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**QUEEN’S PARK HCA PANEL DISCUSSION**

**To:** Lynn Roxburgh, Senior Policy Planner, City of New Westminster  
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**From:** Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates  
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**Re:** Queen’s Park HCA Panel Discussion Summary

**Date:** February 13, 2018

**Event Date:** Wednesday, February 7, 2018

**Time:** 6:00 PM – 8:30 PM

**Location:** Anvil Centre, 777 Columbia Street, New Westminster

**Attendees:** Ninety-two (92) members of the public

**Notification**

- Postcard (January 26) and poster (February 3) hand delivered to all properties in the Queen’s Park neighbourhood (approximately 700 properties). See Appendix.
- An invitation sent to all Residents’ Associations.
- A notice in City Page (both in the print copy of the newspaper – The Record – and in City Page online on January 25, February 1).
- A notice on the “what’s happening” section of the City’s website homepage, the City’s social media, and posters displayed in City Hall (and available to take home).

**Attendees:** Ninety-two (92) members of the public were in attendance. In addition, the following Panelists, City of New Westminster elected officials and staff were in attendance.

**Panel Members**

Jay Wollenberg, Coriolis Consulting

Marco D’Agostini, Former Senior Heritage Planner, City of Vancouver

Gary Penway, Former Director Community Development, City of North Vancouver

Patti Goss, Real Estate Agent, RE/MAX Advantage

**City of New Westminster**

Mayor, Jonathan Cote

Councillor, Jamie McEvoy

Councillor, Bill Harper

Lisa Spitale, CAO

Jackie Teed, Director of Development Services

Lynn Roxburgh, Senior Policy Planner

Britney Quail, Heritage Policy Planner

Samantha Bohmert, Planning Assistant

Helene Miles, Planning Assistant

**Facilitator**

Catherine Rockandel, Rockandel & Associates

**OVERVIEW**

A Heritage Conservation Area is a distinct and identifiable neighbourhood, characterized by its historic value, and identified in a City's Official Community Plan for heritage conservation purposes. The purpose of a Heritage Conservation Area is to minimize the loss of historic houses and street character, while ensuring any new builds are appropriate to the existing character of the neighbourhood. Queen's Park is the only Heritage Conservation Area in the city, and was recently adopted in July 2017. The City is exploring incentives that could be put in place for properties protected by the Heritage Conservation Area. The City started by exploring zoning based incentives but are now exploring a wider range of incentives, including other zoning incentives not previously considered. The panel discussion will add to the detailed research currently underway.

Prior to the panel discussion, an open house, facilitated by staff, was held for the first half an hour. Participants had the opportunity to add comments to the boards or through a feedback box. The event began with Mayor Cote welcoming participants and acknowledging the traditional territory of the Coast Salish People and the QayQayt Nation. The facilitator provided an overview of the process and agenda for the evening. She introduced Jackie Teed who provided a brief background on the HCA and purpose of the panel discussion. The discussion began with panelists introducing themselves and providing an overview of their experience. The facilitator started the discussion with questions generated by community members which was followed by questions from those in attendance.

**PANEL DISCUSSION: Q & A** (Index: Q: Questions C: Comment A: Answers)

**Q1:** Briefly summarize your HCA experience and what incentives were used?

**A1:** (Gary) Ottawa Gardens is a small two block area just off of Lonsdale in North Vancouver. It was the model subdivision for a company called the North Vancouver Land and Improvement Company. They were kind of the fathers of the municipality that assembled most of land. They built a few homes and sold others and it sort of went along like that for the next several decades starting in 1906 to become a pretty interesting character area. Over the years, it got identified as a heritage character area. At one point the residents approached the municipality and were concerned about losing this character. At the time, it was zoned duplex but it was largely still single family so had a higher zoning potential. The local government spoke to residents and they didn't want to lose the development rights that they had but they wanted to retain the character. We ended up using the tool of the conservation area. When municipalities try to do things, we have to work within the legislation that the Province has given us and try to make the best fit for whatever the situation is. Heritage situations are usually fairly distinctive. Queen's Park is not First Shaughnessy and it is not Ottawa Gardens. Queen's Park is a fabulous area but will have its own unique circumstances. For us the circumstances were single family homes. There was not a real interest in protecting buildings and it didn't have the kind of

prominence in the community as a neighbourhood, as a heritage district that places like First Shaughnessy and Queen's Park may have. In the end, the way that we handled it was we came in with a heritage conservation area and did some things to avoid lot consolidation to destroy the single-family pattern of development. We brought into place restrictions on the alterations of existing buildings. It also included designs for new buildings. Much like you have here, there are design controls for both new and existing buildings. There wasn't appetite at the time to go as far as protecting from demolition of buildings. Buildings can be demolished in the Ottawa Garden area. If someone applies for demolition, it has to go to City Council. Council still has their other tool kit to potentially proceed with designation at that time on an individual basis. That is a clear distinction between Queen's Park and First Shaughnessy. There are now two protected heritage buildings in that area. The challenge is that without actually protecting the buildings, if they start disappearing, people start questioning what the purpose of the whole effort, if we are going to lose the heritage buildings. It is working and we haven't had too much negative feedback about it. In that area, we have about 18 heritage properties that are in that two-block distance and probably represents about a third of the homes.

(Marco) In terms of Shaughnessy, it was built as an exclusive suburb beginning in about 1911. It was a large estate property, as the Garden City suburbs, with landscaping that matured over time. The community had a long-standing desire to maintain that character. In 1982 there were regulations and bylaws put in place to both encourage the retention of existing buildings as well as allow for new buildings that would fit into the character of that area. Around 2012 we noticed that there was a significant amount of demolition of older buildings occurring. The pre-1940 date was identified as far back as 1982. There was a distinct building period up to then when many of the character buildings were built, after that there wasn't much development. There was a long-standing provision that identified the pre-1940 buildings. In 2012, we started to see more and more of those demolitions occurring where under 1% usually per year were getting up to 5-7% of proposed buildings to be demolished. City Council ended up directing staff to bring in a refresh, a lot of it coming in from concern of the loss of these buildings in the area and the rapid amount of change and the size of new building being built that were no longer in context. The key benefits that were brought forward were an extension of some of the things that were already in place such as the ability to provide infill housing or to do multiple conversion dwellings, multiple units within an existing house. Size limits were put on the properties. Those below those thresholds that couldn't have infills were given the opportunity to build a coach house or the ability to build above a garage which could provide a rental opportunity. There were broad provisions put in the zoning that if you were retaining a character heritage building, the director of planning could relax just about any regulation or provision. Many of the lots are an unusual size so it provided for a significant amount of flexibility. Limitations were put on new development in terms of their size and scale and proportion in relation to the rest of the neighbourhood and to try to have them fit into that character.

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**Q2** What has been the impact of Vancouver's First Shaughnessy HCA on property values?

A2 (Jay) Since the program was adopted real estate values in almost all of the regions have exploded. Another thing to consider is that the City of Vancouver brought in a vacant homes tax and that probably has a disproportionate impact on high value properties that might be of interest to non-local purchasers. Last but not least the Province brought in the Foreign Buyers Tax. Assessed property values in the First Shaughnessy area, over the last three or four years, have probably gone up by about 15% per year. That doesn't sound like a negative impact. Some of the properties in the surrounding areas have gone up a little more than that. It is possible that there is an impact, not as much as a gain as you might otherwise have seen but it is also possible that there are other reasons for that. To sum it up, there is probably not much of a big deal in the First Shaughnessy.

**Q3** How is the Heritage Conservation Area working now that some time has passed since it was adopted? What changes have you had to make? What lessons have you learned with hindsight?

A3 (Gary) We learned right off the bat that there is a lot of uncertainty as people don't really know what this thing is and had angst about design controls. Permits got processed and some comfort level came with the fact that it seems to be working. In the end, we haven't really changed anything and have kept it going. The fact that buildings aren't protected and that we have lost one of 19 buildings is a hit. For design controls, there seem to be no market impact, people want design controls. We didn't provide any special incentives for this area. It is done on an individual process through a rezoning process, much like you might do in New Westminster through a heritage revitalization agreement.

(Marco) We did make some changes right after the HCA was first approved for a couple of reasons. There was a petition in court where the City was sued by property owners around adopting the HCA. The Court agreed with the City's authority under the provisions of the Vancouver Charter. There were housekeeping issues to clarify regulations and who had the authorities when specific permits were required and when they weren't, what policies would be applied. Since the adoption of the HCA, there are about 600 properties in Shaughnessy, 317 are protected as they are pre-1940s. As of yesterday, there are 12 applications for renovations of the pre-1940s buildings and 12 for new construction.

**Q4** Have there been any unintended consequences as a result of implementing the Heritage Conservation Area? How were they addressed?

A4 (Gary) We didn't really hit many unintended consequences.

(Marco) When council approved the HCA, they instructed staff to report back after 15 applications and we are just about there and will need to report in. The reporting back mechanism allows us to make any further adjustments.

(Gary) There is a real learning curve for the designers, public and staff about how to work with those guidelines. I did have to work with staff to find the right balance as to how to process applications.

**Q5** Have you implemented any incentives that work for owners that do not want to do anything to their property? For example: no renovations or infill unit. OR Have you implemented any incentives that haven't required a lifestyle change? (For example, that doesn't require you to share your property with someone else once you stratify/subdivide).

**A5** (Marco) We found that around the time of discussions, during preparation of the incentives, that what we put forward may not be the ones that the current owner is going to take advantage of but when they sell that property, the future owners may want to take advantage of putting that infill in or doing some additional work. In Vancouver, there is the Vancouver Heritage Foundation which provides very modest grants to property owners that are doing renovations or rehabilitation work.

(Gary) Your property value is whatever it is and you will realize that when you sell it. It doesn't really affect you in terms of day to day. At the end of the day you are selling a property with some sort of potential, which is either restricted or enhanced in some way. If you don't use that potential, it is still sitting there and will attract buyers that want to take advantage of that benefit or incentive.

(Jay) Home owners need to keep in mind that if they decide to do a full renovation it may cost them 20-30% more than actually building a new house.

**Q6** Do you feel monetary compensation could be a viable solution for all protected property owners?

**A6** (Jay) To me it makes some sense that there is a search for a balance that provides incentives that are not direct cash payments.

(Gary) This has been kicked around in North Vancouver for a while and about a year and a half ago, Council gave direction to consider some various further incentives. At this point, there are no cash incentives. The places you would look to for cash, to single family homes, would be Victoria, Saanich and Nanaimo. It is not a lot of money but the idea is that you match up to between 30% and 50 % of a contribution of maxing out at between five and ten thousand dollars. That usually works through a foundation where the municipalities contribute to the foundation. People then apply to the foundation for a grant. I am not aware of anywhere, other than the three areas I mentioned, or Vancouver that does more than \$7,500 for individual single-family homes. In our municipality, we wouldn't talk about tax reductions, it would be a grant.

(Marco) The question is to look back at what the legislation says and what the tool is. If you are designating individual property, the sections in the legislation say that the owner must be compensated for any loss in market value. If you are creating a heritage conservation area, it doesn't have a compensation clause. It says you can't remove any of the development rights from the properties you are protecting. For Shaughnessy, we have layered on incentives through floor areas and different types of uses that we mentioned, and providing broad relaxations to enable property owners. That is the form of compensation that is provided, it is not monetary one, and it is through incentives.

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**Q7** How have home sales in Queen's Park been impacted by the Heritage Conservation Area?

A7 (Patti) In 2016 everything was going along quite nicely for sellers in the Park. You were getting the prices that you were asking or more. Starting mid-year of 2017 there was a downturn in the number of homes and pricing. In 2017 there were 18 homes listed in the Park, 6 of them did not sell which is quite a high number for the Park. There were a number of listings that just expired and came off the market. Two of those sales were not heritage homes, they were new construction. From October of 2017 to now, there has only been one sale in the Park, which is quite a concern I feel. It doesn't seem like this should be happening in this particular market. From May 2017, there were 14 listings in total, eight sales, six were terminated and currently we just have three listings. This is very unusual for the Park. Looking at the sales numbers and it is kind of hard to come up with a direct number, but we have looked at it seriously and we would say that the home prices in the Park have probably dropped 3-8 % since May. It has been a little bit of a down turn each month. Other things do come into play such as the Foreign Buyer's Tax and a number of other things. I don't think it has anything to do with the time of the year as we have been very busy for the last three or four years in New West as people have found out what a great place it is to live. I am all for heritage but I think you have to draw the line somewhere on what you consider heritage and what isn't. We encourage heritage preservation but I think we need to take a look at what we are preserving and what you are allowing to be built in the Park for houses or buildings that are taken down.

**Q8** How do sales in Queen's Park compare to the sales in other neighbourhoods in the time since the Heritage Conservation Area was adopted (last summer)?

A8 (Patti) The stats for 2017 show that the Heights is having an increase in price as well as Queensborough. They are the two leading neighbourhoods right now.

**Q9** What incentives can be implemented now to immediately increase property values?

A9 (Patti) I think making it easier to increase your floor area, especially for the homes that are not going to be able to be taken down or be demolished. I think monetary compensation is not going to be the answer but maybe relaxing the rules a bit. It is so expensive to do renovations and additions that I think it should be relaxed a bit so that people can actually do it. Currently there is a lot of red tape involved. Maybe easing that up a bit might encourage people to do work on their homes.

(Marco) That is one of the key benefits in the First Shaughnessy Heritage Conservation area. There is a very detailed list of zoning, guidelines and regulations. It has removed the requirement to do designations that require individual public hearings. Essentially the 317 heritage properties in First Shaughnessy can all avail themselves of the same kind of incentives. Yes, they do have to go through a specific development application but they don't have to make a special trip to Council every time. In Vancouver's case, it can be approved by the Director of Planning. In terms of allowing for more floor area, more flexibility, it can be done much more quickly.

(Gary) The City of Vancouver has special legislation that allows them to operate in a different way. They can give the Director of Planning more authority to make those kinds of decisions. It is harder to do in the rest of BC. We tried to pre-zone as many of our planning initiatives as possible and not drag every application through public hearings and the slowness and uncertainty of it. The prospect for homeowners to have to go to Council and make their cases is a daunting thing. As much as possible, take the politics out of it and decide what is appropriate and approve it as much as you can broad brush so that applicants and homeowners have a sense of certainty. They will come in and deal with staff and have reasonable guidelines. The zoning shows clear entitlements, and then you can simply come in and take advantage of those. In North Vancouver, older homes were kind of penalized because they had a kind of inferior space in the basement that was counting towards full floor area. A general provision was put in so that basements prior to 1960 are excluded from floor area calculations. That is a simply thing to do that is helpful for people. That helps for things like coach houses or carriage laneway houses that you have here as a potential. There were discussions on what size they could be and ended up deciding on 1,000 square feet. Perhaps that could be moved up to 1,200 square feet in this case. Before I left my position in North Vancouver I instructed staff to investigate the ability for protected heritage homes to stratify their lane way or carriage house. To me that is the greatest benefit possible because that will have substantial financial benefit to them if they chose to pursue it or sell to someone that wants to do it. It has no further impact on the neighbourhood what so ever because you can already build the building.

(Jay) I think there is nothing that is going to work right now. None of you are going to walk out of the Council in three weeks with some new thing that is going to make you all an extra million dollars. I agree that you want to minimize the red tape, and you want a reasonable process that is efficient, fair and involves common sense. It will take a little while to figure out how the new rules work. I think you will see there is a place to work through this but it will take some work. As an entire community that is why you are doing this. You take extra care with things that are extra important.

**Q10** I looked into the BC Assessments and in 2017, the property prices really dropped. The people who managed to sell their properties were people who put money into their properties and extended it. I have a question for Patti, if HCA was taken away today, would there be a property boom in Queens Park?

**A10** (Patti) I don't know if there would be a property boom. When we bring buyers into the park and they hear the words Heritage Conservation, some people have already been through that in other areas of the Lower Mainland. It would have been nice to have a very clear definition and a more precise understanding of what falls into heritage designation rather than the whole area.

**Q11** I have a question and comment for Jay. When you do your impact study, you have to look at individual homes and you have to decide if that house is really worth keeping. If it is going to cost so much more to renovate some properties, would there be some form of mechanism that those owners would be allowed to demolish their home and put in a

character home in keeping with the neighborhood? Or maybe keep the original design of the house but on a larger scale?

A11 (Jay) I think your question would be more properly addressed by staff because I think you have asked a process or evaluation question, not a financial one. I will try to answer it though. The system that is in place includes the idea of a check list that is meant to evaluate each house using a variety of criteria. One of them is, is it practical to add space or take advantage of the incentives. Another is, is the house really of significant heritage merit. It is possible that some houses will be released from this constraint because of the factors identified. If the response that comes back is they are not too thrilled about demolishing the house, then you need to work through a combination of renovation and expansion using the incentives. The question will be, do the benefits out way the costs, and that is a property specific calculation. If the answer is no and there is a huge impact then I guess that invites a question about whether you can overturn the demolition decision. I don't know what the answer to that is.

**Q12** I would like to know which of you live in heritage homes in a protected area. What content are you speaking from, personal or theoretical? I would also like to know if Queen's Park is bigger or smaller than the areas that you are talking about. Queen's Park is a pretty big area and we are different from Shaughnessy, we don't have five million dollar homes here. North Van faces different issues.

A12 (Gary) In North Vancouver it is only two blocks so much smaller. New West also has much older houses dating back to the 1800s, it was a more prominent community for all of BC in terms of its formation. Globally, the notion of what is heritage is a very local thing. For New Westminster, people have talked about Queen's Park as being a heritage type area. Most of our communities are very different from eastern Canada where you get solid rows of the same architectural style. Here it is very scattered. The story or history of the community plays a part and judgment is left to the local Council. I live in a 1954 home that certainly has some issues. Our inventory didn't really capture buildings of that era. Very few places have 50s homes in their heritage inventory.

**Q13** My understanding is that you have taken down big heritage areas like Moodyville, is that correct?

A13 (Gary) Moodyville came down around 1900 and there isn't a single building left from that era. That is one of the areas that we pre-zoned recently. There are a few heritage homes in there and most of it was kind of a 1950s development and didn't qualify in our heritage inventory program. The area went from single family to townhouses or apartment densities to create new housing opportunities for people.

(Marco) Queen's Park has about 700 properties and First Shaughnessy has 600. The HCA isn't only about preserving all the existing buildings which is the intent in First Shaughnessy. It is about having new buildings that fit into that context and contribute to that neighborhood and build on that estate like character in that urban landscape. Not HCA's but Vancouver has similar experience with a number of other zones where the zoning is structured in a way to encourage the retention of buildings through similar

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incentives that are being proposed as far as First Shaughnessy. We have quite a lot of experience in doing that.

**Q14** My theory for the slowdown of sales in the second half of 2017 is that the City put a heritage conservation area into place with some vague reference to incentives to be considered and put into place at some future date. If I am a buyer looking at Queen's Park homes, it would be a big investment. Given the degree of uncertainty related to restrictions, are they maybe just going to park their money or go elsewhere? Is this maybe what affected the market?

A14 (Patti) When we take potential buyers to the Park in particular, we do have brochures on heritage and tree bylaws that we give to them. We want to disclose everything that we can about what they will be looking at when they purchase in the Park. Many people, prior to the moratorium in June 2016, didn't have that information. They weren't given the information because we didn't have that information ourselves. We then had to work with them and help them with the process of looking for ways of using their property.

(Gary) Park specific, my experience has been that uncertainty and confusion is really bad for neighborhoods and for the marketplace. When buyers or applicants come in, if you can't give them an answer they may feel that the incentives are not enough. Some people may feel that the incentives are too much and they don't want the result of that in their community. Getting this resolved is going to help create some certainty and that in itself will help people to start making decisions again.

(Jay) It is worth considering the flip side of this. If I were a realtor in Queen's Park and was selling a house that happened to be beside a very grand, very tastefully renovated 1895 home and the buyer was very happy to be living next to it, I would be able to say there is a mechanism in place to make sure that context will remain. You wouldn't have much risk that the place would be demolished and replaced with some shiny marble colored mausoleum like what is happening in other neighborhoods.

**Q15** Once it is decided what incentives will be in play, and if that incentive package includes a provision for existing property owners to add one or more land titles to their existing property, do you see that as expanding the market that you can sell to? For example, if the City provides each property owner the ability to add one or more additional property titles, in other words something they can sell such as a laneway house. However, you divide the property title whether it be stratification or sub division to be able to give that homeowner the ability to offer that laneway house to the general market. Do you see that as creating more affordable housing options?

A15 (Patti) That would be a very positive thing for a homeowner but not sure how popular it would be. In certain areas of Vancouver, they do sell the laneway or the coach house separately from the rest of the house. I think this could be a very good incentive to people.

(Jay) It definitely has the potential to add value but there are two asterisks that go with that. If you said a house on its own was going to sell for a made up 2.5 million dollars but

after the renovation and stratification of the laneway, now the main house sells for a made up 2 million and the laneway sells for 1 million. There is now more value than there used to be but the question is, are either of those an affordable home? You have to consider that you get a financial gain from selling the laneway house, but you now have a smaller property yourself.

**Q16** This would have been a good discussion to have a year ago. Unfortunately, we have handed over our rights without any guarantees. Some people have said that Queen's Park is just an expensive neighborhood where homes are 2 million dollars. That is not true. There are many of us with homes worth far less. We have homes that you can find anywhere else in the City. We don't have 1,500 square foot lots which I think is the average for First Shaughnessy. Many of us have 3-5 thousand square foot homes so when we hear about incentives for things that we will never get to use we feel our houses will be further de-valued. It should be noted that only one house that went from being unprotected to advanced protection sold, since the launch of the HCA, for 18% under assessed value. That to me is very alarming. When you are looking at the impacts that this will have on Queen's Park, will you be considering the fact that some homes on the smaller lots will never be able to use incentives and therefore every incentive that is potentially added to the option list, is only going to make those homes less desirable?

**A16** (Jay) Last year I was asked to look and see if there was a category of properties that might be at above average risk. We did identify some that had some features that included very small lot and house size that would make it very difficult to comply with the no change to the front of the house and add in the space. I think all of those will warrant special treatment or consideration.

**Q17** How many qualified heritage construction specialists are there in New West? Are there enough qualified heritage construction specialists to fix these homes so that it doesn't result in homeowners not being able to afford the costs of keeping the homes up to date with the home restorations needed?

**A17** (Marco) I don't know the numbers but there are a lot of renovations that happen in a lot of character areas in the City of Vancouver. There are contractors that specialize in dealing with buildings from those periods. I think that if there is a market for something, it will be filled. In our experience, there are capable trades' people that can do the work at a very general level.

(Jay) I have no idea how many qualified heritage contractors there are, but I would urge you to take a careful look at what the requirements actually are for a heritage house and what is involved in doing a renovation. I understand that the guidelines are not going to force you to try to create a museum piece. I think there is an expectation that the primary heritage characteristics of the house will be maintained. I think there is an emphasis on exterior materials but not necessarily paint colour. I think there could be a difference of what you think these rules are going to impose and what they are actually intended to impose.

**Q18** Have you come across an area or city that it has worked so well that it has expanded and created little satellite areas?

A18 (Jay) Heritage conservation only makes sense where there is heritage. You can't say it worked really well in one neighborhood so grab the next six blocks because they might not be heritage. We have experience of how it can work in neighborhoods and demonstrate how they can be successful over the long run. That is a good idea if we are going to look at another neighborhood to try this.

(Marco) In general terms we know that Victoria has 12 or 14 heritage conservation areas so they have added them over time. In our research, we know that in Toronto there is a pent-up demand in some neighborhoods in terms of the amount of people asking for a heritage conservation area type tool. There is certainly over ten and a few more waiting to be done.

**Q19** I have had a long history of looking at heritage designation and property values. I think, when we are talking about incentives in Queen's Park, when the decision to put an HCA into place was made, we can't see into the future. We have to base it on data that is available. There was a lot of research into other heritage conservations worldwide. Urbanization is eroding the heritage character of cities globally. One of the facts that were discovered was in countless studies, heritage property values in heritage conservation areas always go up. Sometimes it is 10-30 %. When designing incentives, aren't we basing that on the assumption that property values are negatively impacted? We can't use short run measures to plan a long-term gain. What is your feeling on the data that exists in the global studies?

A19 (Jay) One can create and retain value by recognizing what is unique and special about an area and protect that so it then has a unique position in the marketplace and there is lots of evidence for that. In almost every case where you could make a compelling argument where on average or overall, actions to protect a high-quality heritage area have resulted in a cumulative improvement in performance. There is bound to be some subset of properties in there that don't benefit to the same degree because of unique characteristics of that property. As an example, in Gastown there is evidence that the retention of a homogeneous heritage character area has generated value. Part of Gaston's heritage value is that some of the buildings are only one storey and some are four storeys. If in order to maintain the character that recognizes that variation in building size, we have to agree to keep it. That means if you own a four storey building in Gastown, you are probably going to do better than someone who is stuck with a one storey building because you don't have the same capacity to enjoy the benefit. I would say that this is what this kind of process is about. How do you make sure there aren't properties that are disproportionately negatively impacted?

(Gary) The purpose of the municipal process is not to drive property values one way or the other. When we rezone properties, it is not for people to make more money. Ideally municipalities are trying to create a community that works in a variety of ways for a variety of reasons and those have property impacts in terms of value. It is generally not

the driver of why we would make a decision one way or the other. When dealing with heritage, we look at what the pattern has been. Most of the literature you see says that heritage protections in areas have generally not had a negative effect on property values. That is the most common study that you will find from anywhere in North America that I have found. There are individual circumstances around the uncertainty around what is going on right now may be feeding an odd market condition in the short term. Generally speaking, in North Vancouver, the way we have managed the program, we have not felt it has had a negative effect. There is a lot of uniqueness that comes in each area with each building so there are variables.

**Q20** From your experience, is there a legal way to put pressure on owners to fix up and clean up unkempt properties? What would the likely evaluation change be?

**A20** (Marco) Part of the legislative tool kit that was brought in in Shaughnessy was a heritage sites maintenance bylaw. The intent was not to say you must fix every cracking paint or piece of siding that is falling off. It is to maintain a sound roof to make sure the thing is water tight and to assist in the long-term conservation of the property. The City is not out there policing every little aspect of the area. It is not intended to be punitive, it is more intended to make sure that there are proper procedures in place.

(Gary) The best thing for a heritage building is to have a heritage owner that loves it and that is what is needed. If it is an owner that doesn't like the building and doesn't support it and put money into it and care for it and lets it get run down, that is a difficult thing for the municipality to enforce. Bylaws enforcement for those properties is there such as standards of maintenance, but it is difficult enforcing those things. It is not as easy as picking up the phone and saying you have to do it. It is a long expensive process that has to go through the courts. On a non-heritage basis, we have gone so far as to demolish a building because the owner had let it go so far. The fees that we incurred were then put onto the owner's property taxes to get the money back. When you are in a downward spiral with a property situation, it is really hard to rely on those bylaws. It is really about the spirit of people liking and enjoying the buildings.

**Q21** I want to talk about being a resident of Queen's Park and how special it is. I think everyone's finances are going to be fine because we live in the most special place and people will pay to be there. When it comes from moving a community collectively from fear into faith, where is the balance? Do you have any examples of communities that have moved through and stopped having two sides?

**A21** (Gary) In a heritage program, people quickly jump to protection which is only a fraction of the total heritage programs. Public awareness and education efforts could be set up such as homeowner workshops. Having discussions about what is important about a heritage home and walking and home tours. Maybe it is time for a whole round of education sessions and New Westminster could offer workshops on what this means and how it will work.

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- Q22** What are the incentives for new builds? Other cities have up to 70% FSR (ie: Dunbar in Vancouver RS5 has 70% FSR). Is the City to increase FSR on all new builds, increases cost 10-15%?
- A22** (Gary) There is a difference between lots that are in the advanced category and protected and buildings which are not protected. In those there are design controls over the new buildings. There really shouldn't be any value reduction as a result of just having design controls to make sure you build a decent looking building that fits into the area. Most of the incentives would focus on the protected properties and not the new ones.
- C23** Clarification wanted on the answer Jay provided (Q15) about would adding stratified or subdivided laneway add value.
- A23** (Jay) I am pretty sure that I prefaced my remarks by saying I made up the numbers. I was using those numbers only to illustrate a point. The point being that the value of the main house and the new unit on the sub divided lot after the fact could be worth materially more than the main house was on its own before the fact.
- Q24** In the panel's experience and knowledge, is it normal for a city to bring in a heritage conservation area without asking residents if they actually want it? Do you think a heritage density transfer bank like Vancouver has, could help in our situation where you have an owner with a small house on a large lot, who would want it designated if they could sell their density to a developer?
- A24** (Marco) The heritage density bank, in the Vancouver context, is working on larger sites or commercial buildings. It is a very complex tool to administer and is challenging for an owner and purchaser and would be difficult to utilize on small properties. It could be done but would be very complex and challenging. In most other places in Vancouver's experience, whether it is in heritage conservation area or other heritage areas, most of the incentives are through zoning and providing different types of uses within what we will call the land use tool kit.
- Q25** I think I fall into the area where we can't expand or go higher. We can't really do anything that the City has been offering as an incentive. So, in that question if I can't do any of that, is there anything in the communities that you work in that the City has done for the home owner? Things like maybe changing the streetscape of the lights and improve crummy signage?
- A25** (Marco) I think within specific areas, whether they are new or old, the municipality can bring those kinds of things that you are talking about to help improve and make it a cohesive place.
- (Jay) I think you have a right to expect a reasonable investment in the public realm that is commensurate with the caliber of the neighborhood.
- Q26** How will people who have actually invested and maintained a home actually realize the value from the renovations that they have done?

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A26 (Jay) As I believe I said earlier, we generally found that we wouldn't expect any material impact in existing high-quality homes that have already had big investments in them and are at or near the floor space that can be developed.

**APPENDIX: INVITATION POSTCARD**

Join us for a panel discussion about how conservation incentive programs have worked in other municipalities.  
**Bring your questions!**

**Queen's Park Heritage Conservation Area: Incentives for Owners**

**LEARNING EVENT**  
February 7, 2018  
6:30 pm – 8:30 pm  
Anvil Centre Theatre,  
777 Columbia Street

Join the email list to receive process updates:  
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604-527-4532 or [plnpost@newwestcity.ca](mailto:plnpost@newwestcity.ca)

  
NEW WESTMINSTER

**APPENDIX: POSTER**

Queen's Park  
Heritage Conservation Area



NEW WESTMINSTER

# You are INVITED

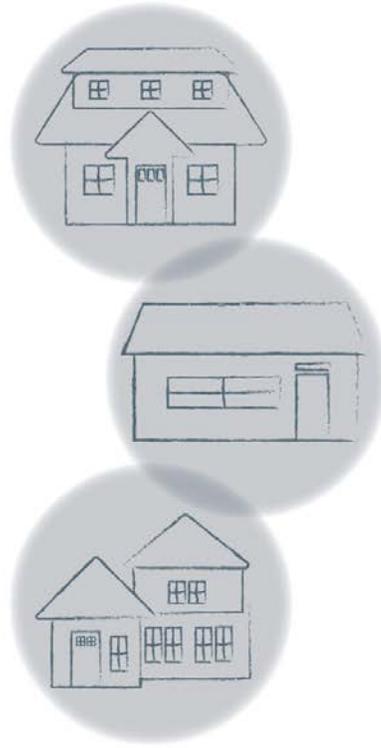
Heritage Conservation Area  
Incentive Programs:

## Lessons from other perspectives

Let's hear some other perspectives on Heritage Conservation Area incentive programs! A panel with experience in other municipalities, land economics, and the real estate market will talk about what works and what doesn't. **Bring your questions!**

**Wednesday February 7, 2018**

Anvil Centre Theatre, 777 Columbia Street  
**Doors Open at 6pm, Discussion from 6:30 to 8:30**



**PATTI GOSS**  
A real estate agent in New Westminster and a Director on the New Westminster Chamber of Commerce. Together with her son, she is a top producing team at RE/MAX Advantage.



**GARY PENWAY**  
Former Director of Community Development with the City of North Vancouver with ample experience in Heritage Conservation Areas, heritage planning and zoning regulations.



**MARCO D'AGOSTINI**  
Former senior heritage planner with the City of Vancouver with experience on a wide range of heritage issues including the Character Home Review and the First Shaughnessy Heritage Conservation Area.



**JAY WOLLENBERG**  
A founder of Coriolis Consulting and responsible for a wide array of projects including the analysis of the First Shaughnessy Heritage Conservation Area and the Character Home Review in the city of Vancouver.



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