



# Engagement Summary Report

## August 2019

**Edward Byers House and Loyal Orange Manor**  
**1425 and 1451 East 12th Avenue**  
Pre-application Open House Engagement  
Summer 2019

# Kirk&Co.

## **ABOUT KIRK & CO. CONSULTING LTD.**

Kirk & Co. is a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, consultation and engagement programs are designed to maximize opportunities for input. Kirk & Co. independently analyzes and reports on public and stakeholder input.

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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 Edward Byers House and Loyal Orange Manor 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 Edward Byers and Loyal Orange buildings, located at 1425 and 1451 East 12th Avenue, 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 combined 57 units with 160 units of seniors below-market rental housing.

Constructed in 1962 and 1971, Edward Byers House and Loyal Orange Manor are located at 1425 and 1451 East 12th Avenue in the Grandview Woodland neighbourhood. Both are low-rise wood-framed buildings and all current residents are seniors. Brightside's 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 properties at a high standard, they are aging and do 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.

Key project goals include:

- Providing additional secure, affordable non-market housing to residents of Vancouver in a period of crisis.
- Providing accessible housing for seniors and people with disabilities.
- Creating opportunities for a social community to grow and fostering a sense of ownership and pride.
- Creating distinctive and active places, where connections to life, culture, and identity can flourish.
- Creating 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: July – August, 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 1425 and 1451 East 12th Avenue, 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 **263 participant interactions** during the community engagement:



**89**

mini surveys were received (44 online, 44 hard copy, one emailed at [east12th@brightsidehomes.ca](mailto:east12th@brightsidehomes.ca))



**53**

people attended the pre-application open house



**26**

pre-application open house comment cards were received (24 hard copy, 2 emailed at [east12th@brightsidehomes.ca](mailto:east12th@brightsidehomes.ca))



**94**

immediate neighbours visited through door-to-door engagement



**1**

person provided feedback through the project phoneline

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## 2.3. ENGAGEMENT TOPICS

Community engagement provided information about Brightside and details of the proposal for Edward Byers House and Loyal Orange Manor, including the need to better meet the aging-in-place needs of seniors and to increase the number of sustainable affordable rental homes. 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 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 seniors rental housing units 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 4,511 residents.



### Stakeholder emails

90 emails to stakeholders.



### Online

MLA Shane Simpson's website.



### Social Media

3 tweets and 2 Facebook posts from organizations, including the BC Non-Profit Housing Association, Landlord BC and the City Duo Blog.

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

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## 2.5. ENGAGEMENT METHODS

### 2.5.1. DOOR-TO-DOOR ENGAGEMENT

Brightside visited 94 homes near the project 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/east12th](https://ca.research.net/r/east12th).

### 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 the project and to collect any initial feedback using the mini surveys. Approximately 60 people completed the survey using iPads or in hard copy. Many people who completed the surveys live close to the Edward Byers House and Loyal Orange Manor. 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 Loyal Orange and Edward Byers with dozens of people stopping by the table.

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### 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 August 7, 2019 to provide comments.

Date	Time	Location	Attendance
Wednesday, July 25	5:00 PM – 7:00 PM	Croatian Cultural Centre	53



## 3.0

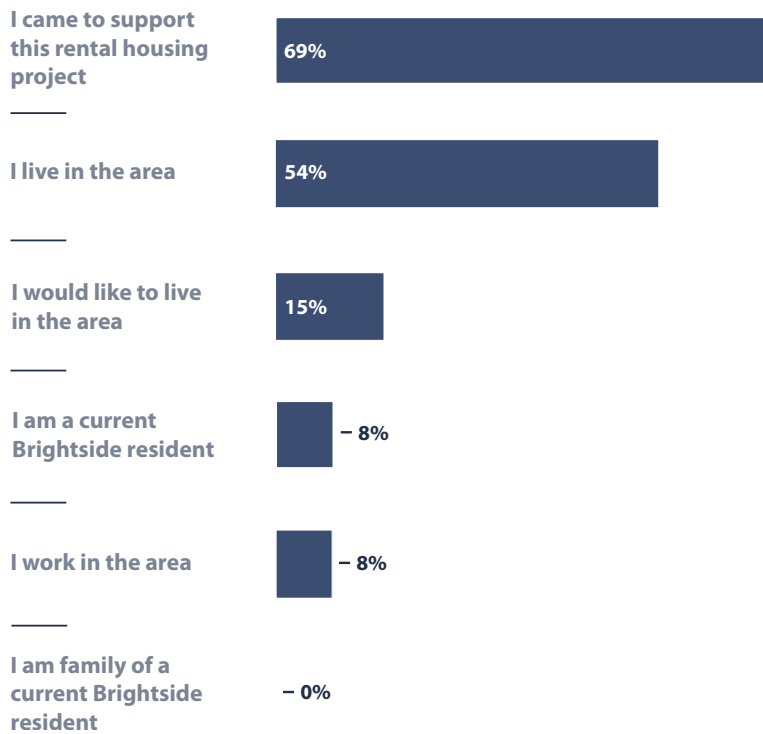
# What we Heard

*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

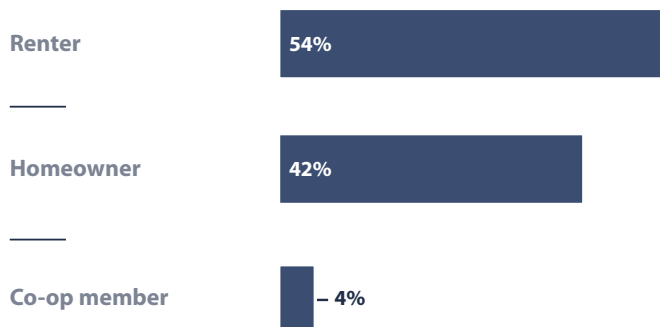
The following are summary results from the **26 feedback forms** received online and in hard copy, and **1 voicemail** providing feedback.

#### 1. Please select all options that apply to you:



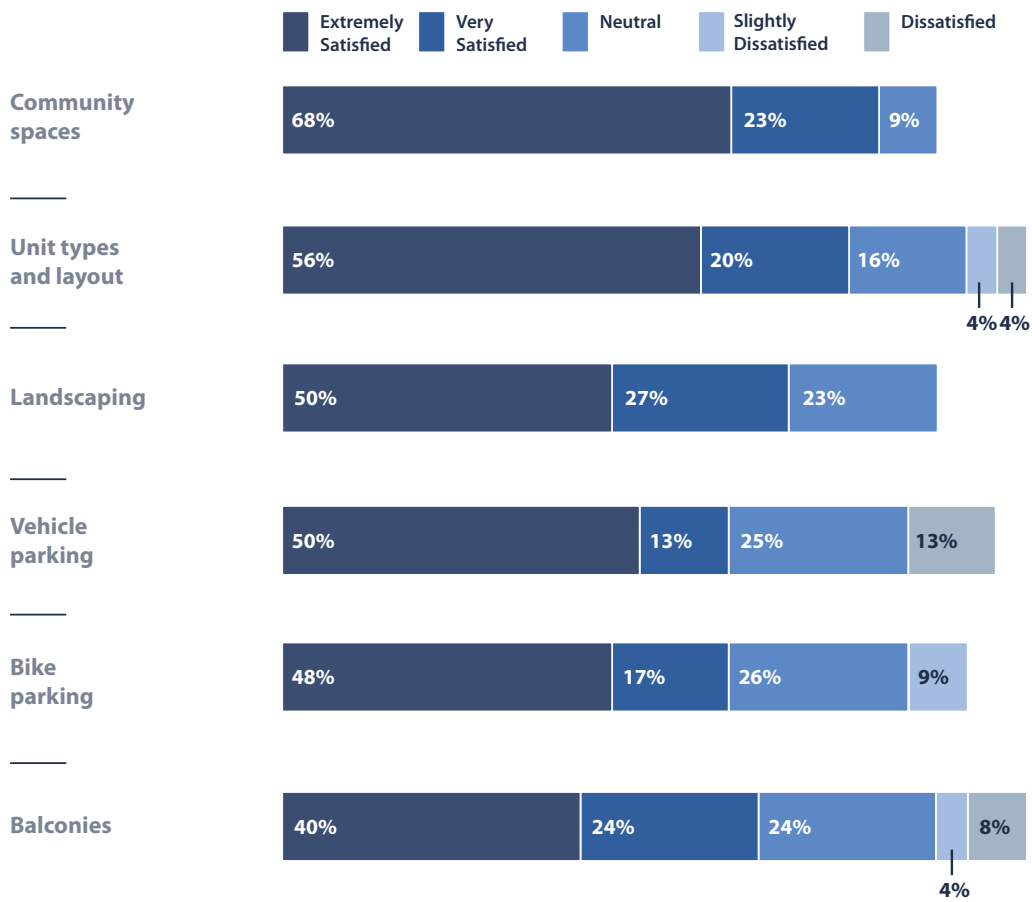
Total responses: 26

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



Total responses: 24

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



Total responses: 25

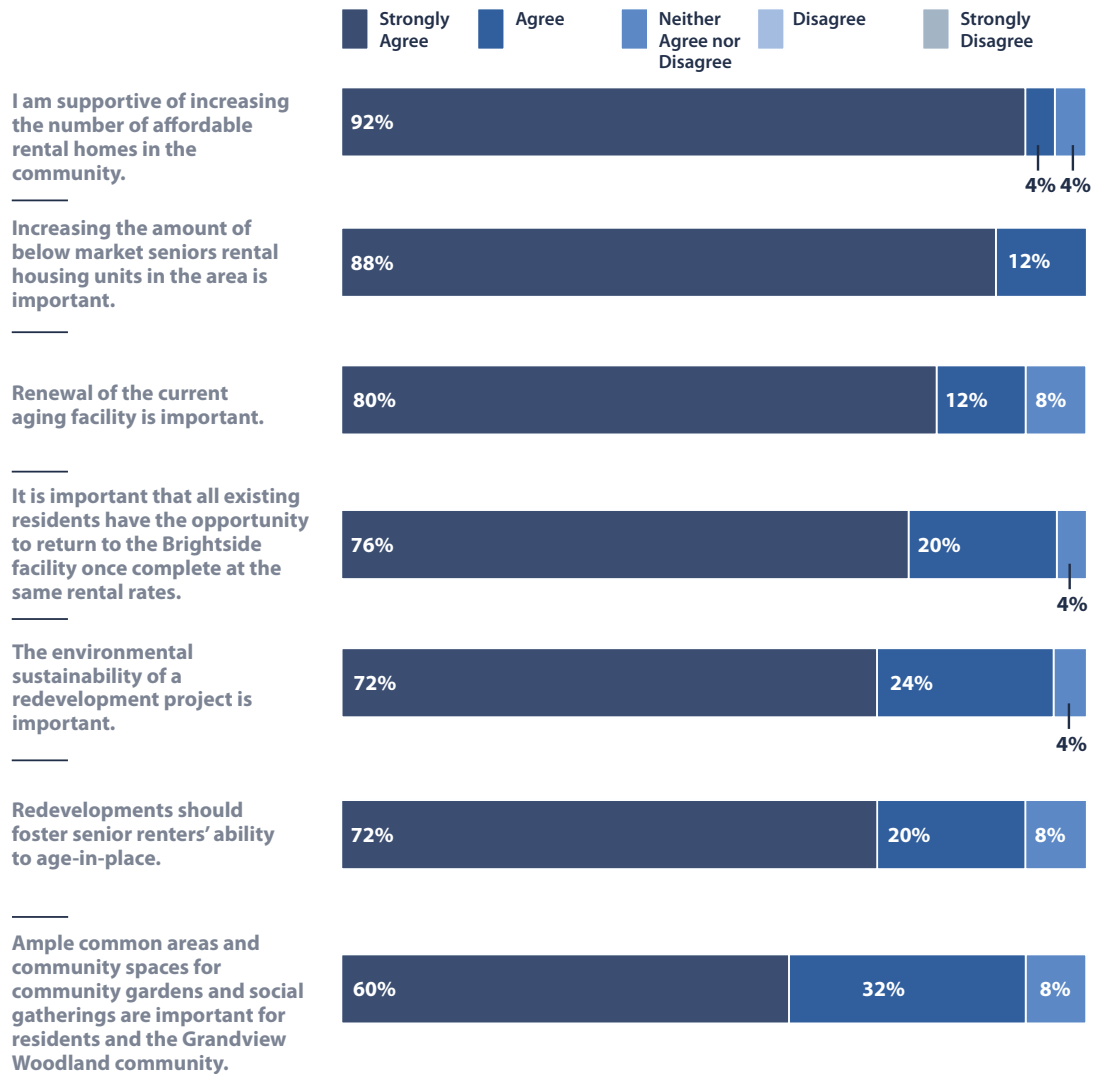
### 3a. If you are dissatisfied with a feature, please explain why:

Key themes (8 responses)	Number of mentions
A participant noted that there are too many parking stalls, because residents don't drive to their destinations.	2
Participants suggested increasing bike parking to one stall per unit or space for mobility aids.	2
Participants offered suggestions on building or unit design, including: <ul style="list-style-type: none"><li>• swapping the kitchen area with the storage space; and</li><li>• increasing the amount of parking.</li></ul>	2
A participant expressed concern regarding the height of the buildings.	1
A participant requested increasing the setbacks from the laneway.	1
A participant wondered about access to balconies and if residents can use bathtubs.	1
A participant expressed concern for existing residents and their relocation.	1
A participant noted that the noise from 12th Avenue may affect the balconies.	1

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

Key themes (14 responses)	Number of mentions
<p>Participants offered suggestions on building or unit design, including:</p> <ul style="list-style-type: none"> <li>• building barriers and buffers along 12th Avenue for traffic and noise pollution;</li> <li>• adding a green roof;</li> <li>• including car share and e-charging stations in the parking lot;</li> <li>• reducing the size of storage space in the units;</li> <li>• reducing the number of units;</li> <li>• adding a bed bug heat room; and</li> <li>• increasing the number of balconies on the east building.</li> </ul>	<b>8</b>
<p>Participants expressed concerns regarding the height of the buildings, and requested limiting them to four stories.</p>	<b>2</b>
<p>Participants requested increasing the setbacks from the laneway.</p>	<b>2</b>
<p>Participants suggested that Brightside consider accepting pets in some buildings, as seniors benefit from companionship.</p>	<b>2</b>
<p>Participants expressed concern for existing residents and their relocation.</p>	<b>2</b>
<p>Participants noted that the plans look great.</p>	<b>2</b>
<p>Participants wondered about safety with regards to the mews across the site, and emergency plans.</p>	<b>2</b>
<p>Participants expressed concern for resident privacy in the unit on the ground floor of the east building near the entrance and indoor amenity area.</p>	<b>2</b>

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



Total responses: 25



## 6. Please provide us with any additional comments:

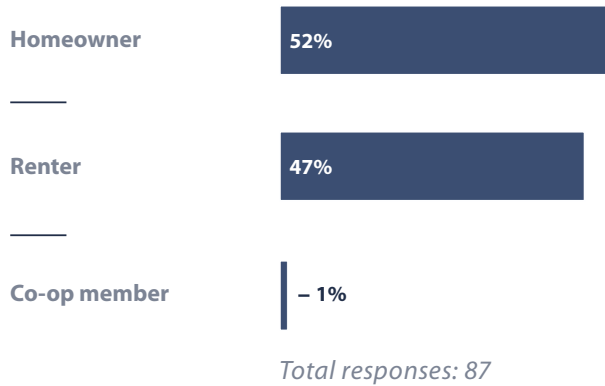
*These themes include the voicemail message.*

Key themes (25 responses)	Number of mentions
Participants expressed general support for the project, in particular increasing the amount of affordable rental homes in the neighbourhood and/or the City of Vancouver.	11
Participants suggested that Brightside consider accepting pets in some buildings, as seniors benefit from companionship.	4
Participants noted that they approve of the building and unit design, including the setback from 12th avenue, the community gardens, and building shape and layout.	4
Participants offered suggestions on building or unit design, including: <ul style="list-style-type: none"> <li>• having common spaces available;</li> <li>• adding a family room separate from community space for privacy;</li> <li>• ensuring units have at least 390 square feet of living space;</li> <li>• moving the closet from the bathroom in the studio;</li> <li>• aligning the west side balconies for rain shelter;</li> <li>• using some of the planned parking for storage;</li> <li>• increasing the amount of parking on the property;</li> <li>• including walk-in tubs, not only showers; and</li> <li>• a green roof including features such as water recycling, solar panels and wind power.</li> </ul>	4
Participants expressed concern for existing residents and their relocation.	4
Participants noted that Brightside is handling the relocation process appropriately by taking all the available steps to accommodate all residents.	3
Participants requested more specific information about affordability.	2
Participants expressed support for the emphasis on sustainability.	2
Participants expressed concerns about the project in general including density and potential impacts to the character of the neighbourhood.	2
A participant expressed concerns regarding the height of the buildings, and requested limiting them to four stories.	2
A participant requested increasing the setbacks from the laneway.	2
A participant had questions about the project, including plans for recycling, composting and garbage.	1

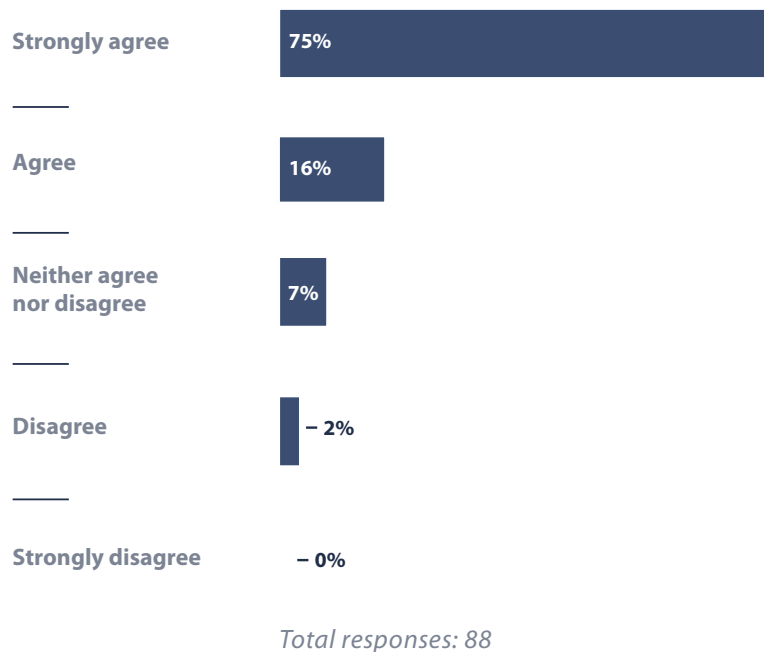
### 3.2. MINI SURVEY

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.

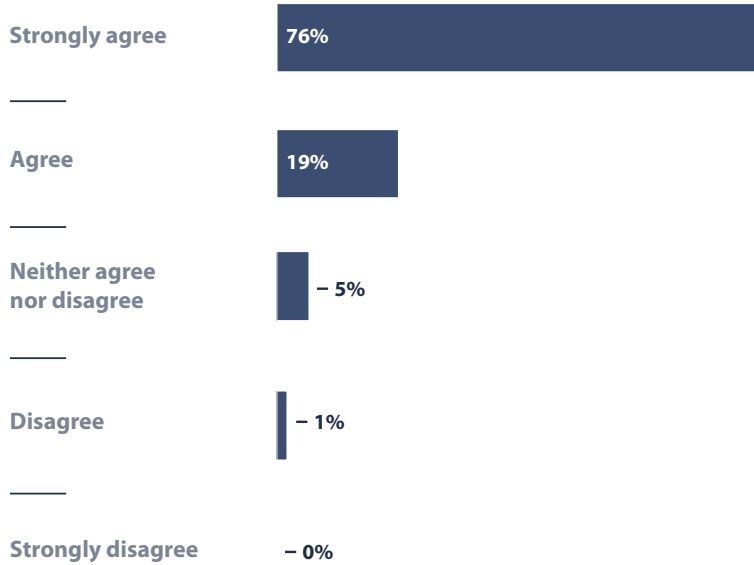
#### 1. Are you a homeowner, renter or live in co-op housing?



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



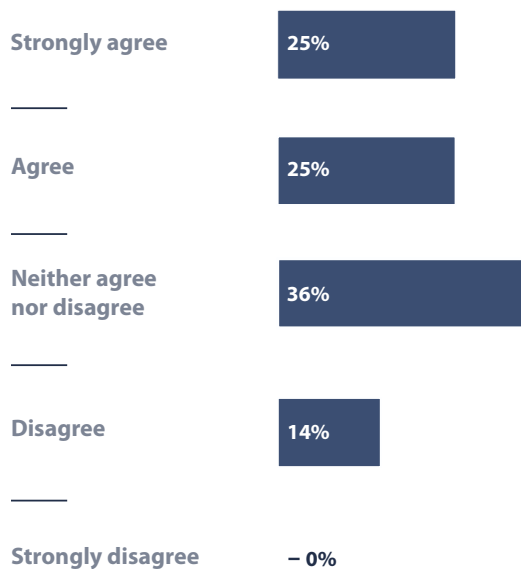
### 3. The environmental sustainability of a redevelopment project is important.



Total responses: 86

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

Please note that this question was added for door-to-door engagement, after car free day.



Total responses: 28

# **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 **1425 and 1451 East 12th Avenue**.

Brightside intends to submit a rezoning application to the City of Vancouver to rezone 1425 and 1451 East 12th Avenue. The proposal is to replace the existing units with 160 units below market rental.

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

**For Further Information**  
**604.831.7448 or**



### The Open House will be held on:

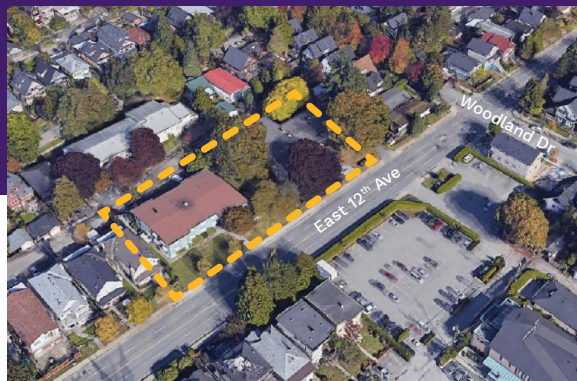
Wednesday, July 24th, 2019

5:00pm – 7:00pm

Room C – The Croatian Cultural Centre

3250 Commercial Drive, Vancouver V5N 4E4

*Light refreshments will be provided*



### Brightside Community Homes Foundation

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

604.684.3515  
[brightsidehomes.ca](http://brightsidehomes.ca)

## Social media

**BCNPHA** @BCNPHA

.@BrightsideHomes invites you to a pre-application open house to introduce a preliminary proposal to the community and to seek early community input for 1425 and 1451 East 12th Avenue.  
 Details: [ow.ly/n1vb50v52aH](http://ow.ly/n1vb50v52aH) #jimby #vanpoli

**Brightside Community Homes Foundation: Engagement / Op...**  
 Brightside Community Homes Foundation is pleased to invite you to a pre-application open house to introduce a preliminar...  
[bcnpha.ca](http://bcnpha.ca)

11:50 AM · Jul 19, 2019 · Hootsuite Inc.

4 Retweets 5 Likes

**BC Non-Profit Housing Association** July 19 · Like Page

Brightside Community Homes invites you to a pre-application open house to introduce a preliminary proposal to the community and to seek early community input for 1425 and 1451 East 12th Avenue.  
 Details: <http://ow.ly/ptpW50v52gd> #jimby #vanpoli

Wednesday, July 24th, 2019  
 5:00pm – 7:00pm  
 Room C – The Croatian Cultural Centre  
 3250 Commercial Drive, Vancouver V5N 4E4  
*Light refreshments will be provided*



BCNPHA.CA

**Brightside Community Homes Foundation: Engagement / Open House - BC Non-Profit Housing Association**

1 Like

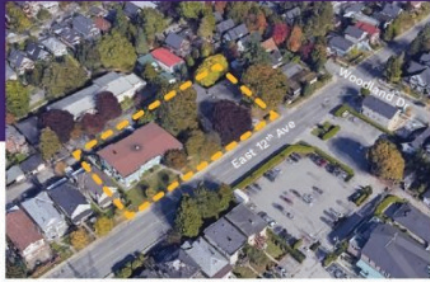
Like Comment Share

**City Duo** @City\_Duo

Orange Is The New Green – A Promise to Bring #Vancouver Renters Closer Together #VanRe #SeniorsHousing @BrightsideHomes - [cityduo.wordpress.com/2019/07/16/ora...](http://cityduo.wordpress.com/2019/07/16/ora...)

**Brightside**

**The Open House will be held on:**  
 Wednesday, July 24th, 2019  
 5:00pm – 7:00pm  
 Room C – The Croatian Cultural Centre  
 3250 Commercial Drive, Vancouver V5N 4E4  
*Light refreshments will be provided*



**Brightside Community Homes Foundation**  
 #300-905 West Pender Street, 604.684.3515  
 Vancouver, B.C. V6C 1L6 [brightsidehomes.ca](http://brightsidehomes.ca)

9:29 AM · Jul 16, 2019 · WordPress.com

3 Retweets 7 Likes



## **Appendix 2**

Open House Comment Card

# We Value Your Opinion

## 1425 & 1451 East 12th Avenue 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 1425 and 1451 East 12th Avenue, Vancouver. The proposal is to replace the existing 57 units with 160 units of seniors below market rental housing. 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?

	Extremely Satisfied	Very Satisfied	Neutral	Slightly Dissatisfied	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:

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

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**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 below market seniors rental housing units 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 Grandview Woodland 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"/>

**6. Please provide us with any additional comments:**

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**Contact information:**

Name \_\_\_\_\_

Address or Postal Code \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Would you like us to provide you with future updates on the proposal for 1425 and 1451 East 12th Avenue?

**Yes**

**No**

**Thank you! Please return your comment sheet to the open house registration table.**

You may also send your comments to Melanie Belanger-Finn (by email or mail) prior to August 7th.  
Email: [east12th@brightsidehomes.ca](mailto:east12th@brightsidehomes.ca) | Address: 905 W Pender St #300, Vancouver, BC V6C 1L6  
These questions are also available online at: [ca.research.r/east12thopenhouse](http://ca.research.r/east12thopenhouse)

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**Brightside Community Homes Foundation**

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

604.684.3515  
[brightsidehomes.ca](http://brightsidehomes.ca)

# **Appendix 3**

## Mini Survey

# About Edward Byers House and Loyal Orange Manor

**1425 and 1451 East 12th Avenue**

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 Edward Byers and Loyal Orange buildings in the Grandview Woodland area and we wanted to share some information with you.

Our proposal would:

- replace 57 older units with over 100 new and more environmentally sustainable affordable rental homes;
- better meet the aging-in-place needs of seniors with more accessible buildings that include elevators;
- ensure the project provides ample indoor and outdoor amenity space that strengthens community;
- offer every resident of Edward Byers House and Loyal Orange Manor the opportunity to return at the same rental rates once the development is complete;
- 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. 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 [east12th@brightsidehomes.ca](mailto:east12th@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 \_\_\_\_\_ Postal Code \_\_\_\_\_

Email \_\_\_\_\_

Would you like to receive project related updates?  Yes  No

Are you a homeowner, renter or in co-op housing?  Homeowner  Renter  Co-op housing

	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?

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These questions are also available online at: [ca.research.net/r/east12th](https://ca.research.net/r/east12th)

You can scan or take a photo of this card and send to [east12th@brightsidehomes.ca](mailto:east12th@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 [east12th@brightsidehomes.ca](mailto:east12th@brightsidehomes.ca).**



Kirk&Co.



Please recycle if printed.