

Notice is hereby given for the following meeting:

**COMMUNITY AND SOCIAL ISSUES  
COMMITTEE (CSI)**

**April 2, 2019 – 5:30 p.m.  
Committee Room 2, City Hall**

**AGENDA**

**1.0 ADDITIONS / DELETIONS TO AGENDA**

**2.0 ADOPTION OF MINUTES**

**2.1 Adoption of the Minutes of December 4, 2018**

**3.0 PRESENTATION**

**3.1 Orientation and Oath – Heather Corbett, Committee Clerk**

**3.2 New West Community Action Team Opioid Response (CAT) – Courtney Pankratz, CAT Project Coordinator, Purpose Society**

**3.3 Renovictions Update – Rental Housing Revitalization Program – Claudia Freire, Housing/Social Planner**

**4.0 UNFINISHED BUSINESS**

**4.1 Hey Neighbour Collective – Claudia Freire, Housing/Social Planner**

**5.0 NEW BUSINESS**

**5.1 Election of Alternate Chair – Committee**

**5.2 Committee Representative on Healthier Community Partnership Committee – Sukhdeep Jassar, Community Health Specialist, Fraser Health**

**5.2 Compassionate City Charter – Claudia Freire, Housing/Social Planner**

**6.0 REPORTS AND INFORMATION**

**6.1 FAQs – Business Regulations and Licensing (Rental Units) Amendment Bylaw No. 8085, 2019**

**6.2 Hey Neighbour Collective – Report to Council, February 25, 2019**

**7.0 CORRESPONDENCE**

**8.0 NEXT MEETING**

Tuesday, May 7, 2019 at 5:30 p.m. – Committee Room 2, City Hall

**9.0 ADJOURNMENT**



## **COMMUNITY AND SOCIAL ISSUES COMMITTEE (CSI)**

**December 4, 2018 – 5:30 p.m.  
Committee Room 2, City Hall**

### **MINUTES**

#### **VOTING MEMBERS PRESENT:**

Councillor Jaimie McEvoy	- Co-Chair, Council Member
Councillor Nadine Nakagawa	- Co-Chair, Council Member (Arrived at 6:05 p.m.)
John Hooker	- Community Member
Maggie House	- Community Member
Sukhdeep Jassar	- Fraser Health Representative
Vanessa Woznow	- Community Member

#### **VOTING MEMBERS REGRETS:**

Dee Beattie	- Community Member
Chinu Das	- Community Member
Wesley Everaars	- Community Member
Tasha Henderson	- Community Member
Ramya Hosak	- Community Member
Simka Marshall	- Community Member

#### **GUESTS:**

Maura Chestnutt	- Catalyst Community Developments
Michelle Hoar	- Catalyst Community Developments
Quirina Gamblen	- SD40 Representative

#### **STAFF PRESENT:**

John Stark	- Senior Social Planner
Claudia Freire	- Housing/Social Planner
Carilyn Cook	- Committee Clerk

The meeting was called to order at 5:34 p.m.

As quorum had not yet been reached, the meeting began with *Presentation Item 3.1 – Hey Neighbour Collective*.

### **1.0 ADDITIONS / DELETIONS TO AGENDA**

*New Business Item 5.1 – Committee Meeting Start Time* was added to the Agenda.

## **2.0 ADOPTION OF MINUTES**

### **2.1 Adoption of the Minutes of September 4, 2018**

#### **MOVED AND SECONDED**

*THAT the September 4, 2018 Community and Social Issues Committee meeting minutes be adopted as circulated.*

**CARRIED.**

All members of the Committee present voted in favour of the motion.

## **3.0 PRESENTATION**

### **3.1 Hey Neighbour Collective – Michelle Hoar and Maura Chestnutt, Catalyst Community Developments**

Michelle Hoar and Maura Chestnutt of Catalyst Community Developments (CCD) shared that CCD partners with non-profit organizations and municipalities to create new, affordable rental homes and community spaces.

Mses. Hoar and Chestnutt introduced the Hey Neighbour Collective initiative which, amongst other things, increased residents' sense of "neighbourliness" and community by connecting with their neighbours in various ways.

**Procedural note:** Councillor Nakagawa arrived at 6:05 p.m. and quorum was achieved.

In response to questions from the Committee, Mses. Hoar and Chestnutt provided the following comments:

- Incentives for the housing industry includes:
  - Engaged tenants result in lower turnover rate, improved maintenance and lower property management fees;
  - Social connectedness which may result in residents working things out amongst themselves instead of going to the property manager; and,
- Research will include impact on tenants, housing businesses, and built form;
- The Collective is currently in the fundraising stage and will eventually be housed at SFU's Morris J. Wosk Centre for Dialogue; and,
- Full funding can support existing groups and up to five new pilot projects per year.

#### **MOVED AND SECONDED**

*THAT the Community and Social Issues Committee recommends to Council that the City of New Westminster become a partnering municipality in the Hey Neighbour Collective which is aimed at increasing the social ability and resiliency in multi-unit residential buildings and that the City contribute \$5,000 per year over the next three years to this partnership which would include Hey Neighbour initiatives in New Westminster.*

The following discussion ensued:

- A donation of \$5,000 per year over the next three years is in line with what a smaller community, such as New Westminister, could contribute;
- The City could request that the funds be allocated for a specific item or allow it to be spread over a number of items;
- The Collective will be looking to implement the initiative in at least one building in New Westminister;
- Rental buildings could be prioritized as they tend to have lower income residents with lower engagement; and,
- The initiative is open to stratified buildings which often have a combination of renters and owners.

**CARRIED.**

All members of the Committee present voted in favour of the motion.

At this point in the meeting, *Item 2.1 Adoption of the Minutes* was completed and the Committee addressed *Unfinished Business Item 4.1 – 838 Ewen Avenue Modular Housing Update*.

### **3.2 Social Equity Policy – John Stark, Senior Social Planner**

Mr. Stark provided a presentation on the City's Social Equity Policy.

Discussion ensued with the Committee noting the following:

- The Fraser Health Authority has been working with the City of Surrey with respect to increasing accessibility to their programs, such as by reviewing the planning framework through a health equity lens;
- People with precarious immigration status and those involved in the overdose crises should also be considered; and,
- Residents need to see themselves reflected in their government.

## **4.0 UNFINISHED BUSINESS**

### **4.1 838 Ewen Avenue Modular Housing Update – Claudia Freire, Housing/Social Planner and John Stark, Senior Social Planner**

Ms. Freire and Mr. Stark provided the following update with respect to the 838 Ewen Avenue Modular Housing project:

- The recently established Community Advisory Committee will meet monthly for the first four months;
- Groundwork has begun at the site with anticipated completion in May 2019;
- An update on the progress thus far will be sent to residents; and,
- The current access road will be decommissioned.

In response to questions from the Committee, staff provided the following comments:

- Queensborough Residents for Responsible Community Planning (QRRCP) and the EFS met with staff to compile a list of possible Committee members, with the goal to make the Committee as inclusive as possible. Each community group will nominate a delegate to sit on the Committee; and,
- It was noted that, with the modular housing project in Marpole, many of the concerns initially raised did not come to fruition.

At this point in the meeting, *Presentation Item 3.2 Social Equity Policy* was addressed.

## **5.0 NEW BUSINESS**

### **5.1 Committee Meeting Start Time – Councillor McEvoy**

Members discussed the current meeting start time and shared that 5:30 p.m. would be more accommodating for some, while 6:00 p.m. and 7:00 p.m. would be better for others. Another member stated that earlier would be more suitable.

## **6.0 REPORTS AND INFORMATION**

### **6.1 New West Community Action Team Opioid Response Update – Sukhdeep Jassar, Fraser Health Representative**

Ms. Jassar provided the following update for members:

- The Community Action Team (CAT) met last week to discuss their work plan, which will be circulated to Committee members for their input;
- A peer coordinator has been hired to work on peer engagement;
- The Purpose Society now has a mobile drug checking van, which is funded by the Fraser Health Authority; and,
- Focus will continue on stigma reduction.

Ms. Cook will forward the work plan and drug checking poster to members.

## **7.0 CORRESPONDENCE**

There were no items.

## **8.0 NEXT MEETING**

To be determined.

**9.0 ADJOURNMENT**

**ON MOTION**, the meeting was adjourned at 7:25 p.m.

Certified Correct,

---

**Councillor Jaimie McEvoy**  
**Chair**

---

**Carilyn Cook**  
**Committee Secretary**

DRAFT

# Frequently Asked Questions

## **What is Business Regulations and Licensing (Rental Units) Amendment Bylaw No. 8085, 2019?**

The City has put in place new rules regarding the eviction of tenants for the purposes of building renovations.

The Business Regulations and Licensing (Rental Units) Bylaw enacted in 2004 which regulates residential rental units by requiring that landlords be licensed and by prescribing minimum maintenance standards, was amended by Bylaw No. 8085 to add new regulations pertaining to building renovations and specific restrictions relating to evictions, including:

- provisions for relocation or temporary accommodation for tenants in situations when evictions will occur;
- provisions to prohibit increases in rent payable following renovations;
- monetary penalties for contravening the bylaw; and,
- conditions under which exemptions would be considered.

The purpose of the City's new regulations is to discourage landlords from evicting tenants for building renovations without making arrangements for the tenant to continue their tenancy during and after the renovations.

Amendment Bylaw No. 8085 is one of several components of the Rental Housing Revitalization Program endorsed by Council on January 14, 2019.

## **What prompted the need for the amendment?**

The practice of renovictions (eviction for the purpose of carrying out building renovations and avoiding provincial limitations on rent increases) has become commonplace in New Westminster. Between 2016 and 2018 there is evidence that renovictions have occurred in at least fifteen rental buildings in New Westminster, affecting at least 349 units. To mitigate losses of affordable rental units, Mayor and Council adopted the Rental Housing Revitalization Program. The program aims to discourage renovictions and encourage the long-term maintenance of purpose-built rental buildings. Bylaw No. 8085, now adopted, is part of this program. This bylaw and certain incentives are being explored in a consultation program with industry and land owners.

## **I am a tenant. What should I do if I live in a purpose-built rental building and I receive an eviction notice?**

The new rules require that, prior to evicting tenants, the property owner must provide tenants with:

- alternative accommodation while the work is being carried out; and,
- an opportunity to return to the renovated unit without a rent increase, subject to any rent increase permitted under the BC Residential Tenancy Act.

If you have received an eviction notice and have not been given a relocation opportunity, contact the Manager of Licensing and Integrated Services (contact information included at the end of this document).

## **What happens if rental building owners / landlords don't comply with the bylaw?**

Monetary fines may be levied against those owners/landlords who do not comply with the bylaw. Fines will range from \$500 to \$1000 and will address:

- Eviction without permits
- Eviction without relocating tenant
- Failure to provide relocation agreement
- Failure to provide relocation documentation
- Excessive rent increase

For continued non-compliance the City will consult with the City Solicitor to determine an appropriate course of action which could include but not be limited to revocation of the owner/landlord's business license.

## **I own a rental building. How do the new regulations affect me when I want to renovate?**

It is in everyone's best interest for property owners to maintain and renovate their properties in order to keep them safe and aesthetically pleasing. Renovations that do not require tenants to vacate are strongly encouraged.

Renovations requiring rental units to be vacated require the owner to:

- Obtain ALL permits required to perform the work prior to beginning the work; and,
- Either
  - enter into a new tenancy agreement with the affected tenant on the same terms as the renovated unit, or terms that are more favourable in a comparable unit in the same building, and provide a copy of that agreement to the Chief License Inspector OR
  - arrange for the tenant's temporary accommodation for the duration of the renovation, and for their return to their original *dwelling unit* following completion of the renovation or repair, at the same rent subject to any increase permitted by the Residential Tenancy Act, and provide

documentation to the Chief License Inspector confirming the arrangements and the tenant's consent.

### **Would the new tenancy agreement have a cap on the new rent amount?**

The bylaw requires that, under this option, the tenancy agreement contain the same terms as the tenant's existing tenancy agreement. This would include the rent payable for the tenant's new unit.

### **I own a rental building. How will the new regulations affect my ability to obtain a business license or renew an existing business license?**

All owners of residential rental properties must have a valid business license to operate in New Westminster. Whether applying for a new license or renewing an existing license at year end, you may be required to submit a statutory declaration stating the rent amounts payable prior to and following renovations carried out since the adoption of Bylaw No. 8085. If the amount is higher after the renovation you may be required to submit a copy of the Residential Tenancy Branch Director's approval of the rent increase.

### **Are there any exemptions to the new regulations?**

Yes. For renovations that cannot be safely implemented without the building or a portion thereof being vacated, owners can apply to City Council for an exemption. The application requires written confirmation from a prescribed professional confirming the building or unit needs to be vacated. A second opinion may be requested at the owner's cost. In granting an exemption, City Council may impose terms and conditions related to the accommodation of *tenants* being displaced during and following the renovation or repair period, and the rent that may be charged for the *dwelling units* following the completion of the renovations or repairs.

Bylaw No. 8085 does not apply to buildings that have been badly damaged by fire or other natural causes.

### **Who can I contact if I have questions?**

Questions can be directed to Kim Deighton, the Manager of Licensing and Integrated Services, either by email at [kdeighton@newwestcity.ca](mailto:kdeighton@newwestcity.ca) or by telephone at 604-527-4645.



## REPORT

### *Development Services*

**To:** Mayor Côté and Members of Council      **Date:** 2/25/2019

**From:** Emilie K Adin, MCIP      **File:** 13.2630.01  
Director of Development Services

**Item #:** 80/2019

**Subject:** **Hey Neighbour Collective**

---

#### **RECOMMENDATION**

*THAT Council approve the City becoming a partner in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.*

*THAT Council approve an amount of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminister and that this amount come from the Development Services baseline operating budget.*

---

#### **EXECUTIVE SUMMARY**

New Westminister, similar to other municipalities in Metro Vancouver, has low levels of social connectedness and public engagement, particularly amongst apartment dwellers and renters. The Hey Neighbour Collective is aimed at increasing social ability and resiliency in multi-unit residential buildings through design improvements and social programming. The City has an opportunity to join the Collective; benefit from the research conducted to date; and potentially realize two pilot project sites, with at least one being a purpose-built rental building.

#### **PURPOSE**

The purpose of this report is twofold: (1) to inform Council about the Hey Neighbour Collective and how it can benefit New Westminister; and (2) to seek Council approval for an

expenditure of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminster.

## **BACKGROUND**

At the December 4, 2018 meeting of the Community and Social Issues (CSI) Committee, Catalyst Community Development Society made a presentation. This presentation outlined the society's business model of partnering with municipal governments, community groups and non-profit organizations to create projects that leverage community assets and create vibrant, affordable and inspiring places for people to live.

This presentation introduced the Hey Neighbour Collective, which is a partnership with Simon Fraser University's Morris J. Wosk Centre for Dialogue. This initiative facilitates improved connections between residents of multi-unit residential buildings through design improvements and social programming, fostering friendly, socially-connected and resilient communities.

At this meeting, CSI Committee members endorsed the following two recommendations:

***THAT** the Community and Social Issues Committee recommends to Council that the City of New Westminster become a partnering municipality in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.*

***THAT** the Community and Social Issues Committee recommends to Council that the City of New Westminster contribute \$5,000 per year over the next three years to the Collective which would include Hey Neighbour initiatives in New Westminster.*

The CSI Committee recommendations support two work program areas related to the Planning Division of Development Services – i.e., Affordable Housing and Social Inclusion, and as such these expenditures can be supported within the baseline operating budget.

## **POLICY CONTEXT**

The *Official Community Plan* (2017) includes the following two policies under Community and Individual Wellbeing:

*Policy 1.4 Encourage social connectedness, neighbourliness and community building.*

*Policy 1.5: Facilitate and support civic engagement, including with at-risk, marginalized and vulnerable populations.*

The Mayor's Task Force on Public Engagement (2015/16) was established to review the City's engagement practices; gather input from community members; and create a vision for the future of public engagement in New Westminster. On December 5, 2016, City Council adopted a *Public Engagement Strategy*, which included the following principles:

- *Involves community members who reflect the diversity of interests and opinions in the community.*
- *Achieves accessibility for all community members, recognizes their right to participate and values the knowledge and experience they contribute.*

## **DISCUSSION**

### ***Concept***

Social connectedness refers to relationships that people have with others and the benefits that these relationships can bring to the individual and to the larger community. It includes relationships with family members, colleagues and neighbours, as well as connections made through paid and volunteer work or participation in civic affairs and community life.

### ***Need***

The Vancouver Foundation's *Connections and Engagement Report* (2012), which is based on a survey of 3,841 people in Metro Vancouver, found that 39% of renter respondents do not know the first names of at least two of their neighbours and 77% of highrise respondents had never done a simple favour for their neighbours like picking up the newspaper. This report also found that 74% of respondents had not attended a community or neighbourhood meeting and 87% of respondents had not participated in a Council or School Board meeting.

The *New Westminster Child and Youth Friendly Community Strategy* (2016) reported that 58% of the 320 parents surveyed felt only somewhat or not connected to their neighbours. Additionally, 73% parents surveyed felt only somewhat or not involved in their city. The strategy also reported that 48% of the 228 youth surveyed did not feel connected to other youth in their neighbourhood and a similar percentage did not feel involved in their city.

### ***Initiative***

The Hey Neighbour initiative works to identify ways of increasing social connectedness, resilience and public engagement in multi-unit residential buildings. This will include social programming and other targeted interventions in existing multi-unit residential buildings that were not well-designed for social connectedness; and rethinking how the City works with developers on new buildings so that they are integrating well-researched best practices with regard to design, policies and programming.

## **ANALYSIS**

The Hey Neighbour initiative was implemented by the City of Vancouver in 2017. In total, 16 multi-unit residential buildings were studied as to contributing factors to social connectedness. Common design features included amenity rooms, communal kitchens, courtyards, garden beds, playgrounds, and rooftop patios. Common programming features included book clubs, bulletin boards, Facebook pages, monthly newsletters, orientation sessions, resident champions, satisfaction surveys, sharing programs, social events, and work parties. For more information, please see the below link:

<https://vancouver.ca/files/cov/hey-neighbour-case-study-booklet.pdf>

Given that 40,320 or 57.7% of residents live in apartment buildings, both owned and rented, in New Westminster, the Hey Neighbour initiative, through design improvements and social programming, could have a significant impact on social connectedness and public engagement. The City would not only benefit from the research conducted to date and as referenced above but would be able to apply some of these best practices. More specifically, two existing buildings could be selected as pilots in New Westminster, with at least one being rental. While the City would be required to contribute up to \$5,000 per year over the next three years, these funds would be more than matched through the funding partners comprising the Hey Neighbour Collective.

## **FINANCIAL IMPLICATIONS**

Funding to partner on the Hey Neighbour Collective for 2019, 2020 and 2021 would be derived from the Development Services baseline operating budget.

## **OPTIONS**

The following options are presented for Council's consideration:

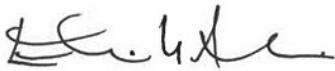
1. That Council approve the City becoming a partner in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.
2. That Council approve an amount of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminster and that this amount come from the Development Services baseline operating budget.
3. That Council provide staff with other direction.

Staff recommends options 1 and 2.

This report has been prepared by:  
John Stark, Senior Social Planner

This report was reviewed by:  
Jackie Teed, Manager of Planning

Approved for Presentation to Council



---

Emilie K Adin, MCIP  
Director of Development Services



---

Lisa Spitale  
Chief Administrative Officer