



Engagement Summary Report

October 2019

Alice Saunders House
2924 Venables Street
Pre-application Open House Engagement
Fall 2019

Kirk&Co.

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The views represented in this engagement summary report reflect the priorities and concerns of engagement participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into the Alice Saunders House community engagement, and therefore do not reflect a random sample.

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1.0

Background

Brightside Community Homes Foundation is proposing to redevelop its Alice Saunders House building, located at 2924 Venables Street, to ensure they are able to meet the needs of current and future residents in the long-term. The proposal is to replace the existing 64 units with 149 units of below-market rental housing for seniors and families.

Constructed in 1977, Alice Saunders House is located at 2924 Venables Street in the Hastings Sunrise neighbourhood. It is a three-storey woodframed building with a total of 64 homes. All current residents are seniors. Our priority is to minimize the impact on current residents in the run-up to, and during, the redevelopment of the site.

Although Brightside has taken steps to maintain the property at a high standard, it is aging and does not offer accessibility features such as an elevator, often required for seniors aging in place. The proposal is in line with City and provincial housing strategies, helping to add desperately needed affordable rental suites in Vancouver for seniors and families.

Key project goals include:

- Provide additional secure, affordable non-market housing to residents of Vancouver in a period of crisis.
- Provide accessible housing for seniors, families and people with disabilities.
- Create opportunities for a social community to grow and foster a sense of ownership and pride.
- Create distinctive and active places, where connections to life, culture, and identity can flourish.
- Create indoor and outdoor spaces that are robust, beautiful, and connected to their context.
- Create a sustainable building with a lighter carbon footprint.

2.0

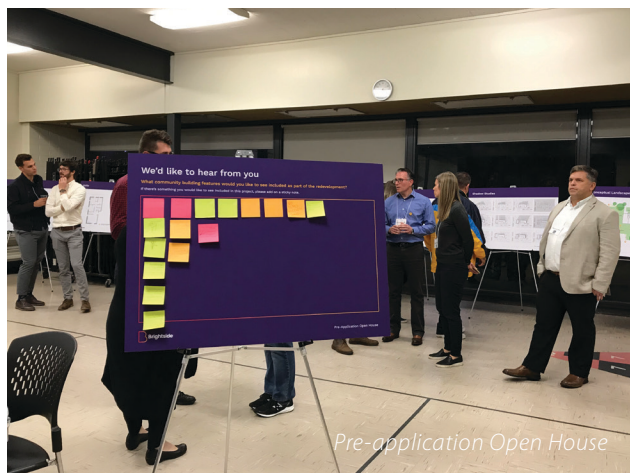
Community Engagement: May – October, 2019

2.1 PURPOSE

The community engagement process was designed to give the community an opportunity to provide input on Brightside’s preliminary plans to redevelop the property at 2924 Venables Street, prior to submitting a formal rezoning application to the City of Vancouver.

Input received through this community engagement will be shared with the City of Vancouver and will be considered, along with technical and financial information, as Brightside advances their redevelopment through design and City planning.

We are here



2.2. ENGAGEMENT PARTICIPATION

There were a total of **244 participant interactions** during the community engagement:



14

mini surveys were received (3 online, 9 hard copy and 2 emailed at venables@brightsidehomes.ca)



97

people attended the pre-application open house



43

pre-application open house comment cards were received (42 hard copy and one online)



87

immediate neighbours visited through door-to-door engagement



3

people provided feedback through the project email

2.3. ENGAGEMENT TOPICS

Community engagement provided information about Brightside and details of the proposal for Alice Saunders House, including the need to better meet the aging-in-place needs of seniors and to increase the number of sustainable affordable rental homes for seniors and families. Brightside also shared information about offering residents the opportunity to return at the same rental rates and supporting all residents during the relocation period to find suitable accommodation.

Open house display boards had information about the redevelopment process, building and unit design, landscape concept and seniors, and family rental housing needs in Vancouver.

Feedback topics included:

- Design features (community spaces, vehicle and bike parking, unit types and layout, balconies and landscaping).
- Increasing the number of below market rental housing units for seniors and families in the community.
- Common areas and community spaces.
- Environmental sustainability.

There was also an opportunity to provide additional feedback on the mini survey, as well as the pre-application open house comment card.

2.4. NOTIFICATION

Notification activities to inform the community about consultation opportunities included:



Postcards

Canada Post mail-out to 3,757 residents.



Stakeholder emails

92 emails to stakeholders.



Social Media

2 tweets from Brightside and the City Duo Blog and 1 Facebook post from LandlordBC.



Online

The open house invitation was shared on Brightside's website. brightsidehomes.ca/news-events/pre-application-open-house-for-alice-saunders-house.

A copy of the notification materials can be found in Appendix 1.

2.5. ENGAGEMENT METHODS

2.5.1. DOOR-TO-DOOR ENGAGEMENT

On May 23, Brightside visited 87 homes near the project to deliver a notice informing immediate neighbours that Brightside would be engaging with them door-to-door, attending community events and hosting an open house to ensure that their questions would be answered and their feedback considered.

On July 2, Brightside returned to the neighborhood in order to hear any initial comments, answer any questions and to gather feedback. Mini surveys were left behind at homes where residents were unavailable. These could be submitted via email or mail or completed online at ca.research.net/r/venables.

2.5.2. PARTICIPATION IN COMMUNITY EVENTS

Car Free Day on Commercial Drive on July 7, 2019, 12:00 PM – 5:00 PM

Brightside had a booth at Car Free Day on Commercial Drive to provide members of the Grandview-Woodland Community information about Brightside and the project. The overwhelming opinion was that more affordable rental housing is required and that this project seems like a positive for the community.

South Granville Seniors Center Community Day / Block Party on July 26, 2019

Brightside participated in a community day/block party hosted by South Granville Seniors Centre and Chalmers Lodge. It was a tabling event outside Chalmers Lodge where they invited the public to learn about community resources from participating organizations. The event was attended mainly by seniors and a few families. Brightside had a table set up and staff engaged with attendees about proposed redevelopments, including Alice Saunders House. Dozens of people stopped by the table.

2.5.3. OPEN HOUSE

The open house allowed community members to speak with the Project Team and ask questions about the redevelopment. Display boards were set up around the room to facilitate discussion. Hard copy comment cards were available and attendees were encouraged to complete the comment cards during the session, at home or online. Participants had until October 22, 2019 to provide comments.

Date	Time	Location	Attendance
Tuesday, October 8	5:00 PM – 7:30 PM	Hasting Community Centre	97

3.0

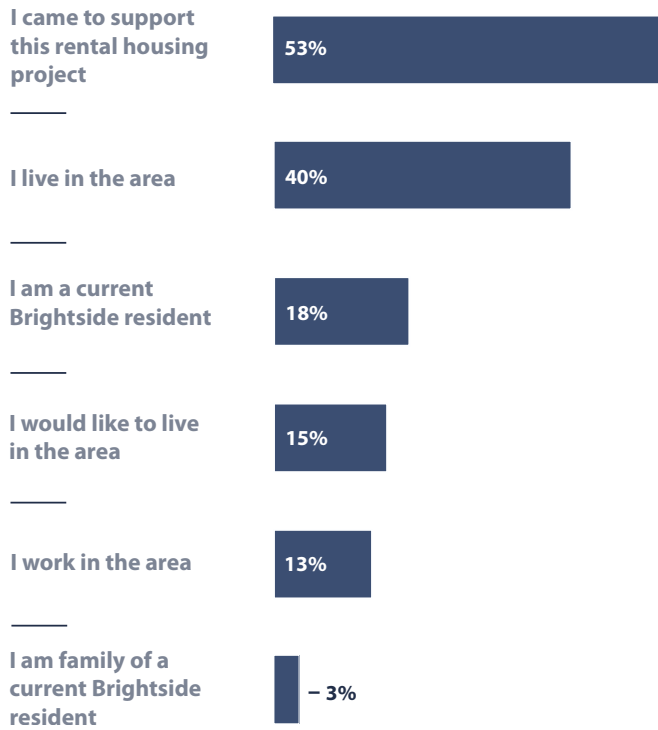
What we Heard

Please note that not all respondents answered every question. Quantitative results are displayed by number of selections. The total number of mentions for qualitative data may exceed the total number of respondents as participants may have commented on more than one topic.

3.1. PRE-APPLICATION OPEN HOUSE COMMENT CARD FEEDBACK

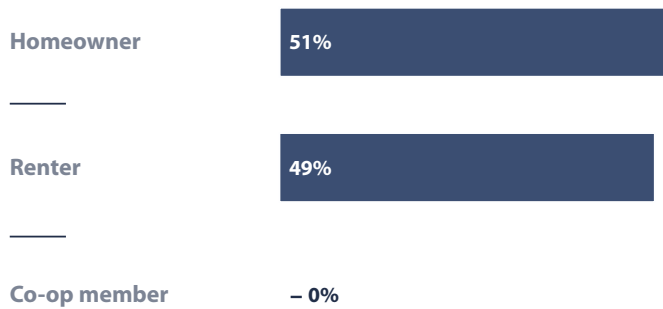
The following are summary results from the **43 feedback forms** received online and in hard copy.

1. Please select all options that apply to you:



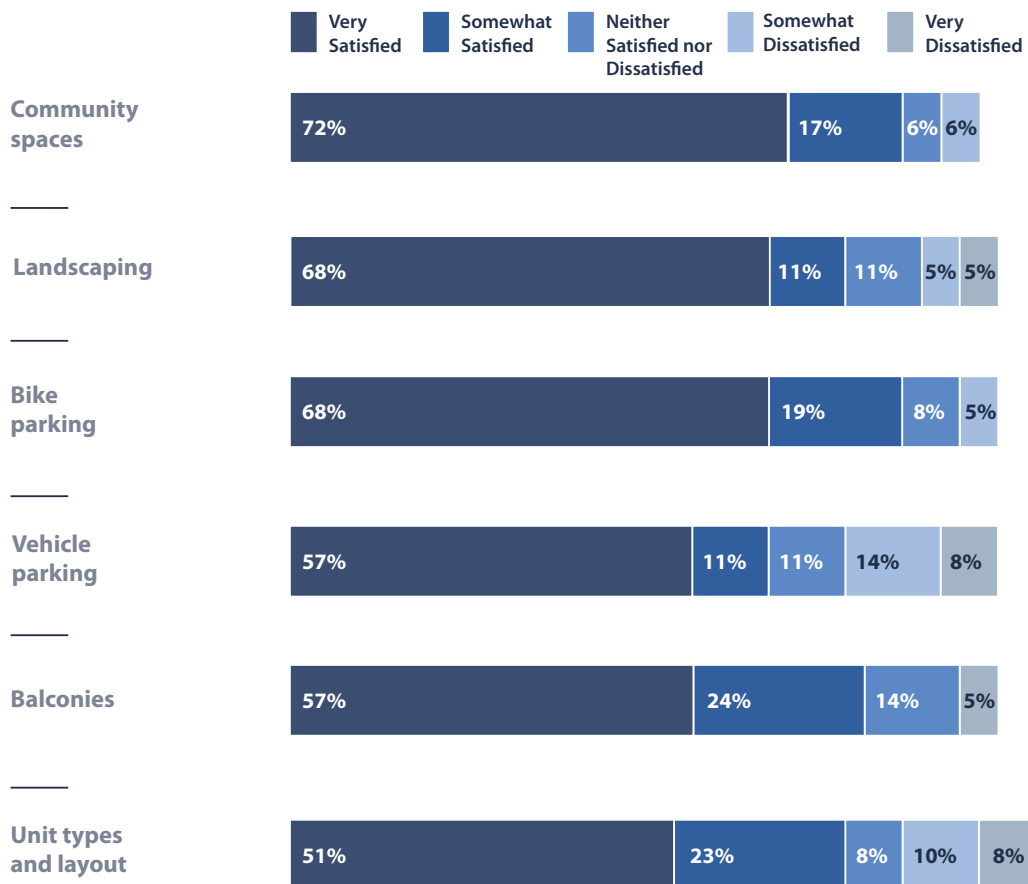
Total responses: 40

2. Are you a homeowner, renter or co-op member?



Total responses: 41

3. How satisfied are you with our efforts to incorporate the following design features into the proposed project?



Total responses: 39

3a. If you are dissatisfied with a feature, please explain why:

Key themes (20 responses)	Number of mentions
<p>Participants offered suggestions on building or unit design, including:</p> <ul style="list-style-type: none"> • Adding space for electric bikes and scooters; • Modifying the layouts of the two- and three-bedroom units; • Adding grade separation for ground level units; • Increasing the size of windows; • Increasing the size of units; • Building balconies one on top of the other for rain cover; • Adding greenspace on the roof; and • Adding wood to the building materials. 	8
<p>Participants requested more parking spaces.</p>	4
<p>Participants noted that the three-bedroom units seemed small.</p>	3
<p>Participants noted that there was too much bike parking for a building with units for seniors.</p>	2
<p>Participants expressed concern about privacy for ground level units, and balconies in the L-shaped building.</p>	2
<p>A participant expressed support for increased height and density for more affordable housing.</p>	2
<p>A participant expressed concern for existing residents and their relocation.</p>	1

4. Are there any areas where you see room for improvement?

Key themes (26 responses)	Number of mentions
<p>Participants offered suggestions on building or unit design, including:</p> <ul style="list-style-type: none"> • Adding rooftop with communal greenspace; • Reducing the amount of unit storage or balcony space and increasing living space; • Adding dividers in studio units between sleeping and living areas; • Increasing the size of studio units; • Increasing the size of the living room in the three-bedroom units; • Connecting the two buildings; • Adding amenities such as a media room and an exercise room; • Adding walk-in showers with remote controlled doors; and • Incorporating sustainable features such as wood or zero carbon. 	10
Participants expressed support for increased height and density.	5
Participants expressed concern for existing residents and their relocation.	3
Participants suggested adding more retail/commercial space in the area.	2
Participants expressed concern regarding the height of the buildings.	2
Participants requested more parking spaces.	2
A participant expressed concern about the level of affordability for the proposed project.	1
A participant requested fewer parking spaces.	1
A participant expressed concern about the impact of high density on those who are sensitive to noise or are claustrophobic.	1
A participant expressed support for green transportation options, including the location on the bus route and bike parking.	1
A participant requested more information on landscaping and the courtyard.	1
A participant wondered if there is a way to accelerate the City approval process.	1

5. Please let us know how you feel about the following statements:



Increasing the amount of affordable rental homes for seniors in the area is important.



Increasing the amount of affordable rental homes for families in the area is important.



It is important that all existing residents have the opportunity to return to the Brightside facility once complete at the same rental rates.



Redevelopments should foster senior renters' ability to age-in-place.



I am supportive of increasing the number of affordable rental homes in the community.



Ample common areas and community spaces for community gardens and social gatherings are important for residents and the Hastings Sunrise community.



The environmental sustainability of a redevelopment project is important.



Renewal of the current aging facility is important.



Total responses: 40

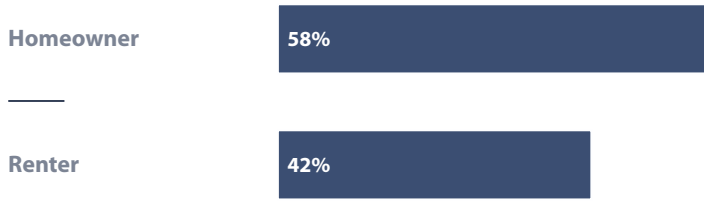
6. Please provide us with any additional comments:

Key themes (31 responses)	Number of mentions
Participants expressed general support for the project concept and design, in particular increasing the amount of affordable rental homes in the neighbourhood and/or the City of Vancouver.	14
Participants expressed support for design elements, including: <ul style="list-style-type: none"> • The courtyard; • Maintaining trees; • Underground parking; • The number of parking spaces; • The number of bike stalls; • The amount of storage; • Diversity of unit sizes; and • Accessibility features. 	7
Participant expressed concern for existing residents and their relocation.	5
Participants noted that Brightside is handling the relocation process appropriately by taking all the available steps to accommodate all residents.	5
Participants offered suggestions on building or unit design, including: <ul style="list-style-type: none"> • Adding grade separation for ground level units; • Including balconies for every unit; • Moving the elevator to the centre of the parkade; • Moving the parking entrance further away from the corner of Renfrew and Venables; • Including a media room; and • Adding Indigenous art. 	4
Participants wondered how the city could speed up the approval process, including foregoing the Urban Design Panel review.	3
Participants requested greater affordability.	3
Participant expressed support for increased height and density.	2
Participants requested more parking spaces.	2
Participants noted that the feasibility of the project should not be compromised by having the residents return at the same rental rate.	2
Participants noted that the open house was informative.	2
A participant disagreed with the overall building design.	1
A participant expressed concern about resident safety with the construction of McCarthy Stadium.	1
A participant requested a feasibility study, including the opinions of senior residents.	1
A participant suggested having units designated for families referred from agencies.	1
A participant requested more information on the environmental sustainability of the project.	1

3.2. MINI SURVEY

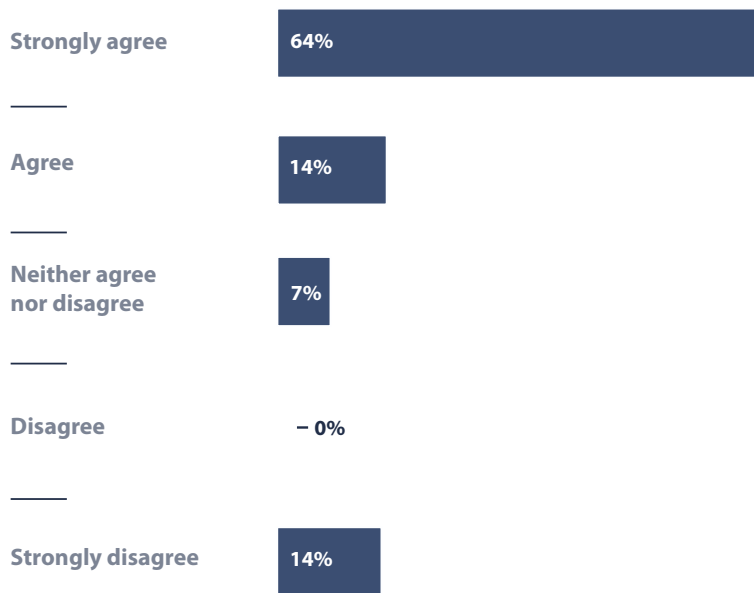
Brightside also developed a mini survey ahead of the pre-application open house to gather community feedback ahead of starting the formal consultation process and to provide information to neighbours about the proposal.

1. Are you a homeowner, renter?



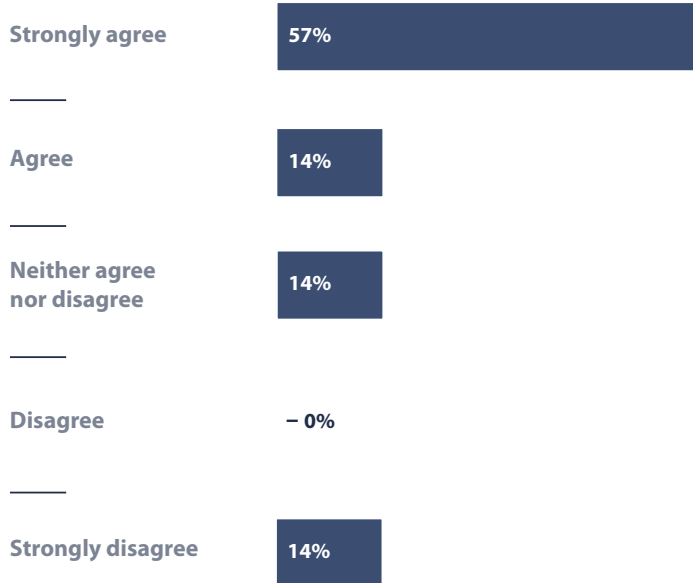
Total responses: 12

2. I am supportive of increasing the number of affordable rental homes in the community.



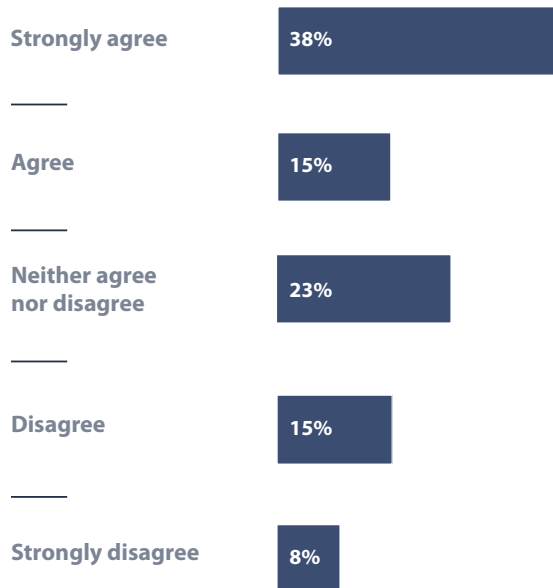
Total responses: 14

3. The environmental sustainability of a redevelopment project is important.



Total responses: 14

4. I would be interested in a small group meeting with Brightside before the City-led open house to learn more about the project.



Total responses: 14

5. Do you have suggestions or specific things you consider important regarding this project?

These themes include the three emails, as they were received in May, 2019, before the information from the open house was available for review.

Key themes (11 responses)	Number of mentions
Participants expressed support for more rental housing for seniors.	3
Participants expressed concerns about height and density.	3
Participants requested more information about the proposal including, height, number and size of units and affordability.	3
Participants expressed concerns about parking.	2
Participants expressed concern for existing residents and their relocation.	2
A participant offered suggestions about the redevelopment process, including building 500–1000 units of affordable rental elsewhere rather than redeveloping Alice Saunders.	1
A participant requested that Brightside consider persons with disabilities and low-income seniors in the development.	1

Appendix 1

Notification Materials

Postcard

PLEASE JOIN US

Brightside Community Homes Foundation is pleased to invite you to a pre-application open house to introduce a preliminary proposal to the community and to seek early community input for **2924 Venables Street**.

Brightside intends to submit a rezoning application to the City of Vancouver to rezone 2924 Venables Street. The proposal is to rezone the existing 64 units to 120 units of affordable housing for seniors and families.

This is not a City of Vancouver-led public consultation. It is subsequently submitted to the City-led public consultation process with a detailed proposal and a scale model.

For Further Information
604.831.7448 or brightsidehomes.ca



The Open House will be held on:

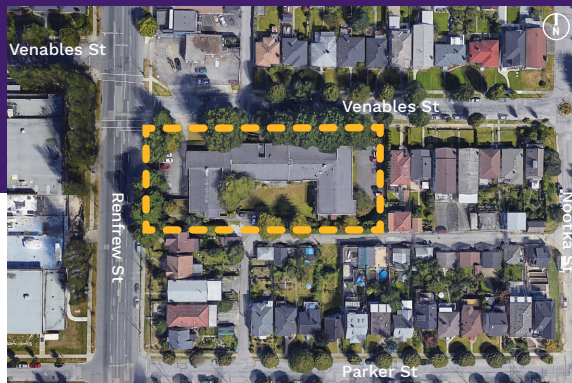
Tuesday, October 8, 2019

5:00pm – 7:30pm

Hastings Community Centre Auditorium

3096 East Hastings Street, Vancouver V5K 2A3

Light refreshments will be provided



Brightside Community Homes Foundation

#300-905 West Pender Street,
Vancouver, B.C. V6C 1L6

604.684.3515
brightsidehomes.ca

Social media

LandlordBC
October 3 at 3:44 PM · 🌐

Brightside Homes is hosting a pre-application open house on Oct 8th for their proposed redevelopment of Alice Saunders House. more info here: <https://brightsidehomes.ca/pre-application-open-house>

Brightside

The Open House will be held on:
Tuesday, October 8, 2019
5:00pm – 7:30pm
Hastings Community Centre Auditorium
3096 East Hastings Street, Vancouver V5K 2A3
Light refreshments will be provided



Brightside Community Homes Foundation
#300-905 West Pender Street, Vancouver, B.C. V6C 1L6 604.684.3515
brightsidehomes.ca

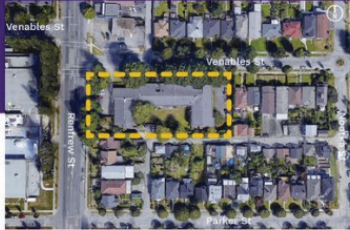
Like Comment Share

City Duo
@City_Duo

Fresh Off The Grill – A Brighter Future For #Vancouver's Most Venables #VanRe @BrightsideHomes - cityduo.wordpress.com/2019/10/03/fre...

Brightside

The Open House will be held on:
Tuesday, October 8, 2019
5:00pm – 7:30pm
Hastings Community Centre Auditorium
3096 East Hastings Street, Vancouver V5K 2A3
Light refreshments will be provided



Brightside Community Homes Foundation
#300-905 West Pender Street, Vancouver, B.C. V6C 1L6 604.684.3515
brightsidehomes.ca

9:52 AM · Oct 3, 2019 · WordPress.com

7 Retweets 7 Likes

Brightside Community Homes Foundation
@BrightsideHomes

We extend an invitation to the community to attend an Open House on October 8th to learn about our proposed Alice Saunders affordable redevelopment project and provide feedback. See attached invite for details [#affordablehousing](#) [#buildhomesnotbarriers](#)

Brightside

The Open House will be held on:
Tuesday, October 8, 2019
5:00pm – 7:30pm
Hastings Community Centre Auditorium
3096 East Hastings Street, Vancouver V5K 2A3
Light refreshments will be provided



Brightside Community Homes Foundation
#300-905 West Pender Street, Vancouver, B.C. V6C 1L6 604.684.3515
brightsidehomes.ca

3:11 PM · Sep 26, 2019 · [Twitter for iPhone](#)

5 Retweets 11 Likes

Appendix 2

Open House Comment Card

We Value Your Opinion

2924 Venables Street Redevelopment Comment Card

Prior to submitting a formal rezoning application to the City of Vancouver, Brightside Community Homes Foundation (Brightside) would like your input on their preliminary plans to redevelop the property at 2924 Venables Street, Vancouver. The proposal is to replace the existing 64 units with 149 units of affordable housing for seniors and families. We welcome your input at this early stage.

1. Please select all options that apply to you:

- | | | |
|---|--|---|
| <input type="checkbox"/> I live in the area | <input type="checkbox"/> I am family of a current Brightside resident | <input type="checkbox"/> I work in the area |
| <input type="checkbox"/> I am a current Brightside resident | <input type="checkbox"/> I came to support this rental housing project | <input type="checkbox"/> I would like to live in the area |

2. Are you a homeowner, renter or co-op member?

- | | | |
|------------------------------------|---------------------------------|---------------------------------------|
| <input type="checkbox"/> Homeowner | <input type="checkbox"/> Renter | <input type="checkbox"/> Co-op member |
|------------------------------------|---------------------------------|---------------------------------------|

3. How satisfied are you with our efforts to incorporate the following design features into the proposed project?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
Community spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bike parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit types and layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balconies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3a. If you are dissatisfied with a feature, please explain why:

4. Are there any areas where you see room for improvement?

5. Please let us know how you feel about the following statements:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I am supportive of increasing the number of affordable rental homes in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing the amount of affordable rental homes for seniors in the area is important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing the amount of affordable rental homes for families in the area is important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Redevelopments should foster senior renters' ability to age-in-place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is important that all existing residents have the opportunity to return to the Brightside facility once complete at the same rental rates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renewal of the current aging facility is important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ample common areas and community spaces for community gardens and social gatherings are important for residents and the Hastings Sunrise community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The environmental sustainability of a redevelopment project is important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 3

Mini Survey

About Alice Saunders House

2924 Venables Street

Brightside is one of Vancouver's longest standing non-profit societies, with over 64 years of experience providing affordable housing to seniors, families and people with disabilities. We are committed to providing safe and secure homes for those struggling to meet the demands of market housing, and are working towards a future where people of all income levels live within a vibrant and healthy community.

Brightside is proposing to redevelop its Alice Saunders building in the Hasting-Sunrise area and we wanted to share some information with you.

Our proposal would:

- replace 64 older units with over 100 new and more environmentally sustainable affordable rental homes;
- better meet the aging-in-place needs expressed by existing residents. 70% of residents have expressed preference for living in a more accessible building with an elevator;
- ensure the project provides ample indoor and outdoor amenity space that strengthens community;
- offer every resident of Alice Saunders the opportunity to return at their existing rents;
- support all residents during the relocation period to find suitable accommodation.

Since we are in the early stages of a rigorous City process, the final design has not been determined yet. We will be able to provide more information at an upcoming open house this summer or fall. Please stay tuned for an announcement once we've determined an open house date.

If you have any questions or comments or would like to sign up for project updates, please contact us at venables@brightsidehomes.ca.



The project design process is subject to the City’s requirements and stringent review process. However, we also wish to understand and obtain the input of our neighbours at this early stage. Please take a moment to respond to the following short survey:

Name _____ Email _____

Are you a homeowner or a renter? Homeowner Renter

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am supportive of increasing the number of affordable rental homes in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The environmental sustainability of a redevelopment project is important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would be interested in a small group meeting with Brightside before the City-led open house to learn more about the project.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have suggestions or specific things you consider important regarding this project?

These questions are also available online at: ca.research.net/r/2924venables

You can scan or take a photo of this card and send to venables@brightsidehomes.ca or mail to Brightside Homes 905 W Pender St #300, Vancouver, BC V6C 1L6.

If you have any questions or comments, please contact us at venables@brightsidehomes.ca.



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