouver, do not have the ability to implement measures to regulate vacant homes, such as through an empty homes tax. In lieu of this ability, the City collects and analyses data from the provincial Speculation and Vacancy Tax to understand housing trends on vacant homes in Burnaby. In 2020, approximately 645 or 0.6% of 104,632 residential property owners in Burnaby were not exempt and had to pay the provincial Speculation and Vacancy Tax.

16. What is the City doing to encourage landlords to maintain their rental units?

The City does not have a Standards of Maintenance Bylaw to require landlords to maintain their properties currently. That is an action in the draft HOME Strategy to ensure better protections for tenants moving forward. In lieu of this, the updated Tenant Assistance Policy does require landlords seeking to redevelop their properties through rezoning to maintain their buildings for their residents. In addition, the provincial *Residential Tenancy Act* further requires landlords to maintain their rental properties in a state that is suitable for occupancy and that they must meet housing, safety and building standards required by law.

THEME 4 Promote Innovative Housing Policy and Build Capacity

17. When will we be welcoming the first residents into new homes resulting from the Task Force's work?

Housing projects take time, but the City is making headway on multiple fronts, including the Emergency Response Centre with BC Housing, which offers a temporary home for homeless individuals. As for longer term housing options, the City recently approved two rezoning applications that are the first to apply the City's Rental Use Zoning Policy and will provide below-market housing for many City residents. In recognition that housing projects take time often because of the need for rezoning, the City is committed to reviewing the Zoning Bylaw to simplify the approvals process and allow more types of housing to be built in the City without the need for rezoning.

Attachment B

18. Does the City produce a report on the number of sites and units in-stream for non-market housing?

Yes, the City produces a market and non-market rental summary report every six months, which is shared with the Planning and Development Committee and Council. This report can be found here: <https://pub-burnaby.escribemeetings.com/filestream.ashx?DocumentId=51184>

19. Is a policy being presented to Council to review land value capture?

One of the actions from the draft HOME: Burnaby's Housing + Homelessness Strategy is to commission a study on different ways to increase funding for non-market housing, including the use of land value capture. Once this study is completed, it will be presented to Council for further direction.

20. What are the City's policies to encourage accessible housing?

Through the City's Housing Needs Report, accessible housing is a known housing need in Burnaby due to an aging population and for individuals with mobility needs. The City has an adaptable units policy that applies to multi-family developments and seniors-oriented housing. For multi-family developments, 20% of single-level units (e.g., apartments) must be adaptable. For housing that is purpose-built for seniors, 100% of the single-level units must be adaptable. Through the HOME Strategy, the City will have actions to create housing for diverse needs, including exploring including the concept of "visitability" in ground-oriented housing and reviewing the City's adaptable units policy.

C. Mayor's Task Force on Community Housing Progress Report



MAYOR'S TASK FORCE ON COMMUNITY HOUSING

PROGRESS REPORT: TASK FORCE RECOMMENDATIONS



HOW WE GOT HERE

Starting in February 2019, the 18-member Mayor's Task Force on Community Housing met in a series of 10 meetings, facilitated by the SFU Morris J. Wosk Centre for Dialogue. With an ambitious timeline, the Task Force meetings were grouped into two phases: Phase 1 – Generating Ideas and Phase 2 – Trade-Offs and Solutions. Phase 1 concluded with an Interim Report released in May 2019 with 10 quick start recommendations. Phase 2 resulted in the Final Report in July 2019 with 18 final recommendations.

Through 2019, the Task Force engaged over 2,600 members of the public through the Your Voice. Your Home. process, the most people ever reached through a City engagement process. The Task Force outlined 18 recommendations and 10 quick starts to expand housing options and improve housing affordability for Burnaby residents. Collectively, the recommendations frame a new approach to housing, in which the City plays a more direct role in encouraging affordability and choice. Since the release of the Task Force recommendations in July 2019, the City has been making headway in implementing the recommendations and quick starts.

The City continues to strive to listen to the voices of all residents to create a more inclusive and welcoming community. As such, this Progress Report provides an update on the 18 recommendations and 10 quick starts. In February 2021, the City reconvened some participants from the May 2019 Community Recommendations Workshop so that they may provide their feedback and input on the progress made to date, and provide additional perspectives on their experience with housing in Burnaby. To further continue the conversation, the Task Force will be reconvened in March 2021 to share their feedback on progress to date and their insights to advance housing initiatives for City residents.



KEEPING THE CONVERSATION GOING

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, the Centre for Dialogue has engaged hundreds of thousands of participants to create solutions for many of society's most pressing issues.

The process used to engage the community and stakeholders through the Mayor's Task Force on Community Housing and Your Voice. Your Home. process was transformative in how the City works with members of the public to shape policy.

The Your Voice. Your Home. process was named runner up for a Core Values Award for Creativity, Contribution, and Innovation in the Field by IAP2 Canada, a national association focused on excellence in the field of public participation. In addition, Your Voice. Your Home. also received an honourable mention for Excellence in Governance for the Union of British Columbia Municipalities 2020 Community Excellence Awards.

To continue the City's valuable connection with the community, the SFU Morris J. Wosk Centre for Dialogue engaged some participants from the Community Recommendations Workshop and will be reconvening the Task Force to report out on progress on their recommendations to the City, in addition to hearing more from the community and stakeholders on the issue of housing.

PROGRESS + ACHIEVEMENTS

QUICK STARTS FOR RENTAL HOUSING

1 QUICK START Create a modular housing strategy.



PROGRESS TO DATE

The City is working with BC Housing to add 43 new units of supportive modular housing for those at risk of homelessness at 3986 Norland Avenue, a City-owned property that currently has 52 supportive modular housing units, operated by Progressive Housing Society. In addition, the City recently applied for Canada Mortgage and Housing Corporation (CMHC) Rapid Housing Initiative funding to develop modular rental units for individuals and families with severe housing need on three City-owned sites.

NEXT STEPS

The City is awaiting the results of the funding applications submitted to CMHC, which if successful, would create approximately 190 new modular rental units in the City in 2021. The City continues to seek additional opportunities for modular housing developments and will develop a Modular Housing Strategy in the near future.

2 QUICK START Regulate Short-Term Rental housing.



PROGRESS TO DATE

In 2020, the City adopted a policy framework to restrict Short-Term Rentals in the City to maintain long-term rental housing for renters.

NEXT STEPS

City Council is considering bylaws to set out the regulation and enforcement program for Short-Term Rentals. If adopted by Council, the process and requirements for obtaining a Short-Term Rental licence will be available, and the enforcement and compliance program will begin.

3 QUICK START Adopt a robust Tenant Assistance Policy.



PROGRESS TO DATE

A new Tenant Assistance Policy, based on the approach identified by the Task Force, including the provision of monthly rent top-ups to better support displaced tenants, was adopted by Council on 2020 March 9.

NEXT STEPS

The City continues to monitor the implementation of the new Tenant Assistance Policy through communication with tenants and the development industry through the City's Renters Office.

4 QUICK START Establish a Rent Bank Using housing fund monies.



PROGRESS TO DATE

Through funding of \$30,000 each from the City and BC Rent Bank, a temporary Burnaby Rent Bank was created in April 2020 to help renters in maintaining their housing and preventing homelessness during the COVID-19 pandemic. In December 2020, BC Rent Bank announced the Lower Mainland Purpose Society was successful in its funding application for a permanent rent bank in Burnaby.

NEXT STEPS

The City is working the Lower Mainland Purpose Society to determine how the City can best support the Burnaby Rent Bank in the long-term, including potential financial supports, subject to Council approval.

5 QUICK START Scale up/Increase additional density for projects with below-market rentals.



PROGRESS TO DATE

The finalized Rental Use Zoning Policy, adopted by Council on 2020 March 9, requires new market and below-market units in exchange for additional density. The below-market units, also known as Inclusionary units, are required to be rented at 20% below CMHC market median rents for the life of the building. The Rental Use Zoning Policy further encourages the private sector to partner with non-profits and other levels of government to deliver greater affordability in the City's rental stock.

NEXT STEPS

The City continues to monitor the effectiveness of the Rental Use Zoning Policy in delivering market and below-market rental units. The Rental Use Zoning Policy will further be explored in the draft of HOME: Burnaby's Housing + Homelessness Strategy, anticipated to go to Council in Spring 2021 prior to public consultation, to achieve greater housing affordability, especially in transit-friendly locations.

QUICK STARTS FOR HOUSING PARTNERSHIPS

6 QUICK START

Partner with BC Housing, non-profits, and private developers for more non-market housing.



PROGRESS TO DATE

To ensure a mix of affordable homes are available and respond to the needs of Burnaby residents, the City has partnered with other levels of government, non-profit housing operators and the private sector to encourage affordable housing development. This includes a Memorandum of Understanding with BC Housing to formalize how the City and BC Housing will work together to develop affordable housing on six City-owned sites and one federal site in Burnaby. Through these partnerships, a variety of new housing options will be facilitated, including new co-operative housing, housing for Indigenous individuals and families, housing for women and children, seniors, and those who are homeless or at risk of homelessness.

NEXT STEPS

The City will continue to build and strengthen its partnerships to help increase affordable housing options in the City. Additional actions to achieve this Quick Start are included in the draft of HOME: Burnaby's Housing + Homelessness Strategy, including exploring the development of a coordinated program for non-market housing partnerships to provide an efficient, consistent, and streamlined process.

7 QUICK START

Use a portfolio approach for the city lands program for non-market housing.



PROGRESS TO DATE

Ten City-owned sites, with a combined assessed value of over \$104 million, are currently undergoing expedited development approvals and/or funding application processes to facilitate approximately 1,500 non-market homes for low and moderate-income households. Of the 10 sites, four sites were released under a single Request for Proposals to offer a portfolio approach to the community housing sector to develop non-market housing in Burnaby. Through this process, two sites were granted to Catalyst Community Developments and two sites were granted to a partnership between M'akola Housing Society and Vancouver Native Housing Society to develop affordable housing for specific groups with housing needs, including Indigenous seniors and families and low and moderate-income households.

NEXT STEPS

The City and its non-profit housing partners are awaiting the results of funding applications submitted to other levels of government, including BC Housing and CMHC. Should the applications be successful, approximately 1,150 new homes could begin construction in 2021. The City will also continue to seek opportunities to create more affordable housing, including through a portfolio approach, through HOME: Burnaby's Housing + Homelessness Strategy.

QUICK STARTS FOR LAND USE, ZONING AND APPROVALS

8 QUICK START

Simplify zoning and other requirements to increase the number of homes in more neighbourhoods.

PROGRESS TO DATE

City Council recently approved a Zoning Bylaw amendment to permit market rental developments in the C8 and C9 zoning districts without Comprehensive Development rezoning to encourage new market rental housing development.

NEXT STEPS

Council has directed staff to prioritize a zoning review of suites in duplexes, and of minimum lot sizes. Further actions to amend the Zoning Bylaw to increase the number of homes in more neighbourhoods are outlined in HOME: Burnaby's Housing + Homelessness Strategy. The City will also be initiating a review of the Zoning Bylaw in 2021.

QUICK STARTS FOR RESEARCH

9 QUICK START

Commission a land value capture study.

PROGRESS TO DATE

The City participated in a TransLink and Metro Vancouver study on Land Value Capture to help understand the potential benefits and drawbacks to a regional Land Value Capture model.

NEXT STEPS

The City will explore commissioning a study on innovative techniques to increase funding for non-market housing, including Land Value Capture, through HOME: Burnaby's Housing + Homeless Strategy.

10 QUICK START

Gather data on empty homes.

PROGRESS TO DATE

The City has collected data released for the provincial Speculation and Vacancy Tax to better understand housing trends, such as empty homes, in Burnaby.

NEXT STEPS

The City will continue to gather and analyze data on empty homes in Burnaby.

THEME 1 CREATE LIVABLE NEIGHBOURHOODS

1 RECOMMENDATION

Develop a plan for introducing new housing forms and family-oriented housing in a variety of neighbourhoods.



PROGRESS TO DATE

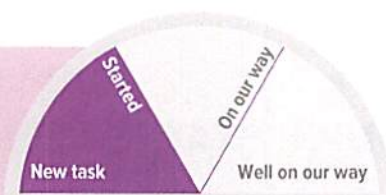
Actions to introduce new housing forms, such as laneway housing and suites in duplexes, and family-oriented housing, such as infill units and townhouses, in a variety of neighbourhoods have been included in HOME: Burnaby's Housing + Homelessness Strategy.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation. One of the priority implementation actions for 2021 is a Neighbourhood Infill Program to permit small-scale infill options, including suites in duplexes, smaller lots, and laneway homes.

2 RECOMMENDATION

Create sustainable and accessible communities, with a range of amenities and services, in and around arterials and transit corridors.



PROGRESS TO DATE

Actions to have increased housing options in close proximity to transit, amenities and services, such as in the City's Urban Villages, have been included in HOME: Burnaby's Housing + Homelessness Strategy.

NEXT STEPS

Two area plan processes are currently underway in the Bainbridge and Lochdale neighbourhoods. These plans will provide more housing, amenities and services close to transit. In addition to actions in HOME: Burnaby's Housing + Homelessness Strategy, this particular recommendation will also be considered in the upcoming update to the Official Community Plan, which sets the overall vision and long-term direction for the City.

3 RECOMMENDATION

Launch an education and advocacy campaign to increase community acceptance of new housing forms.



PROGRESS TO DATE

Education and advocacy to increase community acceptance of new housing opportunities is ongoing, including efforts from Mayor and Council to advocate to other levels of government for affordable housing and the creation of a Memorandum of Understanding with BC Housing to establish a new partnership model. Part of this work is also accomplished through transparency and accountability to the public on the City's actions on housing, such as the one-year progress report on the Task Force recommendations and quick starts.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation. Public consultation efforts will continue to help educate the community about different housing opportunities for the City.

THEME 2 INVEST IN HOUSING PARTNERSHIPS

RECOMMENDATION

Review the City's land assets to identify suitable sites to pilot a portfolio development opportunity.



PROGRESS TO DATE

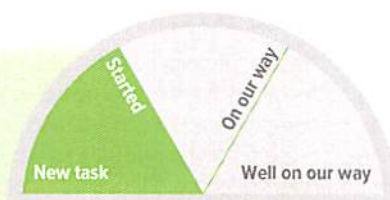
Ten City-owned sites, with a combined assessed value of over \$104 million, are currently undergoing expedited development approvals and/or funding application processes to facilitate approximately 1,500 non-market homes for low and moderate-income households. Of the 10 sites, four sites were released under a single Request for Proposals to offer a portfolio approach to the community housing sector. Through this process, two sites were granted to Catalyst Community Developments and two sites were granted to a partnership between M'akola Housing Society and Vancouver Native Housing Society to develop affordable housing for Indigenous seniors and families and low and moderate-income households.

NEXT STEPS

The City and its non-profit housing partners are awaiting the results of funding applications submitted to other levels of government, including BC Housing and CMHC. Should the applications be successful, approximately 1,150 new homes could begin construction in 2021. The City will also continue to seek opportunities to create more affordable housing, including through a portfolio approach, through HOME: Burnaby's Housing + Homelessness Strategy.

RECOMMENDATION

Create a program to facilitate redevelopment of under-utilized land for affordable housing.



PROGRESS TO DATE

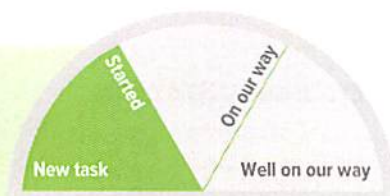
Actions to explore ways to facilitate redevelopment of under-utilized land for affordable housing, such as creating an inventory of institutional and other low-density sites that are suitable for co-locating affordable housing, have been incorporated in HOME: Burnaby's Housing + Homelessness Strategy.

NEXT STEPS

In addition to actions in HOME: Burnaby's Housing + Homelessness Strategy, this particular recommendation will also be considered in the upcoming update to the Official Community Plan, including identifying ways to support the renewal and redevelopment of non-market housing by providing higher-density land use designations, where appropriate.

RECOMMENDATION

Review the mandate and allocation of the City's Housing Fund to maximize its support for Task Force recommendations.



PROGRESS TO DATE

The City did an initial review of the Community Benefit Bonus Affordable Housing Reserve (Housing Fund) in 2020 and established an Operating Housing Reserve to fund ongoing housing expenditures. Further efforts include the review of the Housing Fund to maximize the number of affordable units supported.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation.

RECOMMENDATION

Negotiate a Memorandum of Understanding (MOU) with BC Housing and CMHC to establish terms for partnerships.



PROGRESS TO DATE

The City has a signed Memorandum of Understanding with BC Housing to formalize how the City and BC Housing will work together to develop affordable housing on six City-owned sites and one federal site in Burnaby.

NEXT STEPS

The City will continue to work with BC Housing to advance affordable housing projects on the sites contained within the Memorandum of Understanding. The City will also work with CMHC to create a similar document to establish a partnership framework.

RECOMMENDATION

Build on the City's Homelessness Response to create more homes for people experiencing homelessness.



PROGRESS TO DATE

Since 2019, the City has sought additional ways to support people experiencing homelessness or at risk of homelessness by providing land and other City resources to help create a new supportive housing project at 3986 Norland Avenue and the Douglas Shelter. In 2020, the City fast-tracked approvals for an Emergency Resource Centre at 3860 Sperling Avenue, a BC Housing shelter in which those who are homeless can stay and be socially distanced during the COVID-19 pandemic. The City is also working with BC Housing to add 43 new units of supportive housing at 3986 Norland Avenue for those at risk of homelessness. In addition, the City recently applied for CMHC Rapid Housing Initiative funding to develop modular rental units for individuals and families with severe housing need on three City-owned sites.

NEXT STEPS

The City is awaiting the results of the funding applications submitted to CMHC, which if successful, would create approximately 190 new modular rental units in the City in 2021. Actions to make homelessness rare, brief, and one-time by preventing pathways into homelessness, supporting pathways out of homelessness, and collaborating and coordinating among homeless serving partners are also included in HOME: Burnaby's Housing + Homelessness Strategy.

RECOMMENDATION

Co-locate affordable housing with community facilities such as community centres, firehalls, schools, libraries, and other suitable public facilities.



PROGRESS TO DATE

Actions to explore the potential co-location of affordable housing with community facilities, including seeking a partnership with other levels of government and a non-profit organization to pilot a co-located non-market housing at a City facility, have been incorporated in HOME: Burnaby's Housing + Homelessness Strategy.

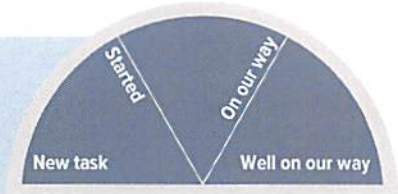
NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation. This particular recommendation will also be considered in the upcoming update to the Official Community Plan.

THEME 3 SUPPORT RENTAL HOUSING AND TENANTS

10 RECOMMENDATION

Adopt a robust tenant relocation policy.



PROGRESS TO DATE

A new Tenant Assistance Policy, based on the approach identified by the Task Force, including the provision of monthly rent top-ups to better support displaced tenants, was adopted by Council on 2020 March 9.

NEXT STEPS

The City continues to monitor the implementation of the new Tenant Assistance Policy through communication with tenants and the development industry through the City's Renters Office.

11 RECOMMENDATION

Explore incentives and accountability for the maintenance of older rental buildings.



PROGRESS TO DATE

Actions to explore incentives and accountability for the maintenance of older rental buildings, such as a Standards of Maintenance Bylaw, have been incorporated in HOME: Burnaby's Housing + Homelessness Strategy.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation.

12 RECOMMENDATION

Increase the supply of affordable rental housing.



PROGRESS TO DATE

The finalized Rental Use Zoning Policy, adopted by Council on 2020 March 9, requires new market and below-market units in exchange for additional density. The below-market units, also known as Inclusionary units, are required to be rented at 20% below CMHC market median rents for the life of the building. The Rental Use Zoning Policy further encourages the private sector to partner with non-profits and other levels of government to deliver greater affordability in the City's rental stock.

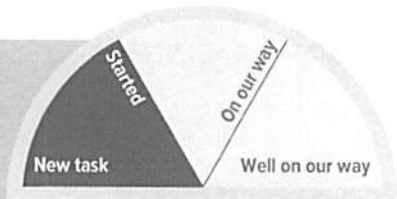
NEXT STEPS

The City continues to monitor the effectiveness of the Rental Use Zoning Policy in delivering market and below-market rental units.

THEME 4 PROMOTE INNOVATIVE HOUSING POLICY AND BUILD CAPACITY

13 RECOMMENDATION

Consider increasing the percentage of density bonus funds allocated to housing.



PROGRESS TO DATE

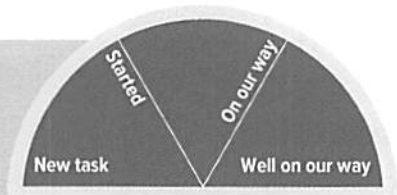
An action to review the Community Benefit Bonus Affordable Housing Reserve (Housing Fund) to maximize the number of units supported and clarify eligibility and allocation policies and procedures has been incorporated in HOME: Burnaby's Housing + Homelessness Strategy.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation.

14 RECOMMENDATION

Establish a housing department to coordinate housing work.



PROGRESS TO DATE

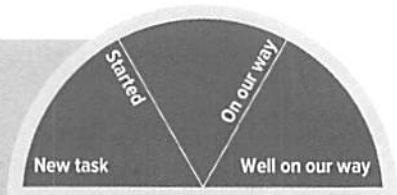
A Housing Team has been established with five staff, including a full-time Tenant Assistance Planner.

NEXT STEPS

The City will continue to monitor staff levels and explore new ways to ensure adequate staff resourcing to implement its housing policy.

15 RECOMMENDATION

Increase staff and review regulations to speed housing approvals.



PROGRESS TO DATE

Two new staff in Current Planning have been hired to speed up housing approvals. Inter-departmental teams meet regularly to review applications, and also to coordinate legal and financial approval processes.

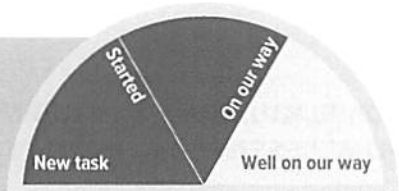
NEXT STEPS

The City will be investigating ways to streamline the development approvals processes, including undertaking a review of the Zoning Bylaw, and investigating the use of other regulatory tools such as Development Permits, to speed up the process.

16

RECOMMENDATION

Support the development of more housing co-operatives.



PROGRESS TO DATE

The City selected Community Land Trust, the development arm of the Co-operative Housing Federation of British Columbia, for one of its 10 sites currently seeking funding from BC Housing.

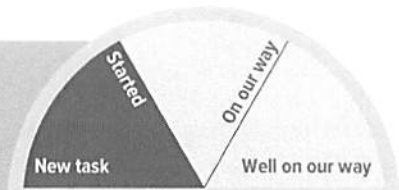
NEXT STEPS

The City and Community Land Trust are currently awaiting the results of its funding application to BC Housing. In addition to this project, other actions to support the development of more housing co-operatives including developing policy to support the renewal of existing co-ops and facilitate new co-op development, have been included in HOME: Burnaby's Housing + Homelessness Strategy.

17

RECOMMENDATION

Pursue innovative financing mechanisms for non-market housing, such as land value capture.



PROGRESS TO DATE

An action to explore commissioning a study on innovative techniques to increase funding for non-market housing, including Land Value Capture, has been incorporated in HOME: Burnaby's Housing + Homeless Strategy. The City also participated in a TransLink and Metro Vancouver study on Land Value Capture to help understand the potential benefits and drawbacks of a regional Land Value Capture model.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation.

18

RECOMMENDATION

Adopt ways to support affordable home ownership.



PROGRESS TO DATE

Actions to explore supports for affordable home ownership, including rent-to-own, shared equity, and other models, have been incorporated in HOME: Burnaby's Housing and Homelessness Strategy. The Strategy also considers other ways to support affordable homeownership, including smaller lots, infill housing, and rental options such as laneway housing and flex suites to serve as mortgage helpers.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation.

WHAT'S NEXT

HOME: BURNABY'S HOUSING + HOMELESSNESS STRATEGY



Building upon the success of the Task Force and the first two phases of Your Voice. Your Home., the City is now working on **HOME: Burnaby's Housing + Homelessness Strategy**, a comprehensive policy document that incorporates the Task Force recommendations and quick starts into a framework to address challenges and opportunities across the entire housing system, including reducing homelessness. This will be Burnaby's first housing and homelessness strategy.

HOME will identify specific action items and guide City decisions on housing for the next 10 years. Extensive work and consultation on HOME occurred in 2020. A draft strategy is expected to go to City Council this spring, followed by public consultation.



WHAT IS A HOUSING NEEDS REPORT?

In 2019, the province amended the Local Government Act to require all local governments to complete a Housing Needs Report by 2022. These reports look at a combination of statistical data—from sources such as Statistics Canada, CMHC, BC Housing, and others—and community and stakeholder input to create a comprehensive picture of housing and homelessness needs in a community. Once completed, they must be updated every five years.

Burnaby completed its Housing Needs Report in early 2021. The key areas of local need identified for the City include:

- » Accessible housing;
- » Refugees and new immigrants;
- » Indigenous households;
- » Youth aging out of care;
- » Families;
- » Seniors;
- » Women fleeing violence;
- » People with intellectual and developmental disabilities;
- » Post-secondary students; and,
- » Housing for homeless.

These key areas of local need, in addition to other findings in the Housing Needs Report have been incorporated in HOME: Burnaby's Housing + Homelessness Strategy to ensure actions are directed to meet the needs of these specific groups.

D. Mayor's Task Force on Community Housing Recommendations Matrix

Key Information:

- This document was prepared to support your 'Forms and Function' breakout group discussion
- Task Force members were divided into 4 groups, based on 4 different 'forms and function' types (see chart *below*).
- In groups, Task Force members discussed the recommendations linked to each 'form and function'.
- The chart below indicates (with an X) which recommendations are linked to which forms and functions.
- The shaded boxes indicate the strongest/priority links.

QUICK START RECOMMENDATION		BREAKOUT GROUPS (Forms and Function)			
		Low-Income Rental Housing + Homelessness	Community + Non-Profit Housing	Workforce + Missing Middle Housing	Market Housing + Town Centres
QUICK STARTS FOR RENTAL HOUSING					
1	Create a Modular Housing Strategy	X	X		
2	Regulate Short-Term Rental Housing	X		X	X
3	Adopt a Robust Tenant Assistance Policy	X			X
4	Establish a Rent Bank Using Housing Fund Monies	X			
5	Scale Up/Increase Additional Density for Projects with Below-Market Rentals	X	X	X	X
QUICK STARTS FOR HOUSING PARTNERSHIPS					
6	Partner with BC Housing, Non-Profits, and Private Developers for More Non-Market Housing	X	X	X	
7	Use a Portfolio Approach for the City Lands Program for Non-Market Housing	X	X		
QUICK STARTS FOR LAND USE, ZONING AND APPROVALS					
8	Simplify Zoning and Other Requirements to Increase the Number of Homes in More Neighbourhoods	X	X	X	X
QUICK STARTS FOR RESEARCH					
9	Commission a Land Value Capture Study	X	X	X	
10	Gather Data on Empty Homes	X		X	X

Attachment B

FINAL RECOMMENDATION		BREAKOUT GROUPS (Forms and Function)			
		Low-Income Rental Housing + Homelessness	Community + Non-Profit Housing	Workforce + Missing Middle Housing	Market Housing + Town Centres
THEME 1 – CREATE LIVABLE NEIGHBOURHOODS					
1	Develop a plan for introduce new housing forms and family-oriented housing in a variety of neighbourhoods	X	X	X	X
2	Create sustainable and accessible communities, with a range of amenities and services, in and around arterials and transit corridors	X	X	X	X
3	Launch an education and advocacy campaign to increase community acceptance of new housing forms	X	X	X	X
THEME 2 – INVEST IN HOUSING PARTNERSHIPS					
4	Review the City's land assets to identify suitable sites to pilot a portfolio development opportunity	X	X		
5	Create a program to facilitate redevelopment of under-utilized land for affordable housing	X	X		
6	Review the mandate and allocation of the City's Housing Fund to maximize its support for Task Force Recommendations	X	X		
7	Negotiate a Memorandum of Understanding (MOU) with BC Housing and CMHC to establish terms for partnerships	X	X		
8	Build on the City's Homelessness Response to create more homes for people experiencing homelessness	X	X		
9	Co-locate affordable housing with community facilities such as community centres, firehalls, schools, libraries, and other suitable public facilities	X	X	X	
THEME 3 – SUPPORT RENTAL HOUSING AND TENANTS					
10	Adopt a robust tenant relocation policy	X			
11	Explore incentives and accountability for the maintenance of older rental buildings	X			
12	Increase the supply of affordable rental housing	X		X	

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FINAL RECOMMENDATION		BREAKOUT GROUPS (Forms and Function)			
		Low-Income Rental Housing + Homelessness	Community + Non-Profit Housing	Workforce + Missing Middle Housing	Market Housing + Town Centres
THEME 4 – PROMOTE INNOVATIVE HOUSING POLICY AND BUILD CAPACITY					
13	Consider increasing the percentage of density bonus funds allocated to housing	X	X	X	
14	Establish a housing department to coordinate housing work	X	X	X	X
15	Increase staff and review regulations to speed housing approvals	X	X	X	X
16	Support the development of more housing co-operatives	X	X	X	
17	Pursue innovative financing mechanisms for non-market housing, such as land value capture	X	X	X	
18	Adopt ways to support affordable home ownership			X	X

E. General Meeting Feedback

1. The meeting process was well thought-out and implemented

- Strongly agree: 57.14% (8)
- Agree: 28.57% (4)
- Neither agree nor disagree: 14.29% (2)
- Disagree: 0%
- Strongly disagree: 0%

2. The overall meeting, objectives and context were clear

- Strongly agree: 57.14% (8)
- Agree: 28.57% (4)
- Neither agree nor disagree: 7.14% (1)
- Disagree: 7.14% (1)
- Strongly disagree: 0%

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

- Strongly agree: 42.86% (6)
- Agree: 50.00% (7)
- Neither agree nor disagree: 7.14% (1)
- Disagree: 0%
- Strongly disagree: 0%

4. Overall, how satisfied were you with your experience as a meeting participant?

- Highly satisfied: 46.15% (6)
- Satisfied: 30.77% (4)
- Neither satisfied nor dissatisfied: 23.08% (3)
- Dissatisfied: 0%
- Highly dissatisfied: 0%