Ministry of
Natural Gas Development
and Minister Responsible for Housing

2016/17 – 2018/19
SERVICE PLAN

February 2016

BRITISH
COLUMBIA

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Published by the Ministry of Natural Gas Development and Minister Responsible for Housing

Minister
Accountability Statement



The Ministry of Natural Gas Development's *2016/17 - 2018/19 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

Honourable Rich Coleman

Minister of Natural Gas Development and Minister Responsible for Housing
February 5, 2016

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Purpose of the Ministry

The purpose of the Ministry of Natural Gas Development and Minister Responsible for Housing is twofold:

1. To guide responsible development and ensure maximum economic benefits to British Columbians from the province's natural gas resources[1], new export markets related to interprovincial pipelines, oil projects and value-added natural gas products, and the province's next new major industrial sector—that of liquefied natural gas (LNG); and
2. To provide British Columbians with access to safe, affordable and appropriate housing through policy and programs, technical codes and standards, and services for landlords and tenants.

The Ministry's stakeholders are the citizens of British Columbia and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, private sector companies, project proponents, and environmental and industry associations. Key to the Ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

The Ministry is responsible for two Crown Corporations, the BC Housing Management Commission and the Oil and Gas Commission.

[1] While the Ministry's mandate is focused on natural gas, the primary hydrocarbon currently produced in British Columbia, it also includes other hydrocarbons produced in British Columbia, such as natural gas liquids and crude oil.

Strategic Direction and Context

Strategic Direction

Minister Coleman's Mandate Letter from Premier Christy Clark, dated July 30, 2015, includes key deliverables relating to natural gas production, LNG and housing policy.

The Government's strategic priority of a strong economy is directly supported by Ministry Goals 1, 2 and 3, while Goals 4 through 6 support the strategic priority of a Secure Tomorrow. The Ministry supports the direction in the Taxpayer Accountability Principles for an accountable and cost conscious culture.

Strategic Context

B.C. is in the fortunate position of having significant shale and other natural gas deposits. Despite low North American natural gas prices, B.C.'s pipeline supply of marketable natural gas to both domestic and US markets rose to 43.9 billion cubic metres in 2014/15, up from 39.3 billion cubic metres in 2013/14. Conversion of natural gas to a liquefied state (LNG) allows it to be transported by truck, rail or ship. In B.C., production of LNG will open up additional domestic and export markets, such as the growing market for natural gas in Asia. B.C. has many advantages for companies seeking to establish LNG facilities: vast supply, proximity to Asia, a skilled workforce and a stable business environment. The Province continues to work with selected LNG proponents to finalize Project Development Agreements, and passed legislation to initiate the first Long Term Royalty Agreement in 2015, thereby providing stable royalty rates for natural gas producers.

Most of B.C.s' housing needs are served through the private market. The application of consistent building requirements across B.C. improves building safety and performance. With approximately 1 million British Columbians now living in strata properties, and with stratas making up more than half of new residential construction, the need to ensure effective strata regulation and self-governance is essential. Rental housing is home to 30 per cent of households in B.C. and continues to face challenges. In the past 30 years, new rental accommodation has been lacking and insufficient new rental housing is being built, which has contributed to low vacancy rates and high rents in B.C. Much of the purpose-built rental stock is aging and in need of repair. Rental stock is also being lost, typically to redevelopment or through conversion to strata units, which further exacerbates the problem. In this strained market environment, vulnerable B.C. citizens need additional support to find safe and secure housing. Particularly affected groups include low to moderate income seniors, and families with children, as well as northern communities facing housing challenges related to resource development and rapidly changing markets. In 2014/15, more than 102,500 households in B.C. received subsidized housing assistance, including over 29,500 low-income households receiving rental assistance in the private market. This accounted for approximately six per cent of all housing in the province. The Ministry is continually working with local government and other key stakeholders to develop initiatives to increase and maintain the supply of affordable housing.

Goals, Objectives, Strategies and Performance Measures

The Ministry's goals have remained unchanged since its *2015/16 —2017/18 Service Plan.* One new addition is Performance Measure 3, which replaces the annual investment measure from 2015/16. This new measure is an indicator of the relative annual investment in natural gas and oil exploration and development in B.C. as a percentage of overall investment in Canada.

Goals 1 through 3 and their associated measures directly support the Government's strategic priority of a strong economy and the *BC Jobs Plan*. Goals 4 through 6 support the Secure Tomorrow strategic priority. The Ministry continues to support its two sector strategies released in 2012: *British Columbia's Natural Gas Strategy* and *Liquefied Natural Gas: A Strategy for B.C.'s Newest Industry*, as well as *Housing Matters BC*.

Ministry goals support the Taxpayer Principles of Cost Consciousness by providing services as efficiently as possible, and Service by focusing on outcomes for B.C. citizens. Goals 4 through 6 support the principle of Respect through partnerships in service delivery.

Goal 1: A globally competitive Liquefied Natural Gas export industry in B.C. that supports a prosperous economy and benefits all British Columbians.

Objective 1.1: B.C. is recognized as a globally competitive jurisdiction for LNG investment.

Strategies

- Implement a competitive fiscal and policy framework that supports LNG investment in B.C.
- Work with LNG project proponents to secure signed Project Development Agreements that will lead to financially secure arrangements for both LNG developers and taxpayers.
- Work with the Ministry of Aboriginal Relations and Reconciliation and the federal government to develop specific First Nations negotiation mandates along the pipeline corridors, LNG plant locations and marine traffic routes in order to facilitate rapid investment in LNG facilities.
- Work with the Ministry of Forests, Lands and Natural Resource Operations to ensure that Crown land disposition processes support LNG investment and the development of linear infrastructure, including pipelines, roads and electricity required for new LNG facilities.
- Work closely with the Ministry of Jobs, Tourism and Skills Training, and the federal government, where appropriate, to develop and implement programs that address skills gaps and meet the labour needs of the LNG and natural gas sectors.

- Work with BC Hydro to ensure an adequate supply of clean, affordable electricity is available from the grid to support new investments in LNG, and in electrification opportunities to support upstream natural gas and oil exploration and development.
- Build global investor awareness through inbound and outbound international trade missions and the LNG in BC International Conference.

Performance Measure 1: LNG Power Supply Agreements.

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Cumulative number of power supply agreements reached with proponents for LNG compression and/or ancillary power requirements	1	2	3	4	5

Data Source: Ministry of Natural Gas Development internal tracking documents.

Discussion

LNG facilities require large amounts of energy, both for compression and ancillary purposes, which typically come from grid power or self-generated power (using natural gas turbines) or a combination of both. Accordingly, electricity supply and grid interconnection agreements must be in place before final investment decisions on LNG projects can be made. The number of power supply agreements for LNG facilities reached is a key measure of provincial progress towards the establishment of a thriving, competitive LNG industry that is environmentally and socially responsible. The Ministry expects to conclude one electricity supply and grid interconnection agreement in each of the next three years. This is a cumulative total, and because the industry is in its early stages, no benchmark is available for this performance measure.

Performance Measure 2: Project Development Agreements.

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Cumulative number of Project Development Agreements completed	1	3	5	6	7

Data Source: Ministry of Natural Gas Development internal tracking documents.

Discussion

The Province intends to enter into Project Development Agreements with project proponents in order to provide certainty for LNG development with respect to those costs within provincial jurisdiction. These agreements will provide proponents with long-term certainty about the fiscal and policy framework that will apply to their projects once they have reached a final investment decision and proceed with construction. The agreements cover a range of matters including B.C.'s LNG Income Tax, B.C.'s Corporate Income Tax and Carbon Tax, municipal taxes, B.C. greenhouse gas emissions

benchmark, upstream benefits, and representations regarding B.C's. positions on skills and jobs training, engagement with First Nations, and federal-provincial issues.

Objective 1.2: A robust regulatory framework that supports environmentally and socially responsible LNG development in B.C.

Strategies

- Continue to work with the Environmental Assessment Office, the Oil and Gas Commission and other provincial, federal and municipal regulators, to ensure streamlined, integrated and robust regulatory and permitting processes.
- In consultation with the Climate Action Secretariat and the federal government, implement world-leading GHG emission benchmarks that ensure British Columbia LNG facilities are the cleanest in the world, while providing strong incentives for the use of clean energy from the BC Hydro grid.
- Work with the Ministry of Environment and, in consultation with the federal government, implement air emission standards and interim ambient air quality objectives that protect health, are consistent with leading jurisdictions and encourage clean LNG facilities.
- Work with First Nations, communities and the federal government to ensure best practices are in place to guide marine traffic and the safe shipment of LNG to export markets.
- Work with the federal government and the Port of Prince Rupert to ensure that the regulation of LNG facilities and related pipeline projects on federal lands in the Port of Prince Rupert occurs in substantially the same manner as other projects in the Province.

Objective 1.3: British Columbians understand and benefit from the economic and social opportunities of responsible energy development in B.C.

Strategies

- Work with the Ministry of Finance to prepare legislation to enact B.C.'s Prosperity Fund for introduction in the Spring 2017 Legislative session.
- Engage with British Columbians regarding the LNG opportunity through a variety of outreach activities such as face-to-face energy education forums, and print and digital media.
- Work with the Ministry of Aboriginal Relations and Reconciliation and B.C. First Nations to ensure they understand and are able to participate in the economic development opportunities available through the creation of a new LNG industry in the province.
- Build relationships and work collaboratively with key communities and stakeholders to prepare for the emerging economic and social opportunities created by a new LNG industry.

Goal 2: A competitive upstream natural gas sector[2] that creates jobs, revenue and economic growth.

Objective 2.1: B.C.'s upstream sector is attractive for investment and B.C.'s natural gas is the input of choice for LNG development.

Strategies

- Continuously improve geological and resource assessments for natural gas and oil, through collaboration with industry, industry associations, and academic and research institutes.
- Continue to support the development of upstream infrastructure.
- Continue to monitor and adapt British Columbia's natural gas and oil fiscal and regulatory frameworks to ensure they are competitive.
- Improve the competitiveness of B.C.'s upstream sector by providing leadership, information and new policies, regulations and programs, and modernizing tenure legislation.

Objective 2.2: Optimal revenue from the development of B.C.'s upstream natural gas and oil resources.[3]

Strategies

- Continue to hold monthly Crown natural gas and oil rights sales.
- Optimize royalty programs to create a competitive environment and generate Crown revenue.
- Maximize the amount of B.C.'s natural gas that feeds the LNG export plants to ensure B.C. receives maximum value for its natural gas resource.

Performance Measure 3: Relative annual investment in natural gas and oil exploration and development, B.C. as % of Canada.

Performance Measure	2012/13 Baseline Actual	2014/15 Actual	2015/16 Estimate	2016/17 Target	2017/18 Target	2017/18 Target
Relative annual investment in natural gas and oil exploration and development, B.C. as % of Canada[1]	13.1%	15.6%	14.0%	14.6%	15.2%	15.8%

[1]**Data Source**: Ministry of Natural Gas Development, based on Canadian Association of Petroleum Producers data for actuals and estimated for previous years. All data is only available and provided by calendar year.

[2] The upstream sector includes searching for potential underground natural gas and oil, disposition of the rights to develop the underground resource, drilling of exploratory wells, and subsequently drilling and operating the producing wells.
[3] Optimal revenue is defined as the fairest and best return that can be collected by the Crown for the use of publicly owned resources under prevailing economic, environmental and social conditions.

Discussion

Investment in upstream natural gas and oil exploration and development consists of industry expenditures on resource rights acquisition, geophysical and geological surveys, exploration and production wells, field equipment (such as gathering pipelines) and processing plants. The past several Service Plans had a different performance measure on competitiveness which used annual investment in upstream natural gas and crude oil, an absolute measure of B.C. alone. The previous measure could be seriously affected by North American natural gas price movement. It was also subject to overall natural gas and crude oil price movements when they move in tandem, such as in the current down price-cycle facing both commodities, and also relative price movements between natural gas and crude oil. The Ministry has little to no control on natural gas and crude oil price movements in North America. Some provinces like B.C. have mainly natural gas resources, while Saskatchewan has mainly oil resources. Alberta, the largest producer of both crude oil and natural gas respectively, has more equal endowments of oil and natural gas resources.

This new metric measures relative investment in upstream natural gas and oil, as measured by B.C. as percentage of Canada. This is an improvement in measuring investment competitiveness as it is not subject to North American natural gas price movement. It also is superior as it is not impacted by natural gas and crude oil price movements when they move in tandem. However this relative measure, like the previous absolute measure of investment measured in billions of dollars per year, can still be impacted by changes in the relative price between crude oil and natural gas. The measure includes combined investment in both oil and natural gas.

Based on commodity price forecasts and LNG-related upstream activity, the Ministry expects a gradual increase in relative annual upstream investment which is expected to accelerate once LNG exports begin. The baseline of relative upstream investment in B.C. as a percentage of Canada is based on actual investment in 2012.

Objective 2.3: Responsible upstream natural gas and oil development.

Strategies

- Work with the Ministry of Finance to prepare recommendations on the creation of a new clean infrastructure credit program.
- With other government agencies, continue to study the effects of natural gas and oil development on environmental and social values.
- Complete the Carbon Capture and Storage regulatory framework and work with industry to identify carbon sequestration projects and opportunities for carbon dioxide use in enhanced oil recovery.
- Work with the BC Oil and Gas Commission to continue to ensure that the use of hydraulic fracturing in natural gas and oil extraction meets the highest standards in the world.
- Develop and implement new legislation, regulations and programs that support the responsible development and use of natural gas and oil resources.
- Work with the BC Oil and Gas Commission and other provincial ministries to respond to increasing economic activity by delivering sound, timely decisions on natural gas and oil, LNG, and related water, Crown land and other permits, authorizations and tenures.

Objective 2.4: Engaged stakeholders, communities and First Nations working collaboratively in Northeast B.C.

Strategies

- Engage with local governments regarding upstream development activities in Northeast B.C.
- Continue to collaborate with other ministries, agencies and Crown corporations to promote greater public understanding of the exploration and development of natural gas and oil resources.
- Foster working relationships among industry, the public, First Nations and landowners by clarifying and simplifying natural gas and oil resource exploration and development management processes, enhancing dispute resolution methods, and offering more support and information.
- Support the development and continuous improvement of Strategic Engagement Agreements, other consultation agreements, and Revenue Sharing Agreements with First Nations.
- Continue to work collaboratively with the Ministry of Aboriginal Relations and Reconciliation to build effective business development relations with First Nations.

Goal 3: Increased responsible export of energy resources, new markets opened and related infrastructure projects that benefit British Columbians.

Objective 3.1: A common oil and gas vision for B.C. and Alberta related to exports and opening new markets.

Strategies

- Act as the main Government liaison with Alberta regarding oil.
- Develop recommendations and action plans that benefit B.C.
- Support the Major Investment Office in discussions with potential energy project investors and continue to explore and develop B.C.-based opportunities for value-added natural gas developments.
- Continue to work closely with the BC Oil and Gas Commission.

Objective 3.2: B.C.'s "five requirements" for heavy oil pipelines and related infrastructure are addressed.[4]

Strategies

- Work collaboratively with other provincial and federal government agencies to address the "five requirements" and the roles that each agency will play.
- Act as the Government's point of contact and key liaison on proposed interprovincial oil transmission pipelines to B.C.'s coast.
- Work with the Ministry of Environment to participate in the federal environmental review of the Kinder Morgan Trans Mountain Pipeline Expansion and ensure that the project meets our Five Requirements for considering support for heavy oil projects in B.C.
- Continue to lead the B.C. Oil and Gas Major Projects Team as the forum for ensuring timely access to informantion and knowledge sharing amongst government officials and coordinating provincial reviews of National Energy Board regulated projects.

Goal 4: Healthy buildings, strong communities.

Objective 4.1: Clear, effective and balanced building and safety standards and governance frameworks.

Strategies

- Support an effective governance framework for the building regulatory system through continued implementation of BC's new Building Act.
- Provide provincial guidance and expert evaluation of innovative building solutions.
- Review the *Safety Standards Act* to provide continued effective governance framework for technical systems, equipment and industries.
- Lead sector specific engagement and plan for implementation of B.C.'s proposed Climate Leadership Plan.
- Implement regulatory changes that will enable Consumer Protection BC to oversee home inspectors in British Columbia.

[4] The "five requirements" are contained in the Province's policy paper "Requirements for B.C. to Consider Support for Heavy Oil Pipelines".

Goal 5: Stable housing, increased confidence.

Objective 5.1: Modern, affordable and accessible services that promote housing stability for renters, landlords and strata owners.

Strategies

- Reduce red tape by streamlining and simplifying processes and regulatory requirements for tenants and landlords.
- Continue to transform Residential Tenancy Branch processes to enhance services and meet growing and evolving demand.
- Implement an accessible, cost-effective dispute resolution system for strata property owners.

Performance Measure 4: Residential tenancy dispute resolution requests.

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Number of residential tenancy dispute resolution requests per 1,000 British Columbia adult population (over age 19)	6.0	5.9	5.8	5.7	5.6

Data Source: Targets for this measure are derived from records of dispute resolution requests to the Ministry's Residential Tenancy Branch and BCStats population projection data. The measure includes only those British Columbians over age 19 because of the age group categories used by BCStats.

Discussion

This measure reflects the number of applications received for formal dispute resolution services. A reduction in the number of requests for dispute resolution over time is expected to result from service improvements that include increasing access to information and resources for landlords and tenants, ensuring that enquiries and requests are addressed in a timely manner and supporting the prevention and early resolution of disputes between landlords and tenants. About one-third of all B.C. households are rental households. As the B.C. population increases every year, so too does the number of tenancies. Tying the number of dispute resolution requests to the adult population provides a comparable measure across fiscal years.

Goal 6: Committed partnerships, greater choice.

Objective 6.1: Strategic partnerships that increase housing options, decrease costs and promote effective, coordinated programs for all British Columbians.

Strategies

- Continue to implement Housing Matters, the provincial housing strategy, to ensure citizens are able

to find housing that meets their needs across British Columbia

- Facilitate the redevelopment and renovation of existing social housing.
- Review the results of the community consultation and visioning process on future uses of the Riverview Lands and make recommendations on potential options.
- Partner with the non-profit sector, local governments and developers to leverage innovative models for building, maintaining and funding social housing, and housing the homeless in private rentals.
- Facilitate partnerships with, and provide education to, local government and community agencies to encourage infill and higher-density development.
- Collaborate with our provincial, territorial and federal partners to develop long-term solutions to issues of affordable housing in Canada.

Performance Measure 5: Number of households benefiting from affordable housing programs.

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Number of households that benefit from provincial affordable housing programs	102,500	103,000	104,000	104,500	105,000

Data Source: BC Housing total households served.

Discussion

This measure is an indicator of the total number of households that benefit from subsidized housing programs each year. This includes shelters and housing with supports for those who are homeless; housing that meets the cultural needs of Aboriginal peoples; transition housing and supports for women and children fleeing violence; and assisted living and wheelchair accessible apartments for seniors and people with disabilities. This also includes an increased emphasis on rent supplements that help to connect people who are homeless to stable housing and also keep private market rents affordable for families and seniors.

Resource Summary

Core Business Area	2015/16 Restated Estimates[1]	2016/17 Estimates	2017/18 Plan	2018/19 Plan
Operating Expenses ($000)				
Upstream Development	12,524	12,546	12,627	12,690
Liquefied Natural Gas	6,063	6,341	6,351	6,332
Oil and Strategic Initiatives	1,015	1,015	1,023	1,028
Executive and Support Services	4,270	4,316	4,319	4,316
Housing	408,393	414,598	420,129	421,675
Housing Endowment Fund	12,000	14,104	12,884	12,884
Total	**444,265**	**452,920**	**457,333**	**458,925**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Executive and Support Services	1	1	1	1
Total	**1**	**1**	**1**	**1**
Capital Plan ($000)				
Housing Capital Fund	14,969	20,650	15,063	18,829
Total	**14,969**	**20,650**	**15,063**	**18,829**

Other Financing Transactions ($000)				
Oil and Gas Commission Receipts	(29,740)	(32,617)	(33,871)	(35,482)
Oil and Gas Commission Disbursements	29,740	32,617	33,871	35,482
Net Cash (Requirements)	0,000	0,000	0,000	0,000
Total Receipts	**(29,740)**	**(32,617)**	**(33,871)**	**(35,482)**
Total Disbursements	**29,740**	**32,617**	**33,871**	**35,482**
Total Net Cash Source (Requirements)	**0,000**	**0,000**	**0,000**	**0,000**

[1]For comparative purposes, amounts shown for 2015/16 have been restated to be consistent with the presentation of the 2016/17 Estimates.

*Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates."

Ministry of
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and Minister Responsible for Housing

2014/15
Annual Service Plan Report

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Published by the Ministry of Natural Gas Development and Minister Responsible for Housing

Minister's Message and Accountability Statement



British Columbia is working towards a generational economic opportunity by pursuing a liquefied natural gas (LNG) industry. Guided by British Columbia's strategies for natural gas and LNG, released in February 2012, the Ministry of Natural Gas Development is striving to realize the province's full potential. In October 2014, the Ministry hosted another successful international LNG conference in Vancouver titled, "Powering a Strong Economy: British Columbia's LNG in the Global Marketplace". In November 2014, as part of an overall competitive fiscal and policy framework for LNG, Government released its comprehensive tax for the LNG industry.

The Ministry continued to enhance the competitiveness of B.C.'s massive shale resource with royalty and infrastructure credit programs that recognize the specific challenges of developing unconventional gas in the province. This will maximize the amount of B.C. gas flowing to LNG facilities. Direct government revenue from oil and natural gas is estimated at $1.4737 billion for 2014/15, and the disposition of Crown subsurface natural gas and oil rights accumulated approximately $770 million. In addition, the Province received an estimated $638.7 million in natural gas and oil royalties. These revenues support vital public services to British Columbians such has health care and education.

Launched in October 2014, the Homeless Prevention Program is a new initiative aimed at providing people at risk of homelessness with rent supplements to help them access rental housing in the private market. The program assists youth transitioning out of care, women who have experienced violence or are at risk of violence, people leaving the correctional and hospital system, and Aboriginal people.

As one of the first steps in fulfilling government's commitment to transform services to landlords and tenants, a new Residential Tenancy website was launched in September 2014. This offers landlords and tenants easy access to clear, accurate, streamlined information. In February 2015, after many years of consultation, the Province introduced a new Building Act - the first provincial act devoted solely to building and construction - setting a framework for greater consistency, competency and innovation in B.C.'s building construction sector. The following month, the B.C. government announced an enhanced licensing system for residential builders. This will lead to higher professional standards in the residential construction sector and help protect new homebuyers.

The Ministry of Natural Gas and Minister Responsble for Housing 2014/15 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2014/15 - 2016/17 Service Plan. I am accountable for those results as reported.

Honourable Rich Coleman
Minister of Natural Gas Development and Minister Responsible for Housing
June 25, 2015

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Purpose of the Ministry

The Ministry of Natural Gas Development and Minister Responsible for Housing guides the responsible development of the province's natural gas and oil resources and its next new major industrial sector—liquefied natural gas (LNG). The Ministry also ensures that British Columbians have access to safe, affordable and appropriate housing through policy and programs, technical codes and standards, and services for landlords and tenants. Through teamwork and positive working relationships with its clients, the Ministry facilitates B.C.'s thriving, safe, environmentally responsible and competitive natural gas sector to create jobs and economic growth. In developing natural gas policies, legislation and guidelines, the Ministry consults with other ministries and levels of government, natural gas and oil production and transportation companies, First Nations, communities, environmental and industry organizations, and the public.

With regard to housing, the Ministry's stakeholders are the citizens of British Columbia and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, businesses and industry associations. Key to the Ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government. The Ministry is responsible for two Crown Corporations, the British Columbia Housing Management Commission (BC Housing) and the Oil and Gas Commission.

Strategic Direction and Context

Strategic Direction

Minister Coleman's Mandate Letter from Premier Christy Clark, dated June 10, 2013, included a number of key deliverables relating to LNG projects and their use of clean power, pipelines and pipeline corridors, home inspections and supportive housing projects. This letter may be found at the following link: (Insert hyperlink). The Ministry supports the direction in the Taxpayer Accountability Principles to reinvigorate the Government's commitment to an accountable and cost consciousness culture. The Ministry annually assesses the external risks and opportunities within the context described below as part of its strategic planning process.

Strategic Context

During 2014/15, the Ministry focused on the initiatives outlined in British Columbia's LNG Strategy and its accompanying Natural Gas Strategy, released in February 2012: http://www.gov.bc.ca/ener/natural_gas_strategy.html B.C.'s estimated natural gas resources are substantial. Production levels of marketable natural gas remained relatively unchanged in the B.C. portion of the Western Canadian Sedimentary Basin during 2014/15. Marketable natural gas production in B.C. was an estimated 42 billion cubic metres in 2014/15. Over the past year, the province made significant progress in establishing a competitive fiscal and policy framework in support of its emerging role as a stable supplier of LNG to growing Asia-Pacific markets. About 102,563 households throughout B.C. are estimated to have received subsidized housing assistance in 2014/15. This accounts for approximately six per cent of all housing in the province and includes 29,584 low-income households receiving rental assistance in the private market. The Ministry continued to work with local government and other key stakeholders to develop initiatives to increase the supply of affordable housing. The Ministry also focused on effective strata regulation and self-governance as stratas make up more than half of new residential construction.

Report on Performance

Minister Coleman's June 10, 2013 Mandate Letter contained direction from the Premier to meet eight policy objectives relating to the Ministry's budget, final investment decisions for LNG projects in B.C., clean power use for LNG projects, pipeline corridors, heavy oil pipelines, Oil and Gas Commission (OGC) operations, home inspections and supportive housing projects. Appendix C provides a report on how each of these objectives was met.

The Ministry's 2014/15 goals supported the Taxpayer Principles by focusing on outcomes for citizens and effective communication. During 2014/15, Minister Coleman and the Deputy Minister met regularly with the OGC's Chair and the Commissioner to discuss Ministry objectives and the OGC's strategic priorities. Similar meetings occurred with the BC Housing Management Commission. The Ministry approved implementation plans for the Taxpayer Accountability Principles with BC Housing and the OGC, and will develop performance measures for the 2015/16 fiscal year.

Goals, Objectives, Strategies and Performance Results

The Ministry's Goals directly supported the *BC Jobs Plan*, the Minister's June 10, 2013 Mandate Letter and Government's strategic priorities with Goals one through five focusing on job creation and economic growth and Goals six through eight supporting the strategic priority of a secure tomorrow.

Goal 1: A globally competitive Liquefied Natural Gas export industry in B.C. that supports a prosperous economy and benefits all British Columbians.

Objective 1.1: B.C. is a competitive jurisdiction for LNG investment.

Strategies

- Work with the Ministry of Finance to develop an LNG tax regime that ensures a fair share of the LNG opportunity for British Columbians while ensuring B.C. is a competitive location for the LNG industry compared to competing jurisdictions.
- Continue to work with the Oil and Gas Commission, permitting agencies and the Environmental Assessment office to ensure streamlined regulatory and permitting processes, and efficient and integrated federal/provincial environmental assessment processes.
- Continue to monitor and adapt British Columbia's natural gas regulatory framework to ensure it is competitive and that British Columbia's natural gas feeds the new LNG export projects.
- Work with proponents to confirm Final Investment Decisions have been reached for at least three LNG projects and their associated pipelines in support of having these projects in-service by 2020.
- Support the Ministry of Forests, Lands and Natural Resource Operations in the management of Crown land disposition processes to support expanding LNG interests in specific sites for LNG development.

- Support the development of pipelines, roads and electricity infrastructure required for new LNG facilities, including the development of industrial land use plans for the Douglas Channel, Kitimat and Prince Rupert areas.
- Work closely with the Ministry of Jobs, Tourism and Skills Training to develop and implement programs that address skills gaps and meet the labour needs of the LNG and natural gas sectors.
- Engage the federal government on key cross jurisdictional issues to ensure a coordinated approach to: regulation and authorization of LNG facilities on federal lands (Prince Rupert Port); GHG emissions; environmental assessments; First Nations engagement and benefits; marine traffic and safety; pipeline safety; infrastructure investment; and workforce strategy and labour market investment.

Objective 1.2: The Ministry, citizens, communities, First Nations and industry are engaged and working cooperatively to support environmentally and socially responsible LNG development in B.C.

Strategies

- Work with the Ministry of Aboriginal Relations and Reconciliation to develop and implement policies that result in First Nations' meaningful involvement in and benefit from LNG development.
- Work with the Ministry of Aboriginal Relations and Reconciliation to develop specific First Nations negotiation mandates along the pipeline corridors, LNG plant locations and marine traffic routes.
- Work with BC Hydro to ensure an adequate supply of clean electricity is available from the grid to support new investments in LNG, and in upstream natural gas and oil exploration and development.
- Work with industry to encourage the use of clean energy sources to power LNG facilities.
- Build relationships and work collaboratively with key communities and stakeholders to prepare for the emerging economic and social opportunities created by a new LNG industry.
- Work with the Climate Action Secretariat and LNG proponents to develop and implement GHG policies for the LNG sector that establish global leadership on GHG emissions, provide certainty to industry on costs, inform the environmental assessment process and incent greater use of clean energy.
- Work with the Ministry of Environment and LNG proponents to develop air emission standards and interim air quality objectives that protect human health, are consistent with leading jurisdictions and demonstrate Government's commitment to clean LNG facilities.
- Work with First Nations, communities and the Federal Government to ensure best practices are in place to guide marine traffic and the safe shipment of LNG to export markets.
- Work with proponents, First Nations and communities to provide guidance to the Environmental Assessment and permitting processes to determine the most environmentally responsible routes for LNG pipelines.

Performance Measure 1: LNG Power Supply Agreements.

Performance Measure	2012/2013 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
New power supply agreements reached with proponents focused on energy needs for LNG compression and/or ancillary power requirements	N/A	0	1	2	1	1

Data Source: Ministry of Natural Gas Development. Internal tracking documents.

Discussion

LNG liquefaction facilities require large amounts of energy both for compression and for ancillary purposes. This energy will usually come from grid power or self-generated power (using natural gas turbines) or a combination of both. Accordingly, electricity supply and grid interconnection agreements must be in place before final investment decisions (FIDs) can be made. The number of power supply agreements for LNG facilities reached is a key measure of provincial progress towards the establishment of a thriving, competitive LNG industry that is environmentally and socially responsible. The Ministry exceeded its target in 2014/2015 and expects to conclude one electricity supply and grid interconnection agreement in each of 2015/16 and 2016/17.

Goal 2: A competitive upstream natural gas sector[1] that creates jobs, revenue and economic growth.

Objective 2.1: B.C.'s upstream sector is attractive for investment and B.C.'s natural gas is the input of choice for LNG development.

Strategies

- Continuously improve geological and resource assessments for natural gas and oil, through collaboration with industry, industry associations, and academic and research institutes.
- Continue to develop a coordinated, transparent permitting and approval process with clear timelines for natural gas and oil resource development projects.
- Continue to monitor and adapt British Columbia's natural gas and oil fiscal and regulatory frameworks to ensure they are competitive and British Columbia's natural gas is used to supply the new LNG industry.
- Continue to support the development of upstream infrastructure.
- Improve the competitiveness of B.C.'s upstream sector by providing leadership, information and new policies, regulations and programs.

[1] The upstream sector includes searching for potential underground natural gas and oil, disposition of the rights to develop the underground resource, drilling of exploratory wells, and subsequently drilling and operating the producing wells.

- Modernize tenure legislation for Crown natural gas and oil resources.
- Conduct regional studies and resource assessments to enhance understanding of the geological framework that hosts B.C.'s natural gas and oil resources, improve the province's resource estimates, and encourage exploration.

Objective 2.2: Optimal revenue from the development of B.C.'s upstream natural gas and oil resources.[2]

Strategies

- Continue to hold monthly Crown natural gas and oil rights sales.
- Optimize royalty programs to create a competitive environment while generating revenues to the Crown.
- Maximize the amount of B.C.'s natural gas that feeds the LNG export plants to ensure B.C. receives full value for its natural gas resource.

Performance Measure 2: Annual investment in natural gas and oil exploration and development.

Performance Measure	2012/2013 Actual	2013/14 Actual	2014/15 Target[2]	2014/15 Estimate*	2015/16 Target	2016/17 Target
Annual investment in natural gas and oil exploration and development [1]	$5.2 billion	$5.5 billion	$6.3 billion	$7.0 billion*	$6.2 billion	$6.5 billion

Data Source: Canadian Association of Petroleum Producers (CAPP) data provided by calendar year.

*Figure for 2014/15 is an estimate based on preliminary data. Final 2014 figures will not be available until late 2015.

Discussion

Through its strategies to improve B.C.'s competitiveness, the Ministry strives to attract long term investment in B.C.'s natural gas and oil sector and related service industries. Such investment creates jobs and business opportunities throughout the province, which in turn contribute to the stability and well-being of B.C. communities. Upstream investment can be expected to increase further once LNG exports begin. A key challenge to achieving investment targets is that the markets for natural gas and oil commodities can be cyclical, as can the levels of investment in the sector. Financial markets and currency fluctuations also affect investment levels. Streamlined processes for natural gas and oil project permitting and environmental assessment, along with the timely review of tenure applications, help to reduce risk and sustain investment levels.

The 2014/15 estimate for Performance Measure 2 was $7.0 billion. Investment increased beyond expectations primarily due to activity in B.C.'s Montney region as producers continue to develop the

[2] Optimal revenue is defined as the fairest and best return that can be collected by the Crown for the use of publicly owned resources under prevailing economic, environmental and social conditions.

liquids rich portion of this resource play and actively worked to prove reserves required to supply proposed liquefied natural gas facilities. While investment in British Columbia's natural gas sector had a relatively strong year, industry activity levels were reduced as a result of a commodity price decline that began in the second quarter and accelerated through the balance of the fiscal year.

Performance Measure 3: Direct government revenue derived from natural gas and oil.

Performance Measure	2012/2013 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Direct government revenue from natural gas and oil	$1.129 billion	$1.329 billion	$1.342 billion	$1.410 billion*	$1.337 billion	$1.293 billion

Data Source: Ministry of Finance. Revenue includes natural gas and oil royalties, land sales and lease rentals.

* Includes estimated royalty revenues for February and March of 2015.

Discussion

Revenue derived from natural gas and oil operations and tenure dispositions contributes to government programs such as education and social services. This measure shows the natural gas and oil revenues collected from industry and paid into the Province's Consolidated Revenue Fund, based on data provided by Ministry program staff. Revenue from natural gas and oil includes royalty revenue and land sale revenue. B.C.'s natural gas and oil producers are subject to demand and price fluctuations in world commodity markets where their products are sold. The Ministry implements resource revenue collection mechanisms, such as natural gas and oil royalties, that are market-based to share the market and investment risk, and manage resource development. As a result, government revenues are also subject to market fluctuations and financial conditions. The revenue target was exceeded primarily as a result of high natural gas prices during the first two quarters of the fiscal year. Extremely cold weather in early 2014 led to a spike in North American natural gas prices and consequently in provincial royalty revenues. By the end of the second quarter of the fiscal year commodity prices moderated and then began a decline that persisted until the end of the fiscal.

Objective 2.3: Responsible upstream natural gas and oil development.

Strategies

- Continue collaboration with other government agencies to study the effects of natural gas and oil development on environmental and social values.
- Complete the Carbon Capture and Storage regulatory framework and work with industry to identify zones for carbon dioxide sequestration projects and opportunities for carbon dioxide use in enhanced oil recovery.
- Continue to support the replacement of diesel fuel with cleaner natural gas to power natural gas and oil drilling rigs.

- Continue working with the BC Oil and Gas Commission to develop a regulation under the *Oil and Gas Activities Act* to ensure that the use of hydraulic fracturing in natural gas and oil extraction meets the highest standards in the world.
- In consultation with other ministries and stakeholders, develop and implement new acts, regulations and programs that support the responsible development and use of natural gas and oil resources.
- Continue to work with the federal government to develop a single, effective environmental review process, maintaining the highest standards while eliminating costly and time-consuming duplication.
- Provide the government services needed to respond to increasing economic activity, in particular delivering sound, timely decisions on natural gas and oil, LNG, and related water, Crown land and other permits, authorizations and tenures.

Objective 2.4: Engaged stakeholders, communities and First Nations working collaboratively in Northeast B.C.

Strategies

- Work with local/municipal governments to facilitate effective engagement regarding upstream development activities within Northeast B.C.
- Foster working relationships among industry, the public, First Nations and landowners by clarifying and simplifying natural gas and oil resource exploration and development management processes, enhancing dispute resolution methods, and offering more support and information.
- Continue to collaborate with other ministries, agencies and Crown corporations to provide information to promote greater public understanding of the exploration and development of natural gas and oil resources.
- Support the development and continuous improvement of Strategic Engagement Agreements, other consultation agreements, and Revenue Sharing Agreements with First Nations.
- Continue to work collaboratively with the Ministry of Aboriginal Relations and Reconciliation to build effective business development relations with First Nations.
- Develop and lead public engagement initiatives related to oil and natural gas development.

Goal 3: Increased responsible export of energy resources and new markets opened for B.C.

Objective 3.1: A common oil and gas vision for B.C. and Alberta related to exports and opening new markets.

Strategies

- Establish a governance model for B.C./Alberta dialogue.

- Act as the main government liaison with Alberta on the B.C./Alberta Deputy Ministers Working Group as identified by the Premiers on July 26, 2013.
- Develop recommendations and action plans that benefit B.C.
- Support the Major Investment Office in discussions with potential energy project investors.

Goal 4: Heavy oil pipelines and related infrastructure projects benefit British Columbians.

Objective 4.1: B.C.'s "five requirements" for heavy oil pipelines and related infrastructure are addressed.[3]

Strategies

- Work collaboratively with other provincial and federal government agencies to clearly and substantially define the "five requirements" and the roles that each agency will play.

Objective 4.2: A coordinated, consistent, and timely approach to proposed pipeline projects.

Strategies

- Act as the government's single point of contact on proposed interprovincial oil transmission pipelines to B.C.'s coast.
- Act as the key liaison with oil transmission pipeline proponents.

Objective 4.3: B.C.'s interests in oil and gas at provincial, interprovincial and federal National Energy Board (NEB) hearings and negotiations are represented.

Strategies

- Continue to lead the B.C.'s Oil and Gas Major Projects Team which serves as a forum for ensuring timely access to government officials; sharing information amongst ministries and agencies; and coordinating provincial reviews of NEB-regulated projects.
- Support the B.C. Environmental Assessment Office in the NEB process related to the proposed Enbridge Northern Gateway and Kinder Morgan Canada Trans Mountain Pipeline projects.

[3] The "five requirements" are contained in the Province's policy paper "Requirements for B.C. to Consider Support for Heavy Oil Pipelines".

Goal 5: B.C.'s potential to develop a value added natural gas industry[4] is determined.

Objective 5.1: Continued collaborative work with provincial agencies.

Strategies

- Continue to work with the Major Investments Office and the Ministry of Jobs, Tourism and Skills Training, to explore and develop B.C.-based opportunities for value added natural gas developments.
- Continue to work closely with the BC Oil and Gas Commission on value added projects.

Goal 6: Healthy buildings, strong communities.

Objective 6.1: Clear, effective and balanced building and safety standards.

Strategies

- Continue to engage stakeholders in the development, application and interpretation of codes.
- Work with the BC Safety Authority to continuously improve technical product safety, and support technical innovation through timely adoption of safety codes and standards.

Objective 6.2: A clear, effective and balanced governance framework for buildings and technical equipment.

Strategies

- Establish provincial leadership in a modern, streamlined and efficient building regulatory system with uniform application of codes as a key element.
- Establish mandatory qualifications for individuals who work as local government building officials, administering and enforcing provincial building codes.

Objective 6.3: The condition of social housing stock is improved.

Strategies

- Through BC Housing, conduct building condition assessments of public and non-profit owned housing stock to establish capital expenditure requirements to maintain or improve facility conditions.

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[4] 'Value added' refers to the additional value created by recovering heavier hydrocarbons (ethane, propane, butane, etc.) or using natural gas to develop other products that attract high market value (i.e. methanol, gas-to-liquids, etc.)

Objective 6.4: Low to moderate income households in private rental accommodation are supported by expanded rental assistance programs.

Strategies

- Review current rental assistance programs to ensure low income families and seniors are adequately supported.
- Undertake research, policy reviews, and consultations to expand rental assistance programs to meet emerging needs.

Goal 7: A stable regulatory environment for housing that increases citizen confidence.

Objective 7.1: Streamlined dispute resolution services that address strata owners', landlords' and tenants' expectations for timely, affordable and efficient access to services to help prevent and resolve disputes and support consumer confidence.

Strategies

- Modernize Residential Tenancy Branch services to make it easier for tenants and landlords to access services and rely less on formal arbitration, including:
  - improved web-based information available 24/7,
  - streamlined business processes to reduce wait time for inquiries and improved quality and accuracy of information provided; and
  - increased service options to support dispute prevention and early resolution.
- Implement an accessible, cost effective dispute resolution system for strata property owners.

Performance Measure 4: Residential tenancy dispute resolution requests.

Performance Measure	2012/2013 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target[2]	2016/17 Target
Number of residential tenancy dispute resolution requests per 1,000 British Columbia adult population (over age 19)[1]	6.0	5.7	6.0	6.0	5.9	5.8

Data Source: Results are calculated using data from the Residential Tenancy Branch (RTB) and BCStats provincial population estimates and projections by 5-year age groups. BCStats population projections are a forecast of future population growth. Population estimates and projections are released by BCStats on an annual basis, are typically prepared in April and reflect population estimates and projections as of July 1st.

[1] The measure includes only those British Columbians over age 19 because of the age groupings used by BCStats.

[2] The targets for 2015/16 and 2015/17 have been updated to those used in the 2015/16-2017/18 Service Plan.

Discussion

Modernizing and streamlining Residential Tenancy Branch services continues to make it easier for tenants and landlords to access services. Significant improvements were made in 2014/15 to the Residential Tenancy Branch's web-based information and to business processes within the contact centre. The launch of a new updated website made it easier for tenants and landlords to find information on residential tenancies and improved the quality and accuracy of that information. Service improvements and re-organization of the Residential Tenancy Branch contact centre increased the number of calls that could be responded to each day and decreased telephone wait times. These improvements support the prevention and early resolution of disputes between landlords and tenants.

This measure reflects the number of applications received by the Residential Tenancy Branch for formal dispute resolution services. It is intended to measure whether service improvements and access to information and resources support landlords and tenants to avoid or resolve disputes informally. The goal is to reduce the number of applications to the Residential Tenancy Branch for dispute resolution over time. In 2014/15, there were 6.0 residential tenancy dispute resolution requests per 1,000 B.C. adults, achieving the target of 6.0.

Objective 7.2: Homeowners are protected through the strengthening of home inspector licensing.

Strategies

- Consult with industry and the public and make recommendations to improve consumer protection through stronger home inspector licensing.

Goal 8: Committed partnerships with stakeholders that create greater housing options.

Objective 8.1: Partners have increased capacity to deliver and build the kind of housing British Columbians want and need.

Strategies

- Build greater capacity through programs, resources and education within the non-profit and private sector, and local governments to increase the number of affordable housing units, both market and social housing.
- Work collaboratively with other ministries, agencies and Crown corporations to ensure the coordinated delivery of housing programs and services for vulnerable British Columbians.

Performance Measure 5: Priority groups in subsidized housing.

Performance Measure	2012/2013 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Percentage of clients belonging to priority groups in subsidized housing	89	90	85 or higher	92	85 or higher	85 or higher

Data Source: The measure is calculated by taking the current inventory of subsidized housing and determining the percentage of units that are available for each of the designated priority groups.

Discussion

This measure is an indicator of performance in ensuring that those in greatest need receive priority assistance for housing. For the purposes of the measure, the groups considered to be among those in greatest housing need include: low income or frail seniors; people with physical or mental disabilities; people with mental illness; women and children who have experienced domestic violence; individuals facing alcohol and drug addiction challenges; Aboriginal individuals and families; and people who are homeless or at risk of homelessness.[5] The targets are set to reflect the number of social housing households that fall into one of the designated priority groups, as well as the anticipated number of new and acquired housing units, all of which are targeted to priority groups, during the service plan period. The Ministry exceeded the 2014/15 target.

Objective 8.2: Partnerships that increase availability of housing options for low to moderate income households.

Strategies

- Increase the supply of affordable market rental and home ownership units by working with local governments, the non-profit housing sector, and developers to address local housing challenges and improve the economic viability in the development of affordable units.
- Support the one million strata owners and residents in B.C. with an improved strata governance system, including financial accountability, new dispute resolution mechanisms and prudent management of common assets.
- Continue to work collaboratively with other ministries, agencies and stakeholders to identify and resolve emerging strata issues and provide educational materials to strata owners, strata councils, strata property managers and developers.

[5] A more detailed discussion of the methodology for this performance measure is included in the BC Housing Service Plan 2014/15 – 2016/17.

Financial Report Summary Table

	2014/15 Estimated	Other Authorizations[1]	Total Estimated	Actual	Variance[4]
Operating Expenses ($000)					
Upstream Development[3]	**12,482**	**0**	**12,482**	**8,564**	**(3,918)**
Liquefied Natural Gas[3]	**3,972**	**1,339**	**5,311**	**7,716**	**2,405**
Oil and Strategic Initiatives	**1,012**	**0**	**1,012**	**1,222**	**210**
Executive and Support Servies[3]	**2,783**	**0**	**2,783**	**4,086**	**1,303**
Housing	**368,691**	**888**	**369,579**	**369,579**	**0**
Housing Endowment Fund	**12,000**	**0**	**12,000**	**12,000**	**0**
Sub-Total	400,940	2,227	403,167	403,167	**0**
MinistryAdjustment of Prior Year Accural[2]	**0**	**0**	**0**	**(73)**	**(73)**
Total	400,940	2,227	403,167	403,094	(73)
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Housing	**39,244**	**0**	**39,244**	**34,894**	**(4,350)**
Total	39,244	0	39,244	34,894	(4,350)
Capital Plan ($000)[2]					
Executive and Support Services.	**2,766**	**13,000**	**15,766**	**15,766**	**0**
Total	2,766	13,000	15,766	15,766	0
Other Financing Transactions ($000)					
Oil and Gas Commission Receipts	**(27,241)**	**0**	**(27,241)**	**(33,538)**	**(6,297)**
Oil and Gas Commission Disbursements	**27,241**	**0**	**27,241**	**33,538**	**6,297**
Net Cash Source (Requirements)	**0**	**0**	**0**	**0**	**0**
Total Receipts	(27,241)	0	(27,241)	(33,538)	(6,297)
Total Disbursements	27,241	0	27,241	33,538	6,297
Total Net Cash Source (Requirements)	0	0	0	0	0

[1] "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the "estimated amount" under sections 5(1) and 6(1) of the Balanced Budget and Ministerial Accountability Act for ministerial accountability for operating expenses under the Act.

[2] The Adjustment of Prior Year Accrual of $0.073 million is a reversal of accruals in the previous year.

[3] The ministry expected underspending in Upstream Development for SYD road amortization savings in Fiscal 14/15 and planned to use the savings to support LNG initiatives including legal costs which are funded in Executive & Support Services.

[4] "Variance" represents "Actual" minus "Total Estimated". If the Actual is greater than the Total Estimated, the Variance will be displayed as a positive number.

Appendix A: Contact Information and Hyperlinks

Ministry Contact Information

Deputy Minister's Office
Eighth Floor, 1810 Blanshard Street
PO Box 9319 Stn Prov Govt
Victoria, B.C. V8W 9N3
Website: http://www.gov.bc.ca/mngd/

Appendix B: List of Crowns, Agencies, Boards and Commissions

The Ministry is responsible for the following agencies, boards and commissions:
BC Housing Management Commission
Provincial Rental Housing Corporation
Oil and Gas Commission
Building Code Appeal Board
Safety Standards Appeal Board
Surface Rights Board
Homeowner Protection Office
Safety Authority of BC

Appendix C: Report on Minister Coleman's June 10, 2013 Mandate Letter from the Premier.

In the Premier's annual Mandate Letter to the Minister dated 10 June 2013, the Minister of Natural Gas Development and Minister Responsible for Housing received direction on strategic priorities for the 2014/15 fiscal year. These priorities and the ministry's resulting actions are summarized below:

Mandate Letter Direction	Ministry's Action to June 2014 *
1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the Province of British Columbia.	Budget was balanced.
2. Work with project proponents to complete negotiations and accelerate final investment decisions on B.C. LNG projects.	The LNG tax framework was announced during the introduction of the February 2014 Budget. Work continued on the fiscal and policy frameworks to provide cost certainty for LNG proponents to advance to their Final Investment Decisions. Work continued towards finalization of Project Development Agreements with selected LNG proponents to address cost certainty across a range of fiscal and policy areas.
3. Maximize the use of clean power in LNG projects while preserving maximum provincial revenue generation opportunities	Negotiations for clean energy supply continued with selected proponents for both full electricity supply, including liquefaction and ancillary, and with others only for their ancillary load requirements.
4. Secure pipeline corridors with First Nations along proposed natural gas pipeline routes	As of June 9, 2014, Framework Agreements were entered into with 21 First Nations related to new proposed natural gas pipelines. Benefit Sharing negotiations had commenced with First Nations under those Framework Agreements.
5. Work with heavy oil and refinery proponents in order to ensure clarity on provincial expectations with respect to the five requirements in order for BC to consider supporting heavy oil pipelines or projects in our province.	A Working Group was established with Alberta. The final report was submitted to the Premier and released publicly on January 27, 2014. BC and Alberta agreed to a work plan for the next 6-12 months.

6. Review the operations of the BC Oil and Gas Commission and propose changes to improve the timeliness of permitting for project applications.	The BC Oil and Gas Commission implemented a Business Transition Strategy (BTS) aimed at improving systems for permitting and other processes across the organization. Improvements to the Permitting and Authorizations elements commenced.
7. Work with the BC Association of Building Inspectors to determine and implement a new home inspector accreditation to ensure consumers buying a home can be assured that their inspector is qualified and trained to help them purchase the largest investment in their lives.	Recommendations for improvement were approved by the Minister in March 2014 and were presented to the Cabinet Committee on Secure Tomorrow mid-2014. The Ministry worked closely with the Ministry of Justice, which is responsible for the Home Inspector Licensing Regulation.
8. Successfully implement the 14 project partnership with the City of Vancouver to build 1,500 new apartments of supportive housing.	Construction has been completed on ten projects.

* Minister Coleman received a new mandate Letter from the Premier on June 10, 2014.

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Ending Fixed Term Tenancies in Special Circumstances

KEY MESSAGES:

- We recently amended the *Residential Tenancy Act* to allow tenants to end a fixed term tenancy early in cases where the tenant is fleeing family violence or has been accepted into a long-term care facility.
- These changes will come into effect by regulation, likely this summer.
- We are consulting with key stakeholders to inform the development of the regulations.
- This is a very positive step toward fulfilling our commitment to a Violence-Free BC.

Background:

- Fixed term tenancy agreements balance the needs and interests of landlords and tenants and provide for security of tenure for tenants and guaranteed income for landlords.
- A fixed term tenancy cannot be ended early unless both parties agree in writing, or it is ordered by an arbitrator.
- The legislative amendments will remove any legal liability for the tenant associated with loss of future rent by the landlord and the landlord's costs of re-renting the unit.
- The tenancy would end with one month written notice to the landlord by the tenant, accompanied by written verification from an eligible third-party verifier confirming there are grounds for the tenancy to end.
- Eligible third-party verifiers will be professionals who have expertise in assessing risk and safety related to family violence or the need for long-term care.
- The third-party verifier will complete a written statement, confirming the need for the tenancy to end.
- The regulations will identify who is qualified to be a third-party verifier and the circumstances under which they may issue a verification statement to support the end of a tenancy.

CROSS-REFERENCE / ATTACHMENTS:

None.

Contact: Jeff Vasey
Cell Phone: s.22
Date: Feb 19, 2016

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: RTB Operational Statistics

KEY MESSAGES:

- The Residential Tenancy Branch received over 22,000 applications for dispute resolution in 2015.
- Wait times are actively monitored and we are working hard to bring them in line with service standards.
- In fact, average wait times for many of the applications with greatest impact on landlords and tenants have decreased or remained stable over the previous 6 months.
- We have prioritized the scheduling of hearings to focus on the most urgent issues, such as the possession of a rental unit and emergency repairs.
- To help reduce wait times, the Residential Tenancy Branch is hiring new arbitrators.
- We are also developing new technology and processes that will enable residential tenancy disputes to be resolved faster and more efficiently.

BACKGROUND:

Operations Overview

- In 2015, the RTB:
  - Received over 22,000 applications for dispute resolution, of which 55 percent were landlord initiated and 45 percent were tenant initiated;
  - Heard approximately 19,500 disputes;
  - Issued approximately 18,400 decisions;
  - Received approximately 1000 applications for review of a previous decision; and,
  - Issued approximately 1600 fee waivers to low income applicants, 99 percent of whom are tenants (20 percent of tenant applications).
- In 2015, the RTB made changes to the online application system to make it more accessible for landlords and tenants:
  - Approximately 30 percent of applications are now filed online, up from 20 percent in 2014.

- In person services are delivered through:
  - Front counter service in Burnaby;
  - Two outreach offices in downtown Vancouver;
  - Service BC offices in 62 other communities, including the new Victoria Service BC office;
  - The Service BC office in Victoria opened in March 2015. The front counter service at the Victoria RTB office closed at the end of June 2015;
  - There are currently 2 team lead arbitrators, 28 staff arbitrators (which includes 4 new arbitrators), and 7 contract arbitrators working with RTB; and,
  - There are currently 50 information officers working with RTB.

Current Wait Times in 2016

- The RTB received an unusually high volume of applications in the summer of 2015.
- However, wait times for most types of disputes have declined or stabilized over the last six months.
- Average wait times for a direct request (uncontested order of possession) are below our service standard of two weeks.
- Average wait times for an early end to tenancy have declined and are below our service standard of four weeks.
- Average wait times for urgent matters like an order of possession for unpaid rent, or to cancel a notice to end tenancy for unpaid rent, are stable at seven weeks and remain above the service standard of five weeks.
- Average wait times for monetary hearings have increased and remain above our service standard of 17 weeks.

Telephone Calls

- In 2015 the RTB received over 286,000 phone calls, and average wait times for service are approximately 30 minutes.
- In January 2014 the RTB reorganized the call centre to handle more calls and average wait times have decreased since then.
- There have been a number of recent issues with the call centre technology. RTB is working with Shared Services to improve this problem.

CROSS-REFERENCE / ATTACHMENTS:

Appendix: Statistics

APPENDIX: Statistics

1. OPERATIONAL STATISTICS, 2011-2015

- **DIRECT REQUESTS**

  A direct request is an uncontested application for an order of possession through an ex parte proceeding.

	Average Time to Complete a Direct Request (Days)
2011	**13**
2012	**11**
2013	**12**
2014	**13**
2015	**9**

- **URGENT MATTERS**

  OPC stands for Order of Possession for Cause

  OPR stands for Orders of Possession for unpaid rent.

  CNC stands for Cancel a Notice to End Tenancy for Cause.

	Average Wait Times for OPC (days)	**Average Wait Times for OPR** (days)	**Average Wait Times for CNC** (days)
2011	**21**	**22**	**22**
2012	**25**	**26**	**26**
2013	**30**	**31**	**33**
2014	**38**	**42**	**45**
2015	**41**	**34**	**45**

- **MONETARY ORDERS**

  MNDC is an application for a Monetary Order for Damage or Compensation.

  MNSD is an application for a Monetary Order for a Security Deposit.

  Both landlords and tenants may apply using either code.

	Average Wait Times for MNDC (days)	**Average Wait Times for MNSD** (days)
2011	**51**	**59**
2012	**47**	**53**
2013	**58**	**64**
2014	**93**	**108**
2015	**140**	**143**

- **PHONE STATISTICS**

	Number of calls	**Average Wait Times** (minutes)
2011	**N/A**	**N/A**
2012	**N/A**	**N/A**
2013 ***(Data unavailable for first 3 months of 2013)***	**202,752**	**45**
2014	**270,424**	**33**
2015	**286,163**	**35**

2. WAIT TIMES (previous 6 months)

Average wait times (weeks) over the previous 6 months				
	Direct Request 2 week service standard	**ET Early** 4 week service standard	**Urgent** 5 week service standard	**Monetary** 17 week service standard
Sep 2015	**1**	**4**	**9**	**22.5**
Oct 2015	**1**	**5**	**8**	**21.5**
Nov 2015	**2**	**5**	**8**	**23**
Dec 2015	**2.5**	**4**	**7.5**	**22.5**
Jan 2016	**1**	**3.5**	**6.5**	**25.5**
Feb 2016	**2**	**3.5**	**7**	**24.8**

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: RTB Fee Increase

KEY MESSAGES:

- In January 2016 RTB increased application fees from $50 - $100 dollars.
- Revenue from the fee increase has contributed to a budget lift of $585,000 dollars this fiscal year.
- The budget lift is being used to:
  - filled three (net) new arbitrator positions (new staff started March 14, 2016);
  - increase hearing capacity and decrease hearing wait times; and,
  - expand online services and alternative dispute resolution options.
- These initiatives will support a strong rental housing market.

BACKGROUND:

Fee Increase

- Application fees for dispute resolution have three purposes:
  - contribute to the cost of providing a public service;
  - shift costs from taxpayers to users; and,
  - discourage frivolous and vexatious litigants.
- RTB fees have not changed since 1998.
- Dispute resolution costs and volume continue to increase.
- RTB received more than 22,700 applications for dispute resolution in 2015, a 6.5 percent increase from 2014.
- Fee revenue goes to the Consolidated Revenue Fund, from which RTB receives its budget.
- Fee revenue offsets 21 percent of the Branch budget, an increase from 11 percent under the previous fee schedule.
- The cost for each arbitrator FTE is approximately $100,000 dollars.
- Low-income people continue to be able to apply for fee waivers.
- Both applicants and respondents may seek reimbursement from the unsuccessful party.

CROSS-REFERENCE / ATTACHMENTS:

C38 – RTB Operational Statistics

Contact: Jeff Vasey
Cell Phone: s.22
Date: March 7, 2016

Estimate Note: C34
OHCS Ref 20413

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Business Transformation:
Solution Explorer, Calculator Tools, Dispute Resolution Platform

KEY MESSAGES:

- The *Residential Tenancy Act* and the *Manufactured Home Park Tenancy Act* were amended and, when brought into force, will provide modern, user-friendly citizen service and more effective dispute resolution processes by:
  - Creating a facilitated settlement process; and,
  - Enabling dispute resolution business to be done online including the ability to serve documents and share evidence electronically
- The Residential Tenancy Branch recently launched five online calculator tools for use on desktop or mobile devices. These help tenants and landlords determine important information about rent increases, application for dispute resolution timelines and information related to deposits.
- A Solution Explorer tool is under development.
  - Using a guided question and answer process, it will provide a range of information and support on the most common issues and disputes.
  - The online application will allow people to either find a solution, or better manage their tenancy disputes.
  - It will be available 24 hours a day, 7 days a week.
- Application processes are being reviewed to streamline specific dispute types similar to the direct request process.

BACKGROUND:

- The Residential Tenancy Branch has previously improved services, including:
  - An updated website with plain language information on tenancy laws and regulations;
  - Prioritized scheduling of hearings to focus on the most urgent issues; and,
  - Increased the number of telephone calls the Branch answers.

Legislative Amendments – Business Transformation

- The *Residential Tenancy Act* and *Manufactured Home Park Tenancy Act* were amended in the Spring of 2015 to allow the Residential Tenancy Branch to do more business online.
- The amendments, when brought into force will allow for more effective dispute resolution options supporting the Province's goal of reducing red tape and embracing changing technology.
- The amendments will be brought into force by regulation in late 2016 or early 2017.

Calculator Tools

- The five calculator tools are:
  - The deadline to dispute a Notice to End Tenancy;
  - When a tenant should receive their deposit(s);
  - When and how much the rent can be increased;
  - When a landlord can file for an order of possession; and,
  - When a landlord must return a deposit(s), or apply to keep it.

- The benefits include:
  - Simple, plain-language information;
  - Compatibility with tablets and smart phones;
  - Convenient answers to simpler information requests; and,
  - Frees up staff to tackle more complex questions and issues.

Solution Explorer

- The Solution Explorer tool will offer:
  - Claim validation: quickly identifies the specific type of tenancy problem or dispute;
  - Information: delivers specific and portable information about the type of problem or dispute; and,
  - Self-Help Options: provides action-oriented steps to allow a user to begin to manage or resolve the dispute.
- Development and testing are underway and is expected to launch in 2016.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Administrative Penalties and Enforcement

KEY MESSAGES:

- Most landlords and tenants fulfil their responsibilities and comply with the law. The majority of disputes are settled by landlords and tenants themselves.
- The Residential Tenancy Branch provides dispute resolution services to tenants and landlords when they cannot reach an agreement on their own.
- Through the Community Charter and the Vancouver Charter, local government has the authority to establish and enforce standards of maintenance bylaws for existing buildings.
- The Residential Tenancy Branch reserves administrative penalties for serious, repeated and deliberate contraventions of tenancy laws and dispute resolution outcomes.
- The Branch recently completed a review of the administrative penalty framework, the corresponding report was released in March.
- Based on the report's findings, we will be making changes to strengthen the administrative penalty framework.

Administrative penalties

- The purpose of administrative penalties is to encourage landlords and tenants to comply with residential tenancy legislation.
- Before imposing an administrative penalty, the Director must consider a number of factors including previous contraventions and the gravity and magnitude of the contravention.
- Between January 2012 and April 2016, the Residential Tenancy Branch received 32 requests for administrative penalties. Seven warning letters and two advisory letters were issued, two administrative penalties were levied and two investigations are underway.
- As part of our responsibility to create good public policy we are continually engaged in reviewing the effectiveness of legislation and policy.

Enforcement

- Orders made by the Residential Tenancy Branch are legally binding and enforceable.
- Landlords and tenants are required to comply with decisions and orders in the same way that everyone is expected to comply with court orders.
- As with any administrative justice process there will be situations where one of the parties may need to pursue enforcement through the courts.
- The enforcement process is similar to that of other administrative tribunals and Small Claims Court.

Repairs and maintenance

- Provincial and local governments each have a role to play in addressing maintenance and safety concerns in residential buildings.
- The *Residential Tenancy Act* and *Manufactured Home Park Tenancy Act* establish the legal obligations of landlords and tenants to maintain rental properties.
- Landlords must maintain properties in a state of repair that meets housing, health, and safety standards required by law.
- When a landlord hasn't conducted repairs or has restricted access to services, tenants can apply through the Residential Tenancy Branch for a reduction in rent or a repair order.
- Municipalities can levy fines, conduct inspections, approve permits and licences, identify unsafe conditions, and require repairs to be done where needed.

BACKGROUND:

Enforcement

- Tenant advocates have lobbied for the Residential Tenancy Branch to have a stronger enforcement role and make greater use of its authority to levy administrative penalties.
- Tenant advocates say enforcement provisions need to be improved and that the process for tenants to enforce decisions can be expensive, time consuming and administratively cumbersome.
- Like all civil justice proceedings, orders issued by the Residential Tenancy Branch can be enforced by the courts:
  - Monetary orders are enforced through the Provincial Court; and,
  - Orders of possession are enforced through Supreme Court.

Administrative Penalties

- The *Residential Tenancy Act* and the *Manufactured Home Park Tenancy Act* provide the director with authority to levy administrative penalties.
- When the branch receives a request for an administrative penalty, it is assessed using criteria set out in the legislation.

Maintenance and Repairs

- Landlords and tenants share responsibility for maintaining the rental property.
- Landlords are obligated to maintain properties in a state of repair that meet housing, health, and safety standards required by law and that are suitable for occupation by a tenant.
- Tenants are responsible for repairing damage caused by anyone living in or visiting the unit – including pets. Tenants must also maintain a reasonable standard of health and cleanliness in the unit and surrounding common areas.
- Municipalities have primary responsibility for addressing maintenance and safety issues in their communities.
- Circumstances vary across the province. Some municipalities have adopted standards of maintenance bylaws and have provisions for enforcing them (such as fines for landlords who do not comply); other municipalities have not.

CROSS-REFERENCE / ATTACHMENTS:

Decision Note – Administrative Penalty Legislative Amendments (Ref. 20569)

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
DECISION NOTE

DATE: February 26, 2016

PREPARED FOR: Honourable Rich Coleman, Minister

ISSUE: Administrative Penalty Legislative Amendments

BACKGROUND:

In May 2015, the Minister committed to conduct and publicly release a review of the Residential Tenancy Branch's administrative penalty framework. The review is complete and options for improvement have been identified. These are set out in a separate decision note for the Minister.

The *Residential Tenancy Act* and the *Manufactured Home Park Tenancy Act* provide authority for the director to take both proactive and reactive action to encourage compliance with the law and with tenancy agreements. The ultimate goal, as outlined in Housing Matters BC, is to balance safety, economic and social interests and contribute to safe affordable housing.

The policy goal of administrative penalties is to address serious, repeated and deliberate acts of non-compliance with the law or with orders of the director such as those affecting multiple tenants or landlords (e.g. serial bad tenants; inadequate maintenance of multi–unit buildings by landlords). Such circumstances are not ideally resolved through individual applications for dispute resolution.

The review of the administrative penalty framework not only identified challenges with the existing processes and the authority of the director but also highlighted opportunities to strengthen and improve the use and effectiveness of the existing compliance and enforcement tools currently provided for in the legislation.

DISCUSSION:

Administrative penalties are a mechanism for enforcing compliance with legislation. They are intended to act as a deterrent to non-compliance rather than a punishment.

Concerns continue to be expressed by the public, landlord and tenant stakeholders and members of the opposition that the Residential Tenancy Branch is not adequately enforcing compliance with the province's tenancy laws through its powers to conduct investigations and levy administrative penalties.

Authority for the director to conduct investigations and levy administrative penalties was added to the *Residential Tenancy Act* and the *Manufactured Home Park Tenancy Act* in 2006 and brought into force respectively in 2006 and 2008.

While significant improvements can be made to existing processes, additional changes to the legislation may further strengthen and improve the director's role in compliance and enforcement. Additional policy analysis and consultations with RTB's solicitor and key stakeholders are required to finalize anticipated amendments.

Should the Minister support the option to undertake legislative amendments, that information will be conveyed to Cabinet Operations and RTB staff will undertake the development of additional materials as required by Cabinet.

OPTIONS:

s.13

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
DECISION NOTE

RECOMMENDATION:

s.13

Approved/Not Approved

_____ _____

Honourable Rich Coleman Date
Minister

Prepared by:	**Reviewed by:**	**Initial**	**Date:**
Audrey Panter Senior Policy Analyst Residential Tenancy Branch Phone # 250-818-5749	Janet Donald Director of Policy Residential Tenancy Branch	_____	_____
	Greg Steves Executive Director Residential Tenancy Branch	_____	_____
	Jeff Vasey Assistant Deputy Minister Office of Housing and Construction Standards	_____	_____
	Dave Nikolejsin Deputy Minister Ministry of Natural Gas Development and Minister Responsible for Housing	_____	_____

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Service BC to Deliver RTB Front Counter Services in Victoria

KEY MESSAGES:

- The provincial government opened a new Service BC centre in Victoria in spring 2015 as part of our commitment to delivering services to the public effectively and affordably.
- The new Service BC centre provides citizens one-stop access to services in Victoria, consolidating multiple services under one roof – significantly improving access to service.
- The Service BC centre assists landlords and tenants with basic questions and accepts applications and payments for dispute resolution.
- Typically, telephone is the first point of contact for members of the public to connect with the Residential Tenancy Branch.
- Citizens can also find information on government's website.
- Landlords and tenants can submit applications for dispute resolution online.

Background:

- The new Service BC Centre in Victoria opened on March 30, 2015.
- The RTB in Victoria closed front counter services on June 30, 2015.
- Service BC now provides RTB front counter services.
- Telephone is currently the first point of contact for most landlords and tenants to connect with the Residential Tenancy Branch (RTB). Landlords and tenants phone the RTB five times more often than they visit our offices.
- Service BC Centres assist landlords and tenants with basic questions and accept applications and payments for dispute resolution.
- Citizens can also find information on the government's website, and the RTB is implementing new web-based services that will be the primary channel for accessing residential tenancy information.
- The RTB has improved its online application system to make it easier and more convenient to apply online for dispute resolution.

Information Officer Pilot Project

- Starting in February 2016, the RTB sent an Information Officer to the Service BC location in Victoria one day per week for six weeks.
- The Information Officer assists Service BC staff by offering expertise and answering in depth questions from staff about RTB operations.
- The Information Officer assists applicants with the online application form.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Rent Control

KEY MESSAGES:

- The allowable rent increase for 2016 is 2.9 percent.
- That is based on the current allowable rent increase formula of 2 percent plus inflation annually.
- For manufactured homes, the allowable increase is 2.9 percent plus a proportional amount of utility fees and local government tax increases.
- The Province sets limits on rent increases to balance landlords' need for a fair return on investment with the need to keep rental housing affordable.

Background:

- One rent increase is allowed annually.
- Rent increases are not restricted between tenancies.
- If a landlord wants an additional rent increase beyond the maximum allowable amount, they must make an application to the Residential Tenancy Branch.
- An additional rent increase will only be considered if:
  - rent for one unit or building is significantly lower than rent for similar units in the same geographic area;
  - the landlord has completed significant costly repairs or renovations as a result of unforeseen circumstances; or,
  - the landlord has lost money due to an extraordinary increase in the property's operating expenses.

Rent Control Debate

- The Province determined it would not change the maximum allowable rent increase for residential tenancies, setting it at 2.9 percent for 2016.
- The tension between tenant security and affordability on the one hand, and the quality and supply of rental housing on the other, continues to be an issue.
- Landlords are concerned that the current rent increase formula has not kept pace with increasing costs and constrains their ability to maintain buildings or to save for renovations and repairs.
- In contrast, tenant groups have asked the provincial government to tighten rent control.

Rent Increase for Manufactured Home Parks

- To improve the financial viability of manufactured home parks, the Province amended the Manufactured Home Park Tenancy Regulation in 2007 to enable landlords to raise pad rental fees to reflect increases in property taxes and utilities (by a proportional amount).
- Tenant stakeholder groups say that tenants should not have to bear the costs of the 'proportional amount' and that these costs should be covered by landlords as part of the cost of doing business.
- A manufactured home park landlord may ask a tenant to agree to a rent increase that is greater than the annual allowable amount.
- If the tenant does not agree, the landlord may apply to the Residential Tenancy Branch for an additional rent increase.
- The landlord must demonstrate that an additional rent increase is warranted, for example:
  - the landlord has incurred a financial loss from an extraordinary increase in the operating expenses of the manufactured home park; or,
  - the landlord has completed significant repairs or renovations to the manufactured home park in which the manufactured home site is located that:
    - are reasonable and necessary, and
    - will not recur within a time period that is reasonable for the repair or renovation.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Fixed Term Tenancies (back to back)

KEY MESSAGES:

- The Province sets the allowable annual rent increase. The rent increase formula is two percent plus inflation.
- Rent increases between tenancies are not limited by the current legislative provisions.
- The use of back to back fixed term tenancies with the same tenant is not consistent with the intent of the legislation on rent control.
- Fixed-term tenancy agreements balance the needs and interests of landlords and tenants, providing security of tenure for tenants and guaranteed income for landlords.
- If the agreement contains a "move out" clause that was agreed to by the tenant and landlord, the tenancy will end at the conclusion of the fixed term.
- If parties choose to enter into a new contract, then a new tenancy begins with whatever terms they have agreed upon.
- Recent changes to the Residential Tenancy Act will allow tenants to end a lease early, in cases where the tenant is fleeing family violence or has been accepted into a long-term care facility.

BACKGROUND:

- MLA Shane Simpson raised this issue during 2014/15 Estimates.
- Some landlords are using back-to-back fixed term tenancy agreements to avoid rent control provisions by offering a new tenancy agreement to the same tenant for the same rental unit at the end of the fixed term tenancy, with significantly increased rent.
- Tenants with few options may feel they have no choice but to sign another tenancy agreement at a higher rent. Tenant groups feel this is exploitative and not in the spirit of the legislation.
- Tenant advocacy groups recommend that the *Residential Tenancy Act* be amended to prevent landlords from using this approach.
- The Ministry is not considering amending the legislation at this time.

CROSS-REFERENCE / ATTACHMENTS:

None.

Contact: Jeff Vasey
Cell Phone: s.22
Date: Feb 19, 2016

Estimate Note: C35

OHCS Ref 20418

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Floating Homes

KEY MESSAGES:

- To date, the Residential Tenancy Branch has not accepted jurisdiction of any applications for dispute resolution involving agreements between floating home owners and marinas.
- We are proposing to provide policy and legislative clarification stating that floating home disputes are not within the jurisdiction of the Residential Tenancy Branch.
- Floating home owners and marinas can continue to seek resolution of disputes through the courts.
- Additionally, dispute resolution for floating home owners and marinas will be available through the new Civil Resolution Tribunal.

Float Homes as Rental Units

- If a floating home owner rents out his floating home to a third party, then that would be a tenancy agreement that is covered under the *Residential Tenancy Act*.

BACKGROUND:

- There are approximately 430 floating homes in 35 floating home communities in British Columbia.
- The Floating Home Association Pacific argues that floating home owners should be provided tenancy protection under the *Manufactured Home Park Tenancy Act*.
- Marina owners argue that operational needs for marinas and manufactured home parks are not the same and that the *Manufactured Home Park Tenancy Act* should not apply to floating homes.
- The Residential Tenancy Branch currently receives very few applications for dispute resolution regarding floating homes.
- Residential Tenancy Branch staff are not aware of any applications between floating home owners and marina operators where the Branch has taken jurisdiction over the matter.
- Our legal advice confirms that licence to occupy agreements between floating home owners and marinas do not fall under the *Manufactured Home Park Tenancy Act*.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: Manufactured Home Park Closures and Home Sales

KEY MESSAGES:

- Manufactured home parks are an important source of affordable housing in British Columbia.

Manufactured Home Park Closures

- Provisions balance the park owner's need to manage the use of their land with the home owner's need for stability and time to plan their relocation.
- If the landlord plans to use all or most of the park for a different purpose they must:
  - Serve 12-Month Notice to End Tenancy for Conversion of Manufactured Home Park; and,
  - Provide compensation equal to one year's rent.
- These provisions balance the park owner's need to manage the use of their land with the home owner's need for stability and time to plan their relocation.
- The landlord must have all required local government permits and approvals in place before issuing a Notice to End Tenancy.
- Tenants may file an application for dispute resolution with the Residential Tenancy Branch if they do not agree with the Notice to End Tenancy.

Selling a Manufactured Home ("Assignment")

- A manufactured home park tenancy agreement covers the site for the manufactured home – the tenant owns the home and the landlord owns the land that the home sits on.
- When someone wants to sell their manufactured home on a site, they must get the landlord's permission to re-assign the tenancy agreement to the new home owner.
- The landlord may only withhold permission for reasons outlined in the legislation. For example, the home owner owes the landlord rent or the manufactured home does not comply with health and safety standards.

BACKGROUND:

- Over the past decade, economic pressures and opportunities have lead some manufactured home park owners in British Columbia to redevelop the land for other uses, reducing the supply of affordable housing in the community.

City of Surrey – Manufactured Home Park Redevelopment and Strata Conversion Policy

- In July 2015, Surrey Council reviewed a revised policy intended to provide additional protections for tenants of manufactured home parks. The policy has not yet been implemented.
- The proposed revisions would ensure or require that the landlord provide:
  - Advanced notice to tenants of potential proposed park closure;
  - Options for alternative, affordable housing;
  - Option to reimburse tenants for relocating their home or receive cash-in-lieu to be used for alternate housing;
  - Option for tenants to remain on site in affordable rental market housing.
- These provisions would be in addition to any provincially mandated requirements.
- The City of Coquitlam is seen to have the most comprehensive policy meant to provide displaced tenants with greater notification and support than is currently required under the *Manufactured Home Park Tenancy Act*.
- Surrey's proposed policy has adopted a number of elements from Coquitlam's policy.

Port Edward Trailer Court – Port Edward

- Stonecliff Properties Ltd. is the owner of Port Edward Trailer Court, a 65-unit manufactured home park in Port Edward, a small community south of Prince Rupert.
- The owner originally bought the park and tried to buy an adjacent piece of crown land and expand the park, but was unsuccessful.
- The owners determined that the manufactured home park required critical repairs to its infrastructure, but attempts to address the repairs were met with opposition from the tenants.
- Citing the inability to complete these repairs, the owners decided to close the park. As a result, the manufactured home park closed on August 31, 2015.
- Tenants expressed extensive opposition leading up to the park closure.
  - Since September 2014, there were 12 applications to cancel a Notice to End Tenancy for landlord's intention to convert a manufactured home park to another use.
  - All of the tenant applications to cancel the Notice to End Tenancy were dismissed.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Vancouver Renter's Advisory Committee Report

KEY MESSAGES:

- We are aware of this report and have reviewed it.
- Some of the recommendations are things we have already implemented.
    - For example, we introduced changes to allow for the early end of a fixed-term tenancy by a tenant who is fleeing family violence or has been accepted into a long-term care facility.
    - Also, applicants who are requesting a fee waiver can now apply online.
- There are a number of other recommendations that we are looking at and that may be addressed in future changes.
- We regularly review the Residential Tenancy Act and update it to ensure it continues to balance the rights and responsibilities of tenants and landlords.

Background:

- In November 2015, the City of Vancouver's Renters Advisory Committee released a report, (attached) "Rental Recommendations 2015: Reforming the BC Residential Tenancy System," which recommends a number of changes to the Residential Tenancy Act.
- The Mayor of Vancouver sent a letter dated April 12, 2016 (attached) to the Premier and Minster Rich Coleman highlighting a number of recommendations from the report.
- The report states it aims to identify "potential changes to increase resources for this city's renters, to strengthen the protections in our tenancy legislation, and to support affordable rental housing in Vancouver."
- Many of the report's recommendations reflect changes that have already been made or are underway – such as accepting fee waivers when an application is made online, allowing tenants fleeing domestic violence to have a way out of fixed-term tenancies, and the ability to do more business online.
- The RTB was not consulted on the report.

CROSS-REFERENCE / ATTACHMENTS:

C31 - Ending Fixed Term Tenancies in Special Circumstances
C32 - Evictions for Renovations (Renovictions)
C40 - Rent Control

City of Vancouver Rental Advisory Report (November 2015)
Briefing Note (November 17, 2015)
Letter from City of Vancouver (April 12, 2016)

Attachment 1:

Summary of City of Vancouver Renters' Recommendations 2015 and Recommended Response

The recommended responses fall into three main categories:

1. Work underway
2. To not consider the recommendation at this time
3. To undertake further review of the recommendation

Other responses are:

1. Completed
2. Not an RTB responsibility

Committee Recommendation		Recommended RTB Response
1.	Modify the act to create a clear regime to govern tenants who are renting out one of their rooms with their landlord's consen.t	**WORK UNDERWAY** Policy guideline that deals with sublets, roommates and assignments currently under revision – should be done by in spring 2016.
2.	The act should include provisions for transitional housing and provide clarity about whether housing is transitional or not. E.g. "some non-profit operators have claimed that they operate transitional housing that is not subject to the RTA."	**WORK UNDERWAY** Project on supportive housing is underway– one key learning to date is the need to provide a definition of transitional and rehabilitative housing. Completion in spring 2016.
3.	The act should include some protections for renters who share their accommodation with the owner of the rental unit, even if the entire Act does not apply.	To not consider this at this time.
4.	Record RTB hearings and keep them on file until the time frame to apply for judicial review expires. Alternatively, remove the rule which prevents tenants and landlords from recording their own hearings.	To not consider this at this time.
5.	Accept fee waivers when an application for dispute resolution is submitted online.	**Completed** – implemented October 2015.
6.	Tenant fees for accessing dispute resolution procedures should be automatically waived where it is possible to identify that a tenant is low-income.	To undertake further review

Committee Recommendation	Recommended RTB Response
7. Ensure that hold times on the Branch's information line meet acceptable service standards, especially at key times of the month.	**WORK UNDERWAY** Part of our ongoing quality assurance process.
8. Expand Infoline Service Hours until 6:30pm.	To undertake further review of this recommendation.
9. Amend the act to allow for direct requests for tenants seeking the return of a security deposit (Direct request is expedited process where the Branch issues orders without needing to hold a full dispute resolution hearing).	**WORK UNDERWAY**
10. Provide translators for dispute resolution hearings as necessary (In Vancouver, around 40% of residents do not count English as their first language).	To not consider this at this time. Parties can have an assistant, advocate, agent or translator. This policy is consistent with participants in civil court matters who are responsible for obtaining and paying their translators.
11. The Branch should amend their forms to include a place to write specifics of any allegations so that respondents know what they're accused of before any hearing. This would include written reasons for, say, the termination of a tenancy, along with particulars of any alleged acts or omissions by the tenant.	**Completed**
12. Switch evidence submission timelines so that the party with the burden of proof provides their evidence and submissions first, and then the other party has time to submit their evidence and submissions afterward.	To undertake further review of this recommendation.
13. Create a mandatory minimum penalty that is awarded to a tenant if a landlord breaks the law and evicts them without following the proper legal process.	**WORK UNDERWAY** In March 2016, the Residential Tenancy Branch publicly released a review of the *Residential Tenancy Act's* administrative penalty framework. The Branch is looking at ways encourage compliance through education and awareness to enforcement.
14. Increase the penalty for a Notice to End Tenancy that was issued in bad faith.	To undertake further review of this recommendation.

Committee Recommendation	Recommended RTB Response
15. Before a landlord is able to hire a bailiff to evict a tenant, the landlord should have to swear that their Order of Possession has not been appealed.	**NOT a RTB RESPONSIBILITY** The requirements to be satisfied prior to issuing a Writ of Possession lie with the Supreme Court.
16. RTB should issue administrative penalties in cases where they are warranted.	**WORK UNDERWAY** In March 2016, the Residential Tenancy Branch publicly released a review of the *Residential Tenancy Act's* administrative penalty framework. The Branch is looking at ways encourage compliance through education and awareness to enforcement.
17. RTB should have legal power to inspect buildings as part of issuing monetary penalties.	**WORK UNDERWAY** In March 2016, the Residential Tenancy Branch publicly released a review of the *Residential Tenancy Act's* administrative penalty framework. The Branch is looking at ways encourage compliance through education and awareness to enforcement.
18. Act should be amended to provide that where parties renew a fixed term tenancy agreement for the same property, rent increases are limited in the same manner as if the tenancy had continued uninterrupted.	To undertake further review of this recommendation.
19. The act should be amended to state that if a landlord repeatedly offers a tenant fixed term tenancy agreements with vacate clauses at the end, the third consecutive agreement automatically turns into a month-to-month tenancy at the end of its term.	To undertake further review of this recommendation.
20. Provide the ability to restore tenancies for tenants who were prevented from paying rent on time because of specified exceptional circumstances, but are able to remedy the situation expeditiously.	To undertake further review of this recommendation.
21. The act currently prohibits application and processing fees. We recommend prohibiting application deposits, too.	To undertake further review of this recommendation.
22. Place rent control on the unit for Single Room Accommodation units.	To not consider this time.

23.	Review the rent increase formula.	**WORK ONGOING** Formula is regularly reviewed, most recently in 2013 at the request of a landlord association.
24.	Require landlords to issue a notice of problems with a tenancy and to give tenants a reasonable chance to rectify problems before issuing a Notice to End Tenancy for Cause. RTB should issue a form for landlords to use for giving formal notice of problems with a tenancy.	To undertake further review of this recommendation.
25.	All non-profit housing providers should have to provide two full months' notice when a subsidy is being reduced or removed.	To undertake further review of this recommendation.
26.	All non-profit housing providers should have to disclose the amount of subsidy they are providing to renters so that renters know what their rent will be should the subsidy ever be removed.	To undertake further review of this recommendation.
27.	The act should mandate that arbitrators set appropriate timelines that are fair and just in all the circumstances when issuing orders of possession.	To undertake further review of this recommendation.
28.	Extend the notice period for evictions where a tenant must leave a property because of renovations or a family's use of the property.	To not consider this at this time. Notice period is currently two months.
29.	Amend the act so that landlords must provide tenants with compensation where the tenant has to vacate a rental unit in order to comply with a municipal order.	To undertake further review of this recommendation.
30.	Amend the act to allow renters first right of refusal with the same rate of rent increase that would have applied had the tenancy not been interrupted by the renovation.	To not considering this at this time.
31.	Amend the act to allow tenants fleeing domestic violence to have a way out of fixed term tenancies.	**WORK UNDERWAY** Legislative amendments passed third reading on November 16, 2015. OIC to bring amendments into force in Summer 2016.

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MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Evictions for Renovations (Renovictions)

KEY MESSAGES:

- A landlord may issue a notice to end a tenancy if they plan, in good faith, to undertake renovations that require the building or rental unit to be empty.
- This type of renovation would not include cosmetic improvements such as painting, counter top or carpet replacement.
- A landlord must:
  - have all permits and approvals prior to issuing a notice to end tenancy;
  - give two months' notice; and,
  - compensate the tenant with one month's rent.
- A tenant may dispute the notice if they believe the landlord has ended a tenancy without a valid reason, including if the scale of the renovations does not necessitate the tenant vacate the suite.
- An arbitrator would make a determination, based on evidence submitted, as to whether the circumstances require the tenant to vacate the suite.

BACKGROUND:

- Renoviction is a term used when landlords evict tenants to renovate their units and ultimately increase rent.
- A landlord is not obligated to rent the unit back to the tenant once the renovations are complete.
- If the tenancy agreement is for a fixed length of time, the landlord cannot end the tenancy before the tenancy agreement expires, unless the tenant agrees in writing.
- Local governments may establish additional tenant protections for developers seeking rezoning or development permits.
- Much of the purpose-built rental stock is aging and needs significant repair. Rental stock is also being lost, often to re-development or through conversion to strata units.
- The 2010/11-2014/15 Dispute Resolution Report indicates less than 3 percent of tenants' applications for dispute resolution are to cancel a Notice to End Tenancy for landlord's use.

City of Vancouver – Renters' Advisory Committee

- In April 2015, Vancouver City Council requested that the Renters' Advisory Committee review British Columbia's *Residential Tenancy Act* and recommend changes that would:
  - increase resources for the city's renters;
  - strengthen the protections in the tenancy legislation; and,
  - support affordable rental housing in Vancouver.
- The Committee presented the report to Council on November 17, 2015 and did not request input from RTB.
- The report made 32 recommendations including extending the eviction notice period for landlord's use of property from two months to three.
- The RTB is not considering amending the notice period at this time and were already addressing a number of recommendations from the report.
- More than half of the recommendations would likely require legislative or regulatory change, some require policy or operational changes, and most would have a corresponding resource impact (see Attachment 1).

City of Vancouver - Tenant Relocation and Protection Policy

- In Vancouver, when redevelopment or major renovation activity will displace tenants, permit applicants must complete a tenant relocation plan or tenant impact statement.
- On December 10, 2015 the City of Vancouver passed its new Tenant Relocation and Protection Policy (see Attachment 2).
- This Tenant Relocation and Protection Policy lays out additional protections for displaced tenants that require the permit applicant to:
  - Provide additional financial compensation based on length of tenancy [above the one month's compensation required by the *Residential Tenancy Act]*;
  - Provide assistance in finding new accommodation of a comparable type and rent;
  - Arrange for an insured moving company, or offer a flat rate payout for moving expenses; and
  - In certain circumstances, offer the right of first refusal for existing tenants to move back into the new building with a 20 percent discount off starting market rents.
- The Policy applies to new permit applications opened on or after February 15, 2016.

CROSS-REFERENCE / ATTACHMENTS:

C33 – James Bay Renovictions (Victoria)

C28 – Administrative Penalties and Enforcement (including repairs and maintenance)

Attachment 1 - Summary of City of Vancouver Renters' Recommendations 2015 and Recommended Response

Attachment 2 - City of Vancouver Tenant Relocation and Protection Policy

CITY OF VANCOUVER

Mayor Gregor Robertson
Le maire Gregor Robertson
羅品信市長
ਗਰੈਗਰ ਰੌਬਰਟਸਨ, ਮੇਅਰ
Punong-bayan Gregor Robertson

niʔ ct xaɬəmətəl̓, tə ɬniməɬ, tə təməxʷ ʔiʔ tə k̓ʷaẋk̓ʷə 1 *
We watch over the land and sea and in turn they watch over us.

April 12, 2016

The Honourable Christy Clark
Premier's Office
West Annex, Parliament Buildings
Victoria, B.C. V8V 1X4

The Honourable Rich Coleman
Minister of Natural Gas Development and
Minister Responsible for Housing and
Deputy Premier
Room 128, Parliament Buildings
Victoria, B.C. V8V 1X4

Dear Premier Clark and Minister Coleman,

Re: Immediate Action Needed to Protect Tenants from Displacement

The pressure on Vancouver's housing market, including historic high home prices and rates of development, have meant significant challenges for the city's renters, who make up over 50% of Vancouver's population. Low vacancy and availability of housing have led many renters to pay more than they can afford on rent, with 35% of renters in Vancouver paying over 30% of their income on rent. Housing pressures have also made it hard for tenants to find housing that meets their needs.

These challenges are even greater for tenants who are evicted due to redevelopment or renovation of their building. Tenants displaced from their homes may face significant challenges finding new accommodations to rent in their neighborhood that meets their space, size, and personal needs, all at a rent they can afford. It is clear that while renovation and redevelopment are critical to renewing and maintaining the city's rental stock, these activities are also disruptive and can have major impacts on tenants.

In response, the City has increased and expanded its protections for tenants displaced by redevelopment and major renovations. The City also has policies and regulations in place to protect the existing stock of rental housing and mitigate the issue of tenant displacement, including the Rental Housing Official Development Plan and the SRA Bylaw. Staff have also helped to secure access to Residential Tenancy Branch staff for Vancouver's renters and landlords through the funding of an RTB office at 390 Main Street.

While the City is doing what it can to minimize the incidence and impact of relocations, most of the legal protections for landlords and tenants fall under the jurisdiction of the Province through

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CITY OF VANCOUVER

the Residential Tenancies Act. As a result, changes to the RTA to enhance tenant protections are likely to have the greatest impact. In December 2014, Council established the Renter's Advisory Committee (RAC) to advise on strategic priorities relating to renters. On March 24, 2015, Council approved a motion directing the RAC to provide recommendations for immediate Council advocacy related to the RTA, which were presented to Council on November 17, 2015.

The changes recommended by the RAC to the RTA, if implemented, would increase the clarity, effectiveness, and fairness of the Province's tenant rights framework. The RAC's recommendations are also in line with the objectives outlined in the City of Vancouver's Housing and Homelessness Strategy of increasing support to renters, preventing homelessness, and taking a leadership role with local, regional, and provincial partners. Among the reforms suggested by the RAC, the City of Vancouver has identified four priority actions that would enhance the RTA's capacity to preserve stable and affordable tenancies and help to prevent displacement due to redevelopment and renovations:

1. Prevent Significant Rent Increases for Tenants with Fixed-Term Leases: There has been growing attention in Vancouver on an observed increase in the use of fixed-term lease agreements in purpose-built rental apartments. City staff has also observed an increase in the use of fixed-term lease agreements, and share the concern that the leases are being used by some landlords to evade annual allowable rent increases set by the RTA.

   City staff also recognize that fixed term tenancies serve a purpose in the rental market, and support reforms that retain the availability of fixed term leases for landlords and tenants, while also ensuring safeguards are in place to prevent abuse. Both City staff and the Renters' Advisory Committee recommend that the RTB amend fixed-term tenancy agreements to either prevent significant rent increases upon renewal or revert to month-to-month tenancies after a prescribed number of renewals.

2. Improve Protection to Tenants from Evictions resulting from Renovations: The vast majority of Vancouver's rental stock is over forty years of age, and is facing increasing need for repairs and renovations. As landlords undertake these improvements, it is critical that tenants are protected from the risk of displacement or excessive rent increases. City staff and that Renters Advisory Committee recommend an amendment to the RTA that would guarantee renters displaced due to renovations to their unit, the right of first refusal to re-occupy their unit at a rent that is no more than what the landlord could have lawfully charged (e.g including allowable annual increases) if there had been no interruption in the tenancy. This clause would bring the RTA in alignment with tenancy laws in other Canadian provinces, like Ontario, which provide tenants with the right of first refusal after renovations and limit rent increases on return in order to maintain stable, affordable tenancies after renovations.

3. Preserve Vancouver's Most Vulnerable Housing Stock: SRA's provide some of the lowest rents to the City's most vulnerable tenants, yet only 24% of SRA rooms currently rent at shelter assistance rates. City Staff and the Renter's Advisory Committee request that the Province amend the RTA to create a special category for SRAs that would tie rent increases to the room, as opposed to the tenant. This would stabilize the stock and slow rent increases given the higher tenant turn over in SRA buildings.

CITY OF VANCOUVER

4. Encourage Preservation of the Existing Stock while Protecting Tenants: The RTA currently lacks clear guidance on how to raise rents to reflect major building improvements while maintaining stable tenancies. City Staff recommend a broad review of RTA policies governing rent increases, with an emphasis on creating avenues for reasonable rent increases to reflect the cost of structural improvements, while addressing policies that facilitate excessive rent increases or evictions. This approach could help to maximize the potential for stable tenancies, while also facilitating long-term structural improvements to preserve Vancouver's rental stock.

In addition, the City has identified two additional actions that would greatly preserve affordable and stable tenancies:

- Increase clarity around the types of permits that require units to be vacant to better protect tenants from evictions Eviction of tenants due to renovations is an issue of significant concern. The RTA currently allows tenancies to be ended for landlord's use if all necessary permits and approvals are in place to renovate and repair rental units which require the unit to be vacant. However, the RTA is unclear about the types of permit or work that could result in a notice to end tenancy, or whether some types of work may only require temporary displacement. The current system relies on tenants to dispute a questionable eviction notice, which is problematic. Staff recommend providing clarity around the types of work that require a unit to be vacant. This would increase protection to tenants, and enable municipalities to better monitor applications through the permitting process.

- Finally, the rent supplement program, currently provided by the Province, has been critical to supporting low-income and homeless Vancouverites. We would encourage you to expand the program to assist returning tenants who want to live in the area and cannot afford CHMC local rents if they have been on fixed rent increases over a long period of time and have low to moderate incomes.

We look forward to an opportunity to discuss these recommendations and to work collaboratively with your staff to positively improve the lives of renters in our City.

Thank you for your attention to this matter.

Sincerely,

Gregor Robertson
Mayor, City of Vancouver

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: AirBnB and vacation rentals

KEY MESSAGES:

- The *Residential Tenancy Act* (the Act) does not apply to a residence occupied as vacation or travel accommodation.
- If there is a dispute about whether a rental is a residential tenancy or a vacation or travel accommodation, an arbitrator will determine if the Act has jurisdiction over the dispute.
- A tenant who is renting out their unit as a vacation rental, or AirBnB, without permission of the landlord, may be served with a Notice to End Tenancy for cause.

BACKGROUND:

- People who are considering renting out property as vacation or travel accommodation should make sure they are in compliance with local government and strata rules.
- Strata corporations can restrict the number and duration of rentals through their bylaws.
- Local governments have authority for regulating businesses through zoning and business licensing.
- The City of Vancouver recently approved a motion to review potential impacts of short term housing rental services, such as Airbnb, on the housing market and means to regulate such services.

Residential Tenancy Jurisdiction

- Property owners have no recourse through the Residential Tenancy Branch for relief under the Act for vacation or travel accommodations.
- Residential Tenancy Branch is not contemplating provincial regulations specific to vacation rentals.

CROSS-REFERENCE / ATTACHMENTS:

None.

Contact: Jeff Vasey
Cell Phone: s.22
Date: April 12, 2016

MINISTRY OF NATURAL GAS DEVELOPMENT
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: James Bay Renovictions (Victoria)

KEY MESSAGES:

- Six apartment buildings in James Bay have been recently purchased by Starlight Investments Ltd.
- Two residents reported that they have received eviction notices to allow the landlord to do renovations.
- Other residents, many of them seniors, have indicated that they are concerned about receiving eviction notices.
- A landlord may issue a Two Month Notice to End Tenancy if they plan, in good faith, to undertake renovations that require the building or rental unit to be empty.
- A tenant may dispute the notice if they believe the landlord has ended a tenancy without a valid reason, including if the scale of the renovations do not necessitate the tenant vacate the suite.
- Local governments may establish additional tenant protections for developers seeking rezoning or development permits.

BACKGROUND:

Ending a Tenancy for Major Construction

- When possible, renovations should be done without evicting the tenant.
- If the renovations require the unit to be vacant, a landlord must:
  - have all required permits and approvals in place prior to issuing a notice to end tenancy;
  - give two months' notice; and,
  - compensate the tenant with one month's rent.
- Once a tenancy ends, a landlord is not obligated to rent the unit back to the tenant after the renovations are complete.
- If the tenancy agreement is for a fixed length of time, the landlord cannot end the tenancy before the tenancy agreement expires, unless the tenant agrees in writing.

James Bay Renovictions

- The Together Against Poverty Society held a workshop in January 2016 in James Bay to discuss residents' concerns.
- On February 11, 2016, the Residential Tenancy Branch (RTB) held an educational information session for James Bay residents on tenants' and landlords' rights and responsibilities. Eleven people were in attendance.
- On March 17, 2016, Carol James, MLA, Victoria-Beacon Hill, and David Eby, MLA, Vancouver-Point Grey and Opposition Spokesperson for housing, held a free public discussion in James Bay regarding housing affordability and tenant protections in BC.
- As of mid-March no tenants had filed for dispute resolution to cancel the Notices to End Tenancy.
- Media have reported that Victoria Council voted to pass a motion to lobby the province for stronger tenants' rights legislation.
- On February 15, 2016, the Executive Director of the RTB met with Seniors Advocate Isobel Mackenzie to discuss renovictions.
- The Office of the Seniors Advocate has said that they are tracking the renoviction issue in James Bay and throughout the province.

CROSS-REFERENCE / ATTACHMENTS:

C32 – Evictions for Renovations (Renovictions)

C28 – Administrative Penalties and Enforcement (including repairs and maintenance)

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Pets in Rental Buildings

KEY MESSAGES:

- The Residential Tenancy Act does not state whether pets are, or are not, allowed in rental units.
- The landlord owns the property and can make the decision whether pets are allowed or prohibited.
- The issue of allowing pets in rental buildings was looked at when the *Residential Tenancy Act* was updated in 2004.
  - After extensive consultation with landlords and tenants a provision for pet damage deposits was added.
- The Province is not currently considering further changes to the Act related to pets in rental units.

BACKGROUND:

- The Vancouver City Renters Advisory Committee is examining rental property pet policies in other major cities to determine impact on landlords and tenants of less restrictive pet policies.
- This work is being undertaken before suggesting that the province amend the *Residential Tenancy Act* (the Act) to ban the prohibition of pets in rental units.
- Before the Act was updated and brought into force January 1, 2004, the public was consulted on changes to the Act. The Province met with landlord and tenant stakeholder groups. MLAs with a high percentage of renters in their constituency also provided input on tenancy issues.
- One of the issues raised during the consultation process was tenants' frustration with not being allowed to have a pet.
- As a result, provisions around pet damage deposits were included in the Act, to encourage landlords to be more accepting of pets and to provide them with some protection for potential costs associated with allowing pets in their buildings.
- A landlord and tenant can negotiate a pet clause to be included in the tenancy agreement, or
- A landlord can include a clause in the tenancy agreement that:
  - prohibits pets; or,
  - restricts the size, kind and number of pets that may be kept on the premises.
- As the property owner, the landlord can also establish rules about the tenant's obligations about pets kept on the property.

- Certified guide and service dogs that assist persons with special needs are legally allowed to live in rental properties – landlords cannot require a pet damage deposit for these animals.
  - This includes certified guide and service dogs who have retired.
- BC Housing allows pets in directly managed buildings (dogs and cats are limited to one per unit and must be registered). There are restrictions on pets on higher floors in towers, and there are restrictions on where pets can go in the building.
- Non-profit housing providers decide their own policies as part of their management contract.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Accessible Housing for People with Disabilities

KEY MESSAGES:

- BC Housing continues to provide accessible housing for persons with disabilities. Since 2001, more than 11,900 new units of housing for seniors and people with special needs have been created across the province, including:
  - More than 7,330 subsidized assisted and supportive units to provide seniors with the support they need to continue living in their communities, close to family and friends; and,
  - Nearly 1,808 units for people with special needs.
- In 2016/17, the provincial and federal governments will provide joint funding of approximately $5 million dollars through the Home Adaptations for Independence program. This helps low-income seniors and people with disabilities pay for home adaptations that promote safe and independent living. As of December 31, 2015, over 700 homes have been adapted since the program's inception.
- British Columbia participates in the national code development system to improve access to buildings in both the National as well as Provincial building codes. We are reviewing the 2015 National Building Code accessibility provisions for possible adoption into the next British Columbia Building Code.
- The Honourable Michelle Stilwell, Minister of Social Development and Social Innovation, is leading the Accessibility 2024 Strategy for government to implement a broad range of actions to support people with disabilities.

BACKGROUND:

- In June 2014, Premier Christy Clark released the Province's new accessibility strategy Accessibility 2024: Making British Columbia the most progressive province in Canada for people with disabilities by 2024. A One Year Progress Update was released in June 2015.

Contact: Jeff Vasey
Cell Phone: s.22
Date: Feb 26, 2016

- The Office of Housing and Construction Standards is working on some of the deliverables under the Accessible Housing and Accessible Built Environment parts of the strategy.

  These action items from 2014 have been completed:

  - A checklist of resources has been developed to help people modify their homes to meet accessibility needs. It includes information and tools that will help increase awareness of accessibility options.
  - The guide entitled Planning for the Future: Age-friendly and Disability-friendly Official Community Plans has been updated. It was a joint effort with our colleagues at the Ministry of Health, Ministry of Community, Sport and Cultural Development, and the Ministry of Transportation and Infrastructure.

  These action items are in progress or under consideration:

  - Continue to update the building code to be the most accessible in Canada:
    - British Columbia is examining accessibility requirements in building codes across Canada. New provisions to increase accessibility are expected in the next adoption of the BC Building Code in 2017.
    - The Building Access Handbook 2014 assists designers in following access requirements in the BC Building Code.
  - BC Housing continues to work with housing providers to explore options for developing a registry of accessible housing in British Columbia.
  - Introduce measures requiring a percentage of all new homes be constructed to include adaptability requirements:
    - The BC Building Code already includes provisions on adaptable housing that local governments may choose to adopt.
- The 2012 BC Building Code currently has some accessibility provisions that are different from the model National Building Code. Accessibility provisions in both codes mostly apply to non-residential buildings only.
- The Province will review changes to accessibility provision published in the 2015 edition of the model National Building Code for inclusion within the BC Building Code. The Province endeavors to harmonize with the model National Codes where provisions would achieve greater accessibility.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Changes to the *Strata Property Act* and Regulations

KEY MESSAGES:

- The *Strata Property Act* helps strata owners maintain control over their property and have a meaningful voice in shaping their community.
- Recent changes were made to the *Strata Property Act* as part of the *Natural Gas Development Statutes Amendment Act, 2015*.
- Strata owners will be able to terminate a strata corporation with an 80 percent vote, and court oversight, instead of the previous unanimous vote requirement. Changes are expected to take effect in mid-2016.

BACKGROUND:

- The *Strata Property Act* provides a democratic framework that enables strata owners to maintain control over their property and have a voice in its management.
- The British Columbia government regularly updates the *Strata Property Act* to meet the needs of the strata community and stakeholders.
- There are approximately one million people in strata housing and more than 27,000 strata corporations in British Columbia. In addition to residential strata there are also commercial, industrial, and mixed-use strata corporations.
- To support the million plus strata owners and residents in British Columbia, the Province launched a comprehensive and user-friendly strata housing website in March 2015.

Bill 40 - Natural Gas Development Statutes Amendment Act, 2015

- Strata termination legislation includes court oversight to protect minority dissenting owners and registered charge holders.
- Related regulatory changes are required before the termination legislation takes effect. These are expected in late spring 2016.
- Minor housekeeping amendments were also passed:
  - clarifying the voting requirement for an application to court for a special levy;
  - removing confusion as to what the term 'all the eligible voters' means; and,
  - adding explicit authority to specify that funds collected via special levy are permitted investments.

Other Recent Changes to the Strata Property Act

- As of January 1, 2014 strata corporations must provide information on the allocation of parking and storage to strata lots.
- Changes in 2013 include:
  - strata corporations with five or more strata lots must obtain depreciation reports or exempt themselves by an annual three-quarter vote; and,
  - the BC Supreme Court can issue an order for a special levy for significant strata repairs if requested by a majority vote of owners.

  Strata associations, including the Condominium Home Owners' Association (CHOA) and the Vancouver Island Strata Owners' Association (VISOA), and other strata stakeholders, were supportive of these changes.

Other Related Changes

- Effective, January 18, 2016, British Columbia's new *Guide Dog and Services Act* allows strata residents and visitors to have a certified guide or service dog on strata premises. This new Act also allows strata residents to keep retired certified guide or service dogs with them, regardless of strata bylaws banning or limiting pets or tenancy agreements.

British Columbia Law Institute Review

- The British Columbia Law Institute is in year two of a four-year review of British Columbia's strata legislation with the Ministry's support and participation.
- Participants include expert strata lawyers, representatives from strata associations, the BC Land Title and Survey Authority, the Urban Development Institute, and other professionals such as realtors and strata property managers.
- It is projected that their recommendations around complex stratas (phases and sections) will be available for public review in fall 2016.

CROSS-REFERENCE / ATTACHMENTS:

B14 – Dispute Resolution in Stratas

B19 – Leasehold Stratas

B26 – Strata Property Issues

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Changes to the *Ministry of Lands, Parks and Housing Act*

KEY MESSAGES:

- We are amending the *Ministry of Lands, Parks and Housing Act* to clarify BC Housing's authority to provide support services for its housing clients.
- Support services are an important part of providing housing for many people in need. This was not anticipated when the Act was written several decades ago.
- Supportive housing has been proven to stabilize and improve the lives of people who have needs beyond physical housing. The amendment will align the Act with current practices.
- The amendment also gives BC Housing authority to oversee multi-purpose developments, which include both housing and non-housing components. This supports BC Housing's ability to lead projects involving a mix of housing with other types of uses, such as health and social services, as well as commercial and recreational space.

BACKGROUND:

Support Services

- The definition of 'housing' in the *Ministry of Lands, Parks and Housing Act* refers only to habitation, accommodation and land. The Act does provide specific authority for support services.
- The amendment will give the government the authority to make regulations concerning support services. When it is passed, the regulation governing BC Housing (British Columbia Housing Management Commission Regulation) will be amended to add the provision of support services to the powers of the Commission.
- Types of housing provided through BC Housing programs that have a service component include:
    - Supportive housing for homeless people
    - Rent supplements with support services for homeless people
    - Emergency shelters for homeless people
    - Homeless outreach programs

- Transition houses, safe homes and second stage housing for women and children escaping domestic violence
- Assisted living for seniors and persons with disabilities
- Supportive housing for seniors

Multipurpose Developments

- The Act currently refers only to the provision of housing and does not speak to developments that include non-housing components.
- This amendment will give BC Housing more flexibility to undertake developments that include other components in addition to housing. This is especially important as BC Housing explores ways that partnerships can help to meet housing objectives.
- BC Housing is the government agency with the best expertise in leading development and community engagement processes. The government is making use of this expertise by designating BC Housing to lead the renewal process for the Riverview Lands.

CROSS-REFERENCE / ATTACHMENTS:
None.

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Dispute Resolution in Stratas

KEY MESSAGES:

- Supporting strata housing is identified as a key goal in our updated provincial housing strategy, Housing Matters BC.
- Strata residents have requested effective and inexpensive mechanisms to resolve disputes instead of going to the Supreme Court.
- To address this need, the government passed the legislative framework for the Civil Resolution Tribunal (CRT) in May 2012. The Ministry of Justice is leading the implementation.
- The independent tribunal will provide 24/7 dispute resolution tools to resolve strata and small claims disputes more quickly and cost-effectively, online and out of court.
- It is expected that the CRT will being to resolve strata disputes later this year.

BACKGROUND:

- The *Strata Property Act* provides a democratic framework that enables strata owners to maintain control over their property and have a voice in its management.
- There are approximately one million people in strata housing and more than 27,000 strata corporations in British Columbia. In addition to residential stratas, there are also commercial, industrial, and mixed-use strata corporations.
- Amendments to the *Civil Resolution Tribunal Act* will improve access to justice. This will mean that instead of using the justice system to resolve their minor strata and small claims disputes, parties will be able to take their case to the Civil Resolution Tribunal.
- This will help to reduce pressures on our courts while simultaneously saving British Columbians time and money.
- The Tribunal will focus on consensual resolution of strata and other disputes within 60 days, with adjudication as a last resort.
- Instead of having to go to the Supreme Court as the final step in resolving disputes, the Tribunal will provide a more effective and less expensive resolution process.
- Ministry of Justice is responsible for the Civil Resolution Tribunal.

CROSS-REFERENCE / ATTACHMENTS:

B26 – Strata Property Issues

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Federal-Provincial-Territorial Housing Forum

KEY MESSAGES:

- British Columbia is Co-Chair of the Federal-Provincial-Territorial Housing Forum with the Canada Mortgage and Housing Corporation.
- Since November 2014, British Columbia has been working with the Canada Mortgage and Housing Corporation and our provincial and territorial colleagues to:
  - share information; and
  - explore practical and innovative ways to meet housing needs.
- Federal-Provincial-Territorial Deputy Ministers Responsible for Housing met yesterday in Victoria and Ministers will meet here in June (27-28).
- The primary objective of these meetings is to:
  - renew our relationships;
  - engage in an open, productive dialogue on social and affordable housing issues and initiatives; and
  - discuss the effectiveness of program delivery.
- British Columbia and the Provincial-Territorial Housing Forum members look forward to meeting with the new federal Housing Minister.

BACKGROUND:

Relationship with Government of Canada

- British Columbia delivers strong programs through its partnership with the Government of Canada.
- Mandate letters for federal Ministers of Infrastructure and Communities (Minister Sohi) and Families, Children, and Social Development (Minister Duclos) promise improved partnerships with provinces and territories, and to prioritize investments in affordable and seniors' housing and homelessness/Housing First.
- The federal 2016 budget includes the following housing investments across Canada:
  - $2.3 billion over two years to expand affordable housing, including $739 million for First Nations, Inuit and northern housing.
  - Double current federal funding under the Investment in Affordable Housing initiative for a total of $504.4 million over two years to support construction of new affordable housing units, renovation of existing affordable housing, and rent supplements.

  - $208.3 million over five years in an Affordable Rental Housing Innovation Fund, to be administered by the Canada Mortgage and Housing Corporation.
  - As federal agreements expire, reallocate $30 million over two years to help providers maintain rent-geared-to-income for households living in social housing. This additional support would be provided on a time-limited basis until long-term approaches to help the social housing sector achieve self-reliance can be developed through consultation with provinces, territories and stakeholders.
- British Columbia remains committed to:
  - engaging the federal government on the maintenance of the existing housing stock as federal operating agreements expire;
  - continued provincial investment in social and affordable rental housing; and, addressing homelessness.

Federal-Provincial-Territorial Housing Meetings

- Federal-Provincial-Territorial Ministers last met in Quebec in 2009.
- On November 4-5, 2014, Federal-Provincial-Territorial Deputy Ministers met in Quebec to develop a more productive relationship with the federal government on key issues, including:
  - the condition and financial viability of the existing social housing stock once operating agreements expire; and,
  - funding for new housing post-expiry.
- At the November 2014 meeting, Deputy Ministers directed senior officials to strike a Working Group on Social and Affordable Housing.
- The Working Group has been sharing information and exploring solutions regarding the expiry of the federal operating agreements.

Funding Agreements

s.13,s.16,s.17

CROSS-REFERENCE / ATTACHMENTS:

B22 – Refugee Settlement
B25 – Seniors' Housing Issues
D43 – Addressing Homelessness (Provincial)
D53 – Expiry of Operating Agreements
D65 – Provincial-Federal Funding Agreements
D75 – Sustainability in Social Housing

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Home Inspector Licensing

KEY MESSAGES:

- To better protect homebuyers' interests we committed to enhancing home inspector licensing and consumer protection.
- Consumers will have confidence in a home inspection industry that is more consistent and transparent.
- Change will take effect in two phases and is expected to be implemented in September 2016 and 2017.
- Phase 1 changes will strengthen home inspection reports, contract and insurance requirements and enforcement tools. Association membership will no longer be a requirement for holding a home inspector licence.
- In 2017, a common occupational standard for all home inspectors in British Columbia and new, more rigorous competency-based qualifications required for new licence applicants will be introduced.
- Consumer Protection BC is responsible for implementing the new licensing requirements.
- Home inspectors will be given time to adapt to any new requirements.

Background:

- In 2009 British Columbia became the first jurisdiction in Canada to require licensing of home inspectors. They are regulated under the *Business Practices and Consumer Protection Act* and Home Inspector Licensing Regulation administered by the Ministry of Public Service and Solicitor General (PSSG).
- Alberta is the only other province that currently licenses home inspectors, although Ontario has been consulting on the issue.
- There are approximately 500 licensed home inspectors in British Columbia.
- Consumer Protection BC issues licenses to home inspectors. Currently, home inspectors who meet the qualifications of one of four home inspector associations, designated by Consumer Protection BC, are eligible for a Provincial license.
- As long as minimum education and accreditation requirements are met, each association sets its own educational requirements, evaluation methods, standards of practice and complaints-handling processes. These differences have led to confusion for consumers and home inspectors and unhelpful rivalry among the associations.

- In 2013, the Minister Responsible for Housing was given responsibility to strengthen home inspector accreditation to ensure consumers buying a home can be assured that their inspector is qualified and trained to help them purchase the largest investment in their lives.
- The Ministry's high-level recommendations for strengthening home inspector licensing were approved by Cabinet in 2014.

Amended Requirements

- When the new licensing requirements are implemented, Consumer Protection BC will directly determine whether applicants have the qualifications to become home inspectors, rather than relying on industry associations to certify them.
- Inspectors will no longer be required to be a member of an association. This will ensure there is a uniform standard for the industry.
- To better protect consumers, the regulation will also include requirements for liability insurance, inspection report contents, and contracts.
- As well, we have established an advisory committee to provide input to help in developing and implementing the standards. Members represent the interests of:
  - The home inspector industry;
  - Consumers;
  - Other stakeholders; and,
  - Government ministries and agencies.
- The Ministry is working closely with the Ministry of Public Safety and Solicitor General (PSSG) and Consumer Protection BC to implement the recommendations.

Consultation Results:

- Extensive consultation with home inspectors and their associations, the public and other stakeholders took place, including online surveys and interviews with individual stakeholders.
- Most home buyers were satisfied with their inspections, and satisfaction is higher among those who had a home inspection done since licensing was introduced in 2009. Only a small percentage lodge formal complaints.
- Still, our surveys found broad agreement between homeowners and home inspectors that licensing requirements should be strengthened, especially around education and training.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: Housing Affordability (Market Housing)

KEY MESSAGES:

- Government will be investing capital funding of $355 million dollars over the next five years for construction and renovation of more than 2,000 units of affordable housing for people with low to moderate incomes.
- Creating new housing supply is critical to improving housing affordability in the real estate market and the provincial government is acting to help the housing market respond to high demand for homes.
- Local Governments also have tools to encourage housing affordability such as allowing for complete, compact community development including densification, laneway housing and secondary suites.
- In March 2016, government announced its intention to establish new rules to prevent the potentially predatory practice of real estate contract assignment ─ so-called "shadow flipping."
- Government looks forward to the Real Estate Council's independent advisory group recommendations, which we expect will include recommendations about measures to protect consumers and increase consumer confidence in the industry.

BACKGROUND:

- Increasing affordable housing options is a priority of this government.
  - Tenants are supported through rent supplement programs for families and seniors
  - Homeowners are supported through the:
    - Home Owner Grant;
    - New Housing Exemption;
    - First Time Home Buyers' Program;
    - property tax deferral programs; and
    - amendments to the *Strata Property Act* concerning disclosure of information and depreciation reports.

- The New Housing Exemption from the property transfer tax will save a purchaser up to $13,000 dollars and provide an estimated $75 million dollars in property transfer tax relief for new construction in 2016-17.
  - Newly built homes – including condominiums – priced up to $750,000 dollars will be fully exempt from the property transfer tax when bought by Canadian citizens

or permanent residents as a principal residence and lived-in for a full year. Partial exemptions are available for new housing valued up to $800,000.
    - The new exemption is expected to benefit owners of about 22,000 new homes in 2016, many of which will be in the Vancouver area.
    - This will be funded by increasing the property transfer tax rate to 3 percent from 2 percent on the portion of fair market value over $2 million dollars.
- The building code allows for secondary suites, providing the standards to build safe suites in every community.
- The Province mandates exemptions from local development cost charges and levies for very small-unit housing projects (under 280 square feet) and allows waivers for private sector affordable rental housing in an effort to assist affordability.
- Municipal leaders who are responsible for planning, zoning and development regulation can use the broader tools at their disposal to support efforts and further the creation of new housing supply.
- Through BC Housing's Community Partnerships Initiatives Program, we increase affordable housing options by offering low-cost development financing for housing units and lending for mixed-market developments.
- To date, the Community Partnership Initiatives program has contributed to over 3,300 new units of affordable housing, which are accessible to low to moderate income households.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Housing Strategy Implementation

KEY MESSAGES:

- Since 2006, the provincial housing strategy, Housing Matters BC, has directed more than $2.5 billion dollars in housing programs and infrastructure.
- Many of the new commitments made in the 2014 update to Housing Matters BC have now been implemented including:
  - Expanded rent assistance programs for low-income families and seniors.
  - Introduced the Homeless Prevention Program, providing rent assistance and support services to identified groups at risk of homelessness.
  - Improved Residential Tenancy Branch and strata websites.
  - Construction and development of new social housing and Aboriginal social housing.
  - Introduction and implementation of the new *Building Act*.
  - Developed the British Columbia Non-Profit Asset Transfer Program, transferred ownership of 116 of an eligible 350 properties to the non-profit sector since 2014, with the remaining properties to be transferred over the next two years.
  - British Columbia assumed responsibility as Co-Chair of the Federal/Provincial/Territorial Housing Forum on November 5, 2014.
  - Announced an investment of $355 million dollars over five years to the new Provincial Investment in Affordable Housing Program.

BACKGROUND:

- The strategy is publically available on the Housing Matters BC website: http://www.housingmattersbc.ca.
- The renewed strategy contains three key shifts:
  1. Greater emphasis on partnerships;
  2. More efficient services for renters, landlords and strata owners; and,
  3. More flexible and balanced construction regulation.

Major Projects Currently Underway

Project	Status
BC Housing Local Government Partnerships (MOUs)	• As of December 31, 2015, 29 of the 30 local government partnership sites are active providing close to 2,000 supportive housing units.
Community Partnership Initiatives (CPI)	• $178 million dollars in construction loans as of December 31 in 2015/16 fiscal year.
F/P/T Housing Forum	• The F/P/T Working Group has produced reports for the consideration of Deputy Ministers Responsible for Housing in spring 2016.
Non-Profit Asset Transfer Program (NPAT)	• To date, BC Housing has transferred 116 properties, with the remaining properties to be transferred over the next two years.
Provincial Investment In Affordable Housing Program	• Over the next five years the Province is committing a total of $355 million dollars to construct and renovate 2,000 units of affordable housing across the province. • All net-cash proceeds from the Non-Profit Asset Transfer (NPAT) program will be reinvested back into social housing.
Single Room Occupancy Renewal Initiative (SRI)	• Renovations on five buildings are now complete. Construction is expected to be completed on the remaining eight by August 2016.
Strata Property Act	• Recent amendments have made it easier for strata owners to repair and maintain buildings and common property. • The BC Law Institute is in year two of a four year review of the *Strata Property Act.*
Strengthening Home Inspector licensing	• New regulations will be implemented in a phased approach through 2017. Phase 1 regulations are complete, effective September 2016. Phase 2 is currently in progress and is anticipated to be implemented in 2017.
Building Act	• Implementation is underway. By December 2017, the Province will be the sole source of building requirements in all jurisdictions, except the City of Vancouver.
Residential Tenancy & Strata Websites	• The improved sites make it easier for landlords, tenants and strata residents to understand their rights and responsibilities and access the information they need.

CROSS-REFERENCE / ATTACHMENTS:

A3 – Building Act – Uniform Building Requirements

B12 – Changes to the Strata Property Act and Regulations

B15 – Federal-Provincial-Territorial Housing Forum

B16 – Home Inspector Licensing

D42 – Aboriginal Housing Partnerships

D60 – Non-Profit Asset Transfer Program: Transfer of Leased Lands

D61 – Non-Profit Asset Transfer: Transfer of Public Housing

D72 – SRO Renewal Initiative

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: Leasehold Stratas

KEY MESSAGES:

- The topic of leasehold stratas is complex. They represent only a small fraction of strata properties in the province.
- Almost 90 per cent of the leasehold strata lots are on land owned by three leasehold strata landlords: the City of Vancouver, the University of British Columbia and Simon Fraser University.
- Ministry staff continue to explore issues to understand the different interests, factors and legal implications.

Background:

Strata Property Act Reference

- Under the *Strata Property Act*, at the end of the lease, leasehold stratas can be renewed, converted to freehold or terminated.
- When leasehold strata legislation was passed in 1974, it referenced the landlord purchasing the strata leaseholder's interest at the termination of the lease.
- This provision is unique to British Columbia and the Australian state of New South Wales.
- The basis for calculating the purchase price can be set out in the strata plan or lease. If it is not set out there, the Act says a yet-to-be-developed regulation will set the fair market value of the leasehold tenant's interest as if the strata lot lease did not expire.

Context

- Leasehold stratas are complex; they combine strata governance and long-term leasehold tenure.
- In British Columbia leasehold stratas are only 2 percent of residential strata lots. There are only 13 leasehold strata landlords, 128 leasehold strata corporations, and 12,035 leasehold strata lots with leasehold strata owners.

Regulation Implications

- Vancouver has 42 leasehold strata corporations with 2,872 leasehold strata lots. As well, the remaining 10 smaller leasehold strata landlords (with only 1,289 of the leasehold strata lots) may be affected by a provincial regulation.

- Fourteen of Vancouver's leasehold strata corporations are in the False Creek South area with many strata leases ending around 2036. (False Creek South also has housing co-operatives and freehold strata corporations.)
- Some False Creek South leasehold strata owners are reporting difficulty in selling or mortgaging their leasehold units as the leases approach expiry. They would like to negotiate with Vancouver. The majority want to renew their leases.

Musqueam First Nation: Leasehold Strata Landlord

- Only designated public authorities, such as governments and universities, can be leasehold strata landlords.
- Effective July 2015, a special corporation owned by the Musqueam First Nation was designated a public authority under Strata Property Regulation 12.1 subject to meeting additional requirements to protect leasehold strata owners.

CROSS-REFERENCE / ATTACHMENTS:

B12 – Changes to the Strata Property Act and Regulations

B14 – Dispute Resolution in Strata

B26 – Strata Property Issues

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: Northwest Housing

KEY MESSAGES:

- The Province worked with northwest communities to help prepare them for growth associated with new industrial developments, including support for housing.
- The Province provided a total of $100,000 dollars to Kitimat, Terrace, Prince Rupert and Port Edward to develop Housing Action Plans that address future housing needs.
- Based on this work, the Province has:
  - Increased rent supplements and housing outreach;
  - Met with industry partners interested in providing housing as a social benefit; and,
  - Launched a series of 22 in-person landlord/tenant education sessions, reaching almost 500 British Columbians in 12 northern communities.
- The Province will continue to work with these communities to explore housing opportunities in the North.

BACKGROUND:

- Proposed and realized economic development projects are leading to rising rents and house prices, and declining vacancy rates in some northern communities.

Provincial Government Actions

- The Ministry of Community, Sport and Cultural Development is leading the Northwest Communities Readiness Project to ensure community and provincial service providers are prepared to meet the infrastructure, health, safety and social service demands in northwest communities.
- The Office of Housing and Construction Standards (OHCS) and BC Housing partnered with local governments in Kitimat, Terrace, Prince Rupert, and Port Edward to create housing action plans to assist these communities to plan for major growth.
- BC Housing is working with local governments and community service providers to implement recommendations in the housing action plans.

Contact: Jeff Vasey
Cell Phone: s.22
Date: March 7, 2016

- In Kitimat:
  - The Province purchased the City Centre Motel in winter 2015.
  - The property is operated as a multi-family residential building for those who are homeless or at risk of homelessness, seniors, and low to moderate income households.
  - The property needs to be rezoned and senior staff from the District of Kitimat have indicated support.
  - BC Housing will find an operating society through a competitive request for proposals process.
  - The site will be used for the Extreme Weather Response (EWR) program.
  - The Housing Policy Branch has also helped staff review affordable housing bylaws.
- In response to immediate housing needs, BC Housing implemented the Homeless Prevention Program (HPP) providing:
  - 20 rent supplements in Terrace and outreach funding;
  - 25 rent supplements in Kitimat and outreach funding; and,
  - 20 rent supplements in Prince Rupert and outreach funding.
- BC Housing is monitoring rental rates in Terrace and Kitimat for the Rental Assistance Program (RAP) and the Shelter Aid for Elderly Renters (SAFER) program and will consider adjusting if needed.
- BC Housing adjusted the Home Adaptations for Independence (HAFI) eligibility rate in regional markets and increased the eligibility threshold by $100,000 dollars, from $124,999 to $224,999 dollars in Terrace and Kitimat.
- The provincial government commissioned a survey of seniors across the Province with a focus on the northern communities of Kitimat, Terrace, Prince Rupert and Prince Edward to better understand their housing intentions. The results of this survey show that among seniors in the North:
  - 84 percent of respondents own their home;
  - 55 percent of respondents feel that their homes are very or somewhat difficult to get around for someone with mobility issues; and,
  - 15 percent of respondents are likely to modify their home to make it more accessible.
- Most seniors (54 percent) are unlikely to move in the next 5 years.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: Property tax reductions for Non-Profits

KEY MESSAGES:

- Non-profit housing providers may be eligible for certain tax relief options via provincial, municipal or BC Assessment programs.
- The Class 3 property assessment designation provides tax relief to supportive housing providers that house or provide housing for people at risk of homelessness.
- Municipalities have authority to grant property tax exemptions for property owned or held by charitable, philanthropic, and other non-profit housing providers.
- BC Assessment recently revised the method for determining the assessed value of certain social housing to provide property tax relief to certain classes of non-profits.

BACKGROUND:

Class 3 Supportive Housing Property Tax Relief

- In 2008 the Province announced property tax relief for supportive housing.
- The *Assessment Act* was amended to create a supportive housing property class.
- Properties designated as Class 3 Supportive Housing are subject to special valuation rules (assessment reduced to $1 dollar each for land and improvements), which result in nominal property taxes.
- Eligible supportive housing must meet the following criteria:
  - owner of the property must be a public body, a non-profit organization or a registered charity;
  - must provide long term housing units for persons who were previously homeless, or persons who are at risk of homelessness;
  - must provide on-site support services to residents of the housing project; and,
  - must receive on-going operational funding from the provincial government, or regional health board, for the provision of supportive housing.
- Approximately 225 supportive housing properties have been designated by Cabinet for 2016.
- The overall impact on local government property taxation revenue and provincial school taxation revenue is expected to be minimal.

Permissive Tax Exemptions

- If a local government wants to exempt a non-profit housing provider from property taxes, council may do so by bylaw.
- Under the Community Charter (*Vancouver Charter* in Vancouver) municipalities may offer exemptions for periods up to ten years to a wide range of properties including property owned by:
  - a not-for-profit corporation;
  - a local authority; and,
  - a public authority and occupied by another authority, or not-for-profit.
- The Community Charter and the Vancouver Charter legislation fall under the purview of the Ministry of Community, Sport and Cultural Development.

Social Housing Property Assessments

- BC Assessment recognized that restricting a property's use to social housing has an impact on its market value – and that should be reflected in the assessed value.
- The new method applies to social housing that is considered restricted, meaning it must either have a restrictive covenant registered on title, or be a crown-owned property occupied by a tenant with restrictions in a lease.
- The new method reduces the assessed value of the building/improvement portion of the properties assessment to approximately 80 percent of its replacement cost. The method for assessing the land portion will remain unchanged.
- Changes to the assessed value have been implemented for the 2015 and 2016 assessment rolls.
- Affected property owners/operators have the right to appeal their Assessment.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: Refugee Settlement (housing)

KEY MESSAGES:

- Housing funding for Government Assisted Refugees (GARs) is provided by the Government of Canada.
- Housing for Privately Sponsored Refugees (PSRs) is the responsibility of the individuals, community groups or religious groups that sponsor them.
- BC Housing is supporting our community and non-profit partners to provide temporary and permanent affordable housing for incoming refugees wherever possible.

BACKGROUND:

- BC Housing is facilitating a process for refugee households to apply to the Provincial Housing Registry to access subsidized housing.
- BC Housing is working with the BC Non-Profit Housing Association (BCNPHA) to reach out to non-profit housing providers to encourage them to consider refugees when social housing vacancies arise.
- Between November 4 and March 30, 2016, B.C. welcomed over 2,300 Syrian refugees, including over 1,800 GARs to 46 communities. Over 60 per cent have been children and youth aged 21 and under.
- As of April 22nd, 1,522 GARs (84 percent of total) are permanently housed.
- As of April 22nd, 91 percent of arrived Vancouver GARs are now in permanent accommodation.
- All families in Prince George, Kamloops and Kelowna are in permanent housing.
- GARs receive settlement support through the federal Refugee Assistance Program (RAP) delivered by the Immigrant Services Society of BC (ISSofBC) in Vancouver or the Inter-Cultural Association (ICA) of Greater Victoria.
- Refugees are being housed temporarily in hotels until permanent housing can be secured.
- The Ministry of Jobs, Tourism and Skills Training have primary responsibility for Syrian refugee resettlement.

Victoria RAP Center

- Victoria was announced as a federal Resettlement Assessment Program (RAP) centre on February 5, 2016, which means it can now receive government assisted refugees directly.
- The Inter-Cultural Association (ICA) of Greater Victoria was the first successful applicant across Canada.

- Victoria has received 154 government assisted refugees so far. Because it is now a full RAP centre, it will continue to receive GARs going forward.
- There will be 23 other RAP communities across Canada, outside Quebec, offering comprehensive and expanded services to refugees.
- The RAP program provides direct financial support as well as funding for immediate and essential services, such as language training and job programs, and help securing appropriate rental housing, medical care, mental health services, and education.

Provincial Government Assistance

The province provides funding for a number of programs for all newcomers, including:

- $1 million dollar Refugee Readiness Fund.
- $2.6 million dollar investment for 1,200 newcomers to British Columbia to get language training for the job market.
- $1.5 million dollars through the Canada-British Columbia Job Grant to help get refugees job training and match them with employers.
- $4 million dollars for services for newcomers not eligible for federal services such as:
  - Orientation and community connections;
  - Formal and informal language training and practice; and,
  - Trauma counselling for refugee claimants.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: Seniors' Housing Issues

KEY MESSAGES:

- The provincial government is committed to building the best system of support in Canada for our seniors by offering programs and services that meet their diverse needs and allow them to live as independently as possible.
- In 2016/17, we will support more than 53,600 seniors' households across British Columbia through a range of housing options, including:
  - Independent social housing units,
  - Supportive and assisted living units, and
  - Rent supplements.
- We appreciate the work the Seniors Advocate, Isobel Mackenzie, has done to identify issues with seniors' housing across the province, and are reviewing and analyzing her recommendations.

BACKGROUND:

- On May 21, 2015 the BC Seniors Advocate, Isobel Mackenzie, released her report entitled Seniors Housing in BC: Affordable, Appropriate, Available.
- The report was provided to the Honourable Terry Lake, Minister of Health. Minister Lake issued a statement indicating that he agrees with many of the general findings of the report and will act on the majority of recommendations that pertain to the Ministry of Health.
- The Ministry of Health is leading the government's response to the report.
- The major housing recommendations include:
  - Revise the Shelter Aid for Elderly Renters (SAFER) program to fund the full rent gap (the difference between rent paid and 30 percent of income).
  - Provide loans at low cost to senior homeowners to meet expenses such as repairs and maintenance, as well as ongoing household costs; repayment to be deferred until the house is sold.
  - Develop a strategy for affordable and appropriate seniors' housing in rural and remote areas.
  - Re-conceptualize assisted living to allow for a greater range of seniors to be accommodated and age-in-place as much as possible.

- Some of the recommendations have significant financial implications for the government, and will need to be analyzed and compared against other priorities.
- The Seniors Advocate recently commented on the case of a senior who ended up staying in a shelter after discharge from hospital and expressed concern about rising rents.
- The Seniors Advocate said it illustrates the difficulty some seniors have paying rent on a fixed income. In this case, the senior had a home to return to, but it was being fumigated.

Current housing assistance for seniors

- The housing assistance being provided to 53,600 senior households includes:
  - Independent social housing units for more than 21,470 low-income seniors;
  - Supportive and assisted living units for 11,080 frail seniors; and,
  - Rent supplements to 21,140 low-income seniors' households through the Shelter Aid for Elderly Renters (SAFER) program to help pay their rent.
- In 2016/17 the provincial and federal governments will provide joint funding of approximately $5 million dollars through the Home Adaptations for Independence (HAFI) program.
- In 2016/17 the provincial and federal governments will provide joint funding of approximately $49.3 million dollars in SAFER subsidies.
- Since 2001, more than 11,900 new units of housing for seniors and people with special needs have been created across the province, including:
  - More than 7,330 subsidized assisted and supportive units to provide seniors with the support they need to continue living in their communities, close to family and friends;
  - Over 2,850 independent social housing units for seniors; and,
  - Nearly 1,808 units for people with special needs.

CROSS-REFERENCE / ATTACHMENTS:

D48 – BC Housing Programs for Seniors/Persons with Disabilities

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ISSUE: Strata Property Issues

KEY MESSAGES:

- Supporting strata housing is a key goal of our 2014 provincial housing strategy, Housing Matters BC.
- The *Strata Property Act* is designed to operate on democratic principles and is designed to allow the strata corporation to make decisions that best suit the majority of its owners.
- The provincial government regularly updates the *Strata Property Act* and regulations to meet the needs of strata owners, residents and other stakeholders. As well:
  - The British Columbia Law Institute is in year two of a four-year review of strata legislation with the Ministry's participation.
  - To support the million plus strata owners and residents in British Columbia the Province launched a comprehensive and user-friendly strata housing website in March 2015.

BACKGROUND:

Holding Strata Meetings in English

- In December 2015, a Richmond strata council decided to hold strata council meetings in Mandarin only. All the council members and about 70 percent of the owners speak Mandarin.
- A group of owners filed a complaint with the Human Rights Tribunal to ensure strata council meetings would be held in English and to seek damages.
- This appears to be an isolated incident. The provincial government is waiting to see the outcome of the Human Rights Tribunal to see whether action by the provincial government is needed.
- British Columbia has no official language requirements. The federal government's official languages only apply to federal government business and services.
- The technical requirements of the *Strata Property Act* would be difficult to interpret correctly in another language and should only be translated by a qualified interpreter.
- The Act was not written with the expectation that it would be translated into any other languages.

Depreciation Reports

- Strata corporations can defer obtaining depreciation reports by an annual three-quarter vote.
- Market forces are encouraging the adoption of deprecation reports:
  - Prospective purchasers, mortgage providers, insurance companies and banks are requesting depreciation reports.
- Some stakeholders want depreciation report providers limited to certain professions.
  - The regulations require strata corporations to hire a provider who is able to understand the scope and complexity of their assets.
  - Given the wide range of strata properties, this usually requires a team of people with expertise in different areas. It is not as simple as just hiring an engineer.
- The Province does not collect depreciation reports or monitor compliance for the roughly 27,000 strata corporations in British Columbia.

Strata Redevelopment Issue

- Under legislation soon to be brought into force, strata corporations can terminate with a resolution approved by at least 80% of owners.
- One report was received of a developer planning ways to take advantage of the new strata termination provisions.
- So far we have only had very limited reports of such behavior occurring.
- Staff are working to determine the scope of the problem, and what solutions are possible.

Rental Restrictions

- Strata corporations have the flexibility to pass rental restriction bylaws that limit the number or percentage of strata lots that may be rented or the period of time for which lots may be rented.
- In 2009, the Province passed legislative amendments to make it easier to rent out a strata unit.
- Despite any rental restrictions bylaws, the Act allows strata lots to be rented out:
  - to family members;
  - at the request of an owner for a hardship exemption; or
  - by an owner who has purchased the strata lot from the developer, up until the date noted on the Form J (the Rental Disclosure Statement).
- The Province is confident that strata councils have the tools needed to address issues related to rental restrictions.

CROSS-REFERENCE / ATTACHMENTS:

B12 – Changes to the Strata Property Act and Regulations

B14 – Dispute Resolution in Strata

B19 – Leasehold Stratas

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: Support Recovery Homes

KEY MESSAGES:

- Housing that offers support for individuals recovering from problematic substance use is an important part of the housing continuum.
- Registered support recovery homes offer safe accommodation and low-to-moderate supports for adults recovering from substance use problems before they return to independent settings in the community.

BACKGROUND:

- The Ministry of Health began registering support recovery homes with the Assisted Living Registrar in the spring of 2013.
- Support recovery homes are now subject to regulations under the *Community Care and Assisted Living Act*.
- The term 'support recovery home' is also used to refer to unregistered businesses that operate from private residences and that shelter adults with substance use problems without providing the support services provided by registered homes.
- In the last ten years, support recovery homes have received considerable media and government attention as they proliferated in the lower mainland after deregulation in 2002.
- There are currently approximately 105 support recovery homes registered with the Assisted Living Registrar and approximately half are located in Surrey.
- All support recovery homes must offer one or two prescribed services (such as helping residents attend substance use meetings or offering anger management training) and five hospitality services (such as meals or laundry). By law, any support recovery home offering this level of service must be registered with the province.
- All registered support recovery homes are visited by an assisted living investigator before they are registered to confirm that they meet provincial health and safety standards.
- Ministry of Social Development and Social Innovation provides per diem funding for income assistance clients residing in registered supportive recovery housing.
- BC Housing has provided funding for approximately 30 support recovery homes.
- The Ministry of Public Safety and Solicitor General also has a relationship with supportive recovery housing as correctional clients are often referred to abstinence based housing upon release from correctional institutions.

Surrey

- In 2013 Surrey RCMP partnered with Surrey Fire Services and Surrey Bylaw enforcement to crack down on unregulated recovery homes operating in unsafe conditions.
- The initiative was successful, resulting in over 200 inspections and 114 unregulated recovery homes removed from operation by October 2014.
- BC Housing reports that, to the best of their knowledge, neither they, nor non-profit housing providers in Surrey, have seen an increase in persons being displaced as a result of the closure of the homes.
- The Ministry of Social Development and Social Innovation, the Fraser Health Authority and the Assisted Living Registrar report the same.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: *Residential Tenancy Act* and Supportive Housing

KEY MESSAGES:

- Supportive housing programs serve marginalized people, including many who struggle with homelessness and mental health and addictions issues.
- People who require additional supports and protections from exploitation in order to remain housed.
- Supportive housing programs have evolved over the years since the *Residential Tenancy Act* was brought into force.
- Therefore, the relationship between supportive housing providers and tenants is not specifically contemplated by the *Residential Tenancy Act*.
- The Province is looking at what, if any, changes to the *Residential Tenancy Act* might be needed to empower supportive housing providers to safely deliver their programs, while at the same time protecting the rights, interests and concerns of their tenants.
- We continue to consult with stakeholders to better understand these complex issues.

BACKGROUND:

- Between August and December, 2015 the Office of Housing and Construction Standards undertook consultations with non-profit housing providers, tenant advocates and community stakeholders to better understand how supportive housing works under the *Residential Tenancy Act*.
- These consultation sessions were exploratory in nature.

Guest Policies

- Both supportive housing providers and tenants have raised the issue of guest policies.
- Most supportive housing providers have guest policies that restrict the free movement of tenant guests within a supportive housing development; either through a check-in process, or through time restrictions for receiving guests (e.g., no guests after 10:00 pm, or, no overnight guests).
- On May 7, 2015 the British Columbia Supreme court upheld a Residential Tenancy Branch decision that found a policy requiring guests to produce government issued photo identification contravened the *Residential Tenancy Act*.

- The policy in question was in place in a BC Housing owned Single Room Occupancy building in Vancouver.
- The court found the policy to be an unreasonable restriction on guests.
- Some housing providers continue to enforce guest policies because they feel it is important to ensure staff and tenant safety.

Room Check Policies

- Many supportive housing providers have a policy of checking on tenants on a daily basis.
- Some tenants feel this is an invasion of privacy, while others insist that supportive housing providers have a responsibility to check on vulnerable tenants, especially those struggling with addictions, who may be at risk of overdose.
- The Office of the Coroner processed a Freedom of Information request in 2015 to determine the length of time that passed between the deaths of any tenants in 30 publicly supported housing developments in Vancouver and the time when the body was reported deceased.
- There were 82 reported deaths between January 2010 and July 2015.
- On average, deaths in these buildings in the time period requested were reported within one day. There were some exceptions however, and we will continue to work with our non-profit partners to find solutions to improve the safety of the most vulnerable tenants.
- People who live in single room occupancy buildings are especially vulnerable to health crises and social isolation.
- Many have mental and physical health issues including addiction and may not be well connected to family making them especially at risk for premature deaths that may go unreported for longer periods of time.
- Many of our partners conduct regular room/wellness checks. However, non-profit building operators must balance safety concerns with requirements of the *Residential Tenancy Act* - specifically a person's right to privacy in their own home, something many tenants are concerned about.
- BC Housing will continue to stress with non-profit housing providers the importance of 48-hour wellness checks and in certain cases, may consider adding room checks as part of their contractual agreements.

CROSS-REFERENCE / ATTACHMENTS:

None.

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s.16;s.13

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ISSUE: *Building Act* – Uniform Building Requirements

KEY MESSAGES:

- Improvements to the building regulatory system will increase certainty, efficiency and productivity for the construction sector.
- The *Building Act* is not about new or different building codes. It is about improving the regulatory system in which the existing code is applied and enforced.
- The BC Building Code already provides flexibility by including regional requirements that vary across the Province depending on climatic conditions, such as seismic activity and snow loads.
- Implementation of the *Building Act* is underway.

BACKGROUND:

- The construction sector has long objected to the varying building requirements set by local governments, which complicate development and construction and increase costs.
- The *Building Act* gives the Province sole authority to set building requirements, which will increase consistency of building requirements across British Columbia.
- In December 2017, at the end of a two-year transition period, local governments will only be able to set their own building requirements in very limited circumstances as presented by the province.
- Local governments can still apply to the Minister if they want to impose local building requirements that vary from the Code within their jurisdictions.

CROSS-REFERENCE / ATTACHMENTS:

None.

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Date: Feb 16, 2016

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: *Building Act* – Competency (Building Official Qualifications)

KEY MESSAGES:

- The Building Act will establish a more streamlined and modern building regulatory system in B.C.
- The Act establishes new mandatory qualifications for local government building officials.
- These qualifications will improve consistency in how the BC Building Code is interpreted, applied and enforced.
- The qualifications include:
  - Exams to assess building code knowledge,
  - Continuing professional development, and
  - Membership in a professional organization, intended to be the Building Officials' Association of British Columbia
- The Building Officials' Association of British Columbia strongly supports this increased professionalism.
- The qualification requirements are not expected to have a significant impact on local government costs.

Background:

- Under the new *Building Act*, building officials will be required to meet mandatory minimum qualifications. The Province intends for the Building Officials' Association of British Columbia to administer the requirements on behalf of the provincial government.
- There are approximately 650 working local government building officials in British Columbia, the majority (80 percent) of whom are already members of the Building Officials' Association of British Columbia
- The Building Officials' Association of British Columbia estimates there could be as many as 100 to 150 working building officials who still need to qualify and who are not already members.
- The Province consulted extensively on qualifications for local building officials from 2005 to 2007, and 2011 to 2014.

Local Government Building Officials

- Local governments employ building officials to monitor the compliance of building design and construction with the BC Building Code and other provincial building

regulations. Building officials are key to achieving consistency in the application of the Building Code.

- Inconsistency in Building Code application is a major concern of the construction sector.
- Under the *Building Act*, building officials will be required to meet the following mandatory minimum requirements:
    - Pass exams designed to assess Building Code knowledge,
    - Meet annual continuing professional development requirements, and
    - Become a member of the Building Officials' Association of British Columbia.
- A building official must be qualified to one of three levels. Each level represents greater complexity in building construction and includes any lower levels.
    - Level 1 – one and two-family dwellings regulated under Part 9 of the Building Code;
    - Level 2 – other buildings regulated under Part 9 of the Building Code, including some small commercial buildings; and
    - Level 3 – larger, more complex buildings regulated under Part 3 of the Building Code, such as hospitals, schools and high-rise condo buildings.
- There will be a four year transition period to allow building officials to meet the requirements.

CROSS-REFERENCE / ATTACHMENTS:
None.

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ISSUE: *Building Act* – Innovation

KEY MESSAGES:

- The *Building Act* paves the way for more innovative buildings in B.C.
- We are introducing a regulatory process so that we can build innovative buildings, like the Wood Innovation and Design Centre in Prince George.
- Under the *Building Act*, the Province will review proposals for innovative new buildings.
- Innovative proposals will be funded through a cost-recovery model; with cost borne by the project proponent.

BACKGROUND:

- Another way we are paving the way for more innovative buildings in British Columbia is by allowing the Building Code Appeal Board to make decisions on more technically complex appeals.
- The *Building Act* expands the Province's role to better support the construction sector and local governments in two ways:

Proposals for Innovative Buildings

- Currently there is no process to review or approve proposals for innovative new buildings that feature building methods or materials that the BC Building Code has not anticipated.
- Under the *Building Act* the Province will review proposals for innovative new buildings via a cost-recovery funding model.
- The Building and Safety Standards Branch has received funding for additional staff to provide this new service.
- The Minister responsible may enact site-specific regulations for innovative buildings.
- Although these are site-specific, this provides a way for the Province to consider how the BC Building Code might change in the future.
- This will support the construction sector and local governments who want to pursue innovative buildings and materials.
- The Wood Innovation and Design Centre, which opened in October 2014 in Prince George exemplifies the kind of innovative buildings supported by the *Building Act*.

Expanded capacity for the Building Code Appeal Board

- New building products and technologies are continually being developed.
- To keep pace with rapid changes in the construction sector the Building Code Appeal Board will resolve more complex disputes between industry and local governments.
- Decisions on complex disputes will be funded through a new cost-recovery model.

CROSS-REFERENCE / ATTACHMENTS:

None.

MINISTRY OF NATURAL GAS DEVELOPMENT
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ISSUE: Climate Leadership

KEY MESSAGES:

- Since the introduction of our Climate Action Plan in 2008, B.C. has been recognized as a world leader in the fight against climate change.
- B.C. was the first jurisdiction in North America to introduce a broad-based, revenue-neutral carbon tax, and to have a carbon-neutral public sector.
- We have shown we can reduce GHG emissions while continuing to grow the economy.
- We have engaged with industry and local governments on how British Columbia can achieve reductions in greenhouse gas emissions from buildings – and transition to a low-carbon built environment.
- Input from the engagement sessions is being used to inform the development of a Climate Leadership Plan that will build confidence, support innovation, and create new opportunities.

BACKGROUND:

Climate Leadership Plan – Public Engagement

- In April 2015, the Province initiated the Climate Leadership Plan process, which builds on the success of its 2008 Climate Action Plan to reduce greenhouse gas emissions.
- 32 recommendations in the Climate Leadership Team's Recommendation Report were received by the Province.
- Two periods of public consultation were held to gather further input.
- The Province intends to release its Climate Leadership Plan in spring of 2016.

Built Environment Sector Engagement

- The Province has also conducted targeted, sector-specific engagement including on the built environment.
- The Office of Housing and Construction Standards, in partnership with other ministries, launched a targeted stakeholder engagement process in January 2016 on the built environment section of the Climate Leadership Plan.

- Input has been gathered from First Nations, local governments, industry, and non-governmental organizations on the practical considerations of implementing a range of possible policies and programs that would result in a reduction in greenhouse gas emissions from the built environment.
- At the same time, we are facilitating the Energy Efficiency Working Group, composed of local governments, industry, and other organizations that are developing recommendations for a so-called 'stretch code' - energy efficiency requirements that go beyond the BC Building Code.
- The recommendations being developed would support local governments to achieve their Climate Action Charter commitments to cut greenhouse gas emissions while ensuring that better-than-Code energy efficiency requirements are more consistent across British Columbia.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: ASTTBC Limited Scope Electrical Training Program – BC Supreme Court Decision

KEY MESSAGES:

- BC Safety Authority (BCSA) is appealing the Court's decision to seek clarification on its authority to recognize "new" training programs.
- Clarity is needed to ensure legal validity of programs and the credentials of the people who complete the training.
- The Court ruled that BCSA has authority to recognize training programs but that the Applied Science Technologists and Technicians of BC (ASTTBC) did not have legal authority to develop the program in question.
- The decision to appeal came after careful analysis of the ruling.

BACKGROUND:

- On March 18, 2016 the BC Supreme Court granted the International Brotherhood of Electrical Workers' (IBEW) petition to set aside a 2013 BCSA decision giving ASTTBC permission to operate a training program for limited scope electrical work.
- The Court found that ASTTBC did not have the authority to develop a training program under its own legislation.
- Given this finding, the Court ruled that BCSA could not recognize the training program since it was developed without the necessary legal authority.
- The general premise accepted by the Court was that BCSA has authority to recognize programs of training under section 15(k) of the *Safety Standards Act*.
- BCSA will appeal the decision based on the concern that:
  - the decision limits the authority of a provincial safety manager to only recognize "existing" training programs; and,
  - it is unclear to what extent the awarding of costs to IBEW is to be paid by BCSA.

International Brotherhood of Electrical Workers

- The IBEW is a union representing electrical workers in North America. In British Columbia, they also provide training and certification for electrical workers.

ASTTBC

- ASTTBC is a voluntary association which has right-to-title legislation, but not exclusive right to practice. It sets standards of training and practice for its members.
- ASTTBC membership includes a small subset of individuals who provide services related to the built environment.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: Propane Tank Permitting

KEY MESSAGES:

- Propane has been a reliable fuel option in rural areas of British Columbia for many years, but it can be dangerous if not handled properly.
- Since 2004, operating permits have been required for propane storage tanks larger than the canisters used for RVs and home barbecues. By law, a tank without a permit should not be filled.
- Despite many years of working with the propane industry and individual tank owners, the safety of tank installations remains uncertain.
- In June 2015, the BC Safety Authority (BCSA) announced their intent to begin administering the propane operating permit requirement, including permit fees, to provide resources for greater compliance oversight and public education.
- The permit process is designed to help ensure that the tanks used are safe and installed properly.
- In response to public concerns, collection of permit fees has been waived for tanks that are 500 US gallons or less.
- Owners of tanks over 500 US gallons that are used only for residential purposes can apply for a fee waiver.

BACKGROUND:

- Although the propane storage tank permit requirement has been in place since 2004, many propane companies and other propane tank owners have not been in compliance.
- In June 2015, a directive was issued by the BCSA to clarify the current requirements and announce the introduction of permit fees for industrial and residential storage tank owners to cover the costs of increased compliance efforts and public education. BCSA is an independent agency that relies on cost recovery to operate.

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Estimate Note: A7

OHCS Ref 20388

- BCSA has now suspended invoicing for propane tank operating permits and continues working with tank owners to help them reach voluntary compliance based on their improved awareness of the initiative.
- BCSA is working with propane suppliers to collect more data and client information as well as assisting them in meeting the requirement to submit their compliance plans.
- BCSA continues to review options pertaining to fees, communications with stakeholders and clients and the collection of assessment data. In the meantime, all permitted tanks can legally be filled.
- BCSA is not charging a fee for operating permits for propane tanks used in residential settings.
- The majority of propane tanks used to store fuel for use in residential settings are sized between 80-500 gallons capacity. Larger tanks are generally associated with commercial and industrial applications.
- In order to provide a simple method of administering a fee exemption for most affected tanks, all propane tanks at or below 500 gallon capacity will require operating permits, but will not require a fee.
- Owners of tanks over 500 US gallons that are used only for residential purposes can apply for a fee waiver.
- Regardless of whether the fee is waived or not, all owners of tanks in operation and pressurized above 15 psig (pounds per square inch gauge) are required to apply for an operating permit and provide their tank data to BCSA.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: Single Bottom Cylinder Elevators

KEY MESSAGES:

- Single bottom cylinder elevators pose a safety risk and need to be brought into compliance or removed from service.
- BC Safety Authority (BCSA) has given owners multiple compliance options and ample opportunity to bring their single bottom cylinder elevators into compliance.
- The vast majority of owners have confirmed compliance.
- BC Safety Authority is working with owners to ensure the remaining single bottom cylinder elevators are repaired or removed from service.
- After providing advanced notice for affected occupants so they can make alternative arrangements, BCSA has removed from service the non-compliant elevators in buildings whose owners failed to respond to repeated warnings, and BCSA is now pursuing monetary penalties against them.

BACKGROUND:

- In 2010 the Province enacted a regulation change requiring single bottom cylinder elevators to be upgraded or removed from service in response to serious safety concerns that had been identified with this type of elevator. The BCSA issued a safety order with a deadline for compliance of October 8, 2015. An estimated 1,300 elevators were affected.
- The Province gave building owners plenty of time to plan for and implement elevator upgrades or replacements.
- On December 15, 2015 BCSA notified the owners of the remaining non-compliant elevators that the deadline for compliance had passed and urged them to take immediate action to assess the condition of the elevators and begin the process of upgrading or replacing them before April 14, 2016. Unless the elevators presented imminent hazards, they could remain in service until that time.
- On January 14, 2016 BCSA notified the remaining 43 owners of non-compliant elevators of next steps, including BCSA's intention to issue a $15,000 dollar fine if the owners do not obtain a variance for their elevator by January 28, 2016 and that all remaining non-compliant elevators will be removed from service on or after March 14, 2016.

- On March 15, 2016 non-compliant elevators were removed from service in three buildings whose owners failed to respond. Occupants received advance notice that elevator service would be terminated.
- As of April 29, 2016 all units have either been removed from service with necessary work underway or will be resolved by the May 1 deadline. Forced shut-downs are not anticipated.
- The great majority of buildings affected are residential buildings that are three or four storeys high.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: SSA Amendments to Facilitate LNG Development

KEY MESSAGES:

- Amendments to the *Safety Standards Act* (SSA) will strengthen and streamline the safety oversight of liquefied natural gas (LNG) and other oil and gas facilities.
- They are the result of collaboration between the BC Safety Authority (BCSA) and the Oil and Gas Commission (OGC) to address overlaps and potential gaps highlighted by proposed LNG developments.
- The OGC will be maintained as primary regulator responsible for all operations and technologies in an oil and gas facility. Within that larger system, the BCSA will continue to oversee specific technical areas.
- The amendments change which areas are subject to BCSA oversight when equipment is used in relation to pipelines or oil and gas facilities.
- In addition to providing certainty for industry, the changes:
  - Ensure complex refrigeration associated with LNG is governed by the best-suited regulations;
  - Eliminate overlap where both regulators apply the same technical standards for pressure piping; and,
  - Ensure safety oversight of elevators and ropeways, which may be present in large facilities.

Background:

- The amendments relate only to equipment associated with pipelines and oil and gas facilities. They have no impact outside the oil and gas sector.
- Oversight responsibility is updated as follows:
  - Pressure piping and refrigeration equipment will now be regulated exclusively by the OGC under the *Oil and Gas Activities Act*.
  - BCSA will now oversee elevating devices together with other technical areas it already oversees (boilers, pressure vessels, and electrical equipment).
  - Gas systems remain with the OGC for exclusive oversight.

- The division of duties makes technical sense, ensuring the right codes and standards apply to the right equipment. The OGC and BCSA support the changes.
- The amendments address various transitional issues, including information sharing between the OGC and BCSA.

Refrigeration

- The type of refrigeration used in LNG plants is inherently different from what is addressed in the SSA.
- The SSA addresses environmental refrigeration such as ice arenas and cold storage, whereas LNG plants contain process refrigeration for liquefaction. The latter is addressed in the LNG Facility Regulation under OGAA.

Potential Gaps

- Potential gaps refer to oversight of elevating devices, such as elevators and passenger ropeways. These are currently exempt in oil and gas settings.
- Elevating devices will now be overseen by BCSA as they are likely to be present in large LNG facilities.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: Wood Door Industry and Challenges with BC Building Code

KEY MESSAGES:

- In December 2014, new requirements for the energy performance and the weather resistance of doors and windows were adopted into the BC Building Code.
- The wood door industry in British Columbia in particular, struggled to comply with the new energy performance requirements.
- Ministry staff worked collaboratively with the wood door industry to address their concerns.
- As a result, additional changes to energy performance requirements for doors were adopted in December 2015.
- The changes allow homeowners to remain confident about the energy performance of doors in their homes and enable the wood door industry to adapt to potential future energy efficiency requirements.
- We want to ensure that building construction in B.C. is cost-effective, while still meeting world-class health, safety and energy-efficiency standards.
- The changes to the BC Building Code will give the construction industry the flexibility to use windows, doors and skylights in a fair and consistent manner.
- The code changes make it easier for B.C. manufacturers to deliver products that comply with the Building Code.

BACKGROUND:

- New energy efficiency requirements for doors and windows became effective in the BC Building Code in December 2014. The requirements included a relaxation on energy performance that could be applied to a single door.
- In spite of the relaxation, wood door manufacturers continued to express that the new energy efficiency requirements jeopardized the wood door industry in British Columbia since it was difficult for builders to use more than one exterior wood door and still meet energy performance requirements. This was not an issue for doors made from other materials.
- Wood door manufacturers requested that their products be exempted from the energy efficiency requirements of the BC Building Code.

- Ministry staff consulted with key industry members to determine new requirements that would enable them to sell their products while maintaining overall energy performance for houses.
- New changes to the BC Building Code adopted on December 21, 2015 allow the energy performance relaxation applied to a single exterior door to be divided amongst several doors. Wood door manufacturers are now able to sell more than one wood door per house while maintaining the overall energy performance of the house.
- Ministry staff have informed wood door manufacturers that there is an imperative for industry to address the energy performance of their product to meet potential future energy and greenhouse gas targets.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Housing Affordability (Codes and Standards)

KEY MESSAGES:

- Increasing affordable housing options is a priority of this government. Homeowners are supported through:
  - Newly Built Home Exemption;
  - Home Owner Grant;
  - First Time Home Buyers' Program; and,
  - Property Tax Deferment Program.
- Local Governments also have tools to encourage housing affordability such as allowing for increased density, laneway housing and secondary suites.
- We are striking the right balance between housing affordability, health and safety, and British Columbians' priorities such as accessibility and energy efficiency.
- The new *Building Act* will streamline and modernize British Columbia's building regulatory system. Feedback received from industry regularly indicates that consistent building requirements across all British Columbia communities will mean lower construction costs.

BACKGROUND:

- Cost-benefit analysis remains a consideration when evaluating the merits of a change to the BC Building Code to ensure the benefits outweigh the long-term costs of the change.
- The Newly Built Home Exemption exempts newly built homes priced up to $750,000 dollars from the property transfer tax. The measure aims to assist purchasers and help stimulate the construction of moderately priced homes.
- The Home Owner Grant is available to homeowners to reduce the amount of property tax paid for a homeowner's principal residence.
- The First Time Home Buyers' Program reduces or eliminates the amount of property transfer tax homebuyers pay when they purchase their first home.
- The Property Tax Deferment Program allows eligible British Columbians to apply for a low interest loan to pay current year property taxes on their principal residence.

- The Province also mandates exemptions from local development cost charges and levies for very small-unit housing projects (under 280 square feet) and allows waivers for private sector affordable rental housing in an effort to assist affordability.

Energy Efficiency

- New energy efficiency requirements were introduced into the BC Building Code in 2013 and 2014.
- The Province is currently facilitating the Energy Efficiency Working Group, which is developing recommendations for a stretch code, which refers to consistent energy efficiency requirements that go beyond the BC Building Code and which local governments could choose to require in their communities.
- Recommendations will address the Province's commitment to consistency in building requirements while allowing local governments the flexibility to require better-than-Code energy efficiency and achieve their Climate Action Charter commitment goals.

Accessibility

- The Office of Housing and Construction Standards is working with the Ministry of Social Development and Social Innovation on the goal of Accessible Built Environment in the Province's 10-year action plan entitled Accessibility 2024.
- The Province is considering the new accessibility requirements of the 2015 National Building Code for inclusion in the next version of the BC Building Code.

Fire Sprinklers

- The Province is developing fire sprinkler requirements that go beyond the BC Building Code and that local governments could require as part of their community fire protection strategy.
- Local governments would determine whether to opt into the fire sprinkler regulation following the completion of a community fire risk assessment, which includes cost-benefit considerations.
- An opt-in fire sprinkler regulation addresses the Province's commitment to consistency in building requirements and local government concerns about existing fire sprinkler requirements that will be of no force and effect under the *Building Act*.

Building Act Requests for Variation by Local Authority

- The *Building Act* will produce greater consistency in building requirements across the province by making building requirements in local government bylaws of no force and effect as of December 15, 2017. This responds to construction sector concerns that different requirements between jurisdictions can slow development and add costs.
- Under the *Building Act,* however, a local government may request a local variation from the BC Building Code that would apply within its jurisdiction. If approved, the local variation would be enacted in a provincial building regulation.

- Prior to submitting a request for variation to the Province, local governments are encouraged to conduct cost-benefit analyses of having local building requirements that vary from the BC Building Code.

CROSS-REFERENCE / ATTACHMENTS:

B17 - Housing Affordability (Market Housing)

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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Cabinet Working Group on Mental Health

KEY MESSAGES:

- The Province is committed to supporting people impacted by mental health challenges.
- We invest more than $2 billion each year to fund mental health programs and services across several ministries.
- I am chairing a newly-formed Cabinet Working Group on Mental Health to take stock of government's current programs and services and develop a cross-system response to this challenging health and social issue.
- We are not starting from scratch. Rather, we will continue to deliver existing programs and services while the working group looks across government to consider how we can work in a more integrated way to do things better.
- For example, how we can better support individuals and families before they reach crisis, and how we can make the system more straightforward for people to navigate.
- The working group is still in its early stages. I look forward to announcing further details about our work later this year.

BACKGROUND:

Data on Mental Health in British Columbia

- Mental health-related challenges take a toll on individuals, families and communities in British Columbia. To put this in perspective:
  - One in six British Columbians received some form of mental health and substance use service from their primary provider or the hospital in 2013/14.
  - Individuals with mental health and substance use issues are disproportionately represented in our corrections system and our homeless shelters.
  - A recent look at the Maple Ridge Emergency Response Shelter found 45 percent of individuals had a moderate to severe mental health issue, 83 percent had a high to severe substance use issue, and 83 percent were chronically homeless.
  - In the 2014/15 school year, the completion rate from high school for youth with a severe mental health or substance use issue was 32.9 percent lower that the provincial average.

Recent Government Initiatives

- The Cabinet Working Group on Mental Health first met on November 4, 2015.
- A Select Standing Committee on Child and Youth Mental Health, chaired by MLA Jane Thornthwaite, delivered its recommendations on January 27, 2016.
- The Cabinet Working Group on Mental Health is considering these recommendations as it continues its work and expands the scope beyond children to include adult mental health issues across nine ministries.
- A number of government strategies that directly address, or touch upon factors related to, mental health have been developed over the last decade, for example:
  - Child and Youth Mental Health Plan for British Columbia (2003)
  - Housing Matters BC (2006, 2014)
  - Healthy Minds, Healthy People (2010)
  - Erase Bullying (2012)
  - A Path Forward (BC First Nations and Aboriginal People's) (2012)

Mental Health Secretariat

- A Mental Health Secretariat, under the direction of the Cabinet Working Group on Mental Health, is leading the development of a cross-government mental health strategy.
- The Secretariat is led by an Assistant Deputy Minister, who reports directly to the Minister Responsible for Housing in his role as Chair of the Cabinet Working Group.
- The Secretariat chairs an Assistant Deputy Minister-level committee, with representation from nine ministries.
- This committee draws on the collective subject matter expertise in this field to ensure an integrated, client-focused approach.

Mental Health Strategy

- The scope of the initial work on the Mental Health Strategy includes programs and services that:
  - Support the full lifespan from early childhood to senior citizen;
  - Encompass the full continuum of supports and interventions, including: health promotion and prevention, early identification and treatment, crisis intervention and specialized services; and
  - Have a direct mental health mandate, have high take-up among individuals with mental health conditions, and/or significantly impact mental health outcomes (e.g., education, housing, employment).

- The goal of the Strategy will be two-fold:
  - To develop an integrated, cross-system mental health strategy that addresses key gaps in the current system and supports individuals and families before they reach crisis; and
  - To significantly improve the client experience, leading to measurable improvements in health outcomes for individuals, families and communities.

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: HPO new home warranty

KEY MESSAGES:

- New homes offered for sale by builders in British Columbia must be constructed by a Licensed Residential Builder. Builders are responsible for arranging the home warranty insurance.
- The Homeowner Protection Office (HPO), a branch of BC Housing, monitors the performance of British Columbia's home warranty insurance system, among other responsibilities.
- The *Homeowner Protection Act* (the Act) and regulations ensure that buyers of new homes are protected.
- The HPO's research and education initiatives support the mandate of the Act to help bring about improvements in the quality of residential construction for the benefit of the residential construction industry and consumers.

BACKGROUND:

- In 1998, the Province established mandatory home warranty insurance backed by insurance companies to ensure strong consumer protection.
- Home warranty insurance protects new homes in British Columbia against construction defects such as materials and labour, building envelope, and structural defects.
- Only insurance companies that are authorized by the provincial Financial Institutions Commission are permitted to provide mandatory home warranty insurance in British Columbia.
- Homeowners protected by home warranty insurance are encouraged to familiarize themselves with their policy and carry out maintenance in accordance with maintenance information from their warranty provider or builder.
- The Homeowner Protection Office has created the Residential Construction Performance Guide in collaboration with the residential construction industry for homeowners to use as a reference tool.
- Homeowners can use the Guide to determine whether a possible construction defect might be covered by home warranty insurance and to better understand how warranty providers may evaluate claims for new homes.

- The Homeowner Protection Office has two public registries that consumers, realtors and other professionals assisting with the purchase of a new home can utilize to identify information on newly constructed homes and Licensed Residential Builders in British Columbia.
- The New Homes Registry will confirm if a newly constructed home has a policy of warranty insurance in place and the HPO can be contacted to assist with providing clarity if required.
- The Builder Registry identifies all licensed builders in British Columbia and their current licence status to assist with a consumer's selection of builder.
- BC Housing has embarked on a process with stakeholders to review and revise the home warranty insurance provisions of the Act regulation in order to provide better efficiency, satisfaction and consumer protection.

CROSS-REFERENCE / ATTACHMENTS:

D52 – Dispute Resolution for HPO

D67 – Residential Builder Licensing

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Analysis of Housing Market Affordability

KEY MESSAGES:

- BC Housing is leading a research initiative that will examine a range of factors potentially affecting home prices throughout the province.
- Findings from the research will inform policy analysis in British Columbia and assist in evaluating the merits of various policy proposals across all levels of government. The research is expected to take six months.
- Many factors influence housing prices, including land supply, economic conditions, municipal approval processes, interest rates, fees and taxes, household income, and financing regulations.
- Foreign ownership is only one of many potential factors that this research initiative will examine to assess housing affordability challenges throughout the province.

BACKGROUND:

- BC Housing conducts and publishes its own research on a wide-range of housing issues. To date, the following housing studies have been completed and are available on the BC Housing website:
  - 10 International Case Studies on Affordable Homeownership
  - Small Market Units
  - Modular and Prefabricated Housing
  - Four models for Alternative Sources of Capital For Social and Affordable Housing
  - Research Study on Scoping a Registry of Accessible and Adaptable Homes in British Columbia
- This research initiative will begin by undertaking an independent review of existing studies and data sources, and identifying gaps to better understand what information is needed to adequately assess the effect of various factors impacting house prices.
- There are no definitive numbers on foreign buyers in the Metro Vancouver housing market. However, available data and analysis in the region suggests that foreign ownership of housing is less than 5 percent of the housing stock and not more than 5 percent of sales activity.

CROSS-REFERENCE / ATTACHMENTS:

B17 – Housing Affordability (Market Housing)

D57 - Industry and Consumer Advisory Council (ICAC)

Contact: Shayne Ramsay
Cell Phone: s.22
Estimate Note: D46
Date: February 25, 2016
OHCS Ref 20410

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Aboriginal Housing Partnerships

KEY MESSAGES:

- Addressing Aboriginal housing needs is a key component of the provincial housing strategy, Housing Matters BC.
- The provincial government has invested in a wide range of housing options for Aboriginal people including:
  - More than 200 off-reserve units have been built to provide safe, secure and culturally-appropriate housing for youth, women, elders and those struggling with addictions;
  - More than 4,450 subsidized housing units are specifically designated for Aboriginal people in British Columbia.
  - More than 4,200 of these units were transferred from BC Housing to the Aboriginal Housing Management Association (AHMA) in November 2012 for ongoing administration.
  - As new Aboriginal housing units become operational, they will be transferred to AHMA to support self-management of social housing. As of March 31, 2016, AHMA's portfolio has expanded to approximately 4,400 housing units.
  - Last year, provincially funded shelter and outreach workers helped close to 1,800 Aboriginal people who were homeless or at risk of homelessness.
- We continue to work in partnership with AHMA to achieve the common goal of self-management, self-reliance, and self-sufficiency in the provision of safe and affordable housing for Aboriginal people living off-reserve.
- In 2016/17, the provincial government will provide over $33 million dollars to AHMA to administer subsidy payments that keep the housing affordable for Aboriginal individuals and families.

- In September 2015, BC Housing was awarded a gold designation by the Canadian Council for Aboriginal Business (CCAB) under their Progressive Aboriginal Relations (PAR) program.
  - This was an increase from our 2012/13 result of a silver designation.
  - The PAR program tracks progress on enhancing Aboriginal housing partnerships.
  - The PAR Certification is awarded every three years.

BACKGROUND:

Aboriginal Partnerships

s.13,s.16

Transfer of Units to AHMA

- In 2004, British Columbia became the first province to transfer management of Aboriginal social housing to the Aboriginal community when 189 units of provincial Aboriginal housing were transferred to AHMA.
- In 2006, the federal government transferred administration of more than 51,000 federally-funded social housing units to the province under the Canada-British Columbia Social Housing Agreement. This included 2,660 off-reserve Aboriginal units.
- In 2012, administration of all Aboriginal social housing, including emergency shelters and the Aboriginal Homeless Outreach Program, was transferred from BC Housing to AHMA.

Transfer of Rural Native Housing (RNH) Units

- The Rural Native Housing (RNH) program is a federal government program established in 1974. In 2006, ownership and management of these properties were transferred to BC Housing.

- In 2011, ownership and management of 71 RNH properties on Vancouver Island were transferred to M'akola Housing Society.
- In 2013, the remaining 428 properties in rural communities were transferred to M'akola Housing Society, Kamloops Native Housing Society, and Mamele'awt Queensome Housing Society.

Aboriginal Housing Initiative

- Launched in 2007, the Aboriginal Housing Initiative (AHI) was developed to create safe, secure, and culturally-appropriate housing for youth, women, elders, and those struggling with addictions.
- More than 200 units of off-reserve Aboriginal housing were developed in partnership with Aboriginal housing organizations under this initiative at a cost of approximately $50.9 million dollars.
- In July 2011, the provincial and federal governments announced a three-year Investment in Affordable Housing (IAH) agreement from 2011 to 2014. In 2012, though the IAH agreement, the Aboriginal Housing Initiative (Phase II) was committed funding of $5 million dollars to create affordable rental housing projects with a focus on Aboriginal clients across British Columbia.
- Approximately 224 units have been completed under this initiative.

Aboriginal Homeless Outreach Program (AHOP)

- The Aboriginal Homeless Outreach Program (AHOP) connects Aboriginal homeless people to housing, income assistance and support services in 17 communities across British Columbia: Dawson Creek, Duncan, Fort St. John, Kamloops, Kelowna, Langford, Metchosin, North Saanich, Oak Bay, Prince George, Saanich, Sidney, Sooke, Surrey, Vancouver, Victoria, and View Royal.

Homeless Prevention Program (HPP)

- The Homeless Prevention Program (HPP) provides portable rent supplements to facilitate access to private sector rental housing and also includes support services.
- Under the extension to the Investment in Affordable Housing (IAH) agreement, the provincial and federal governments will provide a joint contribution of $12.5 million dollars in annual funding to HPP.
- As of March 31, 2016, more than 1,500 rent supplements have been issued monthly through the HPP.
- In 2015/16, there were more than 5,100 designated HPP clients in British Columbia.
- Approximately 58 percent of these reported that they are of Aboriginal descent.

CROSS-REFERENCE / ATTACHMENTS:

s.13,s.16

D43 – Addressing Homelessness (Provincial)

D51 – Creating New Social Housing

APPENDIX:

Highlights

Community	Project Name	Description	Year
Abbotsford	Spirit Bear Centre	10-bed group home for young women in care in recovery from addictions.	2009
Chilliwack	Miranda Apartments	20 units of affordable housing for low-income Aboriginal families.	2008
Coquitlam	Colony Farm Road	Four on-reserve apartments for low-income Aboriginal elders.	2014
Dawson Creek	Driver House	25 units for Aboriginal elders and families.	2010
Duncan	Ts'i'ts'uwatul Lelum	50 assisted living apartments for Aboriginal elders and seniors.	2013
Kamloops	Twin Feathers	19 affordable apartments for Aboriginal students, singles and families.	2010
Port Alberni	Kackaamin Family Development Centre	14 units of affordable housing, 2 youth dormitories and programming space for Aboriginal families and youth.	2010
Vancouver	Aboriginal Mother's Centre	16 apartments for Aboriginal women and their children who are homeless or at risk of homelessness.	2011
Vancouver	Dave Pranteau Aboriginal Children's Village	24 affordable homes for foster families, children coming out of foster care and low-income individuals.	2013
Vancouver	Circle of Eagles	17 beds of supportive transitional housing for Aboriginal men.	2011
Vancouver	Skwachàys Healing Lodge	Affordable housing apartments for those who are homeless or at risk of homelessness and healing lodge apartments for Aboriginal individuals and their immediate family who need to travel to Vancouver from rural and remote communities.	2012
Vernon	Kickwillie Place	40 units of affordable rental housing for low-income Aboriginal families.	2009
Williams Lake	Eagle's Nest	33 suites for low-income Aboriginal adults.	2010

MINISTRY OF NATURAL GAS DEVELOPMENT AND
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Addressing Homelessness (Provincial)

KEY MESSAGES:

- In 2016/17 the provincial and federal governments will spend $218.7 million dollars on emergency shelters and housing for the homeless that will assist approximately 13,630 individuals who are homeless or at risk of homelessness in British Columbia.
- To address homelessness, the Province provides:
  - Supported housing;
  - Permanent year-round emergency shelters that are open 24/7 that connect homeless people to the housing continuum, needed supports, and income services;
  - Temporary shelter beds during extreme weather from November to April;
  - Homeless outreach that connect homeless people to housing, income assistance, and supports in 64 communities; and,
  - Rent supplements through the Homeless Prevention Program (HPP) to help individuals access rental housing in the private market.

BACKGROUND

Homeless Prevention Program (HPP)

- HPP assists people in the following at-risk groups facing homelessness by providing rent supplements to help them access rental housing in the private market:
  - people leaving the correctional and hospital systems;
  - women escaping violence;
  - youth transitioning out of the foster care system; and,
  - individuals of Aboriginal descent.
- As of December 31, 2015, more than 1,500 monthly rent supplements have been issued through the HPP
- Since October 2014, over 2,600 people have received support services through the HPP as designated HPP clients.

Homeless Outreach Program (HOP) and Aboriginal Homeless Outreach Program (AHOP)

- BC Housing partners with community-based agencies in over 64 communities.
- The AHOP provides support in 17 communities.
- Outreach workers undertake a wide range of support activities to address immediate physical and safety needs including; connecting people with housing and income supports, providing links to other support services, and acting as a landlord liaison.

Emergency Shelter Program

- The Emergency Shelter Program funds more than 1,600 permanent, year-round emergency beds in 33 communities across the province.
- 92 percent of the permanent shelter beds are available 24/7 and 95 percent provide three meals a day.

Homeless Camps

- Recently, tent cities have emerged in several municipalities including Vancouver, Maple Ridge, Abbotsford, and Victoria.
- Everyone who is in genuine need and wants housing will be offered somewhere to live.
- BC Housing works with homeless outreach workers, municipalities, emergency shelters, and non-profit housing partners to find permanent housing options for campers.
- In most cases it involves improving or enhancing existing supportive housing, or emergency shelter services in the community.
- Most recently, in Victoria, local non-profit agencies met with the campers to determine their healthcare needs and housing situations.

Extreme Weather Response (EWR) Program

- The EWR program funds time-limited, temporary shelter beds for individuals who are homeless during extreme weather conditions from approximately November 1 to March 31.
- Communities decide what conditions warrant an Extreme Weather alert, when to activate a location, and how many spaces to make available on a given night, depending on the capacity of existing shelters and the estimated need.

Supportive Housing – Local Government Partnerships (Memorandum of Understandings)

- The provincial government has partnerships with eight communities and has committed to spend close to $500 million to build more than 2,100 new supportive housing units.

- There are approximately 30 developments in total – most are now open.
- As of December 31, 2015, 29 of the 30 sites are now complete, providing more than 2,000 of supportive housing. The remaining site is expected to be complete within the next year.
- The eight municipalities are: Vancouver, Victoria, Kelowna, Surrey, Abbotsford, Maple Ridge, Campbell River and Nanaimo.
- Municipalities are expediting approvals for supportive housing units.

Single Room Occupancy (SRO) Hotels

- Between 2007 and 2009, BC Housing purchased 26 Single Room Occupancy (SRO) hotels in Vancouver, Victoria, and New Westminster.
- Of these, 24 are in Vancouver, and 21 are in the Downtown Eastside.
- The 26 SRO hotels have preserved more than 1,500 housing units.
- When an SRO hotel is acquired, immediate safety upgrades are completed. Detailed building condition assessments are done and construction management firms carry out major renovations.

SRO Renewal Initiative (SRI)

- The provincial and federal governments partnered to renovate and restore 13 provincially-owned SROs in Vancouver's Downtown Eastside.
- The Province is investing $143.3 million dollars to renovate 13 SROs under a public-private partnership. This includes $29.1 million dollars from the Government of Canada through the P3 Canada Fund.
- Building lifecycle and facilities maintenance services will also be provided for these 13 SROs for 15 years.
- The SRO will deliver long-term supportive housing and improved quality of life for nearly 900 residents living in the Downtown Eastside.
- Renovations on five of these buildings are now complete: Gastown Hotel, Hotel Maple (formally Washington Hotel), Hotel Canada (formally Marble Arch Hotel), Rice Block and Cordova.
- Construction is expected to be completed on the remaining eight by end of August 2016.

CROSS-REFERENCE / ATTACHMENTS:

D44 – Addressing Homelessness in Vancouver

D45 – Addressing Homelessness in Victoria

D65 – Provincial-Federal Funding Agreements

D72 – SRO Renewal Initiative

MINISTRY OF NATURAL GAS DEVELOPMENT AND
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BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Addressing Homelessness in Vancouver

KEY MESSAGES:

- In 2014/2015 the provincial and federal governments invested over $123.4 million dollars in emergency shelter and housing for the homeless, assisting more than 6,400 individuals who are homeless or at risk of homelessness in Vancouver.
- The Province addresses homelessness in Vancouver through a variety of programs and services across the continuum of need, including:
  - Permanent year-round homeless shelter spaces;
  - Extreme weather spaces;
  - Homeless outreach programs;
  - Supported housing;
  - Single Room Occupancy (SRO) hotels;
  - Partnerships with the City of Vancouver; and,
  - Rent supplements.

BACKGROUND:

Emergency Shelters and Outreach

- As of March 31, 2016 there are more than 950 emergency shelter spaces.
- In 2015/16 the homeless outreach teams in Vancouver helped to connect more than 900 homeless people to stable housing and supports through the Homeless Outreach and Aboriginal Homeless Outreach Programs.

Homeless Rent Supplements

- As of March 31, 2016 more than 750 rent supplements have been allocated to service providers to assist those who are homeless or at risk of homelessness. Of these, more than 400 were provided through the Homeless Prevention Program (HPP) and more than 300 through the Homeless Outreach and Aboriginal Homeless Outreach programs.

Homeless Emergency Action Team (HEAT) Shelters in Vancouver

- In 2015/16 the provincial government provided approximately $2.8 million dollars to fund two HEAT shelters in Vancouver, creating more than 150 additional emergency shelter spaces in the city.
- As of mid March 2016, these HEAT shelters were converted to permanent homeless shelters.

Winter Response Strategy for Vancouver

- In 2015/16 the Province – in partnership with the City of Vancouver – provided approximately $1.5 million dollars for an additional 190 Temporary Winter Response Shelter spaces, as well as rent supplements for people who were homeless.

Extreme Weather Response (EWR) Program

- The EWR program funds time-limited, temporary shelter beds for individuals who are homeless during extreme weather conditions from November through March.
- Approximately 225 spaces were available across Vancouver during the 2015/16 season.

Supportive Housing – Local Government Partnerships (Memoranda of Understanding)

- In partnership with the City of Vancouver and Streetohome we are building more than 1,500 new supportive apartments.
- The majority of the developments are now open. The last few developments are under construction or in development and will be completed within the next year.

SRO Renewal Initiative (SRI)

- The Province is investing $143.3 million dollars into the SRO Renewal Initiative to renovate 13 SROs under a public-private partnership. This includes $29.1 million dollars from the Government of Canada through the P3 Canada Fund.
- The SRI will deliver long-term supportive housing and improved quality of life for nearly 900 residents living in the Downtown Eastside.
- Renovations on five of these buildings are now complete. Construction is expected to be completed on the remaining eight by end of August 2016.
- No tenants have been displaced as a result of the initiative.

Homeless Counts

- The 2015 City of Vancouver Homeless Count found there were 1,746 individuals, including 1,258 sheltered and 488 sheltered homeless.
- The homeless population in Vancouver continues to be disproportionately male, Aboriginal, middle-aged, and in poor health.
- Overall, the number of unsheltered homeless individuals declined by 40 percent from 2008 to 2011.

CROSS-REFERENCE / ATTACHMENTS:

D43 – Addressing Homelessness (Provincial)
D51 – Creating New Social Housing
D72 – SRO Renewal Initiative
Tab F – Housing Profiles by Community

Page 157 to/à Page 158

Withheld pursuant to/removed as

s.13

Appendix:

Additional Background on Courthouse Camp Situation

Victoria Courthouse Camp Site Management

- On April 14, 2016, the Province announced that it is working with the City of Victoria, and fire and police officials to develop a plan for safety standards to better protect people at the site and nearby residents.
- The focus is to improve safety at the courthouse lawn site – for those at the site and for those who live nearby.
- The Province is working with the Portland Hotel Society (PHS) to provide 24/7 outreach services at the site to assist the campers understand and comply with fire and safety requirements at the site, and connect campers to housing, health and other services.
- PHS has extensive experience working with the hardest to house – those individuals who are street entrenched and are further challenged with mental health and addiction issues.
- PHS intends to pay occupants a small fee to assist with site clean-up and safety.
- PHS is also working closely with the existing local non-profit societies who have been providing this assistance over the past several months.
- Shelter and housing options have been made available for those at the site who are genuinely in need.

My Place Transitional Home – 1240 Yates Street

- This facility opened on January 5, 2016 and will remain open until the end of September. It is operated by Our Place Society.
- The facility is open 24/7, and provides meals and other supports.
- In 2015/16, the Province provided $325,000 dollars for this 40 bed temporary winter shelter. The 2016/17 operating budget is estimated at s.13,s.17
- Community members near the shelter initially raised concerns regarding its location next to a school, but a neighborhood agreement has been put in place and there have been no reported issues.
- The students and staff of Central Middle School have been working on several projects to welcome residents to the community.

Choices (Former Victoria Youth Custody Centre) – 94 Talcott Road

- A total of 50 shelter spaces are being provided for an initial six months. This will include 20 outdoor camping spaces for those who choose to remain outside.
- 2016/17 operating budget estimated at almost s.13,s.17
- 42 of the 50 people that have moved to Choices are from the Courthouse camp site.
- The shelter operates 24/7 offering daily meals and a gateway into housing and support services.

- This shelter will likely be extended beyond six months pending a community meeting in June.
- The Victoria Youth Custody Centre continues to operate a temporary overnight holding unit at the site. This unit was only utilized approximately three times per month during the last six months of 2015 and is empty and closed the majority of the time.
- This temporary overnight holding unit is fully self-contained with its own entrance and exit, and will not be affected by the addition of shelter tenants to the site.
- The City of View Royal has been informed of the Province's purchase of the Youth Custody Centre and BC Housing is working with the City's team to ensure zoning and community issues are dealt with.
- As for a long-term plan for the Centre, BC Housing is in the process of forming a steering committee with key stakeholders to draft a vision for the site.

Mt. Edwards Court Care Home – 1002 Vancouver Street

- Formerly a seniors' home, BC Housing presented an offer to purchase the vacant building from the Baptist Housing Society for $3.65 million dollars on January 27, 2016. The 2016/17 operating budget is estimated at s.13,s.17
- The building's first floor was converted into 38 transitional housing units for use for approximately 12 months. The monthly rent for each unit is $375 dollars.
- Of the 38 people that have moved into the Mt. Edwards facility, 28 are from the courthouse site.
- The Victoria Cool Aid Society manages and is responsible for day-to-day operations. The Portland Hotel Society provides assistance to the Society because of their experience with hardest to house clientele. The operating budget is estimated at s.13,s.17
- Island Health provides supports to the site.
- The building is adjacent to Cathedral School (a private school). Parents formed the Families and Citizen Coalition to campaign against this project and hired a lawyer.
- To mitigate these concerns, the operator will have support staff on site 24/7. Additional security staff also supervise the area between the school and the Mt. Edwards building. There are security cameras indoors and outdoors along Rockland Avenue across from the school.
- The temporary use of this building for transitional housing will not be subject to rezoning. For future longer-term use, discussion with the City, neighbors, the Cool Aid Society and other stakeholders may be required, depending on the ultimate use of the building, and the Province will fully comply with that zoning process. The Victoria Mayor and Council are fully supportive of this action.

First Metropolitan Church Temporary Shelter

- A 45 unit shelter facility has been extended until the end of June.
- $200,000 provided in 2015/16 for this 40 bed shelter. The 2016/17 operating budget is estimated s.13,s.17

Courthouse Camp Timeline

Date	Action
November 2015	Occupation of the Courthouse Green Space begins.
November 26, 2015	On November 26, 2015, Victoria City Council unanimously passed a motion presented by Pacifica Housing requesting $75,000 dollars to go towards 40 new rent supplements.
January 5, 2016	My Place transitional housing facility opens.
January 8, 2016	Provincial representatives read aloud, distributed, and posted a notice requesting campers to leave Courthouse property.
January 27, 2016	BC Housing presented an offer to purchase Mt. Edwards Care Home from the Baptist Housing Society for $3.65 million.
February 4, 2016	Provincial representatives read aloud, distributed, and posted a notice under s.4 of the *Trespass Act* requiring all camping to cease and all tents and other personal property to be removed no later than February 25, 2016.
February 23, 2016	Mount Edwards Court and Choices transitional housing facilities are officially opened.
February 26, 2016	50 of the campers left the Courthouse Space with their belongings, while approximately 60 to 70 structures remained on site. Some of the individuals choosing to remain on site threaten and intend to continue to trespass unless restrained from doing so.
February 27, 2016	Campers issued an order pursuant to s. 22 of the *Fire Service Act* to eliminate fire hazards at the Encampment. Campers failed to comply.
April 5, 2016	Justice Hinkson denied the Province's request for a temporary injunction to remove campers from the courthouse site.
April 14, 2016	Province announced that it is working with the City of Victoria and fire and police officials to develop a plan for safety standards to better protect people at the site and nearby residents.
September 7, 2016	Date set for permanent injunction hearing.

Community Concerns

- Neighbours of the camp are increasingly concerned for their personal safety in the wake of several violent incidents and other safety concerns.
- A representative of the Mad as Hell group addressed City Council on April 14, sharing neighbours' stories of crime and violence in the area. A reporter also tweeted he had been threatened.
- Tourism representatives have expressed concerns about the impact that the tent city is having on tourist and the tourism industry. The Chamber of Commerce has also expressed concerns about economic impacts; however, individual businesses are reportedly afraid to speak out for fear of reprisals.

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: BC Housing's Budget

KEY MESSAGES:

- In 2016/17, BC Housing's total budget is forecasted to be $675.3 million dollars.
- This includes provincial contributions of $464.5 million dollars.
- Of the provincial contribution s.13,s.17 will fund operating and support costs and s.13,s.17 will be invested in capital projects.
- Compared to 2015/16, total provincial contributions are increasing by $33.1 million dollars primarily to:
  - Fund annual service payments made to BC Housing's private partner of the SRO Renewal Initiative (SRI);
  - Fund the maintenance and renovation of the provincially-owned social housing stock; and,
  - Fund other increases including the Economic Stability Mandate and Economic Stability Dividend, and innovative projects from the Housing Endowment Fund.
- In February 2016 the Province announced the new Provincial Investment in Affordable Housing Program.
- Over the next five years the Province is committing a total of $355 million dollars to construct and renovate more than 2,000 social housing units across the province.

BACKGROUND:

REVENUES

Provincial Contributions

- In 2016/17, the total provincial contribution is forecasted to be $464.5 million which is an increase of $33.1 million compared to 2015/16:

($ M's)	2015/16 Forecast	2016/17 Budget	2017/18 Budget	2018/19 Budget
Operating Contributions (from OHCS)	397.6	402.5	408.2	414.4
Capital Funding	11.2	20.7	15.1	18.8
Housing Endowment Fund	12.0	14.1	12.9	12.9
Partnering Ministries	6.6	11.2	11.2	11.2
PRHC Contribution	4.0	16.0	7.0	0.0
Total	**431.4**	**464.5**	**454.4**	**457.3**

- Through the PIAH Program, individuals with low to moderate income will have access to additional affordable housing options across the province. The funds will be distributed over a five year period:
  - 2016/17: $50 million
  - 2017/18: $50 million
  - 2018/19: $75 million
  - 2019/20: $90 million
  - 2020/21: $90 million

REVENUES

Federal Contributions

- In 2016/17 federal contributions are forecasted to be $159 million dollars.
- This includes funding for the extension to the Investment in Affordable Housing (IAH Extension) agreement.
- Under the IAH extension the provincial and federal governments will each contribute $150 million dollars over five years for a total investment of $300 million dollars to help individuals and families access affordable housing in British Columbia.

Other Contributions

- The remaining revenues are from tenant rent and other sources including builder licensing fees.
- The Homeowner Protection Office is fully self-supported from the collection of builder licensing fees, which generate approximately $5 million dollars in revenue annually. This revenue funds those costs associated with the licensing and home warranty insurance system, research and education in residential construction, and consumer protection.

EXPENDITURES

- Expenditures are largely comprised of housing subsidies, rental assistance, administration costs, operational costs, and building maintenance costs.
- Rental assistance costs began to increase in 2014/15 as a result of:
    - raising rent ceilings for the Shelter Aid for Elderly Renters (SAFER) program and Rental Assistance Program (RAP); and,
    - the implementation of the Homeless Prevention Program (HPP), which provides rent supplements for those at risk of homelessness.
- Administration costs are expected to remain stable.
- Operational costs are expected to decrease each year from 2016/17 through 2017/18 as directly managed buildings are transferred to non-profit housing providers as part of the Non-Profit Asset Transfer Program.
- Building modernization and improvement costs are expected to remain stable.

CROSS-REFERENCE / ATTACHMENTS:

D64 – Provincial Investment in Affordable Housing

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: BC Housing Programs for Families

KEY MESSAGES:

- In 2014/15, the provincial government provided support to more than 30,600 low-income families through a range of affordable housing options including:
  - More than 19,600 low-income families through provincially subsidized housing; and,
  - Approximately 11,000 low-income families through rental assistance.
- In April 2014, the Province enhanced the Rental Assistance Program (RAP), raising the maximum amount of rent used to calculate the benefits for RAP. These enhancements increased the average monthly payment from approximately $370 dollars to the current average of $405 dollars a month.
- In 2016/17, the provincial and federal government will provide $57.8 million dollars in RAP subsidies, supporting more than 11,200 low-income working families.
- In February 2016 the Province announced the new Provincial Investment in Affordable Housing (PIAH) Program. Over the next five years the Province is committing a total of $355 million dollars to construct and renovate more than 2,000 social housing units across the province.

BACKGROUND:

Social Housing

- The Housing Registry, maintained by BC Housing, provides a centralized database of applicants for subsidized housing across the Province including housing managed by BC Housing and non-profit housing providers.
- The provincial government partners with non-profit societies to provide community development programs that support many of our directly-managed family sites, including kids clubs, homework clubs, summer day camps, computer literacy programs, Friday night socials, and youth camps.
- The provincial government also provides awards and bursaries through the Education Awards Program to people across the Province living in subsidized housing, or those receiving subsidies through RAP to help them pursue their educational goals.

- BC Housing's Education Awards Program assists eligible students living in subsidized housing with bursaries and awards to put towards tuition and school expenses in post-secondary education and training programs.
- The Appendix lists recently opened housing developments that can accommodate families.

Rental Assistance Program (RAP)

- Launched in 2006 as part of Housing Matters BC, the RAP program provides working families earning less than $35,000 dollars annually with cash assistance towards their rent in the private market.
- The RAP and SAFER programs will receive an additional $12.5 million dollars annually until 2018/19 as part of the extension to the IAH agreement between the provincial and federal governments.
- In 2015/2016, nearly 10,200 families received assistance through the RAP program.
- Families are reimbursed part of the difference between 30 percent of their total income and their monthly rent based on a sliding scale that gives more money to those with the least income. Assistance is calculated using household size, income, rent, and where a family lives. Regardless of actual rent, assistance is calculated based on amounts up to a maximum rent level.
- Households can receive benefits under RAP and still be on the Housing Registry waitlist.
- As of April 2014, RAP maximum rent ceilings are:

Family Size	**Maximum Rent Ceiling**		**Maximum Benefits Payable**	
	Metro Vancouver	*All other areas*	*Metro Vancouver*	*All other areas*
Family of 3 or less	$1,055	$970	$724	$648
Family of 4 or more	$1,190	$1,015	$846	$688

CROSS-REFERENCE / ATTACHMENTS:

Appendix - Recently opened housing developments (see next page)

D66 – Rental Assistance Program

Appendix - Recently opened housing developments

In the past three years, the following developments that can accommodate families have opened.

Community	Development.	Description	Date
Abbotsford	Christine Lamb	Supportive housing for single mothers and their children who were at risk of homelessness.	2012
Burnaby	Elspeth Alley Housing	Affordable apartments for elderly women.	2012
Campbell River	Rose Harbour	Second-stage transitional housing for women who are homeless or at risk of homelessness.	2013
Coquitlam	Como Lake Gardens	Affordable apartments for single mothers and their children.	2012
Invermere	Apartment complex	18-unit apartment complex for low to moderate income families.	2014
Maple Ridge	Hannah House	Recovery beds for women who are recovering from addiction.	2012
Prince George	Victoria Towers	91 new affordable housing apartments for low to moderate income individuals, seniors, families and people with disabilities.	2014
Prince Rupert	Eagles Landing	Transitional and supportive housing for women and their children fleeing domestic violence.	2013
Salt Spring Island	The Cedars	Transitional housing and emergency shelter for women fleeing abuse on Salt Spring Island.	2013
Surrey	Alder Gardens	Supportive housing for single mothers and their children who are at risk of homelessness.	2012
Vancouver	Dave Pranteau Aboriginal Children's Village	Affordable homes for foster families, children coming out of foster care and low-income individuals.	2013
Vancouver	The Empress	Interim housing for women who are homeless or at risk in the DTES.	2013
Vancouver	Imouto	Canada's first modified shipping container social housing development for women who are homeless or at risk of homelessness in Vancouver's Downtown Eastside.	2013
Victoria	Loreen Place	Affordable rental homes for small families with low to moderate incomes.	2012

MINISTRY OF NATURAL GAS DEVELOPMENT AND MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: BC Housing Programs for Seniors and People with Disabilities

KEY MESSAGES:

- The Province is committed to building the strongest seniors support system in Canada by offering an array of diverse programs and services that allow seniors to live as independently as possible.
- In 2016/17 the Province will support more than 53,600 seniors' households with a range of housing options including: independent social housing, supportive and assisted living, and rent supplements through the Shelter Aid for Elderly Renters (SAFER) program.
- In 2016/17 the provincial and federal governments will provide joint funding of approximately:
    - $49.3 million dollars to SAFER subsidies.
    - $5 million dollars through the Home Adaptations for Independence (HAFI) program.

BACKGROUND:

- Since 2001 nearly 12,400 new units of housing for seniors and people with disabilities have been created across the province including:
    - Nearly 7,450 subsidized assisted and supportive units;
    - Close to 3,120 independent social housing units for seniors; and,
    - Approximately 1,825 units for people with disabilities.

Home Adaptations for Independence (HAFI)

- Launched in 2012, the HAFI program provides financial assistance (of up to $20,000 dollars) to help low-income seniors and people with disabilities with home adaptations.
- The HAFI program will receive approximately $5 million dollars annually until 2018/19 as part of the extension to the Investment in Affordable Housing (IAH) agreement between the provincial and federal governments.
- As of March 31, 2016 nearly 1,640 homes have been adapted since the program's inception.

Shelter Aid for Elderly Renters (SAFER)

- SAFER provides rent subsidies in the private market to low-income seniors (aged 60+) including singles, couples and individuals sharing accommodation.
- In 2016/17 the provincial and federal governments will provide joint funding of approximately $49.3 million dollars in SAFER subsidies to 21,140 households.
- The RAP and SAFER programs will receive an additional $12.5 million dollars annually until 2018/19 as part of the extension to the IAH agreement between the provincial and federal governments.

Independent Living BC (ILBC)

- Independent Living BC (ILBC) was an assisted living program for seniors and people with disabilities who require some personal assistance, but do not need 24-hour facility care. Assisted living bridges the gap between home care and residential care and is provided through a housing and health partnership.
- This program is now complete with approximately 4,300 units delivered.

Seniors' Supportive Housing

- Introduced in 2007, the Seniors' Supportive Housing program funded renovations and upgrades to existing housing for low-income seniors and people with disabilities to enhance accessibility and improve safety systems.
- Tenants receive support services that include: 24-hour emergency response, weekly light housekeeping, at least one meal a day (lunch or dinner), weekly laundering of towels and linens, and social and recreational activities.
- This program is now complete with approximately 740 units converted.

Seniors' Rental Housing Initiative

- The Seniors' Rental Housing Initiative was a result of a $127 million dollar joint investment under the Canada-British Columbia Affordable Housing Agreement to build seniors' rental housing mostly in smaller communities.
- The initiative is now complete with nearly 1,200 units delivered.

CROSS-REFERENCE / ATTACHMENTS:

Appendix: Recent Highlights
B25 – Seniors Housing Issues
D51 – Creating New Social Housing
D54 – Home Adaptations for Independence (HAFI)
D70 – Shelter Aid for Elderly Rental (SAFER)
D73 – Subsidized Housing Units Completed and Under Development

APPENDIX:

Recent Highlights

Community	Program	Description	Year
Abbotsford	Lynnhaven	Affordable housing for independent seniors.	2014
Burnaby	Elspeth Alley Housing	Affordable apartments for older women.	2012
Burnaby	Swedish Assisted Living	Assisted living for seniors.	2013
Campbell River	Palmer Place	Supportive housing for adults with developmental disabilities.	2012
Clearwater	Ed Buck Manor	Affordable apartments for seniors and people with disabilities.	2012
Duncan	Ts'i'ts'uwatul Lelum	50 assisted living apartments for Aboriginal elders.	2013
Enderby	Enderby Memorial Terrace	Affordable apartments for seniors and people with disabilities.	2012
Esquimalt	McCauley Lodge	Supportive housing for adults with mental-health support needs.	2014
Grand Forks	Habitat for Humanity Multiplex	Affordable homeownership for men with developmental disabilities.	2012
Golden	Mountain View Manor	Affordable apartments for seniors and people with disabilities.	2012
Lake Country	Pinewood Villas	Affordable apartments for seniors and people with disabilities.	2012
Nanaimo	Hustwick Place	33 units for seniors.	2012
North Vancouver	HYAD Place	14 new residential apartments for young adults with developmental disabilities.	2014
North Vancouver	John Yeoman's' Place	Affordable homes for seniors.	2013
Prince George	Hart Haven	Affordable rental housing for seniors and people with disabilities.	2012
Prince George	Victoria Towers	91 affordable apartments for low to moderate income individuals, seniors, families and persons with disabilities	2014
Revelstoke	Moberly Apartments	Affordable apartments for seniors and people with disabilities.	2012
Revelstoke	Mount Begbie Villas	Affordable apartments for seniors and people with disabilities.	2012
Richmond	The Maple Residences	Affordable apartments for seniors and people with disabilities.	2012
Richmond	The Remy	Affordable apartments for seniors and people with disabilities.	2014

Community	Program	Description	Year
Sechelt	Jack Nelson Annex	Affordable apartments for seniors and people with disabilities.	2012
Surrey	Timber Grove Apartments	Rental apartments for seniors and people with disabilities at risk of homelessness.	2012
Vancouver	Linden Tree Place	Affordable apartments for seniors and people with disabilities.	2013
Vancouver	Little Mountain	First new social housing building at the Little Mountain site opened, with 47 apartments.	2015
West Vancouver	Kiwanis Garden Villa	Affordable homes for independent seniors.	2014

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ISSUE: Co-op Housing

KEY MESSAGES:

- BC Housing has a limited relationship with co-operative housing providers. Most co-ops are administered at the federal level by the Agency of Co-operative Housing.
- Co-op housing providers are planning for the expiry of federal housing agreements and funding.
- Co-op members are considered homeowners, and not renters, therefore they are not eligible for rent supplement programs.

BACKGROUND:

Expiry of Operating Agreements

- Operating agreements for around 7,000 co-op units will expire over the next five years.
- About 40 percent of these units are targeted to low income households who receive federal subsidies under the Section 95 co-op program (1979-1985).
- This compares to about 6,646 non-profit units with expiring operating agreements during the same period.
- BC Housing is working to obtain data on the provincial co-op portfolio. This will help identify what program options are appropriate in response to the expiry of agreements.
- BC Housing has operating agreements with 80 co-op housing providers.
- BC Housing is also looking at options to assist non-profits in regard to expiry of operating agreements.

Co-operative Housing Federation BC (CHF BC)'s Campaign

- The Co-operative Housing Federation of BC (CHF BC) has a campaign underway requesting the provincial government to fund a rent supplement program for low-income co-op members.
- The "You Hold the Key: Fix the Co-op Housing Crunch Campaign" has generated a lot of correspondence to the Minister.
- CHF BC has retained the services of the Social Planning and Research Council of BC (SPARC-BC) and a consultant to prepare a report quantifying the demographic and social impacts of expiry for co-ops.

- BC Housing will review the report once complete.
- According to CHF BC, low income co-op members are likely to be evicted when the subsidies end as co-ops are unable to cover the funding loss, especially as many co-ops will be financially stretched with capital renewal needs.
- CHF BC is proposing a rent supplement program modeled on the Index Linked Mortgage (ILM) program (1985-1991), which is cost-shared with the province, where BC Housing provides low income subsidies totaling $2 million dollars per year.

  Co-ops funded under this program do not reach expiry until the mid-2020s.
- CHF BC estimates a provincial rent supplement program would cost $2.5 million dollars a year in initial years, and grow to $20 million dollars by 2020.
- Many of the writers in the campaign are requesting the province extend eligibility of SAFER and RAP to co-ops. However, co-op members are not eligible as they receive the Home Owner Grant.
- Note that in a small number of cases co-ops have changed the status of lower income seniors co-op members to renters under the *Residential Tenancy Act* so they are eligible for SAFER.

CROSS-REFERENCE / ATTACHMENTS:

D53 – Expiry of Operating Agreements

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
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ESTIMATES BRIEFING NOTE 2016/17 - Updated

ISSUE: Creating New Social Housing

KEY MESSAGES:

- BC Housing partners with private and non-profit housing providers, other levels of government, health authorities, and community agencies to develop new housing and support options to address housing needs in British Columbia.
- In February 2016 the Province announced the new Provincial Investment in Affordable Housing (PIAH) Program.
  - Over the next five years the Province is committing a total of $355 million dollars to construct and renovate more than 2,000 social housing units across the province.
  - This investment uses the proceeds from the Non-Profit Asset Transfer (NPAT) Program.
- Over the next 3 years over 4,300 new units are forecast to be created across the province through a range of housing programs.

BACKGROUND:

- BC Housing has exceeded its 2015/16 target to create 1,113 new units of social housing and short-stay emergency beds for priority groups, including:
  - frail seniors;
  - Aboriginal households;
  - individuals with physical and mental disabilities; and
  - individuals who are homeless.
- As of March 31, 2016 more than 1,764 new units, including rent supplements, have been created in 2015/16.
- In 2001, the Province committed to creating 26,000 new units of social housing throughout the province. As of March 31, 2016, approximately 23,950 units are complete with more than 2,520 currently in development or under construction.

Unit Completions by Program 2013/14 to 2015/16

Funding Program Description	2013-2014	2014-2015	2015-2016	Grand Total
UNITS CONSTRUCTED				
WP Group Homes	12	14	31	57
Homeless At Risk		8		8
NP Public Special Facility		3		3
CPI	481	611	625	1,717
Emergency Shelter Program	24	12	216	252
PHI Phase 2	10	60		70
Aboriginal Housing Initiative	4		10	14
Women's Transition House & Supports Program	4		13	17
CMHC IAH	56	126	105	287
FP Provincial Homelessness Initiative (MOU PH2)	425	272	188	885
Provincial Infrastructure Savings Projects	55	56	96	207
Redevelopment-expired Social Housing		53		53
Other - Non SHA	355	69	319	743
SUBTOTAL FOR UNITS CONSTRUCTED	***1,426***	***1,284***	***1,603***	***4,313***
RENT SUPPLEMENT UNITS				
WP Rent Supplement	10	10	26	46
PHP Rent Supplement	5			5
PHI Outreach teams (Phase 2) RS	116	94	45	255
HPP		1,427	90	1,517
SUBTOTAL FOR RENT SUPPLEMENT UNITS	***131***	***1,531***	***161***	***1,823***
COMBINED TOTAL	**1,557**	**2,815**	**1,764**	**6,136**

FORECASTED Unit Completions by Program 2016/17 to 2018/19

Funding Program Description	2016/17	2017/18	2018/19	Grand Total
UNITS CONSTRUCTED				
WP-Group Homes	62	34		96
NP Public Special Facility		5		5
Community Partnership Initiative	550	916	874	2,340
PHI Phase 2			95	95
Aboriginal Housing Initiative		30		30
CMHC IAH Investment in Affordable Housing Program	248	26	59	333
Provincial Savings Projects	21			21
Other - Non SHA	127	379	342	848
TBD	183	163	188	534
SUBTOTAL FOR UNITS CONSTRUCTED	***1,191***	***1,553***	***1,558***	***4,302***
RENT SUPPLEMENT UNITS				
WP Rent Supplement				
RS Private Non Profit				
Homeless Prevention Program (HPP)				
SUBTOTAL FOR RENT SUPPLEMENT UNITS	-	-	-	-
COMBINED TOTAL	**1,191**	**1,553**	**1,558**	**4,302**

New developments since 2001 - by funding program* (as of March 31, 2016)

Program/Initiative	Completed	Under Construction/ In Development	Total
Aboriginal Housing Initiative	224		**224**
Community Partnerships Initiative	5,059	1,413	**6,472**
Housing Endowment Fund	220		**220**
Independent Living BC	4,289		**4,289**
Provincial Homelessness Initiative (PHI Total including subsets below)	5,742	105	**5,847**
Memorandum of Understanding (Phase I) - Subset of PHI included in total above	*968*		***968***
Preserved Affordable Housing Stock - Subset of PHI included in total above*	*1,624*	*105*	***1,729***
PHI Outreach Rent Supplements - Subset of PHI included in total above	*1,302*		***1,302***
Memorandum of Understanding (Phase II)	1,048		**1,048**
Provincial Housing Program	3,771	55	**3,826**
Seniors Rental Housing	1,178		**1,178**
VANOC legacy units	134		**134**
Federal-Provincial Housing initiative (CMHC Investment in Affordable)**	1,502	1,834	**3,336**
Provincial Housing Developments	780	480	**1,260**
Homeless Prevention Program (Rent Supplements)	1,517		**1,517**
Provincial Investment in Affordable Housing		140	**140**
To avoid double counting of multi-funded units, this table <u>cannot</u> be summed for a total.			
(Please refer to the *New Developments Report – Growth Since 2001* table above for total)			

*These units may have received funding through multiple funding programs/initiatives. To accurately identify the number of units that have received funding through these programs/initiatives, the units may be listed more than once under the relevant programs/initiatives above.

**Affordable Rental Housing initiative units funded through the CBT are part of the Federal Provincial Housing Initiative(FPHI) funding program.

***Preserved Affordable Housing stock includes the SRO units purchased in 2007.

****Units that have received FPHI (CMHC IAH) funding may have received additional funding through other programs. The table reflects ALL units that have received some component of FPHI funding.

New developments since 2001 - by clients served (as of March 31, 2016)

Description	Emergency Shelter & Housing for the Homeless			Transitional Supportive & Assisted Living			Independent Social Housing		Private Market Rental	Total
	Shelters	Homeless Housed	Homeless Rent Supps (HPP)	Special Needs	Frail Seniors	Transition Houses	Low-Income Seniors	Low-Income Families	NA	
Active Units	137	6,902	1,517	1,825	7,449	n/a	3,119	2,999		23,948
In Development/ Under Construction		443		22	377		157	1,446	78*	2,523
TOTAL	137	7,345	1,517	1,847	7,826		3,276	4,445	78	26,471

* Units are provided at below market rates. Clients must meet eligibility requirements; however, there are no restrictions on the client groups (as defined above).

CROSS-REFERENCE / ATTACHMENTS:

D65 – Provincial-Federal Funding Agreement

APPENDIX:
Program Descriptions

Community Partnership Initiatives (CPI)

- Community Partnership Initiatives (CPI) is now the cornerstone of our approach to partnering on new construction. We can get projects off the ground quickly and reduce the overall project costs, passing the savings on to the future tenant.
- The CPI program provides construction financing for housing solutions without the need for ongoing operating subsidies.
- Through the program, BC Housing partners with municipalities, non-profit societies and other community groups to implement innovative strategies that create more affordable housing for British Columbians.
- Through CPI, BC Housing provides advice, referrals to partnership opportunities and interim financing, and arranges long-term financing for non-profit societies to create self-sustaining, affordable housing developments.

Local Government Partnerships (MOUs)

- BC Housing is working in partnership with eight municipalities to develop new housing options on approximately 30 sites for individuals who are homeless or at risk of homelessness.
- The eight municipalities are: Vancouver, Victoria, Kelowna, Surrey, Abbotsford, Maple Ridge, Campbell River, and Nanaimo.
- Municipalities are expediting approvals for supportive housing units. As of December 31, 2015, 29 sites are active providing close to 2,000 supportive housing units.
- In Vancouver, eight of the new housing developments are being developed in partnership with the Streetohome Foundation. The Streetohome Foundation has committed to a $20 million dollar grant.

Provincial Homelessness Initiative (PHI)

- The PHI provides funding to developments that integrate subsidized housing with support services for people who are homeless or at risk of homelessness.
- People who are at a higher risk of homelessness include individuals with mental illness, physical disabilities, drug or alcohol addictions, Aboriginal people, youth, and women with children fleeing abuse.
- The PHI includes both MOU Phase 1 and Preserved Affordable Housing stock as part of the entire initiative.

Seniors' Rental Housing Initiative (SRHI)

- BC Housing worked in partnership with the federal government's contribution to build 49 developments sites of affordable rental housing across the Province for seniors and persons with disabilities in smaller communities.
- The Seniors' Rental Housing Initiative was a result of a $127 million dollar joint investment under the Canada-British Columbia Affordable Housing Agreement.

Olympic Legacy Housing

- The Province and the Vancouver Organizing Committee (VANOC) for the 2010 Olympic and Paralympic Winter Games partnered together to create an Olympic legacy providing up to 156 permanent affordable rental apartments for people most in need across British Columbia. All units are now complete.
- Temporary modular housing units from the Olympic and Paralympic Village in Whistler were reconfigured and converted into permanent, affordable apartments and relocated to six communities across the Province.
- The six communities are: Chetwynd, Chilliwack, Enderby, Saanich, Sechelt, and Surrey.

Independent Living BC (ILBC)

- The ILBC Program is a housing and health partnership program for seniors and people with disabilities who require some personal assistance, but do not need 24-hour facility care. Assisted living bridges the gap between home care and residential care.

Federal-Provincial Housing Initiative (FPHI)

- In July 2011 the provincial and federal governments announced a three-year Investment in Affordable Housing (IAH) agreement from 2011 to 2014. The Initiative has committed funding of $155 million dollars to help individuals and families with housing needs access affordable housing.
- In March 2014 the provincial and federal governments announced a five-year extension to the IAH agreement from 2014 to 2019. The FPHI has committed funding of $150 million dollars.

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ISSUE: Dispute Resolution for HPO

KEY MESSAGES:

- The Homeowner Protection Office (HPO), a branch of BC Housing, is responsible for residential builder licensing and monitors the performance of British Columbia's home warranty insurance system.
- The *Homeowner Protection Act* (the Act) and regulations ensure that all homeowners receive the same level of protection through home waranty insurance.
- Although the HPO can provide information to homeowners who have a dispute with their warranty provider, it has no authority to intervene in claims handling, mediation, or otherwise becoming involved in dispute resolution.
- The HPO is working with the Dispute Resolution Office, Ministry of Justice, to investigate possible options for developing a new model to resolve warranty disputes, such as using the Civil Resolutions Tribunal for this purpose.
- This new model would be an alternative to the current, non-binding and/or expensive remedies (such as negotiation, mediation, arbitration and litigation).

BACKGROUND:

- BC Housing, through the HPO, monitors the performance of the home warranty insurance system in British Columbia in accordance with the Act and regulations.
- The HPO provides information to assist new homeowners understand their rights and responsibilities in relation to home warranty insurance coverage.
- While the Act does not have a provision for the HPO to mediate complaints, the HPO may provide specific advice regarding expectations homeowners may have under the regulations.
- Currently, the Safety Standards Appeal Board hears appeals of HPO decisions regarding the Act and regulations.

- The HPO has consulted with warranty providers, consumer representatives, the Safety Standards Appeal Board, the Financial Institutions Commission, and reviewed models of resolution options in other jurisdictions.
- Representatives from the warranty providers and the Condominium Home Owners Association of British Columbia (CHOA-BC) are in support of changing the resolution options for home warranty claims.
- Developing a model for warranty disputes resolution is a component of the updated provincial housing strategy, Housing Matters BC, released in February 2014.

CROSS-REFERENCE / ATTACHMENTS:

D56 – HPO new home warranty

MINISTRY OF NATURAL GAS DEVELOPMENT AND
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Expiry of Operating Agreements

KEY MESSAGES:

Non-Profit Housing

- The provincial government, BC Housing and the British Columbia Non-Profit Housing Association (BCNPHA) are working together to examine issues, opportunities and strategies related to the expiry of operating agreements.
- BC Housing is also working individually with non-profits to help them determine the best options available during transition.
- British Columbia continues to work with Federal/Provincial/Territorial colleagues to develop a national approach around this issue.

Co-op Housing

- The provincial government has a limited relationship with co-operative housing providers as co-ops are administered at the federal level.
- Co-ops have been developed under various federal, federal-provincial and provincial programs. The majority of subsidies for co-ops are provided by the federal government.
- The Co-operative Housing Federation of BC (CHF BC) has commissioned a report to quantify the demographic and social impacts of expiry for co-ops.

BACKGROUND:

Non-Profit Housing

- There are approximately 700 non-profit housing societies in British Columbia operating roughly 55,000 units in 2,200 buildings. Approximately 50 percent of societies operate a single project.
- Over the next five years, 2015/16 to 2019/20, approximately 6,440 housing units will have their operating agreements expire. By 2029/30, 65 percent of agreements will have expired.
- The five year period with the most agreements expiring is between 2025/26 and 2029/30 when agreements for 13,100 housing units will expire.

- Over the next 20 years, approximately $117 million dollars in federal subsidies will expire in agreements throughout the Province.
- Operating agreements generally expire when the mortgages are paid off. The expectation is that without the mortgage payment, the society will be able to cover ongoing operating costs through rental or other revenues.
- In some situations, societies may report that revenues do not cover ongoing operating costs, or that building maintenance has been deferred and needs a significant investment to cover capital repairs.
- Actions are being taken in a number of areas to address this issue:
  - BC Housing and BCNPHA are creating tools for providers in advance of their operating agreements expiring.
  - BC Housing is transferring Provincial Rental Housing Corporation (PRHC) leased land in social housing projects to societies, providing them with a larger asset base to manage expiry. This will involve transferring approximately 350 leased properties to non-profit societies over the next few years.
  - BC Housing is working with BCNPHA to support the capacity of non-profit societies to carry out long-term capital planning.
  - Through the operational review process, BC Housing is providing pro-active support to non-profits who have projects nearing expiry.

Co-op Housing

- CHF BC has a campaign underway called, “You Hold the Key - Fix the Co-op Housing Crunch Campaign”.
- Through the campaign, the province is requested to fund a rent supplement program for low income co-op members.
- Operating agreements for around 7,000 co-op units will expire over the next five years, and about 40 percent of these units are targeted to low income households who receive federal subsidies under the Section 95 co-op program (1979-1985).
- According to CHF BC, low income co-op members are likely to be evicted when the subsidies end as co-ops are unable to cover the funding loss.
- CHF BC is proposing a rent supplement program modeled on the Index Linked Mortgage (ILM) program (1985-1991) which is cost-shared with the province, where BC Housing provides low income subsidies totaling $2 million dollars per year.

  Co-ops funded under this program don’t reach expiry until the mid-2020s.
- CHF BC estimates a provincial rent supplement program would cost $2.5 million dollars per year in initial years and grow to $20 million dollars per year by 2020.

CROSS-REFERENCE / ATTACHMENTS:

B15 – Federal-Provincial-Territorial Housing Forum

D50 – Co-op Housing

D62 – Non-Profit Audit and Governance

D74 – Supporting a Strong Non-Profit Housing Sector

MINISTRY OF NATURAL GAS DEVELOPMENT AND
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Home Adaptations for Independence (HAFI)

KEY MESSAGES:

- The Home Adaptations for Independence (HAFI) program provides financial assistance (of up to $20,000 dollars) to help low-income seniors and people with disabilities with home adaptations, so that they can continue to live in the comfort of their own home.
- In 2016/17, the provincial and federal governments will provide joint funding of approximately $5 million dollars to the program.
- In 2013, BC Housing modified the Home Value Limits (HVL) for the HAFI program to ensure more equitable access to the program.
- As of December 31, 2015, over 700 homes have been adapted since the program's inception.

BACKGROUND:

- Launched in 2012, the HAFI program helps low-income seniors and people with disabilities finance home adaptations for safe, accessible and independent living.
- Examples of eligible adaptations include items such as handrails, access ramps, and walk-in showers with grab bars.
- The HAFI program will receive approximately $5 million dollars annually until 2018/19 as part of the extension to the Investment in Affordable Housing (IAH) agreement between the provincial and federal governments.

Modifications and Adaptations

- The HAFI program does not cover emergency repairs or structural repairs to the home, as the program strictly covers modifications and adaptations that are directly related to the household member's disability or diminished ability.
- If the applicant requires emergency adaptations, BC Housing may fast track an application to have it approved faster than our regular turnaround time.

Home Value Limits (HVL)

- The Home Value Limits (HVL) are a key determinant for assessing homeowner eligibility for the program. To be eligible under HAFI, an applicant's most recent BC Assessment value must not exceed the HVL for the assessment area.

- The HVL for each assessment area is set by BC Housing using the data provided by BC Assessment and updated annually, and established by ensuring that 60 percent of the homes in each area are valued at less than the limit.
- The limits are posted on the BC Housing website.

CROSS-REFERENCE:

D48 – BC Housing Programs for Seniors/Persons with Disabilities

D65 – Provincial-Federal Funding Agreements

MINISTRY OF NATURAL GAS DEVELOPMENT AND
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ISSUE: Housing Endowment Fund (HEF)

KEY MESSAGES:

- The Housing Endowment Fund (HEF) supports the development and operation of affordable, social and supportive housing.
- HEF has been enormously successful since its inception in 2007.
- Over 40 innovative housing proposals have received more than $25 million dollars to develop affordable housing and other unique projects.
- In 2014/15, the HEF investment policy shifted to ensure a stable annual return of almost $13 million dollars, which is funding new supportive housing projects and ongoing subsidies for approximately 30 supportive housing developments across the province.
- As part of Budget 2016, an additional $2.1 million dollars is being provided in 2016/17 to fund innovative housing proposals under HEF.

BACKGROUND:

- HEF was established in 2007 with a $250 million dollar capital endowment from the province to fund innovative housing proposals that would not qualify under existing funding programs.
- In 2011, amendments were made to the *Special Accounts Appropriation and Control Act* allowing the HEF to fund operating costs of social housing projects.
- In 2014/15, as a risk management decision, the HEF investment portfolio was reinvested to ensure a stable return of approximately $13 million dollars.
- The earnings from HEF are allocated to partially fund new supportive housing projects and operating costs of 30 supportive housing projects under Memorandum of Understandings (MOU) with eight municipalities.
- BC Housing received a base budget lift in Budget 2014 for the remainder of the funding required for these MOU projects.
- The $2.1 million dollars being provided in 2016/17 includes an extra one-time infusion of $1.2 million dollars, which is the result of accumulated interest on the fund earned over the past year and a half.

CROSS-REFERENCE / ATTACHMENTS:

None.

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Cell Phone: s.22
Date: February 26, 2016

MINISTRY OF NATURAL GAS DEVELOPMENT AND
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ISSUE: Industry and Consumer Advisory Council (ICAC)

KEY MESSAGES:

- Industry and Consumer Advisory Council (ICAC) consists of members representing interests from the residential construction industry and consumers.
- The purpose of ICAC is to provide advice to BC Housing and the Chief Executive Officer on all matters concerning their areas of responsibility under the *Homeowner Protection Act*.
- ICAC assists in identifying new and emerging issues and opportunities in the residential construction industry and consumer protection.
- Emerging topics under consideration by ICAC include:
    - regulatory changes;
    - research and education priorities and synergies;
    - green buildings;
    - residential construction data; and trends and
    - emerging technologies.

BACKGROUND:

- The *Homeowner Protection Act* provides specific direction on the appointment of an industry council on homeowner protection. The ICAC was formerly the Provincial Advisory Council.
- The role of ICAC is to offer advice on a broad range of building issues and opportunities such as the regulatory system, cost-effective building techniques, building science, Building Code, and consumer protection matters.
- ICAC will examine housing affordability issues in British Columbia to assess key drivers of rising house prices. Findings from the research will inform housing policy analysis, and assist in evaluating the merits of various policy proposals. The research is expected to take six months.
- See Appendix for ICAC membership list.
- Meetings are held bi-annually.

CROSS-REFERENCE:

Appendix: ICAC Membership List

D46 – Analysis of Market Housing Affordability

APPENDIX:

ICAC Membership List

Organization	Representative
Architectural Institute of British Columbia	Michael Ernest, Executive Director
Association of Professional Engineers and Geoscientists of BC	Peter Mitchell, Director Professional Practice, Standards and Development
Applied Science Technologists and Technicians of BC	John Leech, Chief Executive Officer
Aviva Canada Inc.	Carrie Mason, Managing Director Surety and Home Warranty
British Columbia Construction Association	Abigail Fulton, Vice President
British Columbia Real Estate Association	Robert Laing, Chief Executive Officer
Building Officials' Association of BC	Vacant
Canadian Home Builders' Association of BC	Neil Moody, Chief Executive Officer
City of Vancouver	Patrick Ryan, Deputy Chief Building Official
Condominium Home Owners' Association of BC	Tony Gioventu, Executive Director
Echelon General Insurance company	Scott McIntyre
Greater Vancouver Home Builders' Association	Bob de Wit, Chief Executive Officer
Independent Contractors and Businesses Association of BC	Philip Hochstein, President
Office of Housing and Construction standards	Jeff Vasey, Assistant Deputy Minister Ministry of Natural Gas Development
Professional Builders' Institute of BC	Stephen Torrence, Chief Executive Officer
Royal and Sun Alliance Insurance Company of Canada	John Gaffney, Senior Product Manager Personal Specialty
Travelers Canada	Howard Friedman Vice President and Chief Underwriting Officer
Urban Development Institute	Anne McMullin President and Chief Executive Officer

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Little Mountain Redevelopment

KEY MESSAGES:

- The first new building at Little Mountain is now complete and tenants have moved in.
- Operated by More Than a Roof, the building offers 53 affordable one- and two-bedroom apartments for seniors.
- The previous residents were treated fairly throughout the relocation process and given the right to move into the new social housing units. Sixteen of the eligible tenants relocated from Little Mountain opted to move back to the site.
- In January 2015, demolition of the remaining Little Mountain townhouse block was completed.
- The City of Vancouver and Holborn Properties are expected to reach an agreement on rezoning the rest of the property later this year so that the redevelopment can proceed.
- Over the development period, BC Housing will receive proceeds comprised of cash and non-market housing, with a total value of approximately $300 million dollars.
- Proceeds from the sale of the property will be used to build additional social housing units in Vancouver and across the province.

BACKGROUND:

The Property

- Little Mountain is located in Vancouver, bounded by 33rd to 37th Avenues between Main and Ontario Streets, and is being developed into a mixed-use community.
- The original 224 social housing units will be replaced with 234 units of new social housing apartments including ten units for members of the Musqueam Nation. The site will also include market housing units.
- More Than a Roof was selected to manage and operate the subsidized rental housing development at Little Mountain.

Relocation of Residents

- BC Housing developed a set of guiding principles for Little Mountain called Residents First, which ensured that residents facing relocation were treated with fairness and respect throughout the process.
- Residents are being given the right to move back into the new units once complete.
- An on-site office was established in 2007 and remained open for more than two years. Residents could meet with staff to explore relocation options, and choose from social housing vacancies when they became available.
- Nearly 200 households moved to alternate accommodations by 2009 when demolition of the site began. BC Housing covered the relocation costs for residents.

Sale of Little Mountain

- In July 2013 the provincial government sold Little Mountain to Holborn Properties for approximately $300 million dollars, including both cash and replacement value of the social housing units. Holborn Properties has been leading the development process.
- The Province is investing the net proceeds into more than 2,100 new supportive housing units across British Columbia.
- Close to 1,500 units are located in Vancouver.

CROSS-REFERENCE:

Appendix – Little Mountain Chronology

D51 – Creating New Social Housing

Appendix:

Little Mountain Timeline

Date	Action
December 2005	CMHC mortgage fully amortized. Subsidy/Operating agreement ends.
June 2007	BC Housing and City of Vancouver sign a Memorandum of Understanding to redevelop the Little Mountain site. Relocation of tenants begins.
2008	Provincial Rental Housing Corporation commits to selling the Little Mountain property as part of the redevelopment process.
May 2008	BC Housing selects Holborn Properties as the development partner for the Little Mountain site.
2009	Nearly 200 households have been moved to alternate accommodation and demolition begins.
April 2013	Construction begins for first new building – 53 units for low-income seniors.
July 2, 2013	Official sale date of the property to Holburn Group.
January 2015	Demolition of the final buildings on site was completed.
April 2015	First new building is open and tenanted. Sixteen of the eligible tenants relocated from the original Little Mountain development opted to move into the new building.
May 2016	Urban Design Panel materials due at City.
June 2016	Council referral to public hearing, which will be in July.
Next steps:	Obtain development permits and begin construction on the south-east quadrant. Construction could potentially begin as soon as Spring 2017. Ultimately a total of 234 social housing units will be completed on site.

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ISSUE: Maintenance and Capital Repairs of Social Housing

KEY MESSAGES:

- The provincial government is committed to maintaining and protecting the existing social housing stock.
- BC Housing repairs and renovates existing housing through a number of programs and initiatives, including the Single Room Occupancy Renewal Initiative (SRI) and Investment in Affordable Housing (IAH) programs.
- The 2015/16 budget included $33.9 million dollars for maintenance and rehabilitation of social housing.

BACKGROUND:

Maintenance and Rehabilitation

- In 2015/16 the $33.9 million dollars of maintenance and rehabilitation budget consists of the following programs and projects:
  - Capital Renovation Funding;
  - Housing Provider Capital Improvements;
  - Investment in Affordable Housing;
  - Financing;
  - Provincial Modernization; and
  - Improvements; and,
  - Social Housing Agreement Reserves.
- BC Housing monitors the physical condition of the social housing stock through the Facility Condition Index (FCI). The FCI value is an indication of the condition of the building – a lower value corresponds to a better building condition.
- In 2014/15 we achieved our target and maintained an overall baseline FCI rating of 11 percent.

Bedbugs

- Bed bugs are a problem in most major urban centres. They do not present a public health hazard as they do not spread disease.
- BC Housing uses an integrated pest management approach to prevent and manage the bed bug problem. This approach involves identification, monitoring, determining the appropriate action, treatments, and evaluation.

- In 2014/15 approximately $660,000 dollars was spent on bed bug treatments.
- For 2015, there were approximately 4,600 treatments in directly managed units.

SRO Renewal Initiative (SRI)

- The province is investing $143.3 million dollars into the SRO Renewal Initiative (SRI) to renovate 13 SROs under a public-private partnership.
- Building lifecycle and facilities maintenance services will also be provided for these 13 SROs for 15 years.
- The SRI will deliver long-term supportive housing and improved quality of life for nearly 900 residents living in the Downtown Eastside.
- Renovations to five SROs are completed.
- Construction is expected to be completed on the remaining eight by end of August 2016.

2014-2019: Extension to the Investment in Affordable Housing (IAH) Agreement

- In March 2014, the provincial and federal governments announced a five-year extension to the Investment in Affordable Housing (IAH) agreement from 2014 to 2019.
- Under the IAH extension the provincial and federal governments will each contribute $150 million dollars over five years, for a total investment of $300 million dollars, to help more individuals and families access affordable housing in British Columbia.

Housing Renovation Partnership (HRP)

- In 2009 BC Housing and the federal government provided funding to renovate and retrofit social housing in greatest need of repair throughout the province through the Housing Renovation Partnership (HRP).
- All HRP funding has been fully allocated and work completed.
- Over 75 percent of BC Housing's public housing building portfolio underwent building envelope renovations and/or energy retrofits under HRP.
- Non-profit housing developments have also been renovated under HRP.

CROSS-REFERENCE / ATTACHMENTS:

D65 – Provincial-Federal Funding Agreements

D72 – SRO Renewal Initiative

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ISSUE: Non-Profit Audit and Governance

KEY MESSAGES:

- The provincial government provides support to non-profit housing providers to help improve financial, operating, and governance practices.
- Our oversight of non-profit housing is regulated through:
  - long-term operating agreements;
  - the requirement to submit annual audited financial statements;
  - operating reviews that examine a broad array of organizational functions;
  - external investigative audits of societies whenever necessary; and,
  - additional measures to support financial and operational accountability.
- In addition, non-profit housing providers are governed by the newly modernized and updated *Societies Act* (the Act), that received Royal Assent in May 2015.
- When it takes effect in November 2016, the Act will allow not-for-profit organizations to operate more effectively and efficiently, while at the same time protecting the public interest.
- The Ministry of Finance has responsibility for the *Societies Act*.

BACKGROUND:

- Financial reviews are conducted annually to:
  - Ensure that non-profit providers receive the correct amount of subsidy according to the terms of their operating agreement; and,
  - Evaluate at a high level the provider's adherence to the financial management terms of their operating agreement.
- Operational reviews are conducted at least every three years to:
  - Review administration and management of a non-profit housing provider's operations;
  - Identify areas of strength and opportunities in the delivery of social housing and support programs in partnership with housing providers; and,
  - Review the focus on specific aspects of housing provider operations.

CROSS-REFERENCE:

D53 – Expiry of Operating Agreements

D74 – Supporting a Strong Non-Profit Housing Sector

MINISTRY OF NATURAL GAS DEVELOPMENT AND MINISTER RESPONSIBLE FOR HOUSING
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ISSUE: Non-Profit Asset Transfer Program (NPAT): Transfer of Leased Lands

KEY MESSAGES:

- The Non-Profit Asset Transfer (NPAT) program is part of government's commitment to strengthen the non-profit housing sector.
- Over four years, the British Columbia government will transfer ownership of up to 350 properties from the Provincial Rental Housing Corporation (PRHC) to non-profit societies who currently own and operate social housing on leased land.
- Having ownership of the land will improve a non-profit's ability to support better long-term planning, increase self-sufficiency, and secure the financing they need to be sustainable.

BACKGROUND:

- To date, BC Housing has transferred 116 properties with the remaining properties to be transferred over the next two years.
- BC Housing is only transferring the title of the leased land, as the non-profit housing providers already own and operate the social housing on leased land.
- The existing operating agreements that BC Housing has with the societies will remain in place and be enhanced to provide additional funding to offset the principle and interest costs of assuming mortgages on these properties.
- Non-profit housing societies are not obliged to purchase the leased land.
- Tenants will not be impacted by these transfers and the amount of social housing stock will remain the same.
- In addition, select public housing sites that are owned and directly managed by BC Housing will be transferred to qualified non-profit societies.
- Stamps Place and Nicholson Towers in Vancouver are in the process of being transferred and Requests for Expressions of Interest have recently been issued to also transfer Sunset Towers in Vancouver and Ted Kuhn Towers in Surrey
- BC Housing is consulting with all First Nations where these properties are near traditional territories before proceeding with the transfer of individual properties.

s.13,s.16

- NPAT is not part of the Release of Assets for Economic Generation program (RAEG). RAEG is a cross government initiative to sell surplus properties and assets.
- The program recently received a silver award at the Institute of Public Administration of Canada/Deloitte Public Sector Leadership Awards.

Use of Sales Proceeds

- The first $150 million dollars is being cost matched with the federal government as part of the Federal/Provincial Extension to the Investment in Affordable Housing agreement.
- The recently announced $355 million dollar Provincial Investment in Affordable Housing program represents reinvestment of the balance of NPAT into the construction and renovation of more than 2,000 social housing units across the province.
- The proceeds from the sale will help the Province to re-invest in maintaining current affordable housing stock and developing new stock for the future.

CROSS-REFERENCE:

D61 – Non-Profit Asset Transfer: Transfer of Public Housing

Additional Information:

The NPAT is now beginning its third year of implementation. The results to date and planned for the current and future fiscal years are as follows:

s.13,s.17

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ISSUE: Non-Profit Asset Transfer (NPAT) Program: Transfer of Public Housing

KEY MESSAGES:

- The Province will transfer ownership of up to 350 properties leased to non-profit societies who currently own and operate social housing on-site.
- In addition, select BC Housing owned and directly managed social housing developments will be transferred to qualified non-profit societies.
- No tenants will be impacted by the transfer. Tenancy and rent agreements will remain the same.
- BC Housing is working closely with tenants and community groups to help address any concerns.

BACKGROUND:

Request for Expression of Interest (REOI)

- An REOI to own and operate Stamps Place and Nicholson Towers was issued to non-profit housing societies in November 2014. The REOI to own and operate Sunset Towers and Ted Kuhn Towers was issued in February 2016.
- The land and buildings for Stamps Place and Nicholson Towers have been transferred to New Chelsea and the Bloom Group in 2016/17.
- Proposals are being evaluated to select a non-profit housing provider that is experienced and has a proven capacity to deliver social housing.
- To qualify for consideration, respondents must have demonstrated they have the necessary resources and expertise to operate the development, ensure its long-term viability for the tenant population and maintain tenant support services.
- BC Housing's Board of Commissioners (Board) has formed an Advisory Committee to oversee the process of evaluating and recommending the successful proponent.
- The Advisory Committee has representation from the Board, BC Housing staff, and two external subject-matter experts.
- The selection process for Sunset Towers and Ted Kuhn Towers is expected to be complete in the coming months.
- Once preferred candidates are identified, BC Housing staff will initiate negotiations on the long term operating agreements and develop a detailed process for the handover of tenant programs and site operations.

Transfer Process

- The properties will be transferred at fair market value; each development will be reviewed by an independent third party to assess value.
- BC Housing will facilitate CMHC insured mortgages of up to 35 years and will provide a subsidy up to the amount required by the society to make scheduled repayments on the loan.

Use of Sales Proceeds

- All of the net sale proceeds from NPAT will be reinvested into the construction and renovation of social housing across the province.
- The first $150 million dollars is being cost matched with the federal government as part of the Federal/Provincial Extension to the Investment in Affordable Housing agreement.
- The recently announced $355 million dollar Provincial Investment in Affordable Housing program represents reinvestment of the balance of NPAT sales proceeds into the construction and renovation of more than 2,000 social housing units across the province.

Other Details

- There will be no job loss at BC Housing as a result of the NPAT program. However, some workplace adjustment will be required.
- The Ray-Cam Community Centre will not be impacted by the transfer of Stamps Place to New Chelsea Society.
- BC Housing enters into long-term operating agreements with the selected non-profit housing providers that ensure the housing continues to be affordable for low and moderate income households.

CROSS-REFERENCE / ATTACHMENTS:

D60 – Non-Profit Asset Transfer Program: Transfer of Leased Lands

Additional Information:

The NPAT is now beginning its third year of implementation. The results to date and planned for the current and future fiscal years are as follows:

s.13,s.17

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ISSUE: Profile of Subsidized Housing Stock

KEY MESSAGES:

- In 2016/17, BC Housing will spend $665 million dollars to assist approximately 106,000 households in approximately 290 communities across the province.
- In 2016/17 the British Columbia government will invest $464.5 million dollars in affordable housing, including $443.8 million dollars to fund operating and support costs for a variety of housing initiatives and programs, and $20.7 million dollars to be invested in capital projects.

BACKGROUND:

- Subsidized housing programs and services include:
  - Funding for emergency shelters, outreach and supportive housing to help homeless people get off the street and begin to rebuild their lives;
  - Transitional housing for women and children starting a new life after leaving an abusive relationship;
  - Supportive housing for individuals suffering from addictions and mental health challenges;
  - Rent assistance to keep private market rentals affordable for low-income families and seniors;
  - Assisted living and accessible apartments for seniors and people with disabilities;
  - Subsidized rental units for individuals and families; and,
  - Affordable housing that also includes the cultural needs of Aboriginal people.

Contact: Shayne Ramsay
Cell Phone: s.22
Date: March 23, 2016

Subsidized Housing Units by Client Type

- The table below summarizes the housing continuum in the province and BC Housing's expected contribution in 2016/17.

Emergency shelter and housing for the homeless 13,630 individuals $218.7 million dollars	• 1,800 shelter spaces to serve the homeless • 8,710 homeless housed • 3,120 homeless rent supplements
Transitional supportive and assisted living 18,100 individuals $130.4 million dollars	• 6,180 people with special needs • 11,080 frail seniors • 840 spaces to serve women and children fleeing violence
Independent social housing 42,050 households $204.3 million dollars	• 21,470 low-income seniors • 20,580 low income families
Rent assistance in the private market 32,690 households $111.6 million dollars	• 21,280 low-income seniors • 11,410 low-income families

CROSS-REFERENCE / ATTACHMENTS:

None.

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ISSUE: Provincial-Federal Funding Agreements

KEY MESSAGES:

Investment in Affordable Housing (IAH) Agreement

- In March 2014, the provincial and federal governments announced a five-year extension to the Investment in Affordable Housing (IAH) agreement from 2014 to 2019.
- Under the IAH extension the provincial and federal governments will each contribute $150 million dollars over five years, for a total investment of $300 million dollars, to help individuals and families access affordable housing in British Columbia.
- The IAH extension will result in annual funding of:
  - $30 million dollars to support and enhance existing programs; and,
  - $30 million dollars towards new construction or renovations.

BACKGROUND:

2014-2019: Extension to the IAH Agreement

- Joint funding is committed as follows:
  - Federal-Provincial Housing (FPH) Initiative: $150 million dollars.
  - Home Adaptations for Independence (HAFI): $25 million dollars.
  - Homeless Prevention Program (HPP): $62.5 million dollars.
  - Shelter Aid for Elderly Renters (SAFER) and Rental Assistance Program (RAP): $62.5 million dollars.

2011-2014: IAH Agreement

- In July 2011 the provincial and federal governments announced a three-year Investment in Affordable Housing agreement from 2011 to 2014.
- Under the IAH, the provincial and federal governments each contributed $90 million dollars over three years, for a total investment of $180 million dollars, to help create more affordable housing options for British Columbia residents.
- Joint funding was committed as follows:
  - Federal-Provincial Housing (FPH) Initiative: $155 million dollars.
  - Home Adaptations for Independence (HAFI): $15 million dollars.

  - Affordable Rental Housing initiative (with Columbia Basin Trust): $5 million dollars.
  - Aboriginal Housing Initiative (Phase II): $5 million dollars.
- Through the FPH the provincial and federal governments committed funding to approximately 25 projects with nearly 1,400 units.
- Municipalities and community partners contributed to the FPH developments through a combination of property tax exemptions, waived development cost charges, land equity and/or capital cost contributions.
- As reported to CMHC, as of March 31, 2015, approximately 1,880 units of new developments and renovations have been completed under IAH.

CROSS-REFERENCE:

B15 – Federal-Provincial-Territorial Housing Forum
D43 – Addressing Homelessness (Provincial)
D44 – Addressing Homelessness in Vancouver
D54 – Home Adaptations for Independence (HAFI)
D66 – Rental Assistance Program
D70 – Shelter Aid for Elderly Renters (SAFER)

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ISSUE: Rental Assistance Program (RAP)

KEY MESSAGES:

- In 2016/17 the provincial and federal governments will provide approximately $57.8 million dollars in RAP subsidies, supporting more than 11,200 low-income working families.
- RAP provides working families earning less than $35,000 dollars annually with cash assistance towards rent in the private market.
- In March 2014 the provincial and federal governments announced they would provide joint funding to RAP under the extension to the Investment in Affordable Housing (IAH) agreement.
- In April 2014 the Province enhanced the program, raising the maximum amount of rent used to calculate the benefits for RAP. These enhancements increased the average monthly payment from approximately $370 dollars to the current average of $405 dollars per month.

BACKGROUND:

- Introduced in 2006 as part of Housing Matters BC, RAP is a monthly benefit giving low-income households greater flexibility to choose where they want to live.
- Families are reimbursed part of the difference between 30 percent of their total income and their monthly rent, based on a sliding scale that gives more money to those with the least income.
- Assistance is calculated using household size, income, rent and where a family lives. Regardless of actual rent, assistance is calculated based on amounts up to a maximum rent level.
- Households can receive benefits under RAP and still be on the Housing Registry waitlist.
- The RAP and SAFER programs will be funded $12.5 million dollars annually until 2018/19 as part of the extension to the IAH agreement between the provincial and federal governments.
- In 2015/2016, nearly 10,200 low-income families received assistance through the RAP program.
- Rent ceilings for RAP were last adjusted in April 2008.

- The RAP maximum rent ceilings are:

Family Size	Maximum Rent Ceiling		Maximum Benefits Payable	
	Metro Vancouver	*All other areas*	*Metro Vancouver*	*All other areas*
Family of 3 or less	$1,055	$970	$724	$648
Family of 4 or more	$1,190	$1,015	$846	$688

RAP Application Backlog

- The enhancements to RAP in April 2014 resulted in a mass recalculation of benefits and a significant increase in the call volume to Applicant Service Representatives enquiring about the enhancements.
- Eligible recipients have received their benefits retroactively back to the month of their initial application.

CROSS-REFERENCE / ATTACHMENTS:

D47 – BC Housing Programs for Families

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ISSUE: Residential Builder Licensing

KEY MESSAGES:

Builder Licensing Fees

- The Homeowner Protection Office (HPO), a branch of BC Housing, is fully self-supported from the collection of builder licensing fees.
- Builder licensing fees generate annual revenue of approximately $5 million dollars.
- There are more than 6,100 licensed residential builders in British Columbia, the majority of which build single family homes and small residential buildings.

Enhanced Licensing System

- The Province is working with industry to give homebuyers greater confidence that their homes are built to the highest standards.
- Changes to the *Homeowner Protection Act* have established new qualifications and continuing education requirements for licensed residential builders.
- The new licensing requirements are being phased in over 6, 12 and 16 months to give builders time to adjust and prepare for the new requirements:
  - **Continuing Professional Development** - Effective September 2015, to renew their license, all licensed home builders are required to take continuing professional development courses directly related to residential construction each year.
  - **Qualifications** – Effective March 2016, new applicants for a residential builder license are required to demonstrate proficiency in several areas of competency related to the construction sector.
  - **Exam** – Owner builder exam requirements take effect July 4, 2016.
  - Home builders who are already licensed will not need to re-qualify under the enhanced system.

- The HPO will continue to administer the builder licensing system in British Columbia with these new enhancements, and have reached out to builders to communicate the changes.
- Our budget will not be impacted by the changes. Any additional costs associated with the new requirements will be absorbed within our existing budget, and will not require an increase to the annual residential builder license fee.

BACKGROUND:

- Builder licensing fees help the Province carry out our mandate under the *Homeowner Protection Act*, including licensing residential builders, administering owner builder authorizations, overseeing the third-party home warranty insurance system, and carrying out research and education to improve the quality of construction of new homes.
- Research and education initiatives help bring about improvements in the quality of residential construction for the benefit of the residential construction industry and consumers.
- Research and education initiatives are carried out in the following areas:
  - industry research and education;
  - consumer education and information; and,
  - new and improved technologies.
- See Appendix for examples of recent research and education projects.

CROSS-REFERENCE / ATTACHMENTS:

Appendix: Examples of Recent Research and Education Projects

APPENDIX: ***Examples of Recent Research and Education Projects***

Consumer Education Initiatives

- **Homeowner's Guide to Managing Renewals Projects in Multi-Unit Residential Buildings**
  - BC Housing, in partnership with the Condominium Home Owners Association of British Columbia, is developing a consumer guide to help owners, strata managers, strata council members and co-op housing plan for maintenance and renewals with greater confidence.
- **Maintenance Matters**
  - BC Housing, in partnership with the Condominium Home Owners Association, developed a bulletin that explains the importance of a coordinated approach for the maintenance and renewals of parking garages and landscaping overburdens, and the consequences of failing to maintain or replace them.
  - Parking garages and overburden landscaping in British Columbia is a common form of property use that enables low-high rise buildings to maximize underground parking facilities while providing landscaping surfaces for community enjoyment. They also form a part of the structure of the buildings and are part of the building envelope system.
  - Strata corporations in British Columbia that are over 25 years old are now facing major maintenance or renewal obligations to manage water penetration, maintain the structures and foundations of the parking garage and landscaping, and protect the subterranean building envelope system and perimeter water management.
  - The guide will include useful information to guide consumers through the process of planning and renewal.

Industry Education Initiatives

- **Universal Design Housing Research Project**
  - BC Housing, in partnership with the SAFERhome Standards Society, is conducting a research study on the costs and benefits of incorporating universal design features in residential buildings.
- **Local Energy Efficiency Partnerships**
  - BC Housing, in partnership with Natural Resources Canada, BC Hydro, FortisBC, Canadian Home Builders' Association, and the City of Vancouver, are working together to make the Local Energy Efficiency Partnerships (LEEP) program available in British Columbia. The LEEP program works to significantly improve energy efficiency of new residential construction beyond code requirements.
- **Greenhouse Gas Implications of HVAC Upgrades in Multi-Unit Residential Buildings**
  - This research report explores approaches for reducing greenhouse gas emissions through heating, ventilation, and air-conditioning upgrades in multi-unit residential buildings in British Columbia.
- **Building Smart Education Seminars**
  - BC Housing is currently developing a Building Smart Education Seminars series over the next year. These seminars are targeted to licensed residential builders and others involved in the home building industry.

- **Building Envelope Thermal Bridging Guide – Instructional Video**
  - BC Housing, in partnership with BC Hydro, the Canadian Wood Council, Fortis BC and FPInnovations, delivered a half-day workshop and produced an instructional video to the guide to help the British Columbia building industry address the impact of thermal bridging to reduce energy use.
- **Builder Insight on Managing Environmental Risks During a Renovation Project**
  - BC Housing has developed an industry bulletin which outlines the most common environmental risks that contractors, tradespeople and building occupants may be exposed to during renovation or repair of existing buildings.

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ISSUE: Riverview

KEY MESSAGES:

- In December 2015, the Province released the Vision for Renewing Riverview after two years of consultation with thousands of British Columbians and multiple stakeholders on the future use of Riverview Lands.
- The Vision document lays out a master development plan for a comprehensive mixed-use community that will include a healthcare district as well as market and supportive housing.
- The Vision document highlights five key themes:
  - mental health;
  - heritage and environment;
  - a complete community;
  - housing; and,
  - economic development.
- Our approach is designed to balance the priorities and objectives of a wide range of stakeholders in the community, non-profit and health care sector, Kwikwetlem First Nation, and the Province.

BACKGROUND:

Public Consultation

- BC Housing led public consultation on Riverview with the goal of informing the public and collecting their ideas for the future of Riverview.
- Four open houses were held in 2014/15.
- Feedback on the vision document was collected into a fifth open house held online which closed in February 2016; a summary report of the feedback is being prepared.
- The Riverview visioning process was guided by the following six principles:
  - An open, transparent and inclusive approach.
  - The balance of overall social, economic, environmental and First Nations aspirations.
  - Acknowledgement of previous consultation processes and reports.

- All costs associated with future use, such as heritage building restoration, infrastructure upgrades and community amenities, must come from revenue generated from the property.
- A 'break-even' mandate allows for an open evaluation of future use and how it will be paid for.
- A commitment to maintain as much open space as currently exists.

Kwikwetlem First Nation

- The Kwikwetlem First Nation (KFN) filed a land claim with the British Columbia Supreme Court on February 10, 2016 claiming Aboriginal rights and title to lands that include Riverview.
- BC Housing negotiated a protocol agreement in advance of the visioning process, and the KFN have been actively involved in the consultation process.
- BC Housing is committed to moving forward with plans for Riverview in a way that honours the KFN's ties to the land and provides opportunities for their members.

History of Riverview

- The Province transferred the title for the Riverview Lands from Shared Services BC (SSBC) to BC Housing in February 2015.
- Riverview Lands is a 244-acre site in Coquitlam consisting of approximately 75 buildings with numerous key natural features throughout the property.
- The British Columbia government has held title to the land since 1904 and its primary use since 1913 has been mental health care (Riverview Hospital). Since the mid-1990s, there has been a shift to deliver mental health services at the local/community level. As a result, the institutional approach at Riverview Hospital was gradually phased out with the closure of the large hospital completed in the summer of 2012.
- A number of other British Columbia government users continue their operations in various buildings.

Mental Health Services

- Establishing mental health care facilities at Riverview received strong public and stakeholder support during the engagement and consultation process which led to the Vision.
- As a first step, the Province will be relocating three programs to Riverview from the Willingdon Lands in Burnaby:
  - Centre for Mental Health and Addiction;
  - Maples Adolescent Treatment Centre; and,
  - Provincial Assessment Centre.
- The Province is investing a total of approximately $176 million dollars to construct two new buildings, which are designed specifically to meet the needs of the clients.

- Mental health services continue to operate on the Riverview site. There are currently 64 residential beds in modern lodges operated by Fraser Health (Connolly, Cypress and Cottonwood Lodges).
- Two renovated buildings also opened in December 2014 to accommodate 40 beds for patients with concurrent disorders.

CROSS-REFERENCE / ATTACHMENTS:

s.13,s.16

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Safe, Affordable Housing for Women

KEY MESSAGES:

- The provincial government funds various types of housing and shelter programs to support women and children fleeing violence:
  - transition houses,
  - safe homes,
  - second stage housing,
  - short term emergency shelter,
  - rent supplements, and,
  - housing support services.
- In 2016/17 the provincial government is providing approximately $34.6 million dollars to support approximately 800 housing spaces and 250 short term emergency shelter spaces for women and children affected by violence.

BACKGROUND:

Women's Transition Housing and Support Program

- The Program supports women who have experienced violence or are at risk of experiencing violence by providing temporary shelter, or housing and supports.
- The Province also provides priority placement and support services in social housing for women fleeing violence.
- The Homeless Prevention Program (HPP) also assists women who have experienced violence, or women who are at risk of violence, by providing rent supplements to help access rental housing in the private market.

Supporting the Provincial Domestic Violence Action Plan

- In 2013, BC Housing participated in the development of the Provincial Domestic Violence Action Plan coordinated by the Provincial Office of Domestic Violence.
- In the second and third year of this plan (2015/2016 to 2016/17) $1.5 million dollars will be invested in the Safe Home program to support women in rural and remote communities. This funding will increase distribution of rent supplements to support women in need of safe and affordable long-term housing.

BC Society of Transition Houses (BCSTH)

- In April 2013, the Province approved an $80,000 dollar grant to the BC Society of Transition Houses (BCSTH) in response to Aboriginal-specific recommendations from the Missing Women Commission of Inquiry Report.
- BCSTH will lead a sector wide consultation process including providers serving Aboriginal women and communities and involving BC Housing and the Aboriginal Housing Management Association.

Ishtar Women's Transition Society of Langley

- The Province, through BC Housing, has been working with the Ishtar Transition Housing Society for the past several months to address significant operational challenges, including turnover of three executive directors in two years and two deaths in their buildings in the past year.
- In December 2014, BC Housing met with the society's board to ensure the society's transition houses in Langley and Aldergrove remain open.
- There are now ten board members including a representative from BC Housing.
- A new Executive Director is now in place (March 2015) for the next six months.
- There has been no interruption of services, no staff layoffs and supports for women fleeing violence will continue to be available.

Women's Shelter and Transition House Policy: Sheltering Male Children

- Issue: A reporter claims that a 13-year old boy had been turned away from a shelter in Richmond and was later killed in a fire allegedly started by his estranged father.
- Recommended response:
  - The matter is under investigation and a publication ban has been imposed.
  - BC Housing's operating agreements with women's shelters and transition houses state that services can be accessed by women and their dependent male and female children under the age of 19. However, providers may restrict access on a case-by-case basis in consideration of the immediate best interests of others at the shelter and the available resources.
  - The eligibility policy for women's shelters and transition houses does outline the expectation that referrals are made in the event of a turn-away to ensure the safety of the women and her children.
  - BC Housing is reiterating the requirements of the operating agreements to all transition house operators.

CROSS-REFERENCE / ATTACHMENTS:

Appendix: Types of Housing, Recent Highlights, Communities Served by the Women's Transition Housing and Supports Program

APPENDIX:
Type of Housing (as of March 31, 2016)

Type of Housing	Operating Model	Provincial Distribution
Transition House	○ Stay does not typically exceed 30 days. ○ Safe, temporary shelter with 24/7 staffing ○ Help in accessing housing, financial, medical and legal assistance.	715 transition beds
Safe Homes	○ Temporary housing and support services, where transition homes do not exist. ○ Stay does not usually exceed ten days. ○ May be private homes, hotel units or rental apartments.	25 safe home beds
Second Stage Housing	○ Longer term housing and support services, following a stay in transition houses or safe homes, usually for 6-18 months.	95 second stage housing beds
	Total	**835 beds**

Highlights

Community	Project Name	Description	Year Opened
Abbotsford	Christine Lamb	Supportive housing for single mothers and their children who were at risk of homelessness.	2012
Burnaby	Elspeth Alley Housing	Affordable apartments for elderly women.	2012
Campbell River	Rose Harbour	Second-stage transitional housing for women who are homeless or at risk of homelessness.	2013
Coquitlam	Como Lake Gardens	Affordable apartments for single mothers and their children.	2012
Invermere	Apartment complex	Purchase of affordable rental housing complex for low-income families.	2014
Maple Ridge	Hannah House	Recovery beds for women who are recovering from addiction.	2012
North Vancouver	Supportive Recovery	New supportive recovery centre for women opened, including a nine-bed residential home.	2014
Prince George	Victoria Towers	Purchase of affordable rental housing complex for low-income families.	2013
Prince Rupert	Eagles Landing	Transitional and supportive housing for women and their children fleeing domestic violence.	2013
Salt Spring Island	The Cedars	Transitional housing and emergency shelter for women fleeing abuse on Salt Spring Island.	2013
Surrey	Alder Gardens	Supportive housing for single mothers and their children who are at risk of homelessness.	2012
Vancouver	Dave Pranteau Aboriginal Children's Village	Affordable homes for foster families, children coming out of foster care, and low-income individuals.	2013
Vancouver	The Empress	Interim housing for women who are homeless or at risk in Vancouver's Downtown Eastside.	2013
Vancouver	Imouto	Canada's first modified shipping container social housing development for women who are homeless or at risk of homelessness in Vancouver's Downtown Eastside.	2013
Vancouver	Powell Place Women's Shelter	Expanded shelter from 26 to 52 beds for women who are homeless in Vancouver's Downtown Eastside.	2015
Victoria	Loreen Place	Affordable rental homes for small families with low to moderate incomes.	2012

Communities Served by the Women's Transition Housing and Supports Program (31 March 2016)

Community	Project Name	Total
100 Mile House	100 Mile House Safe Home	1
Abbotsford	Abbotsford Transition House	12
Aldergrove	Libra Transition House	10
Burnaby	Dixon Transition House	10
Burnaby	Wenda's Place	9
Campbell River	Ann Elmore Transition House	11
Castlegar	Castlegar Safe Home	1
Chetwynd	Chetwynd Safe Home	1
Chilliwack	Ann Davis Transition House	12
Chilliwack	Xolhemet Transition House	18
Clearwater	Clearwater Safe Home	1
Coquitlam	490 Mundy Street	20
Courtenay	Lilli House	11
Cranbrook	Kootenay Haven Transition House	10
Creston	Creston Older Women Safe Home	1
Creston	Irvine House	1
Dawson Creek	Mizpah Transition House	7
Dease Lake	Help & Hope Transition House	4
Duncan	Somenos Transition House	10
Elkford	Elk Valley Safe Home	1
Fort Nelson	FNAFS Women's Transition House	4
Fort St. James	Fireweed Safe Haven	6
Fort St. John	Meaope Transition House	7
Gold River	Gold River Safe Home	1
Golden	Golden Safe Home	1
Grand Forks	Boundary Women's Transition House	6
Hope	Jean Scott Transition House	8
Invermere	Women's Information and Safe Home (WISH)	1
Kamloops	Young Women's Emergency Shelter	23
Kaslo	Kaslo Safe Home	1
Kelowna	Kelowna Women's Shelter	16
Kitimat	Dunmore Place	8
Langley	Ishtar Transition House	12
Lillooet	Lillooet Safe Home	1
Mackenzie	Mackenzie Safe Home	1
Maple Ridge	Cythera Transition House	12
Masset	Tlaa Juuh Ldaa Naay Transition House	10
McBride	McBride Safe Home	1
Mission	Mission Transition House	10

Community	Project Name	Total
Nakusp	Nakusp Safe Home	1
Nanaimo	Haven House	17
Nelson	Aimee Beaulieu Transition House	8
New Westminster	Chrysalis Place (Second Stage)	7
New Westminster	Monarch Place Transition House	12
North Vancouver	HOPE's Place Second Stage Program	2
North Vancouver	Sage Transition House	18
Osoyoos	Osoyoos Safe Home	1
Parksville	Parksville Safe Home	1
Pemberton	Pearl's Safe Home	1
Penticton	Keremeos Safe Home	1
Penticton	Penticton Safe Home	1
Penticton	South Okanagan Women in Need Transition House	14
Penticton	TH Program Emergency House	10
Port Alberni	Port Alberni Transition House	11
Port Hardy	Port Hardy Safe Home	1
Powell River	Grace House	9
Prince George	Amber House	17
Prince George	Eagle's Nest Transition House	6
Prince George	Phoenix Transition House	17
Prince Rupert	Raven's Keep Transition House	15
Princeton	Princeton Safe Home	1
Quesnel	Amata Transition House	13
Revelstoke	Forsythe House	5
Richmond	Nova Transition House	10
Salmo	Salmo Safe Home	1
Salmon Arm	Shuswap & Area Women's Shelter	10
Salt Spring Island	Salt Spring Island Transition House	6
Sechelt	Yew Transition House	7
Smithers	Passage Transition House	10
Sooke	Annie's Place	6
Squamish	Pearl's Place Transition House	6
Surrey	Ama House for Older Women	5
Surrey	Durrant Transition House	10
Surrey	Evergreen Transition House	10
Surrey	Harmony House (PICS)	8
Surrey	Koomseh	12
Surrey	Shimai House	10
Surrey	Virginia Sam House	10

Community	Project Name	Total
Telegraph Creek	Three Sisters Haven House	12
Terrace	Ksan House	16
Trail	Nova Vita Second Stage	6
Trail	WINS Transition House	10
Tumbler Ridge	Tumbler Ridge Safe Home	1
Ucluelet	Westcoast Transition House	5
Vancouver	Helping Spirit Lodge Transition House	10
Vancouver	Kate Booth House	25
Vancouver	Munroe House	10
Vancouver	Peggy's Place Transition House	10
Vancouver	Safe Choice Second Stage	10
Vancouver	Vancouver Rape Relief & Women's Shelter	10
Vanderhoof	Joy Aitkens Safe Home	11
Vernon	Vernon Women's Transition House	25
Victoria	Cridge Second Stage	25
Victoria	Cridge Transition House	18
Victoria	Margaret Laurence House	6
Victoria	Older Women's Safe Home	1
Victoria	Victoria Women's Transition House	18
Williams Lake	Chiwid Transition House	16
GRAND TOTAL		**835**

MINISTRY OF NATURAL GAS DEVELOPMENT AND
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ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Shelter Aid for Elderly Renters (SAFER)

KEY MESSAGES:

- The Shelter Aid for Elderly Renters (SAFER) program provides rent supplements in the private market to low-income seniors (aged 60+) including singles, couples and individuals sharing accommodation.
- In 2016/17 the provincial and federal governments will provide joint funding of approximately $49.3 million dollars in SAFER subsidies to 21,140 households.
- In April 2014 the Province enhanced the program making changes to rent ceilings, increasing the average monthly payment from approximately $150 dollars a month to the current average of $180 dollars a month.
- These changes were a result of updates to Housing Matters BC.
- These monthly benefits give low-income seniors more options, allowing them more flexibility to choose where they want to live.

BACKGROUND:

- British Columbia will fund the Rental Assistance Program (RAP) and SAFER programs $12.5 million dollars annually until 2018/19 as part of the extension to the Investment in Affordable Housing (IAH) agreement between the provincial and federal governments.
- Households can receive benefits under the SAFER program and still be on the Housing Registry waitlist.
- As of April 2014, maximum rents eligible for subsidy are:

Family Size	**Maximum Rent Ceiling**	
	Metro Vancouver	*All other areas*
Singles	$765	$667
Couples	$825	$727
Shared*	$1,066	$1,066

*Shared accommodation: Maximum rent level is divided by the number of adults living in a home. An adult is defined as anyone over the age of 19.

- Before 2014, rent ceilings for SAFER were last adjusted in October 2005. Please see Appendix for history of SAFER rent level changes.

Repeal of the SAFER Act

- The *Shelter Aid for Elderly Renters Act* (The Act) was repealed in the Spring 2015 legislative session. Program recipients were not affected.
- The Act was unnecessary for the administration of the SAFER program. Repealing it eliminated red tape, making it easier to manage the program.

CROSS-REFERENCE / ATTACHMENTS:

Appendix: History of SAFER Maximum Rent Level Changes

D48 – BC Housing Programs for Seniors/Persons with Disabilities

APPENDIX: *History of SAFER Maximum Rent Level Changes*

July 1977	Single: $175 Couple: $200	
September 1978	Single: $205 Couple: $225	
March 1980	Single: $225 Couple: $245	
July 1981	Single: $265 Couple: $295	
July 1982	Single: $330 Couple: $365	
July 1989	Single: $450 Couple: $475 Sharers: $700	
July 1990	Single: $520 Couple: $575 Sharers: $885	
October 2005	**Metro Vancouver:** Single: $700 Couple: $757 Sharer: $975	**Rest of BC:** Single: $610 Couple: $665 Sharer: $975
April 2014	**Metro Vancouver:** Single: $765 Couple: $825 Sharer: $1,066	**Rest of BC:** Single: $667 Couple: $727 Sharer: $1,066

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Social and Supportive Housing Registries

KEY MESSAGES:

- BC Housing, in partnership with more than 800 social housing partners, delivers more than 104,025 units in subsidized housing programs throughout the province.
- BC Housing administers two housing application registries that connect housing providers with applicants for subsidized and supportive housing across the province:
  - The Housing Registry for subsidized housing; and,
  - The Supportive Housing Registration Service for supportive housing.
- These housing registries allow for a single point of entry; applicants and the agencies supporting them can submit one application rather than registering with multiple non-profit providers.
- Both registries are membership based and membership is not mandatory. Some housing providers continue to manage their own application processes independently of these registries.

BACKGROUND:

- There are a number of factors that influence how long someone may stay on these housing registries, such as:
  - the urgency of their housing need;
  - type and location of unit requested;
  - accuracy and completeness of information in the application; and,
  - change of circumstances and a different type of housing may be required
- While on either of these registries, applicants may be eligible for assistance through rental assistance programs, such as:
  - Rental Assistance Program (RAP)
  - Shelter Aid for Elderly Renters (SAFER) programs
  - Homeless/Aboriginal Homeless Outreach Program (HOP/AHOP), and the
  - Homeless Prevention Program (HPP).

- Subsidized housing applications are prioritized based on the greatest need. There are a number of variables that are considered:
  - Women who have left a violent relationship receive priority placement.
  - Health concerns may necessitate an individual to receive priority for an appropriate unit, where their needs can be met.
  - The stability of or any inadequacies in the current accommodations would also be taken into consideration.
- If someone is without shelter, provincially-funded homeless outreach workers work with our housing partners to provide shelter that could include space in an emergency shelter, single room accommodation or other forms of housing.
- Low-income, working families, seniors over aged 60, and individuals at risk of homelessness waiting for subsidized housing may be eligible for financial assistance through the Rent Assistance Program (RAP), the Shelter Aid for Elderly Renters (SAFER) program, or the Homeless Prevention Program (HPP).

The Housing Registry

- The Housing Registry provides a centralized database of applicants for subsidized housing across the Province.
- The Housing Registry is a membership based application database and membership for social housing providers is not mandatory. Some social housing providers continue to manage their applications independently of The Housing Registry. 110 of the 800+ housing partners manage their applications through The Housing Registry.
- Housing providers can use this information to find tenants when housing units become available.
- Individuals searching for subsidized housing can submit one application form to be considered for any available housing units in developments managed by The Housing Registry members.
- Applicants for The Housing Registry can now apply online for subsidized housing.
- As of March 31, 2016 there were approximately 16,000 active applications for housing on The Housing Registry.
- Please see appendix for statistics on The Housing Registry.

Considerations that affect the time an applicant is on the registry

- There are a number of considerations that affect the time an applicant is on the registry:
  - An applicant may have requested a specific property, but an appropriate unit may not be available (i.e., the unit does not match the family composition).
  - An applicant's contact details may change and they have not kept their file up to date and they cannot be contacted when a unit is available.
  - An applicant may refuse an offer of tenancy due to personal preferences (i.e., access to work, pet policy, proximity to transit/community/health services etc.) and remain on the waitlist.

- An applicant could have had a change of circumstances and may require a different type of housing to what they initially requested (i.e., ability issues that now require a building with an elevator, adaptable/accessible unit, etc.).
- The needs of other applicants on the registry when a unit becomes available.

Supportive Housing Registration Service

- The Supportive Housing Registration Service is a centralized database for housing providers managing supportive housing developments.
- Housing providers can use this database to find tenants when supportive housing units become available.
- Eligible applicants are low income adults who require support services to achieve successful tenancies and who:
  - are homeless or at risk of homelessness;
  - may have mental and/or physical health needs;
  - need safe, affordable housing; or,
  - are current supportive housing tenants applying for a transfer to a supportive housing location that will better meet their needs.
- As of December 31, 2015 there were approximately 2,800 active applications for housing on the Supportive Housing Registry (approximately 165 of which are existing tenants applying for a transfer).

CROSS-REFERENCE / ATTACHMENTS:

Appendix on next page.

APPENDIX:

APPLICANT STATISTICS	Q3 of 2015/16 (Oct. 1, 2015 – Dec. 31, 2015)	Q3 of 2014/15 (Oct. 1, 2014 – Dec. 31, 2014)	PERCENTAGE CHANGE
Housing Applications Received	2,410	2,186	10%
Paper Applications	1,782	1,754	2%
Online Applications	628	432	45%
Applicants			
On Housing Registry	15,618	14,756	6%
On Supportive Housing Registry	2,8801	Not available	Not available
Applicants Housed			
Through Housing Registry	572	611	-6%
Through Supportive Housing Registry	121	105	15%
Calls to Inquiry Line			
General Line	13,654	12,759	7%
SAFER line	7,014	7,321	-4%
RAP line	7,528	8,879	-15%
Total Calls	28,196	28,959	-3%

Member Organizations on the Housing Registry

- As of March 31, 2015 there are 110 member organizations that belong to the Registry:
  - BC Housing;
  - 98 non-profit housing providers;
  - 6 housing co-operatives;
  - 1 health authority; and,
  - 4 companies
- The housing provider member organizations represent over 24,975 units in 87 communities across British Columbia:
  - BC Housing – 7,369 units (30 percent); and,
  - Housing provider members – 17,606 units (70 percent).

1. A change in methodology was applied during the 2014/15 year that better reflects the applications on the SHR. As such, no comparison can be applied with the previous year's results.

Active Applications on the Housing Registry

- As of December 31, 2015 there were 15,618 active applications for housing on the Housing Registry. This includes:
  - 4,499 families;
  - 5,022 seniors;
  - 3,101 households with special needs (e.g., physical or other disabilities);
  - 610 needing wheelchair modified units;
  - 21 applications for private market rent supplements;
  - 896 applications by single people;
  - 1,449 requests for transfers; and,
  - 20 pending applications.

BRITISH COLUMBIA

FACTSHEET

May 4, 2016

Ministry of Natural Gas Development and Responsible for Housing

The Housing Registry

- There is a common misunderstanding that there is a single centralised 'waitlist' for applicants requesting social housing, however, this is not the case. Depending on the type of housing an applicant is requesting, and any additional support services they may require, there are several avenues through which applicants may apply. One of these avenues is 'The Housing Registry'.
- The Housing Registry is a membership based database used to manage applications for social housing. It is used by families/individuals applying for units managed by BC Housing and a number of non-profit and co-operative housing providers.
- BC Housing manages The Housing Registry on behalf of its members.
- Of the more than 800 housing partners that BC Housing works with, approximately 110 of them are members of The Housing Registry.
- Membership to The Housing Registry is not mandatory and non-members of The Housing Registry manage their own lists. There may also be privately operated subsidized housing options within a community that operate independently of BC Housing.
- In 2015/16, more than 1,630 households found affordable housing through The Housing Registry.
- When a unit becomes available, priority is given to those in greatest need and a number of variables are considered. For instance:
    - Women who have left a violent relationship receive priority placement
    - Health concerns may necessitate a specific type of unit to address the individual's needs
    - Stability of current accommodation – for example, a family living in shared accommodations or a family of four in a cramped apartment
- A number of considerations affect the time an applicant is on The Housing :
    - An applicant may have requested a specific property but an appropriate unit may not be available (i.e. unit doesn't match the family composition)

- An applicant's contact details may change and they have not kept their file up to date and they cannot be contacted when a unit is available
- An applicant may refuse a unit due to personal preferences (e.g. access to work, pet policy, proximity to transit/community/health services, etc.) and remain on The Housing Registry.
- An applicant could have a change of circumstance and require a different type of housing than what they initially requested (e.g. mobility issues that now require a building with an elevator, adaptable/accessible unit, etc.)
- The needs of other applicants on The Housing Registry when a unit becomes available

- Applicants that are registered with The Housing Registry may be eligible for assistance through the Rental Assistance Program (www.bchousing.org/Options/Rental_market/RAP), the Shelter Aid for Elderly Renters (www.bchousing.org/Options/Rental_market/SAFER) or the Homeless Prevention Plan (HPP) (http://www.bchousing.org/Initiatives/Access/HPP)
- Once applicants have submitted their request via The Housing Registry, it is recommended that they apply to the non-profit and cooperative housing providers that are not part of The Housing Registry (http://www.bchousing.org/Options/Subsidized_Housing/Apply/Apply-NP-CO)
- Additional information about applying for The Housing Registry is available at: www.bchousing.org/Find/FAQ/Housing

Contact: Rajvir Rao
BC Housing
604 439-8583

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: SRO Renewal Initiative (SRI)

KEY MESSAGES:

- Since 2007 the Province has purchased 24 Single Room Occupancy (SRO) buildings in Vancouver to preserve affordable housing stock for low-income people.
- The province is investing $143.3 million dollars into the SRO Renewal Initiative (SRI) to renovate 13 SROs under a public-private partnership. This includes $29.1 million dollars from the Government of Canada through the P3 Canada Fund.
- The SRI will deliver long-term supportive housing and improved quality of life for nearly 900 residents living in the Downtown Eastside of Vancouver.
- Residents impacted by the renovation process have been provided alternate accommodations and supports. All efforts were made to relocate the residents nearby so they can maintain access to all of the support services they require.
- The SRI project won the top award in the best social infrastructure category at the 2014 P3 Awards event. The awards cover private-public partnership (P3) projects in Canada, the United States and Latin America.

BACKGROUND:

- Building lifecycle and facilities maintenance services will be provided for these 13 SROs for 15 years.
- Renovations on five properties are complete. Construction is expected to be completed on the remaining eight by the end of August 2016.

SRI Project Wins P3 Award

- The event organizers described the SRI project as setting the benchmark for innovative approaches to tackling homelessness and housing needs.
- It was seen by the award's judges as a "challenging project to deliver under any model" and praised it for its novel solutions that will push the boundaries of P3s.

Public-Private Partnership

- In 2012, Habitat Housing Initiative (HHI) was selected as the preferred proponent to renovate and restore 13 SRO's. HHI is working in partnership with several key organizations in the Downtown Eastside to create an equivalent of 60 employment opportunities.
- Property management and tenant support services for the SRO's remain with the current non-profit operators and property management firms.

Project Deliverables

- The project will deliver:
  - Long-term, supportive housing and an improved quality of life for nearly 900 residents living in Vancouver's Downtown Eastside;
  - Updated amenities such as dependable heat and hot water availability;
  - Restored heritage value and appearance of these century old buildings; and,
  - Properties that continue to provide safe, affordable homes for those in need for many years to come.

Project List: Completed

- Gastown Hotel, 110 Water Street;
- Hotel Maple (formally Washington Hotel), 177-179 East Hastings Street;
- Hotel Canada (formally Marble Arch Hotel), 518 Richards Street;
- The Rice Block, 404 Hawks Street; and,
- Cordova Residence/Cordova Rooms, 56 Cordova Street East.

Project List: Renovations Underway

- Orange Hall, 329-341 Gore Avenue;
- Beacon Hotel, 7 West Hastings Street;
- Dominion Hotel, 210 Abbott Street ;
- Hazelwood Hotel, 344 East Hastings Street;
- Marr Hotel, 401 Powell Street;
- Roosevelt (formally Molson's Bank Building), 166 East Hastings Street;
- Hotel Irving (formally Sunrise Hotel), 101 East Hastings Street; and,
- Tamura House, 398 Powell Street.

CROSS-REFERENCE / ATTACHMENTS:

D43 – Addressing Homelessness (Provincial)

D44 – Addressing Homelessness in Vancouver

MINISTRY OF NATURAL GAS DEVELOPMENT AND MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Subsidized Housing Units Completed and Under Development

KEY MESSAGES:

- As of March 31, 2016, the provincial government has invested $4.4 billion dollars since 2001 to provide affordable housing for low-income individuals, seniors, and families.
- In 2001, the Province committed to creating 26,000 new units of affordable housing throughout B.C. As of March 2016, 23,950 units are complete with more than 2,520 currently in development or under construction.
- This compares to 13,180 units that were completed between 1991 and 2001.

BACKGROUND:

- BC Housing responds to gaps and emerging needs along the housing continuum by increasing the range of housing options through:
  - Newly built developments;
  - Converted or redeveloped buildings;
  - Adapting existing housing to better respond to those in greatest need; and,
  - Rent assistance in the private rental market.
- See Appendix for more information.

CROSS-REFERENCE / ATTACHMENTS:

D51 – Creating New Social Housing

D63 – Profile of Subsidized Housing Stock

APPENDIX:
New developments since 2001 - by clients served (as of March 31, 2016)

Description	Emergency Shelter & Housing for the Homeless			Transitional Supportive & Assisted Living			Independent Social Housing			Total
	Shelters	Homeless Housed	Homeless Rent Supps	Special Needs	Frail Seniors	Transition Houses	Low-Income Seniors	Low-Income Families	Below Market Rental*	
Active Units	137	6,776	1,502	1,856	7,449	n/a	3,045	2,871		23,636
In Development Under Construction	-	449		57	377	n/a	207	1,228	78	2,396
TOTAL	137	7,225	1,502	1,913	7,826	n/a	3,252	4,099	78	26,032

* Units are provided at below market rates. Clients must meet eligibility requirements; however, there are no restrictions on the client groups (as defined above).

New developments since 2001 - by funding program* (as of March 31, 2016)

Program/Initiative	Completed*	Under Construction / In Development	Total
Aboriginal Housing Initiative	224		**224**
Affordable Rental Housing initiative (Columbia Basin Trust 'CBT' units)**	96	12	**108**
Community Partnerships Initiative	4,883	1,475	**6,358**
Housing Endowment Fund	248		**248**
Independent Living BC	4,289		**4,289**
Memorandum of Understanding (Phase I & II)	1,975	41	**2,016**
Preserved Affordable Housing Stock***	1,624		**1,624**
Provincial Homelessness Initiative	2,121		**2,121**
Provincial Housing Program	2,519	55	**2,574**
Seniors Rental Housing	1,178		**1,178**
VANOC legacy units	134		**134**
Federal-Provincial Housing initiative (FPHi: CMHC Investment in Affordable Housing)****	1,339	1,978	**3,317**
To avoid double counting of multi-funded units, this table cannot be summed for a total. (Please refer to the *New Developments Report – Growth Since 2001* table above for total)			

*These units may have received funding through multiple funding programs/initiatives. In order to accurately identify the number of units that have received funding through these programs/initiatives, the units may be listed more than once under the relevant programs/initiatives above.

**Affordable Rental Housing initiative units funded through the CBT are part of the FPHi funding program.

***Preserved Affordable Housing stock includes the SRO units purchased in 2007.

**** Units that have received FPHi (CMHC IAH) funding may have received additional funding through other programs. The table reflects ALL units that have received some component of FPHi funding.

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Supporting a Strong Non-Profit Housing Sector

KEY MESSAGES:

- Supporting a strong non-profit housing sector is a key component of the provincial housing strategy, Housing Matters BC.
- This includes implementing the Non-Profit Asset Transfer program (NPAT) announced in October 2014, that will transfer ownership of select land and buildings to non-profit housing providers.
- All net sale proceeds from NPAT will be re-invested back into social housing to create new developments and maintain existing stock.

BACKGROUND:

- The provincial government supports a strong non-profit housing sector through relationship building, collaboration, and capacity-building initiatives in partnership with housing providers and BC Non-Profit Housing Association (BCNPHA).
- Over the last several years we have been working with the non-profit sector by:
  - soliciting feedback from non-profits around the province through targeted feedback sessions, including a session with BCNPHA;
  - supporting education and training partnerships, including participation at the annual BCNPHA conference;
  - providing enhanced partner resources through our website;
  - strengthening the development consultant sector;
  - supporting a culture of energy management in the non-profit housing sector;
  - supporting non-profit housing providers to carry out portfolio/capital planning; and,
  - assisting housing providers to prepare for the expiry of operating agreements.

CROSS-REFERENCE / ATTACHMENTS:

D62 – Non-Profit Audit and Governance

D53 – Expiry of Operating Agreements

Contact: Shayne Ramsay
Cell Phone: s.22
Date: March 23, 2016

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Sustainability in Social Housing

KEY MESSAGES:

- BC Housing makes ongoing efforts to protect and manage existing social housing for the long-term including:
  - Working with the BC Non-Profit Housing Association to build non-profit housing sector capacity in the area of capital planning; and,
  - Major upgrades and retrofits of existing social housing buildings.
- Over 75 percent of the provincial governments' public housing building portfolio has undergone building envelope renovations and/or energy retrofits under the Housing Renovation Partnership program.
- BC Housing and our non-profit housing partners have 56 buildings registered with the Canada Green Building Council and 26 buildings that have been Leadership in Energy and Environmental Design (LEED) certified.

BACKGROUND:

Long-term Sustainability of the Social Housing Stock

- BC Housing funds and finances capital improvements of social housing units to protect existing social housing for the long-term.
- BC Housing also supports housing providers to carry out portfolio/capital planning and energy management with the goal of ensuring adequate provisions for future requirements.
- This includes working with non-profit housing providers to develop the Guide to Building Handover, a handover process for LEED certified buildings of new and major renovations to ensure successful building handovers from the developer to the operators.
- BC Housing also seeks a higher level of engagement in sustainability, energy conservation and waste diversion with our public housing tenants through the livegreen Tenant Engagement and Sustainability program.

Reductions in Greenhouse Gas Emissions

- BC Housing's livegreen Housing Sustainability Plan, sets out measures to reduce greenhouse gas emissions and to promote a sustainability culture in all areas of BC Housing's business and operations as well as with staff and stakeholders.

- The Plan has three strategic areas to guide BC Housing's activities:
  - Integrated Decisions – integration of financial, social and environmental considerations in decision-making;
  - Housing Excellence – innovation in the design, construction, renovation and management of housing; and,
  - Change Agent – guiding and supporting others in taking actions towards sustainability.
- In 2014 BC Housing reduced greenhouse gas (GHG) emissions in energy use for heating and electricity by 26 percent in all buildings owned or leased by BC Housing from 2005 levels, exceeding our Service Plan target of a 10 percent reduction in GHG emissions.

Renovations and Energy Retrofits

- Over 75 percent of our public housing building portfolio has undergone building envelope renovations and/or energy retrofits under the Housing Renovation Partnership program.
- Building retrofits and energy upgrades have contributed significantly to reductions in utility costs and greenhouse gas emissions.
- Non-profit housing developments have also been renovated under the Housing Renovation Partnership program.
- Through a public-private partnership, 13 provincially-owned Single Room Occupancy hotels in Vancouver's downtown will be renovated and restored to ensure that the buildings are safe, affordable, and energy efficient through the Single Room Occupancy Renewal Initiative.
- BC Housing also launched the Energy Efficiency Retrofit Program in partnership with BC Non-Profit Housing Association and BC Hydro. This program helps non-profit housing providers make energy upgrades to enhance tenant comfort and safety, realize energy savings, and reduce greenhouse gas emissions.

Building New Social Housing

- In the last several years BC Housing has adopted environmental standards and energy performance standards for building construction.
- To date, BC Housing and our non-profit housing partners have 56 buildings registered with the Canada Green Building Council and 26 buildings that have been LEED certified (24 Gold, 1 Silver, 1 certified), including some of the first LEED Gold buildings in northern British Columbia.

CROSS-REFERENCE / ATTACHMENTS:

D72 – SRO Renewal Initiative

D59 – Maintenance and Repair of Social Housing

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Tenant Issues

KEY MESSAGES:

Transfer of directly managed sites

- A number of properties have been identified as suitable candidates for non-profit ownership and management.
- Tenants will not be impacted by this transfer. Their tenancy and rental arrangements will remain the same.
- The Province will have long-term operating agreements with the selected non-profit providers that require them to maintain the housing for low and moderate income families, seniors, and people with disabilities.
- The operating agreements will clearly outline the number of affordable units that must be in place.

BACKGROUND:

Safety and Security

- We make every effort to ensure that tenants in public housing are appropriate for the development and that the placement matches the level of support required.
- If a tenant's needs change and more support is required, we make every effort to find a development that is more suitable.
- If there are concerns from the tenants, we look at the best way to address those concerns and resolve the matter accordingly.

Addressing Bed Bugs in Social Housing

- While they are unpleasant, bed bugs do not present a public health hazard – as they do not spread disease. The government of British Columbia has a thorough and rigorous bed bug eradication program for public housing/directly-managed buildings. Once a problem is discovered, we have a pest control company treat the unit.
- A team of pest control technicians have also been hired to eradicate bed bugs in directly managed buildings. The team uses thermal remediation where it is determined to be the appropriate method of treatment in sites in the Lower Mainland. We anticipate cost savings by using the mobile heat trailers.
- For non-profit housing, the housing provider is responsible for the management and implementation of pest control procedures in their buildings.

Addressing Hoarding in Public Housing

- The provincial government has an obligation to ensure the rights of tenants to quiet enjoyment, security, safety, and physical well-being.
- BC Housing works with tenants in public housing who have hoarding behaviours such that these behaviours do not pose a risk of fire, injury, or pest infestation to tenants.
- For applicants who are applying for public housing and have hoarding issues, the Housing Eligibility policy limits or excludes eligibility where an applicant's behaviours may threaten the health, safety, or welfare of other tenants and/or employees. We review all applicants carefully and consider all of the relevant circumstances.

Addressing Smoking in Social Housing

- Smoking regulations are defined by the bylaws of the city in which a tenant lives.
- Some municipalities have bylaws that ban smoking in the common areas of apartment buildings and condominiums such as hallways, stairwells, laundry rooms, corridors, and passageways.
- As a landlord of directly-managed public housing sites, BC Housing ensures that the buildings and properties follow health, safety, and housing standards established by bylaw.
- In 2011, BC Housing started a pilot program where tenants moving into selected public housing developments sign addendums to their residential tenancy agreements acknowledging that they are moving into a unit in which smoking is not permitted.
- BC Housing will evaluate the steps taken at these sites and intends to expand the program to sites across the province in the coming years.

CROSS REFERENCE / ATTACHMENTS:

D60 – Non-Profit Asset Transfer: Transfer of Leased Lands

MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Provincial Investment in Affordable Housing (PIAH)

KEY MESSAGES:

- In February 2016 the Province announced the new Provincial Investment in Affordable Housing Program.
- Over the next five years the Province is committing a total of $355 million dollars to construct and renovate more than 2,000 social housing units across the province.
- The funding will be generated from the Non-Profit Asset Transfer program initiated in 2014.
- The Province is acting on its commitment to reinvest all net-cash proceeds from the Non-Profit Asset Transfer (NPAT) program back into social housing.

BACKGROUND:

- Through the PIAH Program, individuals with low to moderate income will have access to additional affordable housing options across the province. The funds will be distributed over a five year period:
  - 2016/17: $50 million
  - 2017/18: $50 million
  - 2018/19: $75 million
  - 2019/20: $90 million
  - 2020/21: $90 million
- BC Housing will be issuing Requests for Proposals (RFPs) to partner with municipalities, non-profit societies and other community groups throughout the province on innovative housing projects that create more affordable housing for British Columbians in greatest need.
- The NPAT program was introduced in 2014 in support of the Provincial Housing Strategy Housing Matters BC. The transfer of properties to non-profit societies was undertaken at the request of the societies and is part of government's commitment to strengthen the non-profit housing sector.

CROSS-REFERENCE / ATTACHMENTS:

D60 – NPAT Program: Transfer of Leased Lands

D61 – NPAT Program: Transfer of Public Housing

Contact: Jeff Vasey
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Date: March 10, 2016

MINISTRY OF NATURAL GAS DEVELOPMENT AND
MINISTER RESPONSIBLE FOR HOUSING
BC HOUSING
ESTIMATES BRIEFING NOTE 2016/17

ISSUE: Housing Profiles by Community

BACKGROUND:

- Attached are community profiles that highlight:
  - BC Housing's revenues and expenditures for 2014/15 fiscal [Note that 2015/16 will be inserted when available]
  - Subsidized housing units across the housing continuum
  - Housing supports for Aboriginal client groups, seniors and low-income families
  - New units in development and under construction
  - Number of new units in the community since June 2001
  - Community highlights since 2006

List of 47 communities:

Community	Tab
Abbotsford	1
Burnaby	2
Campbell River	3
Castlegar	4
Chilliwack	5
Coquitlam	6
Courtenay	7
Cranbrook	8
Dawson Creek	9
Delta	10
Downtown Eastside	11
Fort St. John	12
Kamloops	13
Kelowna	14
Kimberley	15
Kitimat	16

Community	Tab
Langford	17
Langley	18
Maple Ridge	19
Merritt	20
Metro Vancouver	21
Mission	22
Nanaimo	23
Nelson	24
New Westminster	25
North Vancouver (City)	26
Oak Bay	27
Penticton	28
Port Coquitlam	29
Port Moody	30
Prince George	31
Prince Rupert	32

Community	Tab
Quesnel	33
Richmond	34
Saanich	35
Salmon Arm	36
Smithers	37
Surrey	38
Terrace	39
Trail	40
Vancouver	41
Vanderhoof	42
Vernon	43
Victoria	44
West Vancouver	45
White Rock	46
Williams Lake	47

CROSS-REFERENCE:

None.

Contact: Shayne Ramsay
Cell Phone: s.22
Date: February 16, 2016

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Withheld pursuant to/removed as

s.13;s.17

March 21, 2016

RTB – ADMINISTRATIVE PENALTIES

Topic: The RTB has faced pressure to make greater use of its authority to levy administrative penalties.

- Most landlords and tenants know their rights and live up to their responsibilities.

- When there are issues and they can't come to an agreement on their own, the Residential Tenancy Branch provides dispute resolution services under the Residential Tenancy Act and the Manufactured Home Park Tenancy Act.

- We have an effective dispute resolution process for the four per cent of the approximate 550,000 tenancies where an independent decision-maker is needed. That process responds to more than 20,000 applications for dispute resolution every year.

- In 2008, our government introduced administrative penalties as a way to encourage all landlords and tenants to comply with residential tenancy legislation.

- Having penalties in legislation for serious, repeated and deliberate contraventions of tenancy laws is an effective deterrent.

- Before imposing an administrative penalty, the Residential Tenancy Branch has to consider a number of factors, including previous contraventions and the gravity and magnitude of the alleged contravention.

March 21, 2016

Administrative penalty review:

- We have completed a review of our administrative penalty process, and the report is now available on the RTB website.
- The purpose of doing this report was to look at whether or not there are ways we can make the system work better.
- We have taken the approach that administrative penalties are an efficient method of encouraging compliance with legislation.
- We've found that the ability to levy administrative penalties is effective as a deterrent to non-compliance.
- We are now looking at options to improve the process to make it even more effective, in particular to deal with cases where a stronger approach is needed.

March 21, 2016

BACKGROUND

The Residential Tenancy Act and the Manufactured Home Park Tenancy Act allow the Residential Tenancy Branch to levy administrative penalties when a landlord or tenant has contravened a provision of the Residential Tenancy Act, the Manufactured Home Park Tenancy Act, regulations to these Acts, or the landlord or tenant has failed to comply with a decision or order of the Residential Tenancy Branch.

On April 30, 2015, the Province's Open Information site published a response that included portions of an internal discussion document concerning the Residential Tenancy Branch's administrative penalty process. Statements in the document appeared to question the success of the RTB's administrative penalty process.

In May 2015, in response to questions raised during Estimates about the document, the Minister confirmed that they were internal notes and not a report, but that a review of administrative penalties was underway and when completed it will be released to the public.

This report has been completed and was posted to the RTB website on March 21, 2016, at http://www2.gov.bc.ca/assets/gov/housing-and-tenancy/residential-tenancies/information-sheets/20476_review_report.pdf

The review outlines the Residential Tenancy Branch's current approach to administrative penalties, as well as looking at how such penalties are used in other provinces and territories and in other sectors. The report also discusses the logistics of enhancing the enforcement provisions contained in British Columbia's residential tenancy legislation.

The RTB will now begin to work on changes to strengthen the administrative penalty system.

April 28, 2016

ADMINISTRATIVE PENALTIES – DRAFT REPORT

Topic: In April 2016, an information package was sent out containing a draft copy of the RTB's Administrative Penalties Review. The draft report contained recommendations not included in the final report.

- The document the opposition member is referring to is an internal working draft of the Administrative Penalties Review.

- Providing recommendations was not part of the intent of this report, so that portion was deleted before the report was finalized and presented to the minister.

- Based on the review, government is now looking at options to improve the administrative penalty process in cases where a stronger approach is needed; but it's too early to say exactly what changes will be made.

- The final report is posted on the Residential Tenancy Branch website, and I would encourage reporters to read it: http://www2.gov.bc.ca/assets/gov/housing-and-tenancy/residential-tenancies/information-sheets/20476_review_report.pdf

April 28, 2016

Background:

In April 2016, an information package was sent out containing a draft copy of the RTB's Administrative Penalties Review report.

The package included an internal working draft of the report which contained a brief list of recommendations based on the review. Because providing recommendations was not part of the intent of the report, staff removed these recommendations before the report was finalized, delivered to the minister and published.

The review report outlines the Residential Tenancy Branch's current approach to administrative penalties, as well as looking at how such penalties are used in other provinces and territories and in other sectors. The report also discusses the logistics of enhancing the enforcement provisions contained in British Columbia's residential tenancy legislation.

The RTB is currently working on changes to strengthen the administrative penalty system, which may be introduced later in 2016.

Feb. 9, 2016

ANALYSIS OF HOUSING MARKET AFFORDABILITY

Topic: BC Housing is leading a research initiative that will examine a range of factors potentially affecting home prices throughout the province.

- The Province has asked BC Housing to examine key factors affecting home prices across B.C. to better understand housing affordability and help inform future policy responses.

- The Industry and Consumer Advisory Council will oversee the study because of the breadth of expertise on the committee.

- The council is composed of industry leaders whose collective expertise helps in identifying new and emerging issues and opportunities in residential construction industry and consumer protection.

- Foreign ownership is one of the variables potentially affecting prices, along with housing and land supply, the economy, and interest rates.

- This research initiative will begin with an independent review of existing studies. It will identify gaps to better understand what information is needed to adequately assess the effect of various factors impacting house prices.

- BC Housing, through its collaborative work with ICAC and partnership approach with industry, other levels of government and educational institutions, is recognized as a centre of excellence in housing research.

Feb. 9, 2016

Background:

BC Housing is leading a research initiative that will examine a range of factors potentially affecting home prices throughout the province. The purpose of the research is to examine key factors affecting home prices throughout the province and in particular, the Metro Vancouver area. This includes looking at factors such as housing and land supply, the economy, interest rates, and to the extent possible, foreign ownership in the residential real estate market.

Research questions will consider key factors affecting home prices in B.C. (new and resale homes) and, with respect to the potential impact of foreign ownership, it will look at issues such as:

- What sources of data are needed to measure and monitor the extent and impacts of foreign ownership of residential real estate in B.C.; and
- What other jurisdictions are experiencing with foreign ownership of residential real estate and how they are addressing this issue.

Through an invitational request for proposal process, BC Housing has chosen the Conference Board of Canada as the consultant to conduct the research.

Last year, the Province requested that BC Housing conduct this research initiative through ICAC because of the breadth of expertise on the committee. ICAC comprises industry leaders whose collective expertise assists in identifying new and emerging issues and opportunities in residential construction industry and consumer protection.

Members of the steering committee for this initiative include:
ICAC members from:

- Greater Vancouver Home Builders Association
- Urban Development Institute
- Condominium Home Owners Association of BC
- Resource Environmental Associates Ltd.

External members from:

- Bank of Canada
- Sauder UBC
- Metro Vancouver
- Central 1 Credit Union

Organizations such as the British Columbia Real Estate Association, B.C.'s Ministry of Finance and the Canada Mortgage and Housing Corporation have sought to gather data on foreign investment and soaring home prices in the Lower Mainland.

The research is expected to take six months with the final report to be completed this summer.

BC Housing conducts and publishes its own research on a wide-range of housing issues but has yet to produce a report that solely focuses on rising home prices and the impact of foreign investment/investors in B.C. To date, the following studies housing studies have been completed and are available on the BC Housing website:

- 10 International Case Studies on Affordable Homeownership
- Small Market Units
- Modular and Prefabricated Housing
- Four models for alternative sources of capital for social and affordable housing
- Research Study on Scoping a Registry of Accessible and Adaptable Homes in B.C.

There are no definitive numbers on foreign buyers in the Metro Vancouver housing market, however, available data and analysis in the region suggests that foreign ownership of housing is less than 5% of the housing stock and not more than 5% of sales activity.

April 28, 2016

ASSET TRANSFER PROGRAM

Topic: In Oct. 2014, the Province announced it was starting the process of transferring provincially-owned properties to non-profit housing providers.

- Non-profits have asked the Province to transfer housing assets to them for many years because owning the land will help them to improve long-term planning and to secure the financing they need to be sustainable.

- The asset transfer will support and strengthen the non-profit sector which operates 90 per cent of social housing in B.C.

- Tenants will not be impacted by these transfers.

- Net proceeds will be reinvested in social housing.

Transfer of BC Housing Sites:

- These transfers will not affect tenants.

- There will be no change in rents as a result of these transfers, and the total number of units will remain the same.

- Societies will have long-term operating agreements with the Province that require them to maintain the housing for low and moderate income families, seniors and people with disabilities.

April 28, 2016

Background:

The Non-Profit Asset Transfer program is part of the provincial housing strategy, Housing Matters BC, that was updated in 2014.

A goal of the strategy is to further strengthen the non-profit housing sector by transferring properties to non-profit housing providers, most of which already own and operate social housing buildings on lands they lease from the Province.

Two types transfers are taking place:

- The Province is transferring ownership of up to 350 parcels of land that are currently leased long-term to non-profit housing providers who own and operate social housing buildings on these properties.

- BC Housing is also transferring some of its directly managed public housing sites to the non-profit sector.

BC Housing will arrange CMHC insured mortgages to fund the purchase prices for terms up to 35 years.

BC Housing is consulting with all First Nations where these properties are near traditional territories before proceeding with the transfer of individual properties.

As of Jan. 18, 2016, BC Housing has transferred ownership of 116 properties to non-profit societies who currently own and operate social housing on-site.

Directly Managed Buildings:

In Aug. 2015, BC Housing announced the preferred non-profit candidates for two housing sites in Vancouver -- New Chelsea Society for Stamps Place and the Bloom Group for Nicholson Tower.

The societies started operating the developments on April 1, 2016.

On Feb. 18, 2016, BC Housing issued a Request for Expressions of Interest for the transfer of two other directly managed and owned buildings - Ted Kuhn Towers in Surrey and Sunset Towers in Vancouver.

Interested societies had a month to prepare their submission for consideration by BC Housing and the transfers are expected to be completed by the end of the 2016/17 fiscal year (March 31, 2017).

- Ted Kuhn Towers provides 434 units of affordable housing and Sunset Towers provides 492 units.

- Both properties house low-income families and seniors -- many tenants have health, mobility and mental health issues.

A number of services and programs will no longer be provided by BC Housing staff after the transfer of ownership. Depending on the successful proponent, however, these and/or additional services (based on need and changing demographics) may be provided in a new framework.

Other select services are expected to continue and will be included as a requirement of the REOI (i.e., Canadian Mental Health Association, meal services).

Feb. 9, 2016

VANCOUVER: HOMELESS SUPPORTS

Topic: Summary of provincial government housing investments in Vancouver.

- We have made significant investments in Vancouver to help end homelessness.

- This includes $300 million to work in partnership with the city to build more than 1,500 new supportive housing units.

- We purchased 24 SROs in Vancouver to preserve 1,400 units of affordable housing.

- We are now investing more than $143 million to renovate 13 of these buildings in the Downtown Eastside.

- We spend about 27 million each year to fund 740 permanent, year-round shelter beds.

- In total, we invest about $150 million annually to provide emergency shelter services, subsidized housing and rent supplements for more than 27,000 low-income people in Vancouver.

Winter Shelters:

- Close to 230 extreme weather shelter spaces are available in Vancouver. These spaces are activated by the community based on weather conditions.

- We are also providing $1.6 million this year for 230 temporary winter shelter spaces. Most of these shelters are open 24/7 and provide three meals a day.

Feb. 9, 2016

Background:

In 2014/15, provincial investments supported more than 27,100 low-income individuals, seniors and families in Vancouver, including:

- More than 6,450 housing units[1] for emergency shelter and housing for the homeless, or those most at risk of homelessness
- Approximately 4,655 housing units for frail seniors and people with special needs
- Close to 75 spaces dedicated to supporting women and children fleeing violence
- More than 11,670 households for low income families and seniors
- Nearly 4,280 rent subsidies in the private market for families and seniors

Emergency Shelters:

Most shelters are now open 24/7 and provide three meals a day. Outreach and shelter staff work with the individuals and families using the shelters to connect them to community services, including more permanent forms of housing.

In 2014/15 the B.C. government provided approximately $4 million to fund more than 200 year-round Homeless Emergency Action Team (HEAT) shelter spaces.

There are more than 130 women-only shelter spaces in Vancouver. More than 100 of these are in the DTES.

Each winter, depending on need, temporary shelters are available 24/7 during the winter months. In 2014/15, 110 spaces were available.

Last winter, 260 additional spaces were available to be activated overnight when an extreme weather alert was issued by the community.

Homeless Outreach:

Homeless outreach and shelter workers across Vancouver connect people who are homeless or at-risk of homelessness to housing, income assistance, and a range of support services.

Rent Supplements:

In 2014/15 there were approximately 730 homeless rent supplements in Vancouver, included those funded through the Homeless Outreach and Aboriginal Homeless Outreach programs and the new Homeless Prevention Program.

In 2014/15 the Homeless Prevention Program (HPP) was launched, providing portable rent supplements to youth transitioning out of foster care, women experiencing or at risk of violence, people leaving the correctional or hospital systems and individuals of Aboriginal descent.

In 2014/15 approximately 345 HPP rent supplements were allocated to service providers in Vancouver, including more than 160 HPP rent supplements allocated to service providers in the DTES.

As of 31 March, 2015, approximately 4,175 low income family and seniors households in Vancouver received rent subsidies that help with monthly rent payments in private market rental units.

- Approximately 1,235 families assisted through the Rental Assistance Program
- Approximately 2,940 assisted through the Shelter Aid for Elderly Renters (SAFER) program

[1] The term 'housing unit' refers to all types of housing, including rent supplements and emergency shelter spaces

Single Room Occupancy Hotels:

In 2007 BC Housing purchased 24 SRO 2hotels in Vancouver, 20 of these are in the DTES. The purchase of these SROs has protected approximately 1,400 affordable housing units in Vancouver. (Close to 1,000 of these units are in the DTES).

SRO Renewal Initiative:

The Province is investing $143.3 million into the SRO Renewal Initiative (SRI) to renovate 13 SROs in Vancouver under a public-private partnership. This includes $29.1 million from the Government of Canada through the P3 Canada Fund. Eleven of these SROs are located in the DTES.

The renovations are extensive and include: structural elements and heritage restoration, building envelope renewal, mechanical and electrical systems, and hazardous materials abatement.

Local Government Partnerships:

The B.C. government, in partnership with the City of Vancouver and Streetohome, is building more than 1,500 supportive housing units.

Vancouver

- Sorella – 525 Abbott St 108 units
- Kwayatsut – 2465 Fraser St 99 units
- Kettle on Burrard – 1134 Burrard St 140 units
- Coast Dunbar Apartments – 3595 17th Ave West 51 units
- Sanford Apartments – 1601 7th Ave West 62 units
- 1249 Howe St 110 units
- First Place – 188 1st Ave East 129 units
- Karis Place – 1338 Seymour St 90 units
- Marguerite Ford Apartments – 215 2nd Ave West (**not officially opended**) 147 units
- 220 Princess Avenue (Budzey Building – **not officially opended**) 147 units
- 1050 Expo Blvd. (125 units - **under development**)

DTES

- Main and Station – 1005 Station St 80 units
- Alexander Street Community – 111 Princess Avenue (**not officially opended**) 139 units
- Pacific Coast Apartments – 337 Pender St West 96 units

There are also eight women-only supportive housing developments in Vancouver, providing more than 380 units.

Housing projects in development:

As of April 2015, 7 new projects are in development and these will provide more than 740 new units for low-income families, and those who are homeless in Vancouver.

- Four of these new projects are in the DTES, and will provide close to 540 units in this neighbourhood.

[2] The '2007 SRO purchases' refer to a specific group of SRO projects and is not 'all' SRO type projects in BC. The '2007 SRO projects' also included the Dunsmuir Hotel in Vancouver, which was taken over by BC Housing on a 3 year lease. The lease was extended for a fourth year and expired October 2013. For the purposes of these notes, it is included as an original 'purchase'.

March 7, 2016

VICTORIA: HOMELESS SUPPORTS

Topic: Summary of provincial government housing investments in Victoria.

- The Province is investing over $19 million this year to support affordable housing for more than 5,100 low-income households in Victoria.

- We have opened more than 170 new units of transitional housing and shelter this winter:

    - 50 units at the former youth custody centre
    - 38 units at the Mt. Edwards building
    - 40 units at the new shelter on Yates Street
    - 45 units at at First Metropolitan United Church

- These spaces are in addition to the 150 year-round homeless shelter spaces in Victoria, as well as the 145 shelter spaces that are available during extreme weather.

- Together with the City of Victoria, we have upgraded, built and opened a number of projects to reduce homelessness, including:

    - 23 supportive housing units at Swift House
    - 44 supportive units at Camas Gardens
    - 23 units, plus 84 shelter beds at Rock Bay Landing

- Construction is also underway on two housing projects which will support low income families in partnership with the Capital Regional District:

    - 65 units at 1950 Blanchard Street (the Azzurro)
    - 108 units at 105 Wilson Street (Wilson's Walk)

March 7, 2016

Background:

Emergency Shelters:

Through the Emergency Shelter Program there are nearly 150 year-round homeless shelter spaces in Victoria, including:

- Rock Bay Landing, with 84 shelter beds
- The Salvation Army, with 21 beds
- Sandy Merriman House, with 25 beds for women only
- Next Steps, with 15 beds

Homeless Outreach:

Homeless outreach and shelter workers across Victoria connect people who are homeless or at risk of homelessness to housing, income assistance and a range of support services.

Last year, homeless outreach workers connected more than 400 people who were homeless with housing and support services.

Supportive Housing:

Since 2001 the Province has developed and preserved more than 420 subsidized or supportive units in Victoria. This includes:

- More than 300 housing units for those who are homeless or at risk of homelessness
- Close to 120 homeless rent supplements

Since 2010, the Province has opened six new developments to address the housing needs of people who are homeless or at risk:

- **Queens Manor** (Operated by Victoria Cool Aid Society, 2012)
  36 supportive housing for individuals who are homeless or at risk of homelessness
- **Olympic Vista** (Operated by Victoria Cool Aid Society, 2011)
  36 supportive housing for individuals who are homeless or at risk of homelessness
- **Swift House** (Operated by Victoria Cool Aid Society, 2012)
  23 supportive apartments for people who are homeless or at risk of homelessness
- **Camas Gardens** (Operated by Pacifica Housing Advisory Association, 2011)
  44 units of supportive housing for people who are homeless or at risk of homelessness.
- **Rock Bay Landing** (Operated by Victoria Cool Aid Society, 2010)
  84 shelter beds, 23 transitional housing units, two emergency family shelter units and up to 20 additional shelter mats for use during extreme weather conditions.

Rent Supplements:

In Victoria, the Province provides 420 rent supplements to outreach workers as part of an ongoing effort to help homeless people access housing and support in the private market.

Feb. 9, 2016

WAITLISTS & HOUSING REGISTRY

Topic: BC Housing manages a Housing Registry, a centralized database of applicants for subsidized housing across the Province.

- Last year, more than 2,100 households found affordable housing through the Housing Registry.

- If someone is without shelter, they are not put on a waiting list. Our outreach teams will work with our housing partners to provide shelter.

- When a unit becomes available, priority is given to those in greatest need and a number of variables are considered:

    - Women who have left a violent relationship receive priority placement.

    - Health concerns may necessitate a specific type of unit to address the individual's needs.

    - Stability of current accommodation - for example a family living in shared accommodations or a family of four in a cramped apartment.

- Families and seniors on the wait list may also qualify for rental assistance.

Feb. 9, 2016

Background

BC Housing manages the Housing Registry – a central database of subsidized housing – used by families/individuals applying for units managed by BC Housing and a number of non-profit and co-operative housing providers.

As of March 31, 2015, there were 14,848 households on the Housing Registry. Many of the applicants are currently housed but in inappropriate or unaffordable housing.

In 2014/15, close to 2,150 applicants were housed through the Housing Registry.

A number of considerations affect the time an applicant is on the registry:

- An applicant may have requested a specific property but an appropriate unit may not be available (i.e. unit doesn't match the family composition).
- An applicant's contact details may change and they have not kept their file up to date and they cannot be contacted when a unit is available.
- An applicant may refuse a unit due to personal preferences (e.g. access to work, pet policy, proximity to transit/community/health services, etc.) and remain on the waitlist.
- An applicant could have a change of circumstance and require a different type of housing than what they initially requested (e.g. mobility issues that now require a building with an elevator, adaptable/accessible unit, etc).
- The needs of other applicants on the registry when a unit becomes available.

	Number of Households		
Housing Registry Applicant Category	**Metro Vancouver Regional District**	**Capital Regional District**	**Provincial of British Columbia**
Family	3,077	414	4,227
Seniors	3,240	452	4,675
People with Disabilities	2,050	376	3,031
Wheelchair Modified	386	55	602
Housing Registry Rent Supplements	10	2	22
Singles	763	35	876
Total Households as of March 31, 2015	**10,671**	**1,502**	**14,848**

Note: Applications with a status of 'tranfer' or 'pending' not included in table.

Transfers: Approximately 9 per cent of Housing Registry applicants are transfers; people currently in subsidized housing who have requested alternate accommodations.

Feb. 9, 2016

LITTLE MOUNTAIN

Topic: Holborn Properties has submitted a rezoning application to the City of Vancouver to develop the remainder of the Little Mountain property.

- Net proceeds of the sale have been used to develop more than 2,100 new supportive housing units across B.C.

- This new model of housing provides services to help residents stabilize while rebuilding their lives.

- Fifty per cent of these new units – close to 1,500 – are in Vancouver and most of these developments are now open.

- The original buildings on the Little Mountain site were in a state of significant disrepair and would have required tens of millions of dollars to renovate.

- The City is, and always has been, responsible for accommodating rezoning and construction on the site.

Feb. 9, 2016

Background:

The Little Mountain property in Vancouver, bounded by 33rd to 37th avenues between Main and Ontario streets, is being redeveloped into a mixed-use community.

Holborn Properties purchased the land from the Province for $300 million, and is leading the development process.

The original 224 social housing units will be replaced with 234 units of new social housing apartments, including 10 units for members of the Musqueam First Nation. The site will also include market housing units.

Status:

On Nov. 20, 2015, media reported that Holborn properties filed a rezoning application for the rest of the property.

The company's mixed-use development proposal calls for about 1,400 residential units, 234 units of replacement social housing and a district energy plant to be built over the next decade.

The rezoning application is expected to go to city council in spring 2016.

On April 9, 2015, the Province announced the official opening of the first new social housing building at the site. The five-story building features 47 one-bedroom and six two-bedroom apartments for seniors.

More Than a Roof was selected to manage and operate the subsidized rental housing development at Little Mountain through a request for proposals process.

History:

BC Housing developed a set of guiding principles for Little Mountain called “Residents First,” which ensured that residents facing relocation were treated with fairness and respect throughout the process, including being given the right to move back into the new units once complete.

An on-site office was established in 2007 and remained open for more than two years. Residents could meet with staff to explore relocation options, and choose from social housing vacancies when they became available.

Nearly 200 households moved to alternate accommodations by 2009 when demolition at the site began. BC Housing covered the relocation costs for residents.

April 11, 2016

MAPLE RIDGE QUALITY INN PURCHASE

Topic: On March 29, the Province announced it was not proceeding with the purchase of the Quality Inn and will instead provide approx. $15 million in capital and operating funding for a permanent facility once an appropriate location is determined.

- We recognize the need for long-term supportive housing in Maple Ridge.

- We are working with the City to identify a long-term plan for a new permanent facility.

- We have also extended operating funding for the 40-bed winter shelter.

- It will remain open until the end of June to make sure everyone has a warm, safe place to stay while alternative solutions are being set up with other providers.

Supportive Housing:

- Supportive housing works because it addresses the root causes of homelessness.

- People have a safe place to call home along with the support services needed to help them turn their lives around and get off the streets permanently.

April 11, 2016

Background:

The City of Maple Ridge will be asked to provide the land for a permanent facility, as well as waive any related development charges.

A public consultation process will take place prior to any site being confirmed.

In addition, the Province has extended the opening of the 40-bed temporary shelter from March 31 to June 30, 2016.

The Province decided not to proceed with the purchase of the Quality Inn in Maple Ridge.

The site was being considered for the interim provision of supportive housing for those who are homeless and at risk in the community.

Provincial funding in Maple Ridge:

Last year, the Province provided more than $5 million to fund subsidized housing and rent supplements for more than 1,100 households in Maple Ridge.

In 2015, close to 170 homeless people in Maple Ridge were housed through rent supplements and shelter services.

April 5, 2016

NEW FOUNTAIN SHELTER & STANLEY HOTEL REDEVELOPMENT

Topic: BC Housing has partnered with Westbank Project Corporation to redevelop 23-51 West Cordova St. (also known as Blood Alley) in Gastown. The redevelopment includes the New Fountain Shelter and the Stanley Hotel (SRO hotel). Shelter clients and hotel tenants will need to be relocated prior to construction. An application for a development permit is with the City of Vancouver and will take 3 to 4 months.

- This is an innovative partnership between the Province and the private sector that will replace old, poorly functioning buildings with new social and market housing in the Downtown Eastside.

- BC Housing has secured relocation spaces for all tenants of the SRO and the shelter.

- Hotel tenants will be moved to newly renovated SRO's in the Downtown Eastside and to units managed by Portland Hotel Society.

- We are working to open a replacement shelter on East Hasting Street for existing clients of the New Fountain Shelter.

- We will provide funding to cover residents' moving costs and they will continue to receive supports in their new locations.

April 5, 2016

Background:

Blood Alley Development:

Provincial Rental Housing Corporation (PRHC) has purchased the properties for $2.7 million and signed a development agreement with Westbank Project Corp. to develop a 214-unit project for an estimated capital cost of $52.8 million.

BC Housing and Westbank have finalized the project proposal, including the following terms:

- PRHC will own the property and BC Housing will provide interim construction financing to build the project.
- The integrated building will include a non-market three-storey section with 80 self-contained units, ground floor retail commercial units, and a seven storey section with134 market units.
- Westbank will have an option to purchase the proposed street level and basement commercial retail units, and an option to purchase the market rental units once they have been tenanted.
- Rental rates for market units will be consistent with CMHC rates for Vancouver and at minimum, will meet City of Vancouver affordable rental rates.
- The development will be built to LEED or Passive House environmental standards.
- The project will also include multipurpose space, bicycle storage space, roof decks and gardens, an amenity kitchen and common laundry.

Construction is expected to start in fall 2016, with project completion targeted for late 2018.

BC Housing and Portland Hotel Society (PHS) Community Services Society have signed a Memorandum of Understanding for operations of the new development. PHS originally owned the lands, and is in discussions with Westbank regarding the partnership roles and responsibilities.

New Fountain Shelter/Stanley Hotel:

- The New Fountain Shelter opened in 2008 as a temporary shelter; it has since become a year-round shelter providing 56 emergency spaces, three meals a day and is open 7 p.m. to 9 a.m. It is a unique low barrier shelter that accepts clients with pets, shopping carts, and provides designated space for women and couples.

- The Stanley Hotel is a single room occupancy hotel providing 78 rooms. Vancouver Coastal Health (VCH) contributes staffing dollars, and has direct access to 15 of the 78 hotel rooms. The current location offers extremely low barrier SRO housing for tenants who require significant support to maintain their tenancy.

Relocation of Residents:

BC Housing has a “residents first” policy so demolition and construction will not commence until the existing residents have been moved to alternate accommodations.

BC Housing is working with PHS and VCH to develop a transition plan for the hotel population who are the hardest to house to ensure they are moved to appropriate supportive housing.

Relocated residents will receive moving costs and the equivalent of two months’ free rent as per the Residential Tenancy Act, and will continue to receive supports in their new locations.

BC Housing staff are also working with PHS to develop a transition plan for the shelter population who are the hardest to house to ensure they are moved to appropriate supportive housing or shelters.

Replacement shelter:

BC Housing has committed to a purpose-built replacement shelter at the Broco Auto Glass site at 356 East Hastings Street.

Current capital cost is approximately $1.3M for the renovation work and $2.3M for the purchase of the property.

Estimated number of beds is 60 (for men, women, and couples), based on the low barrier principle and to be operated by PHS.

The total 2015/16 operating budget for the Stanley Hotel and the New Fountain Shelter is approximately $1.25M/year (potential funding for the replacement shelter).

Feb. 9, 2016

RIVERVIEW

Topic: On Dec. 17, 2015, the Province released the Riverview visioning document and announced the relocation of several programs from the Willingdon Lands to Riverview.

- The vision for Riverview is a comprehensive mixed-use community including health services and supportive and market housing.

- We heard a diversity of opinions regarding the future use of the Riverview Lands.

- Our goal is to balance these interests and be true to our key guiding principles:

    - A break-even mandate.

    - An accommodation of First Nation aspirations.

    - A commitment to maintain the same amount of greenspace as currently exists.

- The Province will continue to work closely with the City of Coquitlam and the Kwikwetlem First Nation as we move forward.

Feb. 9, 2016

Background:

BC Housing launched a visioning process in early 2014, to build consensus among stakeholders, groups and individuals at the local, regional, and provincial level on possible future uses for the Riverview site.

BC Housing consulted with the public through open houses, information kiosks at malls and online. The open houses and kiosks were attended by 2,500 people and online feedback was gathered from thousands more.

The process was informed by guiding principles in an effort to balance the social, economic and environmental objectives of the provincial government, City of Coquitlam, the community and First Nations aspirations.

On Dec. 14, 2015, BC Housing publicly released the Vision on the Renewing Riverview website.

The Province also announced that the following B.C. government programs will be moving from the Willingdon Lands in Burnaby to Riverview:

- Centre for Mental Health and Addiction
- Maples Adolescent Treatment Centre
- Provincial Assessment Centre

Sale of the Willingdon Lands closed March 21, 2014 as part of Release of Assets for Economic Generation program.

The Vision will be presented to City Council in early 2016. Council will vote on the Vision at that meeting. Upon approval, BC Housing will introduce a dedicated Facebook page to communicate the progress of the development planning for the Riverview Lands and enable public comment and transparency over the life of the initiative.

With City of Coquitlam Council support for the Vision for Riverview, BC Housing will initiate a land use planning process.

Throughout the visioning process, BC Housing worked closely with the Kwikwetlem First Nation, who identifies the Riverview Lands as part of their traditional territory. The parties entered a protocol agreement in advance of the vision process and are in on-going discussions regarding the future development of the Lands.

March 10, 2016

VANCOUVER HOMELESS COUNT

Topic: The City of Vancouver conducted the 2016 homeless count March 9-10.

- We have made significant investments in Vancouver to help end homelessness.

- This includes $300 million to work in partnership with the city to build more than 1,500 new supportive housing units.

- We stepped up and bought 24 SROs in Vancouver to preserve 1,400 units of affordable housing.

- We are now investing more than $143 million to renovate 13 of these buildings in the Downtown Eastside.

- Over the last year, we've created 400 new units of affordable housing in Vancouver (600 in Metro Vancouver). More than 860 units are in development or under construction.

- We spend about 27 million each year to fund 740 permanent, year-round shelter beds.

- In total, we invest close to $150 million annually to provide emergency shelter services, subsidized housing and rent supplements for more than 27,000 low-income people in Vancouver.

March 10, 2016

Background:

Results are typically released about a month after the count.

The 2015 City of Vancouver homeless count identified 1,746 homeless people, which represented a 3 % decrease from 2014 (1,803). Key findings included:

- 488 people on the street, down from 536 in 2014
- 1,258 people in shelters, down slightly from 1,267
- 199 homeless youth (24 and under)
- 49 of those counted were from outside Vancouver

Invesements in Vancouver:

In 2014/15:

- The Province invested more than $148 million to support subsidized housing and rent supplements for over 27,100 low-income individuals, seniors and families:
    - More than 6,450 housing units for emergency shelter and housing for the homeless, or those most at risk of homelessness;
    - Approximately 4,655 housing units for frail seniors and people with special needs;
    - Approximately 75 spaces dedicated to supporting women and children fleeing violence;
    - More than 11,670 households for low income families and seniors;
    - Nearly 4,280 rent subsidies in the private market for families and seniors.

- The Province provided $27 million for 740 permanent, year-round, homeless shelter spaces in Vancouver; 630 of these spaces are funded through the Emergency Shelter Program (ESP).

- More than 340 rent supplements were funded through the Homeless Outreach and Aboriginal Homeless Outreach programs in Vancouver.

- Since April 2015, 600 new subsidized housing units have been added to Metro Vancouver (400 in the City of Vancouver), including 240 units for the homeless or at risk of homelessness, and 100 units for low income families.

- As of December 31, 2015, more than 700 homeless rent supplements were allocated to service providers in Vancouver, with funding from the Homeless Outreach (HOP), Aboriginal Homeless Outreach (AHOP) and Homeless Prevention (HPP) programs. Approximately 340 were allocated to service providers in the DTES.

- Nine projects are in development/under construction in Vancouver that will provide more than 860 new subsidized housing units serving low income families, homeless or at risk of homelessness, and those with special needs.

April 14, 2016

ASTTBC training program – BC Supreme Court decision appeal

Topic: BC Safety Authority is appealing a BC Supreme Court decision that granted the International Brotherhood of Electrical Workers' petition to set aside the provincial safety manager's certification of a new limited scope electrical training program.

- BC Safety Authority is appealing the Court's decision to seek clarification on its authority to recognize "new" training programs.

- Clarity is needed to ensure legal validity of programs and the credentials of the people who complete the training.

- The Court ruled that BCSA has authority to recognize training programs, but that the Applied Science Technologists and Technicians did not have the legal authority to develop the program in question.

- The decision to appeal came after careful analysis of the ruling.

April 14, 2016

Background:

On March 18, 2016, the BC Supreme Court found that the Applied Science Technologists and Technicians of British Columbia (ASTTBC) did not have the authority to develop a training program under its own legislation. Given this finding, the BC Supreme Court ruled that BCSA could not recognize an electrical training program since it was developed without the necessary legal authority. After analyzing the complex decision, on April 13, 2016, BCSA filed an appeal.

BCSA is seeking clarification on its authority to recognize training programs. The ASTTBC is also appealing the Court's decision.

Further context:

In 2013, BCSA granted approval to the ASTTBC training program for limited scope electrical work. The IBEW went to the Safety Standards Appeal Board to challenge the decision. IBEW argued that the provincial safety manager did not have any jurisdiction to approve the ASTTBC program and that the ASTTBC does not have authority to create or issue new electrical certificates.

The Board determined it did not have the jurisdiction over the matter as the *Safety Standards Act* does not provide authority to review a provincial safety manager's decision on training programs. The IBEW then petitioned the BC Supreme Court for a judicial review of BCSA's approval of the training program.

The Court ruled ASTTBC did not have the legal authority to develop the training program; however, the general premise that BCSA has authority to recognize programs of training was accepted.

Additionally, the Court awarded "costs" which is a partial compensation for legal fees. It does not state which party is responsible. If the assumption is that costs are to be shared between ASTTBC and BCSA, there is a strong authority for statutory decision makers to be immune from costs in judicial review.

Given the complexity of the court's decision, BCSA's legal counsel performed a complete analysis and submitted a recommendation to BCSA's Executive on whether to appeal.

An outcome of the appeal may take up to 12 months (or more). The decision being set aside means that BCSA is not moving forward in any manner with ASTTBC on the limited scope electrical worker training program.

BCSA will proceed cautiously with respect to any new requests for program recognition while appealing the decision to seek clarification. The decision is not considered to impact any other previously recognized training programs (i.e. other than ASTTBC).

BCSA will continue to develop certifications and licensing programs, and approve programs of training in support of the safety system.

March 10, 2016

BCSA: SINGLE BOTTOM CYLINDER ELEVATORS

Topic: In 2010, BCSA issued a safety order regarding single bottom cylinder elevators. Thirty-nine buildings have been granted an extension to have the necessary elevator upgrades completed by April 30th. Three buildings have failed to respond to BCSA and will be shut-down on or after March 15th.

- Single bottom cylinder elevators pose a safety risk and need to be brought into compliance or removed from service.

- BC Safety Authority has given owners multiple compliance options and ample opportunity to bring their elevating units into compliance.

- BCSA granted extensions to thirty-nine units where owners showed a compliance plan was in place. Upgrades must be completed by April 30th.

- Despite extensive outreach efforts, owners of three buildings have failed to respond to BCSA and their elevators will be shut-down on or after March 15th.

- Occupants of the buildings received written notice about the elevator closure in January.

- BCSA is continuing to communicate directly with affected users to ensure they are aware of the potential removal of their elevator from service.

March 10, 2016

Background:

In 2010, the province enacted a regulation change requiring "single bottom cylinder elevators" to be upgraded or removed from service. That year, BCSA issued a safety order with a deadline for compliance of October 8, 2015.

BCSA conducted extensive outreach efforts to communicate with over 1,400 building owners regarding the safety order requirements. The vast majority of owners have been brought into compliance; however, three buildings remain non-compliant and will be shut-down on or after March 15th. The owners of these buildings (two commercial and one residential) have received monetary penalties of $15,000. Penalties can be challenged by going to the Safety Standards Appeal Board.

Currently, 39 buildings have been granted an extension to have the necessary elevator upgrades completed by April 30th, or they must remove their elevators from service. The breakdown of occupancy type of these buildings is as follows:

- Residential rentals: 28
- Residential stratas: 3
- Hotel / Hostel: 2
- University: 1
- Commercial: 5

In order to give adequate notice to occupants of the potential removal of their elevator from service as of May 1st, BCSA is sending a mail-out with notices to occupants. A similar notice was sent out in January to building occupants who were at risk of losing their elevator service at that time.

BCSA has published a webpage on this issue where updates on the status of these elevating units can be found: www.safetyauthority.ca/hydraulic-elevators

Reason for safety order:

Most of these types of elevators were installed prior to 1977. As the cylinder ages, separation of the single-bottom from the cylinder can cause a loss of hydraulic fluid which can result in "failure" of the elevator. Resulting risks include injury or death, property damage and environmental damage.

Ontario regulated on May 1, 2015, following incidents that resulted in one death and injuries to five people who sustained extensive permanent disabilities.

March 14, 2016

CORONERS SERVICE REPORT – FIRE-RELATED CHILDREN AND YOUTH DEATHS

Topic: The BC Coroners Service report, A Review of Fire-Related Deaths in Children and Youth 2005-2014, included the recommendation that B.C. investigate the evidence and feasibility of mandating sprinkler system installation in new homes in the BC Building Code.

- As part of the implementation of the B.C. Building Act, we formed a fire sprinkler working group to make recommendations to help us create more consistent fire sprinkler requirements across B.C.

- We are developing fire sprinkler requirements that go beyond the BC Building Code that local governments can opt into, if they choose.

- Opt-in fire sprinkler requirements, will allow consistency for industry while providing municipal governments the flexibility they desire.

If asked about the Coroners Service report's recommendation:

- We have just received the report, so it would be premature to comment.

- We will be reviewing the report alongside the other work we are doing to develop opt-in fire sprinkler requirements that go beyond the BC Building Code.

March 14, 2016

Background:

The March 15, 2016 BC Coroners Service report, A Review of Fire-Related Deaths in Children and Youth 2005-2014, included the recommendation that Office of Housing and Construction Standards investigate the evidence and feasibility of mandating sprinkler system installation in new homes in the BC Building Code.

The report comes out of the May 12, 2015 British Columbia Coroners Service child death review panel focused on residential fire-related deaths of children and youth who died between 2005 and 2014.

In the 10 year period reviewed, 34 children and youth under the age of 19 years died in 22 residential fire circumstances. The review of the circumstances that resulted in their deaths provided panel members with valuable information to consider in the course of determining what could be done to prevent fire-related deaths in the future.

With the new Building Act passed last year, local governments and fire chiefs have expressed concerns about eliminating existing sprinkler requirements that go beyond what the code requires. Concerns include a perceived reduction in fire and public safety, potential increased risk of fire spread and property damage and the potential increased costs to expand their fire department.

To address the concerns, the B.C. government established the fire sprinklers working group.

The Province will begin drafting an opt-in fire sprinkler regulation shortly.

The Fire Chiefs' Association of BC has tentatively acknowledged the benefit of making existing local government sprinkler requirements consistent throughout B.C.

Current BC Building Code requirements for new construction:

Residential Buildings:

- Three storeys and under - sprinklers are not required (e.g. houses, townhomes, low-rise residences)
- Four storeys and higher - sprinklers are required (e.g. apartment buildings, condominiums)

Office Buildings:

- Sprinklers required if more than six storeys
- Office buildings built of combustible construction are required to have sprinklers if 4 storeys or higher
- Office buildings built of non-combustible construction are required to have sprinklers if more than 6 storeys

Care Facilities:

- ALL sprinklered

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April 26, 2016

Background:

On April 5, 2016, Justice Hinkson denied the Province's request for a temporary injunction to remove campers from the courthouse site. The judge found that "Although the plaintiffs have established that there is a fair question to be tried in this case, they have not demonstrated that they will suffer irreparable harm if an injunction is not granted. Further, I find that the balance of convenience weighs overwhelmingly in favour of the defendants."

The court has set a trial date of Sept. 7 for a permanent injunction hearing. If granted, it would enable the Province to permanently return the Victoria courthouse to a greenspace for public use.

Following the court decision, the Province announced on April 14 that it is working with the City of Victoria and fire and police officials to develop a plan for safety standards to better protect people at the site and nearby residents.

An inspector from the Office of the Fire Commissioner visited the site on Feb. 27, which resulted in an order being issued for campers to deal with the fire hazards that were identified. There has been little progress to date in complying with the order.

The Province is working with the Portland Hotel Society to help in the management and safety of the site and to connect site occupants with housing, health and other services. The Portland Hotel Society will provide these services on site and soon will be there on a 24/7 basis.

PHS currently has four staff on site every day, and intends to pay occupants a small fee to assist with site clean-up and safety.

On April 25, Minister Coleman indicated that the Province will re-assess the situation at the end of April and, if safety risks continue at the site, may consider applying again for an injunction.

The Province and BC Housing have provided a number of new housing and shelter units to accommodate those camping at the courthouse site, including My Space, Choices and Mt. Edwards. 50 people are now residing at Choices and 38 have moved into Mt. Edwards. A number of people from Mt. Edwards and My Place have moved into more permanent housing.

Including all of the housing options the Province has brought to the table, B.C. has housed **184** campers, including homeless at First Metropolitan who may have not been in the camp:

- 38 at Mt. Edward
- 50 at Choices
- 40 at My Place (former Boys and Girls Club)

128 - Of the above, these are all targeted specifically to tent city.

In addition:

- 45 at First Met
- 11 through HPP rent supplements

Total - **184**

April 26, 2016

Neighbours of the protest camp on the Victoria courthouse lawn are increasingly concerned for their personal safety in the wake of several violent incidents and other safety concerns.

A representative of the Mad as Hell group addressed City Council on April 14, sharing neighbours' stories of crime and violence in the area. A reporter also tweeted that he had be threatened.

An anti-tent city rally is planned for Friday, April 29 at 3 p.m. at the Legislature.

Tourism representatives have also expressed concerns about the impact that the tent city is having on tourists and the tourism industry. The Chamber of Commerce has also expressed concerns about economic impacts; however, individual businesses are reportedly afraid to speak out for fear of reprisals.

Feb. 16, 2016

DEPRECIATION REPORTS

Topic: In December 2011, the Province passed legislation (effective December 2013), requiring strata corporations with five or more units to obtain depreciation reports.

- Most buyers want to see depreciation reports before they purchase a unit.
- Depreciation reports provide valuable information to buyers and support consumer confidence.
- Many banks and insurance companies require depreciation reports.
- Depreciation reports also help owners:
  - repair and maintain their properties,
  - make appropriate contributions to the Contingency Reserve Fund, and
  - avoid being surprised with special levies.
- There are a wide range of strata properties across the province.

If asked about the fact that strata owners can defer getting a report:

- The provincial government does not play a role in enforcing the Strata Property Act.

- As in most other jurisdictions, it's the responsibility of strata lot owners, and other parties, to follow the Strata Property Act and to use its provisions to enforce the requirements and protections of the act.

- If necessary, strata lot owners may use a mediator, arbitrator or the courts to resolve disputes.

Background:

- As of December 2013, strata corporations with five or more units must obtain depreciation reports every three years, unless they hold an annual ¾ vote to defer getting a report.
- New strata corporations must obtain a depreciation report no later than six months after their second AGM (annual general meeting).
- Stratas must obtain the report from a person (or company) that has the knowledge and expertise to understand the individual components, scope and complexity of the strata corporation's common property, common assets and other responsibilities.

Depreciation Reports: Adoption

- Depreciation reports are reportedly becoming more common, as intended. Market forces are supporting the adoption of depreciation reports:
    - Depreciation reports provide valuable information to prospective purchasers, mortgage providers and insurances companies.
    - Some banks require depreciation reports when issuing mortgages.
    - Some sellers report difficulties trying to sell without a depreciation report.
- A few stakeholders are concerned that depreciation reports are not being widely enough adopted. Strata corporations can indefinitely delay obtaining depreciation reports with an annual ¾ vote. This allows strata corporations flexibility to govern themselves and make decisions about timing, frequency and value for money. It also parallels the legislation's standard bylaws, which apply unless the strata corporation votes to amend them by ¾ vote.
- With more than 27,000 strata corporations in the province, the Province does not collect depreciation reports or monitor compliance.

Depreciation Reports: Timing

- Depreciation reports are required every three years unless the strata corporation holds an annual ¾ vote to defer the report.
- Some strata owners have requested the legislation be amended to require depreciation reports every five years instead of every three years.
- There are no current plans to change the requirement from three years to five years:
    - the three-year period was recommended by an expert group of stakeholders;
    - strata corporations have the flexibility to defer reports for example, for budgetary reasons or if a depreciation report provider is not available.

Depreciation Reports: Provider Qualifications

- A few stakeholders have advocated that the Province specify which professions can provide depreciation reports.
- The *Strata Property Act* does not limit which professions can prepare depreciation reports.
- The regulations do require strata corporations to hire the provider who is best able to understand the scope and complexity of their assets. Given the wide range of strata properties, this may require a team of people with expertise in different areas.

- It is not as simple as simply hiring "an engineer":
    - A high rise strata may want to hire a structural engineering firm that specializes in building science and building envelopes.
    - Bare land strata corporations ("strata subdivisions,") may want to hire an engineering firm that specializes in subdivisions and understands the repair and renewal of subdivision infrastructure such as utilities and roads.
    - A ten-unit two-storey strata corporation may decide not to hire an engineering firm to provide the depreciation report.

Paying for Repairs:
Strata owners must have a certain level of funds in their Contingency Reserve Fund, equal to at least 25% of their operating fund. Many strata corporations have more than the 25% minimum.

Strata corporations can choose how to pay for repairs and maintenance:

- some stratas will choose to have a fully funded Contingency Reserve Fund for the benefit of future owners;
- other strata corporations will prefer current owners to pay by special levy.

However, most strata corporations have a mixed funding model, with repairs paid both from the Contingency Reserve Fund and by special levies.

To make it easier for strata corporations to repair and maintain their buildings, 2014 strata legislation amendments allow:

- strata corporations to pay for a depreciation report as an operating fund expense, approved by a majority vote at the AGM instead of a ¾ vote.
- strata corporations to pay for repair for maintenance and repair by a majority vote from the Contingency Reserve Fund, not a ¾ vote, if identified in a depreciation report.

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Feb. 9, 2016

NATIONAL HOMELESS COUNT

Topic: The federal government will be partnering with 30 communities to conduct point-in-time homeless counts.

- We look forward to seeing the information that will be collected in the federal government's homeless count.

- Homelessness is a complex issue and we hope that having more information will help us as we continue to address it.

- We will continue work with our partners to provide support to those who need it the most.

- The work we have done over the last six years since launching Housing Matters has shown positive results.

- We have expanded rental assistance programs to help people at-risk of homelessness find and maintain stable housing in the private market.

- BC Housing is working in partnership with eight municipalities across British Columbia to develop new housing options to individuals who are homeless or at risk.

- We are providing capital and operating costs to develop new supportive housing on city-owned sites in Vancouver, Victoria, Kelowna, Surrey, Abbotsford, Maple Ridge, Campbell River and Nanaimo.

Feb. 9, 2016

Background:

On January 5, 2016, the federal government announced that it is partnering with 30 communities to conduct point-in-time homeless counts.

Five BC communities are participating: Kelowna, Nanaimo, Nelson, Prince George (led by non-profit organizations) and Victoria (led by the Capital Regional District).

The community partners will each select a 24-hour period between January 1 and April 30, during which they will survey and enumerate all of the individuals who are, at that time, sleeping in shelters, on the streets, and in other public locations. The federal government is providing funding to the participating communities. They will follow a common methodology, including a standardized survey.

The guidelines for conducting the count were developed with the assistance of a national working group that included representatives from BC communities.

Several of the communities involved (including Victoria and Metro Vancouver) periodically conduct their own homeless counts. The results of the 2016 counts may give some indication of the growth or decline of the homeless population but changes in methodologies will not allow for an exact comparison.

May 3, 2016

NATIONAL HOMELESS COUNT

Topic: The federal government has partnered with 30 communities to conduct point-in-time homeless counts.

- We are reviewing the report. We are hoping to get more detailed information on the breakdown of where people are.

- It's important to note that report says that there are only 192 sleeping outside – some by choice – and the vast majority do in fact have a place to sleep indoors.

- The report shows that in Victoria there are nearly 1,200 people for whom the Province and partners are providing shelter and transitional housing, who would otherwise be on the street.

- Also, within that number, you have 112 people who are in correctional facilities, detox beds, police cells and so on.

- Homelessness is a complex issue and we hope that having more information will help us as we continue to address it.

- We will continue work with our partners to provide support to those who need it the most.

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Several of the communities involved (including Victoria and Metro Vancouver) periodically conduct their own homeless counts. The results of the 2016 counts may give some indication of the growth or decline of the homeless population but changes in methodologies will not allow for an exact comparison.

BC results:

Victoria – count took place Feb. 10

Facility count (1,077 sheltered; 65 turned away)	1,142
Unsheltered	192
Provisionally accommodated	53
Total	1,387

March 11, 2016

BCSA: PROPANE PRESSURE VESSELS OPERATING PERMITS

Topic: BC Safety Authority (BCSA) issued a directive in June 2015 on "Operating Permit Requirements for Propane Pressure Vessels" to clarify requirements contained in Safety Regulation. Rural constituents, through their MLAs, expressed concerns about "new" propane tank operating permit requirements and related fees.

- Propane tank operating permit requirements have been in place since 2004.

- Operating permits enable BC Safety Authority to manage propane tank risks. Permits also assure the public that tanks are being maintained.

- BCSA has decided to waive the fee for operating permits for propane tanks used in residential settings.

- At this time, tanks can continue to be filled and a temporary stop on invoicing of permits has been put in place.

March 11, 2016

Background:

The *Safety Standards Act* (SSA) requires an annual operating permit for individual pressure vessels, including propane tanks. The permit requirement has been in place since 2004.

Despite many years of working with the propane industry, including the Canadian Propane Association (CPA), many propane tank installations continue to be out of compliance and their level of safety remains uncertain. In June 2015 a directive was issued to clarify the requirements.

Rural constituents, through their MLAs, expressed concerns about what they perceived to be "new" propane tank operating permit requirements and related fees. In response to these concerns, BCSA has decided to waive the fee for operating permits for propane tanks used in residential settings.

BCSA has put a temporary stop on any invoicing of propane operating permits and is now focusing on updating and collecting supplier and owner information as well as propane pressure vessel data. Invoicing will resume once BCSA has determined which clients are exempt.

BCSA communications and outreach:

A group of major propane companies were contacted both in writing and by telephone to inform them of the plan to exempt fee requirements for residential tanks. No opposition was voiced.

BCSA communicated with all BC MLAs to inform them that the operating permit requirement would not impose any costs on homeowners as the tanks servicing residential settings (owned or leased) would be fee-exempt.

Reason for regulatory requirement and directive:

Operating permits enable BCSA to understand, map and manage propane tank risks. The permits also assure the public and BCSA that tanks are being maintained in a satisfactory manner by qualified individuals. Additionally, fee revenue is used to offset costs associated with providing regulatory oversight and can be used for additional education, inspections and enforcement.

March 15, 2016

RTB: DROPPED CALLS AND PHONE WAIT TIMES

Topic: According to the most recent RTB quarterly report, 39,289 calls to the RTB information line were abandoned last fiscal year (about 24 per cent of all calls to the RTB) and the average wait time is just under 35 minutes.

- The Residential Tenancy Branch is taking steps to improve the services it offers to both landlords and tenants.

- This fiscal year, we increased the RTB's budget by $585,000 dollars, which enabled us to hire several more arbitrators, increase our hearing capacity, and will help to decrease wait times.

- It also allowed us to expand online services and explore other dispute resolution options.

- To handle more calls, the Residential Tenancy Branch reorganized its call centre in 2014. The average wait times and the number of abandoned calls have decreased since then.

- To provide better access to information without having to wait in a line, or phone queue, the RTB is also introducing new web-based tools.

- We're optimistic that by providing landlords and tenants with better access to information online, we can reduce call volumes and wait times for phone service.

March 15, 2016

Background:

According to the most recent RTB quarterly report, 39,289 calls to the RTB information line were abandoned last fiscal year (about 24 per cent of all calls to the RTB) and the average wait time is just under 35 minutes. The report was obtained through a Freedom of Information request. As well, an outstanding Freedom of Information request has asked for all records related to high call volumes, abandoned calls and wait-times at the RTB.

The RTB answered more than 128,000 phone calls in 2015 - a slight increase over 2014.

Average wait times dropped to about 35 minutes from 45 minutes since January 2014. The RTB continues to take steps to further reduce the wait times.

Feb. 18, 2016

FZK Investments - Richmond

Topic: Tenants of a Richmond apartment building are disputing an eviction notice served by landlord FZK Investments, because the landlord plans to demolish or repair the rental units.

- I can't comment on specific cases, or on whether or not they are with the RTB.

- In B.C., landlords have to follow specific rules before issuing a notice to end a tenancy due to extensive renovations or repairs.

- Landlords must have all the necessary municipal permits in place before they can issue a notice to tenants.

- The rules are in place to protect tenants while still allowing building owners to maintain their buildings.

- When undertaking extensive renovations or repairs, landlords must:
    - Have necessary permits before issuing a notice to end tenancy;
    - Give two months' notice; and
    - Compensate the tenant with one month's rent.

- If a tenant thinks a landlord has ended a tenancy without a valid reason, the tenant can dispute the notice to end tenancy through the Residential Tenancy Branch.

- We aren't contemplating any changes to the Residential Tenancy Act regarding evictions due to renovations.

Feb. 18, 2016

Background:

On Jan. 28, according to media reports, Richmond-based landlord FZK Investments gave a two-month notice to end tenancy to all residents of an apartment building at 1320 Fifth Ave. The notice was reportedly served on the basis that the landlord had obtained all the necessary permits and approvals required by law to demolish or repair the rental units; however, tenants have spoken out in the media, disputing whether or not the necessary steps have been taken.

Media reported that the tenants have filed for dispute resolution with the RTB.

Nov. 16, 2015

RTB: VANCOUVER RENTERS ADVISORY COMMITTEE REPORT

Topic: The City of Vancouver's Renters Advisory Committee has released a report recommending changes to B.C.'s Residential Tenancy Act.

- We are aware of this report and are in the process of reviewing it.
- Some of the recommendations are things we have already implemented.
- For example, last month we introduced changes to allow for the early end of a fixed-term tenancy by a tenant who is fleeing family violence or has been accepted into a long-term care facility.
- Also, applicants who are requesting a fee waiver can now apply online.
- There are a number of other recommendations that we are looking at and that may be addressed in future changes.
- We regularly review the Residential Tenancy Act and update it to ensure it continues to balance the rights and responsibilities of tenants and landlords.
- We are amending the act to allow landlords to repay security deposits by electronic transfer of funds
- In the spring, we passed amendments to allow people increased ability to do more business online. We are working to bring these amendments into force.
- We've also changed our online application so that you no longer need to use a credit card or Visa Debit to apply for dispute resolution services online.

Fixed-term tenancy agreements:

- Fixed-term tenancy agreements balance the needs and interests of landlords and tenants, providing security of tenure for tenants and guaranteed income for landlords.
- All tenancy agreements in B.C. need to include standard terms that protect both the landlord and the tenants.
- We encourage all landlords and tenants to make themselves familiar with the rules and regulations that govern how residential properties or units are rented in B.C.

Administrative Penalties:

- In 2008, our government introduced administrative penalties legislation as a way to encourage all landlords and tenants to comply with residential tenancy legislation.
- Having those penalties in legislation for serious, repeated and deliberate contraventions of tenancy laws is an effective deterrent, and the system is working.
- Before imposing an administrative penalty, the Residential Tenancy Branch has to consider a number of factors, including previous contraventions and the gravity and magnitude of the alleged contravention.
- As part of our responsibility to create good public policy, we are continually engaged in reviewing the effectiveness of legislation and policy.

BACKGROUND
The City of Vancouver's Renters Advisory Committee has released a report, "Rental Recommendations 2015: Reforming the BC Residential Tenancy System," which recommends a number of changes to the Residential Tenancy Act.

The report aims to identify "potential changes to increase resources for this city's renters, to strengthen the protections in our tenancy legislation, and to support affordable rental housing in Vancouver."

The report (http://former.vancouver.ca/ctyclerk/cclerk/20151117/documents/cfsc3.pdf) will be addressed by council on Tuesday, Nov. 17, 2015.

Many of the report's recommendations are already implemented or work is underway – such as accepting fee waivers when an application is made online, allowing tenants fleeing domestic violence to have a way out of fixed-term tenancies, and the ability to do more business online.

The RTB was not consulted on the report nor provided an advanced copy.

Recommendations:

- Modify the act to create a clear regime to govern tenants who are renting out one of their rooms with their landlord's consent.
- The act should include provisions for transitional housing and provide clarity about whether housing is transitional or not. E.g. "some non-profit operators have claimed that they operate transitional housing that is not subject to the RTA."
- The act should include some protections for renters who share their accommodation with the owner of the rental unit, even if the entire Act does not apply.
- Record RTB hearings and keep them on file until the time frame to apply for judicial review expires. Alternatively, remove the rule which prevents tenants and landlords from recording their own hearings.
- Accept fee waivers when an application for dispute resolution is submitted online
- Tenant fees for accessing dispute resolution procedures should be automatically waived where it is possible to identify that a tenant is low-income.
- Allow certain communications between tenants and landlords to occur via email or text message, such as when a tenant provides a forwarding address to their landlord (currently can only be faxed, sent via ordinary mail, and other means)
- Ensure that hold times on the Branch's information line meet acceptable service standards, especially at key times of the month
- Recommendation: Expand Infoline Service Hours until 6:30pm
- Amend the act to allow for direct requests for tenants seeking the return of a security deposit (Direct request is expedited process where the Branch issues orders without needing to hold a full dispute resolution hearing)
- Provide translators for dispute resolution hearings as necessary (I n Vancouver, around 40% of residents do not count English as their first language)
- The Branch should amend their forms to include a place to write specifics of any allegations so that respondents know what they're accused of before any hearing. This would include written reasons for, say, the termination of a tenancy, along with particulars of any alleged acts or omissions by the tenant.
- Switch evidence submission timelines so that the party with the burden of proof provides their evidence and submissions first, and then the other party has time to submit their evidence and submissions afterward.

- Create a mandatory minimum penalty that is awarded to a tenant if a landlord breaks the law and evicts them without following the proper legal process.
- Increase the penalty for a Notice to End Tenancy that was issued in bad faith
- Before a landlord is able to hire a bailiff to evict a tenant, the landlord should have to swear that their Order of Possession has not been appealed.
- RTB should issue administrative penalties in cases where they are warranted
- RTB should have legal power to inspect buildings as part of issuing monetary penalties
- Act should be amended to provide that where parties renew a fixed term tenancy agreement for the same property, rent increases are limited in the same manner as if the tenancy had continued uninterrupted.
- The act should be amended to state that if a landlord repeatedly offers a tenant fixed term tenancy agreements with vacate clauses at the end, the third consecutive agreement automatically turns into a month-to-month tenancy at the end of its term.
- Provide the ability to restore tenancies for tenants who were prevented from paying rent on time because of specified exceptional circumstances, but are able to remedy the situation expeditiously
- The act currently prohibits application and processing fees. We recommend prohibiting application deposits, too
- Place rent control on the unit for Single Room Accommodation units
- Review the rent increase formula
- Require landlords to issue a notice of problems with a tenancy and to give tenants a reasonable chance to rectify problems before issuing a Notice to End Tenancy for Cause. RTB should issue a form for landlords to use for giving formal notice of problems with a tenancy.
- All non-profit housing providers should have to provide two full months' notice when a subsidy is being reduced or removed.
- All non-profit housing providers should have to disclose the amount of subsidy they are providing to renters so that renters know what their rent will be should the subsidy ever be removed.
- The act should mandate that arbitrators set appropriate timelines that are fair and just in all the circumstances when issuing orders of possession.
- Extend the notice period for evictions where a tenant must leave a property because of renovations or a family's use of the property.
- Amend the act so that landlords must provide tenants with compensation where the tenant has to vacate a rental unit in order to comply with a municipal order.
- Amend the act to allow renters first right of refusal with the same rate of rent increase that would have applied had the tenancy not been interrupted by the renovation.
- Amend the act to allow tenants fleeing domestic violence to have a way out of fixed term tenancies.

March 8, 2016

RTB: SRO Maintenance Issues

Topic: There have been reports of ongoing maintenance problems at several Downtown Eastside hotels, including the West Hotel, the Lion Hotel, Balmoral Hotel and the Murray Hotel.

- The West Hotel, Lion Hotel, Balmoral Hotel and Murray Hotel, are privately owned, and the Province is not involved in their management.

- Local governments have authority, through the Community Charter, to establish and enforce maintenance standards for existing buildings.

- Vancouver's authority is established under a separate statute, the Vancouver Charter.

- Municipalities can levy fines, conduct inspections, approve permits and licences, identify unsafe conditions and require repairs to be done where needed.

- The Residential Tenancy Branch provides dispute resolution services to tenants and landlords when they can't reach an agreement on their own.

- When a landlord hasn't conducted repairs or has restricted access to services, tenants can apply through the Residential Tenancy Branch for a reduction in rent or a repair order.

Administrative penalties

- In 2008, our government introduced administrative penalty legislation as a way to encourage all landlords and tenants to comply with residential tenancy legislation.

- Administrative penalties may be considered by the Residential Tenancy Branch for serious, repeated and deliberate cases of non-compliance.

- Before imposing an administrative penalty, the Residential Tenancy Branch has to consider a number of factors, including the seriousness of the situation and whether there have been similar cases involving the same landlord.

March 8, 2016

BACKGROUND

The West Hotel

In August 2015, reports emerged about ongoing maintenance problems at the West Hotel in Vancouver's Downtown Eastside, and a corresponding lawsuit brought against the landlord by tenants, for loss of services including heat, front desk security staff, and hot water.

The Residential Tenancy Branch has heard numerous disputes involving tenants of the West Hotel and its current landlord, who took over the property in December 2014. Many of the disputes involved applications for repair orders. The RTB has conducted a preliminary investigation of these disputes and is considering levying an administrative penalty.

The Murray Hotel

On Jan. 4, 2016, media reported that the City of Vancouver issued a deadline to the landlords of the Murray Hotel to resolve 32 bylaw violations following an inspection in December. On Jan. 13, media reported that the hotel passed the inspections, and the violations were resolved.

The Balmoral Hotel

In November 2015, there were reports that the elevator at the Balmoral Hotel was out of service. Media reported that the elevator breaking down is a "near weekly occurrence" at the SRO.

This came less than a month after a widely reported situation on Oct. 16, 2015, when disabled residents of the Balmoral were trapped in their rooms for nearly a week, due to the building's only elevator being out of commission. (After a week, the elevator was reported to be working again.)

In October, media reported that other tenants were helping those who were unable to leave, by bringing food up the eight flights of stairs. In addition, tenants of the Balmoral have spoken of cockroaches, rats and bed bugs in the eight-storey building.

The Lion Hotel

On Nov. 26, 2015, media reported that the City of Vancouver ordered the landlord of the Lion Hotel to make repairs to the building's heat and hot water systems by Dec. 24. On the deadline, media reported that the repairs were not completed, and that the City extended the deadline to Jan. 26, 2016. On December 30, media again reported that some tenants were still without heat and hot water.

On Jan. 26, 2016, the RTB sent a letter to the Lion Hotel's owner advising of complaints that tenants had been without heat and hot water for a number of months, including over the winter months, and to advise that failure to comply with the RTA may result in administrative penalties being levied.

In March 2016, according to media reports, the RTB ruled in favour of eight Lion Hotel tenants who had filed for dispute resolution regarding the lack of heat and hot water. The tenants were awarded $450 each in compensation.

Administrative penalties

On April 30, 2015, the Province's Open Information site published a response that included portions of an internal discussion document concerning the Residential Tenancy Branch's administrative penalty process. Statements in the document appeared to question the success of the RTB's administrative penalty process.

In May 2015, in response to questions raised during Estimates about the document, the Minister confirmed that they were internal notes and not a report but that a review of administrative penalties was underway and would be completed in about six months and released to the public. Recommendations will soon be provided to the Minister.

SRO tenant conventions

Vancouver's first-ever SRO convention was held in 2014. An informal vote by SRO residents saw the Balmoral voted as having "the most terrible living conditions residents have ever encountered."

The second annual SRO tenant convention was held in Vancouver last October, organized by the Downtown Eastside SRO Collaborative Project.

At the 2015 convention, the Balmoral was voted "Crummiest Cockroach Haven." The runners-up were the Balmoral's next-door neighbour, the Regent Hotel and the Cobalt Hotel.

March 17, 2016

WEST HOTEL ADMINISTRATIVE PENALTY

Topic: On March 17, 2016, Residential Tenancy Branch imposed a $5,000 administrative penalty on the owner of the West Hotel, a single room occupancy hotel in Vancouver.

- The Residential Tenancy Branch has received numerous complaints about tenancy matters at the West Hotel.

- There has been a high volume of dispute resolution applications from tenants at the West Hotel alleging repeated non-compliance with the law.

- This is exactly the type of situation that our administrative penalty process is designed to address.

- The goal of administrative penalties is to encourage compliance. In most cases, the threat of a penalty achieves the desired result without a penalty needing to be imposed.

If asked about enforcement of the penalty:

- If a landlord or tenant refuses to pay an administrative penalty, the Residential Tenancy Branch can enforce the matter through the courts.

- The RTB would pursue the matter to either the Small Claims Provincial Court or the Supreme Court depending on the monetary amount.

- This penalty, if not paid, could be pursued through the Provincial Court.

If asked about whether the repair still has to be made:

- At this point in the process, the tenant would have to come back to the RTB and request the order be enforced and that the repair be made, or the tenant could request financial compensation form the landlord.

- If the landlord does make the required repair, he could attempt to negotiate a reduced penalty and it would be up to the RTB director, as an independent statutory authority, to make that determination.

If asked about the administrative penalty review:

- The RTB is in the process of finalizing a review of the administrative penalty framework, to look at ways that we can enhance our approach to better protect the rights of both tenants and landlords.

- Details of the review will be made public in the near future.

- We do expect to make changes coming out of the review; however, it's too soon at this point to say exactly what those changes will be.

March 17, 2016

Background:

On March 17, 2016, the Residential Tenancy Branch imposed a $5,000 administrative penalty on the owner of the West Hotel, a single room occupancy hotel in Vancouver.

The RTB imposed the penalty after determining that the landlord had failed to comply with an order to restore heat to the room of one of the hotel's tenants.

On July 2, 2015, a tenant of the West Hotel participated in an RTB dispute resolution hearing on the basis that the tenant's room had no heat. Following the hearing, the RTB ordered that the landlord had until Sept. 30, 2015 to repair the room's heating. The landlord did not comply with the order and, as a result, and in accordance with the Residential Tenancy Act, the RTB has issued an administrative penalty of $5,000.

Since Jan. 1, 2012, the RTB has completed 80 dispute resolution proceedings for the West Hotel. Of these, 63 applications were made by tenants and the remaining 17 by the landlord.

This is the second time since 2008 that the RTB has levied an administrative penalty for lack of compliance with an order made under the Residential Tenancy Act.

There was an earlier case in 2012 where a landlord in Surrey had not completed significant repairs as ordered by the RTB and a financial penalty was ordered. In that case, the RTB entered into an agreement with the landlord who did subsequently get the required work done and, as a result, the penalty was waived. At the end of the day, the purpose is to make sure the RTB orders are followed, so the outcome in that case was ultimately successful in that the work was done.

March 17, 2016

In 2008, the B.C. government introduced administrative penalty legislation as a way to encourage all landlords and tenants to comply with residential tenancy legislation.

Administrative penalties may be considered by the RTB for serious, repeated and deliberate cases of non-compliance. Before imposing an administrative penalty, the RTB has to consider a number of factors, including previous contraventions and the gravity and magnitude of the alleged contravention.

The RTB is currently in the process of finalizing a review of its administrative penalty rules. A report detailing the review's findings will be made public before the end of March 2016.

Feb. 22, 2016

STRATA LANGUAGES

Topic: B.C.'s Human Rights Tribunal has been asked to hear a case of alleged discrimination in Richmond whereby a group of strata members chose to conduct their council's business in Mandarin, not English.

- This is the first time this specific issue has been raised as a concern to government.

- The Strata Property Act provides the legal framework for strata corporations - the Province does not intervene directly their affairs.

- We examine issues related to strata legislation on an ongoing basis, and will review this situation for improvements.

- The Strata Property Act was not written with the expectation that it would be interpreted into any other languages.

- The technical requirements of the Act would be difficult to interpret and should only be contemplated by a qualified official interpreter.

Feb. 22, 2016

Background:

B.C.'s Human Rights Tribunal has been asked to hear a case of alleged discrimination in Richmond whereby a group of strata members chose to conduct their council's business in Mandarin, not English.

A strata member had filed a complaint to the tribunal on behalf of other non-Mandarin speaking members in his building.

The complaint came about after the strata council conducted a meeting last year entirely in Mandarin. The complaint contends that the council is racially discriminating against English-speaking condo owners.

It has been reported that the council's president sent an email to strata members in December 2015 stating, "Please understand the council team for this fiscal is using Mandarin as the preferred language for communication."

According to media reports, the complainant also says that council used more than 30 proxy votes "to oust its non-Mandarin-speaking members during an election last year."

The strata's management company, AA Property Management Ltd., has said that the next council meeting Feb. 23 would be conducted in English, with AA Property acting as a translator.

The complainant has also said he would like to see B.C.'s Strata Property Act changed to require English to be used at strata council meetings.

March 9, 2016

STRATA RENTAL BYLAWS IMPACT ON VACANCIES

Topic: Some have suggested that rental restriction bylaws are responsible for a high rate of empty condos in Vancouver.

- We haven't seen anything to suggest that strata bylaws are having a significant impact on vacancy rates.

- Under the Strata Property Act, strata owners have the freedom to manage their own communities and determine, within certain constraints, how rentals are handled in their building.

- We don't intend to take that freedom away from them.

- Exemptions from rental restriction bylaws are already provided for family members, hardship, and units that had already been rented when a new bylaw was passed.

- Government also took actions to help owners preserve their right to rent in strata corporations built after 2009.

March 9, 2016

Background:

Recent media reports have raised the suggestion that rental bylaws passed by Strata corporations are a factor in the high rate of empty condos in Vancouver; however, Tony Gioventu of the Condominium Home Owners' Association of B.C. has stated that he doesn't see strata rental bylaws as having a significant impact on vacancies.

The Province doesn't track how many strata corporations have rental restrictions in place. Rental restriction bylaws are filed with B.C.'s Land Title Office and need to be passed by a ¾ vote.

In 2010, B.C. passed legislation providing that strata corporations formed on or after Jan 1, 2010 don't have absolute freedom to impose rental restriction bylaws. The right to rent certain units can be set by the developer and remains regardless of strata corporation bylaws. Many local governments have used this legislative change to require new condo developments to preserve the right to rent.

Under B.C. law, strata residents also have the right to rent to immediate family members and for hardship reasons (which must be proven to the strata council).

B.C. is not contemplating any further restrictions regarding strata rental rules.

March 16, 2016

STRATA TERMINATION – DEVELOPMENT CONCERNS

Topic: With B.C.'s new strata termination rules expected to come into effect this spring, reports have surfaced that at least one developer is attempting to buy up at least 21% of the units in an older Vancouver strata corporation, to reduce the value of the remaining units and effectively block a sale to anyone but themselves.

- It would be disappointing if some developers found a way to take advantage of these new provisions for their own benefit.

- Staff are working to determine the scope of the problem and what solutions are possible.

- The intent of the changes we made to the Strata Property Act is to give strata owners greater flexibility, when their property reaches the end of its life cycle or when the strata members want to re-develop.

- The new rules were developed with the advice of the BC Law Institute and aimed at helping average owners in older strata corporations.

If asked when the new strata rules will come into effect:

- Regulations are being drafted and will be implemented in the next few months.

March 16, 2016

Background:

With B.C.'s new strata termination rules expected to come into effect this spring, reports have surfaced that at least one developer is attempting to buy up at least 21% of the units in an older Vancouver strata corporation, to reduce the value of the remaining units and effectively block a sale to anyone but themselves.

In one building, private (non-MLS) sales with non-disclosure agreements have reportedly occurred in an attempt to hide what is taking place. The developer-controlled units are apparently not paying strata fees or special levies, leaving the building underfunded, prone to deterioration, and more susceptible to low unit purchase offers.

Older strata corporations wanting to work with a real estate agent to solicit offers for the site, or accept a higher offer from a different purchaser, could potentially be blocked from doing so. Although court approval is required as part of the new termination procedure, a strata corporation cannot get to the court oversight stage without the 80% vote.

It is uncertain at this time whether and how well this strategy could work.

Staff are working to determine the scope of the problem, and whether any regulatory solutions are available or if legislative amendments would be required. Staff also contacted the Urban Development Institute to express concern and seek cooperation in finding solutions.

May 6, 2016

RTB: SUBLETTING

Topic: A sublease is an agreement between the original tenant and a third person (the sub-tenant) to rent a residential property.

- A sublease is created when a tenant rents their rental unit to another person.

- When subletting, both tenants and landlords have responsibilities:

    - The original tenant must have their landlord's written permission before subletting.

    - The landlord can't unreasonably refuse a sublet that is requested for a period of six months or more.

- If a tenant sublets without the landlord's written permission, the landlord may serve notice to end the tenancy.

- The Province doesn't regulate how much rent a sub-tenant pays at the beginning of the sublease.

- An AirBnb is different than a sublet.

- If a tenant uses their unit as an Airbnb, they may be in contravention of their tenancy agreement and could be evicted.

BACKGROUND

A sublease is an agreement between the original tenant and a third person (the sub-tenant) to rent a residential property.

The original tenant remains the tenant of the original landlord, and continues to be responsible for paying rent to the landlord. The sub-tenant is responsible for paying rent to the original tenant (who acts as their landlord).

Rules around subletting:

- The tenancy agreement must not prohibit subletting.
- The tenant must have the landlord's written agreement.
- A landlord can't unreasonably refuse a sublet of a fixed-term tenancy requested for six months or more.
- If the landlord reasonably believes that the person won't be able to follow the terms of the tenancy agreement, the landlord can refuse the subletting request.
- If a tenant sublets their rental unit without the landlord's written permission, the landlord may serve notice to end the tenancy.
- Tenants can apply for dispute resolution if they believe their landlord has been unreasonable in refusing to allow a sublet.

The intent of an AirBnB is for short term vacation or travel accommodations, whereas the intent of a sublet is for residential tenancy purposes.

The Residential Tenancy Act does not govern living accommodation occupied as vacation or travel accommodation. If there is a dispute about whether a rental unit is a residential tenancy or a vacation or travel accommodation, an arbitrator will determine if the Act has jurisdiction.

Manufactured Home Park Tenancies

There are special rules for requests to sublet a manufactured home park tenancy:

- A tenant must provide a written request to the landlord to sublet the manufactured home site.
- Before requesting the landlord's permission to allow the sublease, the tenant must provide the proposed sub-tenant with written copies of the park's rules and any relevant parts of the tenancy agreement.
- A landlord can't unreasonably refuse a sublet.
- If the landlord does not respond to a request to sublet a manufactured home park tenancy within 10 days after receiving it, the tenant may go ahead with the sublet.
- Tenants can apply for dispute resolution if they believe their landlord has been unreasonable in refusing to allow a sublet.

Targets are set to achieve a 20 per cent or more reduction in GHG emissions from the 2005 level. The baseline, which was calculated across the housing portfolio in 2005, has been maintained to compare our reductions. Targets take into account anticipated changes to the housing portfolio and our goal is to reduce emissions above the 20 per cent level (compared to the 2005 baseline) each year. In 2014/15 we achieved a reduction of 26% in GHG emissions from the 2005 baseline level. Previous year's results have ranged from 16% to 24% with 2014/15 recognized as an exceptional year due to the completion of several unique building upgrades, including those under the now fully-allocated public-private capital improvement program, the *Single Room Occupancy Renewal Initiative*.

Financial Plan

Summary Financial Outlook

($000)	2014/15 Actual	2015/16 Forecast	2016/17 Budget	2017/18 Budget	2018/19 Budget
Total Revenue ($000)	651,068	644,654	675,293	667,545	652,058
Provincial Share *	411,811	431,408	464,515	454,360	457,299
Federal Share	169,972	154,286	159,028	166,959	152,168
Other **	69,285	58,960	51,750	46,226	42,591
Total Expenses ($000)	651,040	644,654	675,293	667,545	652,058
Housing Subsidies	415,695	389,883	417,146	407,631	389,106
Rental Assistance	106,767	112,946	120,617	125,617	130,617
Salaries and Labour	51,085	52,702	55,256	54,775	54,340
Operating Expenses	20,768	22,256	19,853	19,626	19,448
Building Maintenance	10,789	14,719	13,957	13,173	12,641
Building Modernization and Improvement	9,904	14,798	11,360	11,360	11,360
Office and Overhead	10,155	10,662	10,775	10,775	10,775
Building Mortgage Costs	8,533	8,533	8,525	8,499	8,405
Utilities	8,081	9,302	8,476	7,913	7,426
Grants in lieu of Property Taxes	6,801	7,589	7,410	6,958	6,722
Research and Education	1,714	1,164	1,168	1,168	1,168
Interest Expense	748	100	750	50	50
Net Income	28	-	-	-	-
Total Debt	77,216	110,000	54,818	5,000	5,000
Accumulated Surplus/Retained Earnings	2,267	2,267	2,267	2,267	2,267
Total Capital Expenditures	692	4,000	4,000	4,000	4,000

*In 2016/17 this includes funding of $423.2 million provided directly by the provincial government to BC Housing, $14.1 million from the Housing Endowment Fund and $27.2 million from other partnering ministries/agencies.

**This includes tenant rent and revenues from other sources including builder licensing fees.

MINISTRY OF NATURAL GAS DEVELOPMENT
2016 Budget Highlights

Ministry Budget

- NGD's 2016/17 budget is **$452.920M**. This represents a **$8.655M**, **or 1.9%, net increase** from the previous year. The net budget increase is comprised of:

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$ millions		2015/16	**2016/17**	$ Change	% Change
Vote 38 - Ministry Operations		23,872	24,218	346	1.4%
Vote 39 - Housing		408,393	414,598	6,205	1.5%
	Sub-Total	432,265	438,816	6,551	1.5%
Housing Endowment Fund Special Account		12,000	14,104	2,104	17.5%
	Total	444,265	**452,920**	8,655	1.9%

Requester: **Sandra Winter**

WFR BCOA Estimates Report
Run Date: 2016/02/03 Run Time: 08:53:08

Inquiry Parameters :

Ministry:	**Ministry of Natural Gas Development**
Period Year:	**2017**
Service Line Rollup:	**SLCORE1**

Parameter Set Name:

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MINISTRY OF Natural Gas Development
OPERATING BUDGET - 2015/16 to 2018/19

By Core Business

$000s

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	2015/16 Restated	Change	2016/17 Estimates
Ministry Operations			
Upstream Development	12,524	22	**12,546**
Liquefied Natural Gas	6,063	278	**6,341**
Oil and Strategic Initiatives	1,015	-	**1,015**
Executive and Support Services	4,270	46	**4,316**
Sub-Total	**23,872**	346	**24,218**
Housing	408,393	6,205	**414,598**
Housing Endowment Fund Special Account	12,000	2,104	**14,104**
	444,265	**8,655**	**452,920**

Variance Explanations:

2016/17 Changes include:

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MINISTRY OF NATURAL GAS DEVELOPMENT
OPERATING BUDGET - 2015/16 to 2016/17
by Group Account Classification (GAC)

($000s)

Vote / Special Accounts	Group Account Classification (GAC)	2015/16	2016/17	Increase (Decrease)
Ministry Operations	Salaries and Benefits	8,701	**9,053**	352
	Operating Costs	14,683	**14,666**	(17)
	Government Transfers	200	**200**	-
	Other Expenses	303	**314**	11
	Internal Recoveries	(5)	**(5)**	-
	External Recoveries	(10)	**(10)**	-
Ministry Operations Total		23,872	**24,218**	346
Housing	Salaries and Benefits	9,261	**10,194**	933
	Operating Costs	1,715	**1,789**	74
	Government Transfers	397,341	**402,538**	5,197
	Other Expenses	79	**80**	1
	Internal Recoveries	(1)	**(1)**	-
	External Recoveries	(2)	**(2)**	-
Housing Total		408,393	**414,598**	6,205
Special Accounts	Government Transfers	12,000	**14,104**	2,104
Special Accounts Total		12,000	**14,104**	2,104
Grand Total		**444,265**	**452,920**	**8,655**

($000s)

Combined Totals	2015/16	2016/17	Increase (Decrease)
Salaries and Benefits	17,962	**19,247**	1,285
Operating Costs	16,398	**16,455**	57
Government Transfers	409,541	**416,842**	7,301
Other Expenses	382	**394**	12
Internal Recoveries	(6)	**(6)**	-
External Recoveries	(12)	**(12)**	-
Combined Totals	**444,265**	**452,920**	**8,655**

Variance Explanations:

2016/17 Changes include:

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Resource Summary

Core Business Area	2015/16 Restated Estimates[1]	2016/17 Estimates	2017/18 Plan	2018/19 Plan
Operating Expenses ($000)				
Upstream Development	12,524	12,546	12,627	12,690
Liquefied Natural Gas	6,063	6,341	6,351	6,332
Oil and Strategic Initiatives	1,015	1,015	1,023	1,028
Executive and Support Services	4,270	4,316	4,319	4,316
Housing	408,393	414,598	420,129	421,675
Housing Endowment Fund	12,000	14,104	12,884	12,884
Total	444,265	452,920	457,333	458,925
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Executive and Support Services	1	1	1	1
Total	1	1	1	1
Capital Plan ($000)				
Housing Capital Fund	14,969	20,650	15,063	18,829
Total	14,969	20,650	15,063	18,829

DRAFT

Other Financing Transactions ($000)				
Oil and Gas Commission Receipts	(29,740)	(32,617)	(33,871)	(35,482)
Oil and Gas Commission Disbursements	29,740	32,617	33,871	35,482
Net Cash (Requirements)	0,000	0,000	0,000	0,000
Total Receipts	(29,740)	(32,617)	(33,871)	(35,482)
Total Disbursements	29,740	32,617	33,871	35,482
Total Net Cash Source (Requirements)	0,000	0,000	0,000	0,000

[1]For comparative purposes, amounts shown for 2015/16 have been restated to be consistent with the presentation of the 2016/17 Estimates.

*Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates."

DRAFT

Questions and Answers for

Honourable Rich Coleman

Minister of Natural Gas Development,

Minister Responsible for Housing and Deputy Premier

Courthouse site fire safety

May 2, 2016

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BRITISH COLUMBIA

OPINION-EDITORIAL

Province committed to addressing homelessness in Maple Ridge

By Rich Coleman
Deputy Premier and Minister Responsible for Housing
March 17, 2016
(449 words)

I want to assure your readers that the British Columbia government remains committed to working with the community of Maple Ridge and communities throughout the province to help address homelessness.

That is why we have extended funding for the 40-bed winter shelter for an additional three months this spring and offered to purchase the Quality Inn for approximately $5.5 million. The mayor asked us to find a solution and, working together with local MLAs Doug Bing and Marc Dalton, we are doing exactly that.

I also want to assure residents of Maple Ridge that we are prepared to address your questions about the Quality Inn. On March 29, a public information session will be held where the operator, RainCity Housing and Support Society, and BC Housing will be on hand to answer questions and address any concerns.

Once approved through the local zoning process, our plan is to convert the Quality Inn into 61 units of long-term supportive housing for those who are homeless or at risk of homelessness, including people currently at the temporary shelter. This model of housing works because it addresses the root causes of homelessness.

There will be full 24/7 staffing and support services as well as a partnership with Fraser Health to ensure the Quality Inn is a success.

Our goal is to ensure people have a safe place to call home along with the support services, including meals and counselling, needed to help them turn their lives around and get off the streets permanently. The challenges are complex and require a wide range of approaches and effective co-ordination among multiple services providers to find solutions.

The Province has partnered with many communities, including Maple Ridge, to build supportive housing for people in need. For example, we have invested approximately $8 million in partnership with the city to open Alouette Heights. This development has 46 apartments of supportive housing for people with stabilized mental-health challenges and physical disabilities. And the project is having a positive impact on the community.

We are confident that the Quality Inn location also can be successful, once we address people's concerns as we work our way through the appropriate zoning with the city.

We will continue to work with The Salvation Army to make certain the Caring Place shelter is fully accessible and meets the needs of those who are homeless or at risk of homelessness in Maple Ridge, as we work toward long-term solutions.

Addressing homelessness is a complex issue and every level of government has a part to play.

I want to assure you the Province is working to make sure people in need have access to safe, affordable housing in Maple Ridge and throughout British Columbia.

BRITISH COLUMBIA

OPINION-EDITORIAL

Province committed to addressing homelessness in Maple Ridge

By Rich Coleman
Deputy Premier and Minister Responsible for Housing
July 13, 2015
(322 words)

The provincial government remains committed to working with the City of Maple Ridge and all of our partners to provide a solution to the homeless camp on Cliff Avenue.

That is why we have agreed to look at possible temporary options with the City. We are exploring options and looking for a concrete solution.

Dr. Doug Bing, the MLA for Maple Ridge-Pitt Meadows, is to be commended for his efforts to bring the right people together and find solutions. His leadership has been integral in our efforts to work with local non-profit groups to find housing for people who are identified as homeless at the camp. Everyone in genuine need of housing will be offered somewhere to live. So far, 10 people have been moved into housing.

As well, approximately 70 rent subsidies are available for people at the camp through the provincial Homeless Prevention Program. This new program helps those at risk of homelessness find and maintain stable housing in the private market.

BC Housing is conducting assessments with the individuals at the camp to help identify the supports and services these individuals may require, such as mental health and addictions services.

Addressing homelessness is a complex issue and every level of government has a part to play. The B.C. government does its fair share – last year we invested over $5.4 million to provide subsidized housing and rent supplements for more than 1,000 households in Maple Ridge.

We have partnered with many communities, including Maple Ridge, to build supportive housing for those who are homeless or at risk of homelessness. For example, we invested approximately $8 million in partnership with the City to open Alouette Heights. This development provides 46 apartments of supportive housing for people with stabilized mental health challenges and physical disabilities.

We will continue to build partnerships to make sure everyone has access to safe, affordable housing in Maple Ridge and throughout B.C.

Rich Coleman
Deputy Premier, Minister Responsible for Housing

ADVICE TO MINISTER

CONFIDENTIAL ISSUES NOTE **Ministry of Housing and Social Development** **Date: Dec. 11, 2009** **Minister Responsible: Hon. Rich Coleman**	**Homeless Camping in Parks and Public Spaces**

KEY FACTS REGARDING THE ISSUE:

- On December 10, the Victoria City council unanimously decided that it would not appeal a decision by the BC Court of Appeal which substantially dismissed the City of Victoria's appeal in the street camping bylaw case.

- On December 9, 2009, the appeal court found the B.C. Supreme Court judge did not err in finding an absolute prohibition on erecting temporary overnight shelter because there are insufficient shelter spaces for homeless people. The court determined that insufficient shelter is unconstitutional because it violates section 7 of the Charter of Rights and Freedoms. Section 7 guarantees the right to life, liberty and security of the person.

- The trial judge decided that homeless people have the right to cover themselves with rudimentary overnight shelter in a public place because there are insufficient shelter spaces available for all of the City of Victoria's homeless.

- The City of Vancouver asserts the ruling does not set a precedent impacting its bylaw, which operates under different legislation.

BACKGROUND:

- On Oct. 14 2008, B.C. Supreme Court struck down certain City of Victoria bylaws prohibiting erection of temporary shelters in public places – the court found that the prohibition infringed the rights of homeless people to life, liberty, and security of the person under the Canadian Charter of Rights and Freedoms. The decision left the City of Victoria with considerable scope on regulating the temporary shelters.

- On Oct. 16, the City of Victoria responded by enacting a new policy - allowing homeless camping in parks between 9 p.m. and 7 a.m. The hours were subsequently extended to begin at 7 p.m.

ADVICE AND RECOMMENDED RESPONSE:

- **We appreciate the Court's decision – it identifies a growing concern in Victoria and other communities grappling with homelessness.**

- **Sleeping outside in our City's parks is not a solution to homelessness – solving homelessness will only happen through housing.**

- **That's where we're focussing our investments in conjunction with the City of Victoria – this year alone, we're investing $18 million in housing subsidy programs in Victoria.**

- **These programs are on top of the tens of millions we're investing in affordable development projects and housing purchases in Victoria.**

- **The 80 units at Hudson Mews, and the 12 units at the 834 building, are recent examples of our housing investments for low-income individuals and families in Victoria.**

- **On top of this, the Homelessness Intervention Project has connected about 425 people in Victoria to social housing and support services. Across the Province, more than 1,800 chronically homeless people have benefitted from the program.**

- **We are also funding 141 year-round emergency shelter beds, 140 extreme weather beds, and 30 seasonal beds - representing an annual expense of $4.8 million.**

MAJOR PROJECTS AND INVESTMENTS:

- **In September 2009, we announced construction on a new $9.8 million housing development in Victoria which will provide 44 housing units with support services to help people move beyond temporary shelter to more secure housing.**

- **In April of this year we provided a mortgage of $8.7 million and a grant of $300,000 towards the Wing – a housing development on Wilson St., which will provide approximately 51 units of rental housing for moderate-income renters.**

- **In March 2009, we broke ground at 525 Ellice St., which has an estimated cost of $16.1 million. It will provide 83 shelter beds, 20 extreme weather response beds, 23 transitional housing units and two emergency family shelter units.**

PROVINCE WIDE ACCOMPLISHMENTS

- **Through Housing Matters BC, the Province is addressing a range of housing needs, from homelessness to affordable rental housing and homeownership. In 2009, the provincial housing budget is approximately $450 million, more than three times as much as in 2001.**

- **In the eight years since 2001, the government has committed to creating over 18,000 new units of housing - this compares to 13,180 units that were completed in the ten-year period from 1991 to 2001.**

Communications Contact: Stacey McGaghey Jones 387-5635
Program Area Contact:
File Created: Dec. 10/09
File Updated:
File Location:

Minister's Office	Program Area	Deputy	Comm. Dir

Chronology of Recent Homeless Camps in B.C

October 2008

- On Oct. 14 2008, B.C. Supreme Court struck down certain City of Victoria bylaws prohibiting erection of temporary shelters in public places.
- The court found that the prohibition infringed the rights of homeless people to life, liberty, and security of the person under the Canadian Charter of Rights and Freedoms.
- On Oct. 16, the City of Victoria responded by enacting a new policy - allowing homeless camping in parks between 9 p.m. and 7 a.m. The hours were subsequently extended to begin at 7 p.m.

October 2013 – December 2013 - Jubilee Park, Abbottsford

- Homeless people and community organizers erected a camp at Jubilee Park. Initially, there were 30 to 40 people sleeping there every night.
- Earlier, in June 2013, officials from the City of Abbottsford admitted to spreading chicken manure on the site to dissuade camping.
- In November, campers who had previously been evicted from the site filed a human rights complaint against the City.
- In December, the City of Abbotsford received a court order approving an eviction.

January 2014 – February 2016 – Gladys Avenue, Abbottsford

- Campers displaced from Jubilee Park set up camp along Gladys Avenue
- In October, 2015, the B.C. Supreme Court struck down an Abbotsford bylaw that prohibited homeless people from erecting temporary shelters and sleeping in city parks.
- In February 2016, the City of Abbottsford changed its bylaws to make it legal for people to camp in public parks, but also passed a bylaw designating the street side area of Gladys Avenue as a highway in order to evict the people camping there.

July 2014 – October 2014 - Oppenheimer Park, Vancouver

- Established as a protest camp regarding lack of affordable housing in Vancouver
- Located on land owned by the City of Vancouver
- Over 200 tents at height of camp
- Vancouver Park Board enjoyed full cooperation and collaboration of Vancouver Fire Department to enforce fire order to maintain public safety on site.
- Supreme Court granted injunction to remove tents and disband camp

April 2015 - October 2015 - Cliff Avenue, Maple Ridge

- Set up beside a Salvation Army, near a residential neighbourhood
- Over 100 people at height of camp
- October 2015, camp disbanded – 81 people housed
- Mayor and Council worked closely with BC Housing

BRITISH
COLUMBIA

July 30, 2015

Honourable Rich Coleman
Minister of Natural Gas Development and Minister Responsible for Housing
Parliament Buildings
Victoria, British Columbia
V8V 1X4

Dear Minister:

On behalf of the people of British Columbia, I would like to thank you for the contributions made by you and your ministry over the past 12 months to make our province stronger.

You have been part of a government that has continued to deliver on the promises we made in our election platform, Strong Economy, Secure Tomorrow during the past 24 months. Balancing the budget for a third time, having our triple A credit rating confirmed and re-confirmed as stable by Moody's Investors Service, and continuing to support the growth of a diverse economy are all accomplishments of which we collectively and you individually can be rightly proud.

I am very pleased to note that you and each of your colleagues were again able to live within your voted legislative budgets. The people of our province elect us to work on their behalf—to control spending.

Living within our means is demonstrating our respect for the people of our province and the tax dollars they send to Victoria. By keeping government lean and reducing the cost of administration, we can make significant investments in people and the infrastructure on which they depend to succeed in a strong and growing economy.

As a result of our strong fiscal position, we have been able to provide new assistance to single parents as they return to the workforce, greater income exemptions for single parents on income assistance and continued record investments in funding for public health care, education and transportation—services on which families depend.

Our government is resolute in our desire to grow the economy as a way to enable more British Columbians to participate in the economy and obtain meaningful, family-supporting work. The work your ministry does each and every day to contribute to these efforts are noticed and valued.

Office of the
Premier

Mailing Address:
World Trade Centre
740 - 999 Canada Place
Vancouver BC V6C 3E1

In particular, I would like to congratulate you and your ministry for:

- Your work towards signing the first Project Development Agreement between the Province and Pacific Northwest LNG

- The introduction of the new Building Act that supports increased efficiency, productivity and innovation in our provincial construction sector

- Launching the Homeless Prevention Program to provide rent supplements and support services to people at risk of homelessness

As you know, the annual mandate letter you receive is designed to be an ongoing workplan for your ministry that is updated on an annual basis. You will undoubtedly notice some changes since last June.

Your mandate for the following year is as follows:

1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.

2. Work with LNG project proponents to secure signed Project Development Agreements that will lead to financially secure arrangements for both LNG developers and taxpayers.

3. As part of the Jobs Plan Update, update BC's Natural Gas Strategy.

4. Working with the Ministry of Finance, prepare legislation to enact BC's Prosperity Fund for introduction in the Spring 2017 Legislative session.

5. Working with the Ministry of Aboriginal Relations and Reconciliation to ensure BC First Nations are able to participate in the economic development opportunities available through the creation of a new LNG industry in the province.

6. Successfully host the third annual LNG conference in Fall, 2015.

7. Work with the Ministry of Finance to make recommendations to Cabinet on the creation of a new clean infrastructure credit program.

8. Work with the Ministry of Environment to participate in the Kinder Morgan Trans Mountain Pipeline Expansion federal environmental review and ensure that the project meets our Five Conditions for considering support for heavy oil projects in BC.

9. Successfully conclude the elimination of routine natural gas flaring by 2016 as committed in the BC Energy Plan.

10. Implement regulatory changes that will enable Consumer Protection BC to oversee home inspectors in British Columbia.

11. Review the results of the community consultation on future uses of the Riverview Lands and make recommendations to Cabinet on potential options.

12. Review the Residential Tenancy Act and to reduce red tape for tenants and make improvements where appropriate.

13. Continue to implement Housing Matters, our provincial housing strategy to ensure citizens are able to find housing that meets their needs across British Columbia.

In addition, as discussed and approved by Cabinet, our government is committed to ensuring British Columbia government services are easily accessed by our citizens and businesses. Minister Coralee Oakes will be leading this initiative on my behalf and over the following 12 months she will be reaching out to all ministries to assist in reducing unnecessary red tape and regulation.

It is hard to believe but it has been two years since the people of British Columbia put their faith in us to lead their province. We have accomplished much in those two years, but much work remains to deliver the promise of a strong economy and secure tomorrow for our citizens. I look forward to working with you over the coming year.

Yours truly,

Christy Clark
Premier of British Columbia

BC Housing

2015/16 – 2017/18

SERVICE PLAN

February 2015

BRITISH COLUMBIA

BC Housing

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Homeowner Protection Office

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Websites:
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http://www.hpo.bc.ca

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Accountability Statement

The 2015/16 – 2017/18 BC Housing Service Plan was prepared under the Board of Commissioners' direction in accordance with the *Budget Transparency and Accountability Act* and the BC Reporting Principles. The plan is consistent with government's strategic priorities and fiscal plan. The board is accountable for the contents of the plan, including what has been included in the plan and how it has been reported.

All significant assumptions, policy decisions, events and identified risks, as of February 2015, have been considered in preparing the plan. The performance measures presented are consistent with BC Housing's mandate and goals, and focus on aspects critical to the organization's performance. The targets in this plan have been determined based on an assessment of BC Housing's operating environment, forecast conditions, risk assessment and past performance.

Judy Rogers
Board Chair

About BC Housing

The British Columbia Housing Management Commission (BC Housing) was created in 1967 to deliver on the provincial government's commitment to the development, management and administration of subsidized housing. Through the Homeowner Protection Office (HPO), BC Housing also has responsibilities related to licensing of residential builders, home warranty insurance, and research and education to improve the quality of residential construction and consumer protection. BC Housing has a Board of Commissioners that is responsible for corporate governance, and an organizational structure with six branches. Additional information such as our mandate, vision, mission and values can be found in our Annual Report.

In 2015/16 we will assist approximately 103,000 households in 200 communities across the province through a range of programs, initiatives and partnerships. Assistance ranges from emergency shelter and homeless outreach, transition houses, safe homes and second stage housing, independent and supportive social housing, rent assistance in the private market and home adaptations for seniors and persons with disabilities. Through the HPO about 5,600 builders will be licensed and approximately 24,000 new homes will be enrolled in home warranty insurance.

Strategic Direction and Context

This Service Plan describes BC Housing's goals for the 2015/16 to 2017/18 period, which are aligned with and support the B.C. public sector Taxpayer Accountability Principles and the provincial housing strategy *Housing Matters BC*. Specific government direction is provided annually in the Mandate Letter from the Minister Responsible for Housing to the Board of Commissioners. The 2015/16 Mandate Letter directs BC Housing to:

- Adopt and implement the Taxpayer Accountability Principles.
- Implement policy directions identified in *Housing Matters BC* with a range of priority actions including: support a strong non-profit sector; support a strong non-profit Aboriginal housing sector; respond to needs along the housing continuum; and support consumer confidence by developing a model for third-party dispute resolution of home-warranty insurance claims.

Operating Environment

No significant changes are anticipated with respect to our internal operating environment that will have an impact on results for the year ahead. Our People Strategy continues to support strong employee engagement, retention and recruitment, and helps to build learning and leadership capacity across business areas to help us deliver on our mandate. In 2015/16 more emphasis will be placed on cross-branch functional teams for implementing priority initiatives, and increasing the availability of online services for clients where possible.

Factors in the external operating environment that may impact performance include: the potential for higher interest rates that could increase the cost of housing subsidies; aging of the social housing stock that places increased pressure on funding for capital repairs and renewals; the impact of the Tsilhqot'in Aboriginal Title Case (William Case) decision; and, possible erosion of affordability in some social housing projects resulting from the expiry of operating agreements. These risks areas are considered to be manageable and can be addressed through existing mitigation strategies, new protocols and adaptations to existing programs and business practices.

Performance Plan

Goals, Objectives, Measures and Targets

This Service Plan contains four goals and six objectives:

1. Support a strong non-profit housing sector
   - Collaborate with our non-profit housing partners to ensure long-term provision of social housing
   - Adequate provisions for future requirements for the social housing stock
2. Respond to needs along the housing continuum
   - Increased housing options
   - Promote consumer protection and compliance with the *Homeowner Protection Act*
3. Enhance Aboriginal partnerships
   - Facilitate opportunities that support a self-reliant Aboriginal housing sector
4. Leadership in sustainability and residential construction
   - Environmental leadership in the housing sector

Each year the performance plan is reviewed by the organization for continued relevance, desired impact and alignment with provincial policy and direction. For 2015/16, no changes have been made to the goals or objectives; however, two objectives have been shifted to different goals to reflect better strategic alignment of our business activities. No changes have been made to performance measures, and the targets have been reviewed and set for the 2015/16 to 2017/18 period. More detailed information on our performance measures can be found in the appendix of our 2013/14 Annual Report.

In addition to the goals outlined in this Service Plan, specific activities will be taken in 2015/16 with respect to Taxpayer Accountability Principles and our Standards of Conduct that were updated in 2014. Planned activities are in the following areas: employee communications; training and engagement; and governance; tracking and reporting.

Goal 1: Support a Strong Non-Profit Housing Sector

BC Housing supports a strong non-profit housing sector through relationship building, collaboration and capacity-building initiatives in partnership with housing providers and the BC Non-Profit Housing Association. We share a common purpose with non-profit housing providers to provide stable, safe and affordable housing. Together we work toward ensuring the sustainability of the sector and provision of social housing over the long-term. Our mutual success depends on being strategic about priorities and making the best use of our different, but complementary capabilities. This goal strongly aligns with Taxpayer Accountability Principles in the areas of cost effective delivery of services, accountability and a clear focus of positive outcomes in the delivery of services to British Columbians.

Key Strategies:

1. Provide support to housing providers to help improve financial, operating and governance practices.
   - Transfer PRHC properties to non-profit housing providers, including PRHC-leased land in social housing projects and select public housing stock where appropriate through the *Non-Profit Asset Transfer Program* launched in 2014.
2. Work with the BC Non-Profit Housing Association to:
   - Create and implement an action plan in response to findings of facilitated feedback sessions held with housing providers on the topic of "supporting a strong non-profit sector."
   - Assist housing providers to prepare for the expiry of operating agreements.
   - Carry out capital planning for the maintenance, rehabilitation, redevelopment and energy efficiency of the social housing stock.
   - Initiate education and training sessions on various topics for housing providers.

Objective: Collaborate with Our Non-Profit Housing Partners to Ensure Long-Term Provision of Social Housing

Performance Measure	2013/14 Actual	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Increase in the percentage of housing providers with fewer indicators for follow-up after an operational review*	70%	70% or higher	72% or higher	Measure to be reviewed	Measure to be reviewed

*Data for this measure is gathered by BC Housing as part of the operational review process with housing providers.

Discussion

This measure focuses on collaborative efforts with non-profit housing providers to improve financial and operational practices. Key indicators were identified through consultations with the sector on the operational review process, and cover a range of areas including: property management, tenant/client management; financial management; health and safety; support services (if applicable); and capital asset planning.

Targets reflect the percentage of housing providers requiring follow-up with five or fewer indicators as determined from the results of the operational review process, with the emphasis on a larger percentage of housing providers with fewer follow-up items each year. Once the review is conducted, a work plan is developed to resolve any outstanding issues. The measure assumes that as the number of indicators requiring follow-up decreases over time, the number of non-profit housing providers with improved financial and operational capacity will increase, thereby allowing us to focus on other housing providers who need more support.

With the continued focus on improving our work with the non-profit housing sector, including the development of a new model for operating agreements and introducing a standardized approach to operating budgets, this measure will be reviewed in 2015/16 to identify more appropriate performance indicators that reflect progress toward strengthening the non-profit housing sector.

Objective: Adequate Provisions for Future Requirements for the Social Housing Stock

Performance Measure	2013/14 Actual	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Facility Condition Index*	11%	15% to 20%	15% to 20%	15% to 20%	15% to 20%

*Data used to calculate the FCI is obtained from condition assessments of building systems, sub-systems and components.

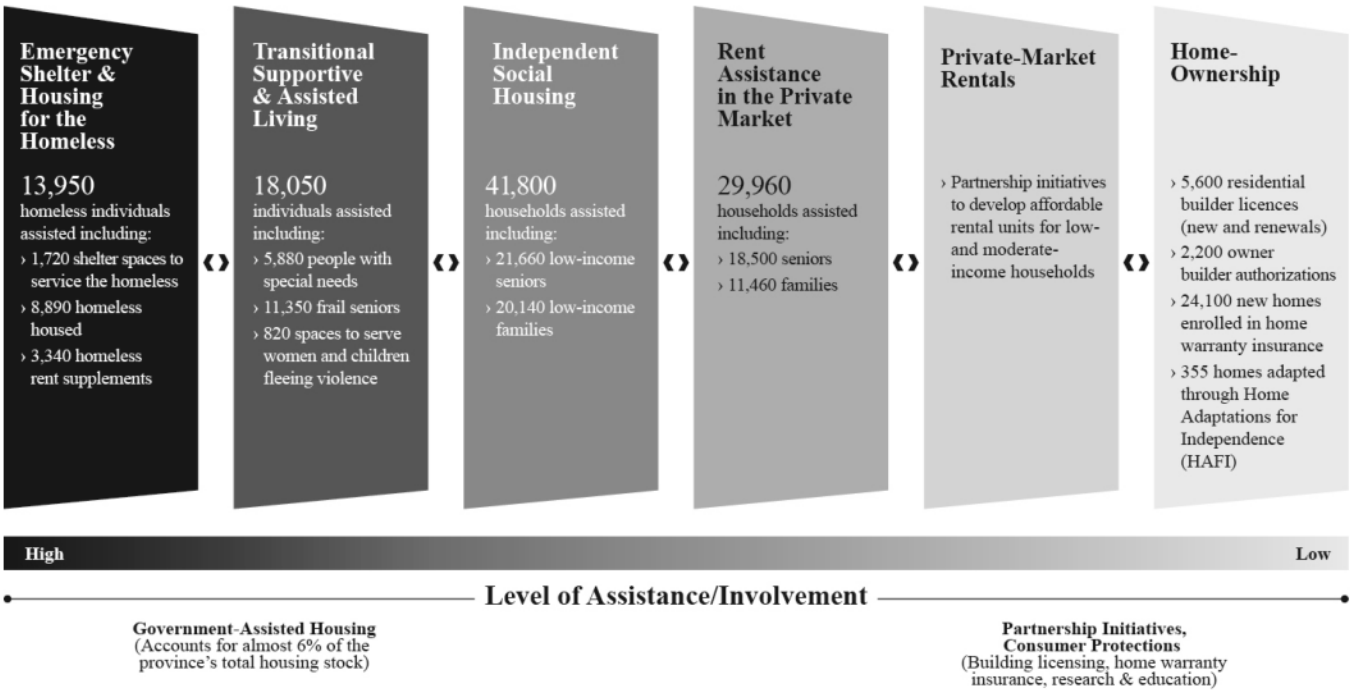
Discussion

The Facility Condition Index (FCI) measure is a means of quantifying and measuring the physical condition of the social housing stock. The FCI value is an indication of the condition of the building – a lower value corresponds to a better building condition. The FCI is used to assist with investment decisions and strategic directions regarding capital works and budgets for social housing. The target, set at 15 to 20 per cent is a modest target that allows an acceptable service level for buildings and building condition for tenants. Future targets reflect work underway and planned to improve the social housing stock over the three-year service plan period through major rehabilitation and repairs while reflecting available funding.

Goal 2: Respond to Needs Along the Housing Continuum

We respond to needs along the housing continuum and deliver a wide range of programs and initiatives to expand housing options for low- and moderate-income British Columbians. We also work with industry to help ensure the quality of residential construction and consumer protections for buyers of new homes. To do this we collaborate with partners across many sectors and industries, from non profits to homebuilders and local governments to community organizations. The chart below illustrates the housing continuum and our expected contributions to it in 2015/16. This goal strongly aligns with the Taxpayer Accountability Principles related to cost-effective use of public resources and supporting sustainable programs and outcomes as a lasting legacy for generations to come.

The Housing Continuum and BC Housing's 2015/16 Contribution



Key strategies:

1. Implement measures to break the cycle of homelessness through: creating new supportive housing projects; providing homeless outreach and emergency shelter; and providing people in identified at-risk groups facing homelessness with portable rent supplements to help them access rental housing in the private market through the *Homeless Prevention Program* launched in 2014.
2. Facilitate innovative partnerships to create new affordable housing options for low- and moderate-income households along the continuum through development programs.
3. Provide cash assistance to low-income seniors and working families in the private rental market through rental assistance programs.
4. Improve the physical accessibility of homes for low-income seniors and persons with disabilities through the *Home Adaptations for Independence* program.
5. Administer consumer protection measures for buyers of new homes by: implementing an accreditation system for home builder education and education providers; and begin work on establishing an appeal mechanism for new home construction warranty claims.

Objective: Increase Housing Options

Performance Measure	2013/14 Actual	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Number of New Units/Beds Created by Priority Groups*	1,557	1,218	1,113	1,104	1,000

*Data for this measure is gathered through BC Housing's IT systems that track progress of new units created.

Discussion

This measure monitors our performance in creating new units along the housing continuum. Through our development programs we are able to add new housing units for a range of low-income individuals and families, including frail seniors, Aboriginal households, people with physical and mental disabilities as well as individuals who are homeless. Targets are based on the completion of new units under existing development programs and take into account planned program funding levels. In addition to the number of units created, the number of households benefitting from rental assistance programs, including the recently launched *Homelessness Prevention Program*, will be reported under this objective in the 2015/16 Annual Report.

Objective: Promote Consumer Protections and Compliance with the *Homeowner Protection Act*

Performance Measure	2013/14 Actual	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Builders' Rating of the Effectiveness of Compliance Efforts to Monitor and Enforce Licensing and Home Warranty Insurance*	85%	80% or higher	80% or higher	80% or higher	80% or higher

*Data for measure is obtained through a survey carried out by a third-party survey research firm. Prior to 2014/15 the survey was conducted through online and mailed paper surveys. For 2014/15 onwards, the results are based on an online survey only.

Discussion

This is a measure of the overall health of the builder licensing, home warranty insurance and owner-builder authorization system whereby compliance issues are dealt with quickly and effectively by the Homeowner

Protection Office. Assessment of performance is best done by industry participants (licensed residential builders) that operate their businesses within the regulatory framework. Targets are based on past trends and strategic initiatives underway to increase builders' positive rating of compliance efforts each year over the three-year service planning period.

Goal 3: Enhance Aboriginal Partnerships

Aboriginal people are more likely to be in core housing need and are significantly over-represented within the homeless population. We work with the Aboriginal housing sector to enhance partnerships to address Aboriginal housing need and increase self-reliance within the sector. The Taxpayer Accountability principle of respect is strongly emphasized by our work under this goal. BC Housing engages in equitable, compassionate, respectful and effective communications that ensure all parties are properly informed or consulted on actions and decisions, and proactively collaborates in a spirit of partnership that respects the use of taxpayers' monies.

Key strategies:

1. Partner with the Aboriginal Housing Management Association to engage Aboriginal communities and housing providers in identifying key housing challenges and opportunities.
2. Ensure that there are lasting benefits to the Aboriginal communities that we work with through a range of initiatives such as housing-related training and employment.
3. Provide BC Housing staff with opportunities to gain a stronger understanding of the cultural aspects related to Aboriginal partnerships and housing.

Objective: Facilitate Opportunities that Lead to a More Self-Reliant Aboriginal Housing Sector

Performance Measure	2013/14 Actual	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Progressive Aboriginal Relations (PAR) Certification*	Silver	Silver	Silver	Silver	Silver

*Data to validate the certification results is generated and held by the Canadian Council for Aboriginal Business.

Discussion

Performance is measured through the Progressive Aboriginal Relations (PAR) Certification, whereby our broad range of initiatives and partnerships with Aboriginal organizations are assessed by an independent third-party organization, the Canadian Council for Aboriginal Business (CCAB). The CCAB assesses our commitment to the Aboriginal sector in four areas: employment; business development; community investment; and community engagement. Assessment results are certified at a bronze, silver or gold level, depending on how the organization has demonstrated its performance. Benchmarking is conducted on a national level against other Canadian companies participating in the PAR Certification program. The certification process occurs every three years, and will occur again in 2015. Initiatives are underway that will support our certification at a minimum of a silver level, with a goal of continual improvement each year to support stronger Aboriginal partnerships and relations.

Goal 4: Leadership in Sustainability and Residential Construction

This strategic priority brings together two areas where we have significant leadership responsibilities. Through the Homeowner Protection Office, we partner with industry and government partners to initiate

technical research and education projects that promote the durability and energy efficiency of new residential construction. The crossover of projects and findings for the non-profit housing sector is proving to be beneficial, for example, improving energy performance of multi-unit buildings and providing building enclosure design guidelines.

As well, through the *livegreen* Housing Sustainability Plan, we focus on opportunities to encourage sustainability benefits from the work that we do in delivering housing programs and services, and to also take a leadership role in promoting sustainability within the broader housing sector. As demonstrated in our Carbon Neutral Action Report, progress has been made in reducing our greenhouse gas emissions and through a wide range of activities to lower our organizational environment footprint. Overall this goal supports the Taxpayer Accountability Principles of accountability and integrity. Actions under this goal are aligned with government's direction under the *Greenhouse Gas Reductions Target Act*. Decisions and actions in the interest of environmental sustainability are implemented in our own operations.

Key strategies:

1. Carry out strategic research and education to support continuous improvement in the quality of residential construction and consumer awareness.
2. Implement the *livegreen* Housing Sustainability Plan to promote environmental sustainability in our work, with our tenants, and more broadly within the housing sector.

Objective: Environmental Leadership in the Housing Sector

Performance Measure	2013/14 Actual	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Per Cent Reduction in Greenhouse Gas Emissions from 2005 levels*	24%	15%	20% or more	20% or more	20% or more

*This measure is based on data provided directly from utility companies and compiled by an external consultant. In accordance with legislative requirements, the targets and results are based on a calendar year, e.g., results for 2014 are reported in the 2014/15 Annual Report.

Discussion

This measure tracks progress in reducing greenhouse gas (GHG) emissions and maintaining a carbon neutral status as required by the *Greenhouse Gas Reductions Target Act.* It includes emissions from the entire housing portfolio of buildings owned or leased by PRHC, and is aligned with provincial reporting requirements. Targets are set to achieve a 20 per cent or more reduction in GHG emissions from the 2005 level. The 2005 baseline, which was calculated across the housing portfolio that existed in 2005, has been maintained as the level that we compare our reductions. Targets take into account anticipated changes to the housing portfolio, and our goal is to reduce emissions above the 20 percent level (compared to the 2005 baseline) each year.

Financial Plan

Summary Financial Outlook

($000)	2013/14 Actual	2014/15 Forecast	2015/16 Budget	2016/17 Budget	2017/18 Budget
Total Revenue ($000)	610,156	671,707	657,534	629,195	622,583
Provincial Share*	384,632	412,106	432,464	435,195	439,584
Federal Share	160,070	192,414	173,097	147,151	138,613
Other**	65,454	67,187	51,973	46,849	44,386
Total Expenses ($000)	610,128	671,707	657,534	629,195	622,583
Housing Subsidies	388,236	428,849	408,597	383,604	377,866
Rental Assistance	90,428	109,579	114,694	114,694	114,694
Salaries and Labour	50,251	50,732	54,444	53,903	53,528
Operating Expenses	22,383	24,705	20,845	20,593	20,486
Building Maintenance	12,490	10,906	13,535	12,831	12,473
Building Modernization and Improvement	9,512	10,262	9,590	9,590	9,590
Office and Overhead	10,014	10,284	9,800	9,800	9,800
Building Mortgage Costs	8,672	8,533	8,534	8,525	8,499
Utilities	8,571	9,161	8,979	8,202	7,801
Grants in lieu of Property Taxes	6,687	6,784	6,620	6,097	5,950
Research and Education	2,114	1,305	1,296	1,296	1,296
Interest Expense	770	607	600	600	600
Net Income	28	-	-	-	-
Total Liabilities	130,919	90,000	30,000	30,000	30,000
Accumulated Surplus/Retained Earnings	2,239	2,239	2,239	2,239	2,239
Total Capital Expenditures	3,041	5,000	5,000	5,000	5,000

*In 2015/16 this includes funding of **$411.2** million provided directly by the provincial government to BC Housing, $12.0 million from the Housing Endowment Fund, $9.3 million from other partnering ministries/agencies.

**This includes tenant rent and revenues from other sources including builder licensing fees.

Key Forecast Assumptions

Forecast assumptions considered in setting the financial projections are as follows:

- Provincial and federal funding contributions match existing project approvals;
- Interest rates for mortgage take-outs and renewals are based on Provincial Treasury Board forecasts;
- Construction activity for new development projects and renovations will match planned schedules; and,
- Rental assistance program take-up by clients is expected to stabilize.

Sensitivity Analysis

The chart below summarizes our key financial risks, sensitivity analysis and mitigation strategies.

Potential Risks	Sensitivities Risk Mitigation	Strategies & Opportunities
Mortgage/ interest rate fluctuations	A one per cent increase above the budgeted mortgage rate would increase housing subsidies by about $0.57 million in 2015/16	• Bulk tendering of mortgages • Laddered renewal dates with less than 20 per cent of portfolio renewed in a year • Staggered mortgage terms • Locked-in longer mortgage terms at lower interest rates • Low-interest construction financing to reduce new housing capital costs, thereby reducing ongoing subsidies
Investment returns fluctuations	Volatility in the global financial markets impacts the rate of return on investments	• Engage sound investment managers that balance risk and return over the long term • Diversify the portfolio with a strategic asset mix of various financial instruments such as equities and bonds • Review and rebalance the strategic asset mix as required
Higher heating costs	A $1 increase per gigajoule in the price of natural gas would increase the budgeted estimates by approximately $0.27 million in 2015/16	• Development of a retrofit strategy • Implementation and installation of energy-efficient equipment resulting in reduced energy consumption
Higher inflation	A one per cent increase above the budgeted consumer price index would increase expenses by $0.71 million in 2015/16	• Bulk purchasing for insurance, natural gas and appliances • Best operational and management practices by housing providers

Management Perspective on Future Financial Outlook

The Summary Financial Outlook chart on the previous page shows BC Housing's actual and forecasted financial outlook from 2013/14 through 2017/18. In 2015/16, BC Housing's budget is forecasted to be $657.5 million.

Revenues

Over 90 per cent of BC Housing's revenues are contributions received from the provincial and federal governments.

Provincial Contributions

In 2015/16, BC Housing is forecasting to receive total provincial contributions of $432.5 million.

Provincial contributions that fund operating and support costs are forecasted to be $417.5 million in 2015/16. This contribution will provide funding for a variety of housing initiatives and programs such as the *Provincial Housing Initiative, Independent Living BC, Women's Transition Housing and Supports, Homeless Outreach Program, Aboriginal Homeless Outreach Program, Emergency Shelter Program, Memoranda of Understanding (MOU)* with local governments, and the *SRO Renewal Initiative.* The provincial contribution increase in 2015/16 is to support newly completed MOU projects and the *Non-Profit Asset Transfer Program* created under the recent update to the provincial housing strategy, *Housing Matters BC.*

In 2015/16, $15.0 million of provincial funding will be invested in capital projects. Funding for these initiatives are typically multi-year, and are committed based on individual project construction schedules, the timing of which fluctuates year over year as projects complete. These investments support new construction

projects and also address the deferred maintenance and renovation requirements of Crown-owned infrastructure.

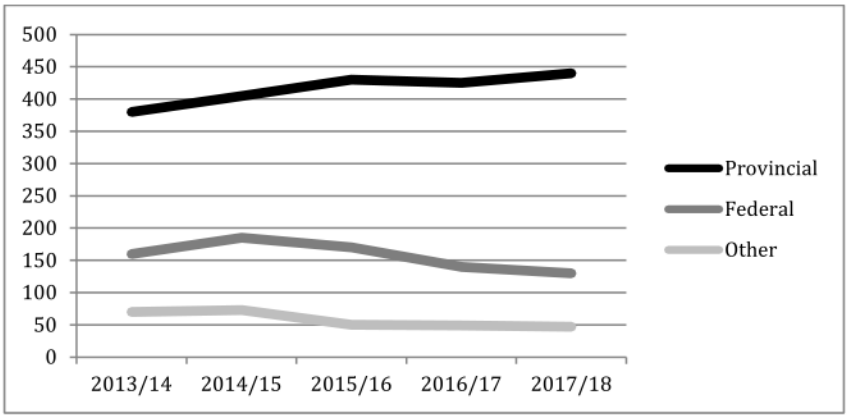
Federal Contributions

In 2015/16, we are forecasting to receive federal contributions of $173.1 million, which will reduce to $138.6 million in 2017/18 due to the expiration of operating agreements for social housing projects under older federally funded programs. Included in the federal revenue forecast is the extension of the Canada/BC Investment in Affordable Housing (IAH) agreement. This extension will result in an additional $150 million from 2014/15 through 2018/19 to help facilitate affordable housing programs for B.C. residents.

Other Contributions

The remaining revenues are from tenant rent and other sources including builder licensing fees. The Homeowner Protection Office is fully self-supported from the collection of builder licensing fees that are anticipated to generate approximately $5.0 million in revenue annually. This revenue will fund costs associated with the licensing and home warranty insurance system as well as research and education in residential construction and consumer protection.

Revenues



Expenditures

Our expenditures are largely comprised of housing subsidies, rental assistance, administration costs, operational costs and building-maintenance costs.

Housing subsidies are the majority of BC Housing's expenditures, accounting for 62 per cent of the total budget. These are ongoing subsidies for non-profit societies as well as one-time capital grants for new construction or renovation of subsidized housing.

Rental assistance costs increase beginning in 2014/15 as a result of raising rent ceilings for the *Shelter Aid for Elderly Renters (SAFER)* program and *Rental Assistance Program (RAP),* and the implementation of the *Homeless Prevention Program (HPP)* which provides rent supplements targeting those at risk of homelessness.

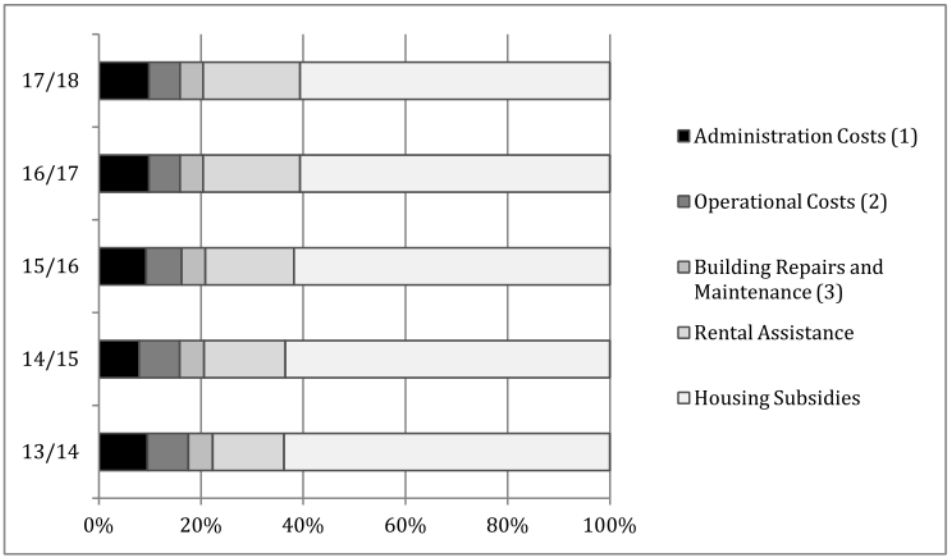
Administration costs consist of salary and labour paid to employees, and office and overhead costs incurred in administrating the housing portfolio as well as research and education. These costs are expected to remain stable at $65 million by applying internal administrative savings measures.

Operational costs which include operating expenses, building-mortgage costs, utilities, and grants in lieu of property taxes, are expected to decrease each year from 2015/16 through 2017/18 as directly managed

buildings are transferred to non-profit housing providers as part of the *Non-Profit Asset Transfer Program* initiated under the provincial housing strategy. Future rate increases in electricity, natural gas, water and sewer and property taxes may drive up these costs. Various measures, such as building energy retrofits, the bulk purchase of natural gas, mortgage renewals with longer terms, and operational efficiencies, have been implemented to offset this impact.

Building maintenance and building modernization and improvement costs are expected to remain at approximately $22 million annually. The transfer of BC Housing managed buildings to non-profit housing providers under the *Non- Profit Asset Transfer Program* will result in a small decrease to building maintenance costs as these costs shift to housing subsidies.

Expenditures 2013/14 to 2017/18



Note:

(1) Administration Costs – Salary and Labour, Research and Education and Office Overhead

(2) Operational Costs – Operating Expenses, Building Mortgage Costs, Utilities, and Grant in Lieu of Property Taxes

(3) Building Repair and Maintenance – Building Maintenance and Building Modernization and Improvement Costs

Provincial Rental Housing Corporation[1]

The net income projected for the Provincial Rental Housing Corporation is the result of gain on sales generated from the transfer of land and buildings to non-profit housing providers under the *Non-Profit Asset Transfer Program*. The proceeds from these transfers will be reinvested into social housing through BC Housing.

Summary Financial Outlook

($ millions)	2014/15 Forecast	2015/16 Budget	2016/17 Budget	2017/18 Budget
Net Income	35	174	140	69

[1] The Provincial Rental Housing Corporation is a separate entity that holds property for social and other affordable housing for the Province, and is administered by BC Housing's senior executive team and does not directly employ any staff.

BC Housing

2016/17 – 2018/19
SERVICE PLAN

February 2016





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Accountability Statement

The 2016/17 – 2018/19 BC Housing Service Plan was prepared under the Board of Commissioners' direction in accordance with the *Budget Transparency and Accountability Act* and the BC Reporting Principles. The plan is consistent with government's strategic priorities and fiscal plan. The Board is accountable for the contents of the plan, including what has been included in the plan and how it has been reported. The Board is responsible for the validity and reliability of the information included in the plan.

All significant assumptions, policy decisions, events, and identified risks, as of February 2016, have been considered in preparing the plan. The performance measures presented are consistent with the Taxpayer Accountability Principles, BC Housing's mandate and goals, and focus on aspects critical to the organization's performance. The targets in this plan have been determined based on an assessment of BC Housing's operating environment, forecast conditions, risk assessment and past performance.



Judy Rogers
Board Chair

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Strategic Direction and Context

Strategic Direction

This Service Plan describes BC Housing's goals for the 2016/17 to 2018/19 period, which are aligned with and support the B.C. public sector Taxpayer Accountability Principles and the provincial housing strategy *Housing Matters BC*. Specific government direction is provided annually in the Mandate Letter from the Minister Responsible for Housing to the Board of Commissioners. The 2016/17 Mandate Letter directs BC Housing to:

- Support a strong non-profit sector through a range of activities and initiatives that include implementation of the Non-Profit Asset Transfer Program, as well as education and training partnerships with the BC Non-Profit Housing Association (BCNPHA).
- Support a strong, self-reliant Aboriginal housing sector through strategic initiatives with the Aboriginal Housing Management Association (AHMA) as well as innovative partnerships for the creation of new housing options.
- Respond to needs along the housing continuum through programs and initiatives to break the cycle of homelessness, including enhanced rent assistance and creating new housing options for low and moderate income households.
- Support consumer confidence by completing implementation of the enhanced licensing system for home builders and strengthening warranty regulations in the *Homeowner Protection Act*.

More information about BC Housing, including our corporate governance and an organizational overview, can be found in Appendix A: Hyperlinks to Additional Information.

Operating Environment

No significant changes are anticipated with respect to our internal operating environment that will have an impact on results for the year ahead. Our People Strategy continues to support strong employee engagement, retention and recruitment, and helps to build learning and leadership capacity across business areas to help us deliver on our mandate. In 2016/17 BC Housing will continue to pursue innovative approaches to addressing the housing needs of British Columbians and seek ongoing improvement in our service delivery.

Factors in the external operating environment that may impact performance include: the possibility of greater federal government involvement in housing, as well as federal refugee initiatives; the potential for higher interest rates that could increase the cost of housing subsidies; aging of the social housing stock that places increased pressure on funding for capital repairs and renewals; the impact of the Tsilhqot'in Aboriginal Title Case (William Case) decision with respect to properties owned by the Provincial Rental Housing Corporation; and, the possible erosion of affordability in some social housing projects resulting from the expiry of operating agreements. These risks and opportunities are considered to be manageable and can be addressed through existing strategies, new protocols and adaptations to existing programs and business practices.

Performance Plan

Goals, Strategies, Measures and Targets

Each year the performance plan is reviewed by the organization for continued relevance, desired impact and alignment with provincial policy and direction. For 2016/17, our goals and performance measures remain unchanged. Performance targets have been reviewed and set for the 2016/17 to 2018/19 period.

Goal 1: Support a Strong Non-Profit Housing Sector

BC Housing supports a strong non-profit housing sector through relationship-building, collaboration and capacity-building initiatives in partnership with housing providers, the BC Non-Profit Housing Association and other organizations involved in the non-profit sector. We share a common purpose with non-profit housing providers to provide stable, safe and affordable housing. Together we work toward ensuring the sustainability of the sector and provision of social housing over the long-term. Our mutual success depends on being strategic about priorities and making the best use of our different, but complementary capabilities. This goal strongly aligns with Taxpayer Accountability Principles in the areas of cost effective delivery of services, accountability and a clear focus of positive outcomes in the delivery of services to British Columbians. This goal also delivers on direction given in our Mandate Letter to support a strong non-profit sector by taking steps to strengthen relationships and capacity building.

Strategies

1. Continue transferring Provincial Rental Housing Corporation (PRHC) properties to non-profit housing providers, including PRHC-leased land in social housing projects and select public housing stock where appropriate through the *Non-Profit Asset Transfer Program*.
2. Work with the BC Non-Profit Housing Association to:
    a. Initiate education and training sessions on various topics for housing providers.
    b. Assist housing providers to prepare for the expiry of operating agreements.
3. Review BC Housing's operational review process to help housing providers improve financial, operating and governance practices.
4. Provide funding for the maintenance and rehabilitation of existing social housing.

Performance Measure 1.1: Increase in the percentage of housing providers with fewer indicators for follow-up after an operational review

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Increase in the percentage of housing providers with fewer indicators for follow-up after an operational review*	76%	72% or higher	Measure to be reviewed	New measure	New measure

*Data for this measure is gathered by BC Housing as part of the operational review process with housing providers.

Discussion

This measure focuses on collaborative efforts with non-profit housing providers to improve financial and operational practices. Key indicators cover a range of areas including: property management, tenant/client management, financial management, health and safety, support services (if applicable), and capital asset planning.

Performance targets reflect the percentage of housing providers requiring follow-up with five or fewer indicators as determined from the results of the operational review process, with the emphasis on a larger percentage of housing providers with fewer follow-up items each year. Performance from past years has ranged from 70% to 76% depending on the housing providers receiving an operational review during the year (on average 130 housing providers are reviewed annually). As such the target of 72% or higher is appropriate in anticipation of the range of housing providers to be reviewed in the coming years. The measure assumes that as the number of indicators requiring follow-up decreases, the number of non-profit housing providers with improved financial and operational capacity will increase, thereby allowing us to focus on other housing providers who need more support.
With the continued focus on improving our work with the non-profit housing sector, this measure will be reviewed in 2016/17. The review will identify a broader range of indicators of capacity that are linked to programs and activities carried out by BC Housing toward supporting a strong non-profit housing sector.

Performance Measure 1.2: Facility Condition Index*

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Facility Condition Index*	11%	15% to 20%	15% to 20%	15% to 20%	15% to 20%

*Data used to calculate the FCI is obtained from condition assessments of building systems, sub-systems and components.

Discussion

The Facility Condition Index (FCI) measure is a means of quantifying the physical condition of the social housing stock. The FCI value is an indication of the condition of the building – a lower value corresponds to a better building condition. The FCI is used to assist with investment decisions and strategic directions regarding capital planning and rehabilitation budgets for social housing.

BC Housing, along with our non-profit housing partners, strives for continual improvement in the quality of the social housing stock. Our ability to positively affect the FCI measure primarily relates to available funding for capital improvements and to the condition of the social housing stock. The target, set at 15 to 20 per cent allows an acceptable service level for buildings and building conditions for tenants. In 2014/15 the FCI result exceeded the targeted rating for that year as a result of renovations and repairs supported by the former federal-provincial cost-shared capital improvement program, *Housing Renovation Partnership* (all funding has been expended for this program), and the sample of assessed social housing units. Future targets are based on a larger sampling of assessed units (growing to approximately 63% of the social housing stock), work underway or planned over the three-year service plan period, available funding, and the aging of the stock each year.

Goal 2: Respond to Needs Along the Housing Continuum

Our Mandate Letter directs BC Housing to make strategic shifts in the way services are delivered to low and moderate income households, and to promote strategic partnerships and alliances that work to further the availability of affordable market housing. We deliver on these commitments by responding to needs along the housing continuum and delivering a wide range of programs and initiatives to expand housing options.

Also in accordance with the Mandate Letter, we work with industry to help ensure the quality of residential construction and consumer protection for buyers of new homes. To do this we collaborate with partners across many sectors and industries, from non-profits to homebuilders and local governments to community organizations.

Strategies

1. Implement strategic investment of proceeds generated through the *Non-Profit Asset Transfer Program* to create new social housing and to also maintain and renew existing social housing.
2. Facilitate innovative partnerships to create new affordable housing options for low- and moderate-income households along the continuum through development programs, including redevelopment of Provincial Rental Housing Corporation properties, financing, and partnerships.
3. Provide financial assistance to low-income seniors and working families in the private market through rental assistance programs, including the *Homeless Prevention Program*.
4. Improve the physical accessibility of homes for low-income seniors and persons with disabilities through the *Home Adaptations for Independence* program.
5. Administer consumer protection measures for buyers of new homes by implementing an accreditation system for home builder education and education providers, working with government partners towards establishing an appeal mechanism for new home construction warranty claims, and implementing an enhanced licensing system for home builders.

Performance Measure 2.1: Number of New Units/Beds Created by Priority Groups*

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Number of New Units/Beds Created by Priority Groups*	2,815**	1,287	1,191	1,553	1,558

'Data for this measure is gathered through BC Housing's IT systems that track progress of new units created.
** Includes 1,427 rent supplements funded through the *Homeless Prevention Program*.

Discussion

This measure describes our performance in creating new units for low and moderate-income individuals and families, including frail seniors, youth, Aboriginal households, people with physical and mental disabilities, as well as homeless individuals.

Targets are based on the completion of new units under existing development programs and take into account planned program funding levels. In addition to the number of units created through development projects, the number of households benefitting from rent supplements through the *Homeless Prevention Program* is included in this performance measure. The *Homeless Prevention Program* was launched in 2014/15 and was quickly implemented in communities across the province with 1,427 new rent supplements allocated. The forecast and targets reflect that the *Homeless Prevention Program* is now fully allocated.

Performance Measure 2.2: Builders' Rating of the Effectiveness of Compliance Efforts to Monitor and Enforce Licensing and Home Warranty Insurance*

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Builders' Rating of the Effectiveness of Compliance Efforts to Monitor and Enforce Licensing and Home Warranty Insurance*	84%	80% or higher	80% or higher	80% or higher	80% or higher

*Data for measure is obtained through a survey carried out by a third-party survey research firm. Prior to 2014/15 the survey was conducted through online and mailed paper surveys. For 2014/15 onwards, the results are based on an online survey only.

Discussion

This is a measure of the overall health of the builder licensing, home warranty insurance and owner-builder authorization system, whereby compliance issues are dealt with quickly and effectively by the Homeowner Protection Office. Assessment of performance is best done by industry participants (licensed residential builders) that operate their businesses within the regulatory framework. Targets are based on past trends, recognition that reducing instances of non-compliance continues to be seen as an area for continued business improvement, and strategic initiatives underway to enhance compliance efforts each year over the three-year service planning period.

Goal 3: Enhance Aboriginal Partnerships

Aboriginal people are significantly over represented within the homeless population and are more likely to need housing that is adequate and affordable. We work with the Aboriginal housing sector to enhance partnerships to address Aboriginal housing need and increase self-reliance within the sector. The Taxpayer Accountability Principle of respect is strongly emphasized by our work under this goal. BC Housing engages in equitable, compassionate, respectful and effective communications that ensures all parties are properly informed or consulted on actions and decisions. In addition, we proactively collaborate in a spirit of partnership that respects the use of taxpayers' monies.

Strategies

1. Initiate strategic partnerships with the Aboriginal Housing Management Association to support their capacity in administration of social housing under the *Aboriginal Social Housing Management Agreement* with BC Housing.
2. Ensure that there are lasting benefits to Aboriginal communities that we work with through a range of initiatives such as housing-related training and employment, and capacity development.
3. Provide BC Housing staff with opportunities to gain a stronger understanding of the cultural aspects related to Aboriginal partnerships and housing.
4. Reach out to First Nations in B.C. to create partnerships that will increase community capacity and respond to housing needs.

Performance Measure 3.1: Progressive Aboriginal Relations (PAR) Certification*

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Progressive Aboriginal Relations (PAR) Certification*	Silver	Silver (re-certification year)	Gold	Gold	Gold

*Data to validate the certification results is generated and held by the Canadian Council for Aboriginal Business.

Discussion

Performance is measured through the Progressive Aboriginal Relations (PAR) Certification, whereby our broad range of initiatives and partnerships with Aboriginal organizations are assessed by an independent third-party organization, the Canadian Council for Aboriginal Business. The Canadian Council for Aboriginal Business assesses our commitment to the Aboriginal sector in four areas: employment; business development; community investment; and community engagement. Assessment results are certified at a bronze, silver or gold level, depending on how the organization has demonstrated its performance. Benchmarking is conducted on a national level against other Canadian companies participating in the PAR Certification program.

The certification process occurs every three years. Although forecasted to achieve a silver in 2015, BC Housing earned gold-level certification. The next certification process will occur again in 2018. Current plans, initiative and collaboration support the goal of continual improvement each year to support stronger Aboriginal partnerships and relations.

Goal 4: Leadership in Sustainability and Residential Construction

This goal brings together two areas where we have significant leadership responsibilities. Through the Homeowner Protection Office, we partner with industry and government partners to initiate technical research and education projects that promote the durability and energy efficiency of new residential construction. Research findings are applicable across both private and social housing sectors; BC Housing plays an important role in ensuring the dissemination of beneficial findings across sectors, for example, improving energy performance of multi-unit buildings and providing building enclosure design guidelines.

As well, through the *livegreen* Housing Sustainability Plan, we encourage and take a leadership role in promoting sustainability. Sustainability is promoted within our programs and services and within the broader housing sector. As demonstrated in our Carbon Neutral Action Report, progress has been made in reducing our greenhouse gas emissions and through a wide range of activities to lower our organizational environment footprint. Overall this goal supports the Taxpayer Accountability Principles of accountability and integrity. Actions under this goal are aligned with government's direction under the *Greenhouse Gas Reductions Target Act*. Decisions and actions in the interest of environmental sustainability are implemented in our own operations.

Strategies

1. Initiate technical research projects in partnership with industry and government partners related to the quality and sustainability of residential construction.
2. Implement the updated *livegreen* Housing Sustainability Plan with a focus in three areas: integration of financial, social and environmental considerations in decision making; innovation in the design, construction and management of housing; and as a change agent, guiding and supporting others in taking actions towards sustainability.

Performance Measure 4.1: Per cent Reduction in Greenhouse Gas Emissions from 2005 levels*

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Per cent Reduction in Greenhouse Gas Emissions from 2005 levels*	Reduction of 26%	Reduction of 20% or more	Reduction of 20% or more	Reduction of 20% or more	Reduction of 20% or more

*This measure is based on data provided directly from utility companies and compiled by an external consultant. In accordance with legislative requirements, the targets and results are based on a calendar year, e.g., results for 2015 are reported in the 2015/16 Annual Report.

Discussion

This measure tracks progress in reducing greenhouse gas (GHG) emissions and maintaining a carbon neutral status as required by the *Greenhouse Gas Reductions Target Act.* It includes emissions from the entire housing portfolio of buildings owned or leased by the Provincial Rental Housing Corporation, and is aligned with provincial reporting requirements.

Targets are set to achieve a 20 per cent or more reduction in GHG emissions from the 2005 level. The baseline, which was calculated across the housing portfolio in 2005, has been maintained to compare our reductions. Targets take into account anticipated changes to the housing portfolio and our goal is to reduce emissions above the 20 per cent level (compared to the 2005 baseline) each year. In 2014/15 we achieved a reduction of 26% in GHG emissions from the 2005 baseline level. Previous year's results have ranged from 16% to 24% with 2014/15 recognized as an exceptional year due to the completion of several unique building upgrades, including those under the now fully-allocated public-private capital improvement program, the *Single Room Occupancy Renewal Initiative*.

Financial Plan

Summary Financial Outlook

($000)	2014/15 Actual	2015/16 Forecast	2016/17 Budget	2017/18 Budget	2018/19 Budget
Total Revenue ($000)	651,068	644,654	675,293	667,545	652,058
Provincial Share *	411,811	431,408	464,515	454,360	457,299
Federal Share	169,972	154,286	159,028	166,959	152,168
Other **	69,285	58,960	51,750	46,226	42,591
Total Expenses ($000)	651,040	644,654	675,293	667,545	652,058
Housing Subsidies	415,695	389,883	417,146	407,631	389,106
Rental Assistance	106,767	112,946	120,617	125,617	130,617
Salaries and Labour	51,085	52,702	55,256	54,775	54,340
Operating Expenses	20,768	22,256	19,853	19,626	19,448
Building Maintenance	10,789	14,719	13,957	13,173	12,641
Building Modernization and Improvement	9,904	14,798	11,360	11,360	11,360
Office and Overhead	10,155	10,662	10,775	10,775	10,775
Building Mortgage Costs	8,533	8,533	8,525	8,499	8,405
Utilities	8,081	9,302	8,476	7,913	7,426
Grants in lieu of Property Taxes	6,801	7,589	7,410	6,958	6,722
Research and Education	1,714	1,164	1,168	1,168	1,168
Interest Expense	748	100	750	50	50
Net Income	28	-	-	-	-
Total Debt	77,216	110,000	54,818	5,000	5,000
Accumulated Surplus/Retained Earnings	2,267	2,267	2,267	2,267	2,267
Total Capital Expenditures	692	4,000	4,000	4,000	4,000

*In 2016/17 this includes funding of $423.2 million provided directly by the provincial government to BC Housing, $14.1 million from the Housing Endowment Fund and $27.2 million from other partnering ministries/agencies.

**This includes tenant rent and revenues from other sources including builder licensing fees.

Key Forecast Assumptions

Forecast assumptions considered in setting the financial projections are as follows:

- Provincial and federal funding contributions match existing project approvals;
- Interest rates for mortgage take-outs and renewals are based on Provincial Treasury Board forecasts;
- Construction activity for new builds and renovations will match planned schedules; and,
- Rental assistance take-up by clients is expected to increase.

Sensitivity Analysis

The chart below summarizes our key financial risks, sensitivity analysis and mitigation strategies.

Potential Risks	Sensitivities Risk Mitigation	Strategies & Opportunities
Mortgage/ interest rate fluctuations	A one per cent increase above the budgeted mortgage rate would increase housing subsidies by about $0.74 million in 2016/17	• Bulk tendering of mortgages • Laddered renewal dates with less than 20 per cent of portfolio renewed in a year • Staggered mortgage terms • Locked-in longer mortgage terms at lower interest rates • Low-interest construction financing to reduce new housing capital costs, thereby reducing ongoing subsidies
Investment returns fluctuations	Volatility in the global financial markets impacts the rate of return on investments	• Engage sound investment managers that balance risk and return over the long term • Diversify the portfolio with a strategic asset mix of various financial instruments such as equities and bonds • Review and rebalance the strategic asset mix as required
Higher heating costs	A $1 increase per gigajoule in the price of natural gas would increase the budgeted estimates by approximately $0.25 million in 2016/17	• Development of a retrofit strategy • Implementation and installation of energy-efficient equipment resulting in reduced energy consumption
Higher inflation	A one per cent increase above the budgeted consumer price index would increase expenses by $0.71 million in 2016/17	• Bulk purchasing for insurance, natural gas and appliances • Best operational and management practices by housing providers

Management Perspective on Future Financial Outlook

The Summary Financial Outlook chart on the previous page shows BC Housing's actual and forecasted financial outlook from 2014/15 through 2018/19. In 2016/17, BC Housing's budget is forecasted to be $675.3 million.

Revenues
Over 90 per cent of BC Housing's revenues are contributions received from the provincial and federal governments.

Provincial Contributions
In 2016/17, BC Housing is forecasting to receive total provincial contributions of $464.5 million. Provincial contributions that fund operating and support costs are forecasted to be $443.9 million in 2016/17. This contribution will provide funding for a variety of housing initiatives and programs such as the *Provincial Housing Initiative, Independent Living BC, Women's Transition Housing and Supports, Homeless Outreach Program, Aboriginal Homeless Outreach Program, Emergency Shelter Program, Memoranda of Understanding (MOU)* with local governments, the *SRO Renewal Initiative* and the *Non-Profit Asset Transfer Program.*

In 2016/17, $20.6 million of provincial funding will be invested in capital projects, the majority of which will address the maintenance and renovation requirements of the provincially-owned social housing stock.

Federal Contributions
In 2016/17, BC Housing is forecasting to receive federal contributions of $159.0 million which will reduce to $152.2 million in 2018/19 due to the expiration of operating agreements for projects under older federally funded programs.

Included in the federal revenue forecast is the extension of the *Canada/BC Investment in Affordable Housing* (IAH) agreement. This extension will result in an additional $150.1 million from 2014/15 through 2018/19 to help facilitate affordable housing programs for B.C. residents.

Other Contributions
The remaining revenues are from tenant rent and other sources including builder licensing fees. The Homeowner Protection Office, a branch of BC Housing, is fully self-supported from the collection of builder licensing fees that are anticipated to generate approximately $5.3 million in revenue annually. This revenue will fund costs associated with the licensing and home warranty insurance system as well as research and education in residential construction and consumer protection.

Expenditures
BC Housing's expenditures largely comprise housing subsidies, rental assistance, administration costs, operational costs and building maintenance costs.

Housing subsidies are the majority of BC Housing's expenditures, accounting for 62 per cent of the total budget. These are ongoing subsidies for non-profit societies as well as one-time capital grants for new construction or renovation of subsidized housing.

Rental assistance costs increase beginning in 2014/15 as a result of raising rent ceilings for the *Shelter Aid for Elderly Renters (SAFER)* program and the *Rental Assistance Program (RAP),* as well as the implementation of the *Homeless Prevention Program (HPP)* which provides rent supplements targeting those at risk of homelessness. These costs are expected to increase in future years as the number of individuals meeting the requirements for SAFER and RAP continue to rise.

Administration costs consist of salary and labour paid to BC Housing employees, and office and overhead costs incurred in administrating the housing portfolio as well as research and education. These costs are expected to remain stable at $67 million by applying internal administrative savings measures.

Operational costs which include operating expenses, building mortgage costs, utilities, and grants in lieu of property taxes, are expected to decrease each year from 2016/17 through 2018/19 as a number of BC Housing managed buildings are transferred to non-profit housing providers as part of the *Non-Profit Asset Transfer Program*. Future rate increases in electricity, natural gas, water and sewer and property taxes may drive up these costs. Various measures, such as building energy retrofits, the bulk purchase of natural gas, mortgage renewals with longer terms, and operational efficiencies, have been implemented to offset this impact.

Building maintenance and building modernization and improvement costs are expected to remain at approximately $25 million annually. The transfer of a number of BC Housing managed buildings to non-profit housing providers under the *Non-Profit Asset Transfer Program* will result in a small decrease to building maintenance costs.

Provincial Rental Housing Corporation
The Net Income projected for the Provincial Rental Housing Corporation is primarily the result of gain on sales generated from the transfer of land and buildings to non-profit housing providers under the *Non-Profit Asset Transfer Program*. The proceeds from these transfers will be reinvested into social housing through BC Housing.

Summary Financial Outlook

($ millions)	2015/16 Preliminary Actual	2016/17 Budget	2017/18 Budget	2018/19 Budget
Net Income	57	284	53	1

Appendix A:

Hyperlinks to Additional Information

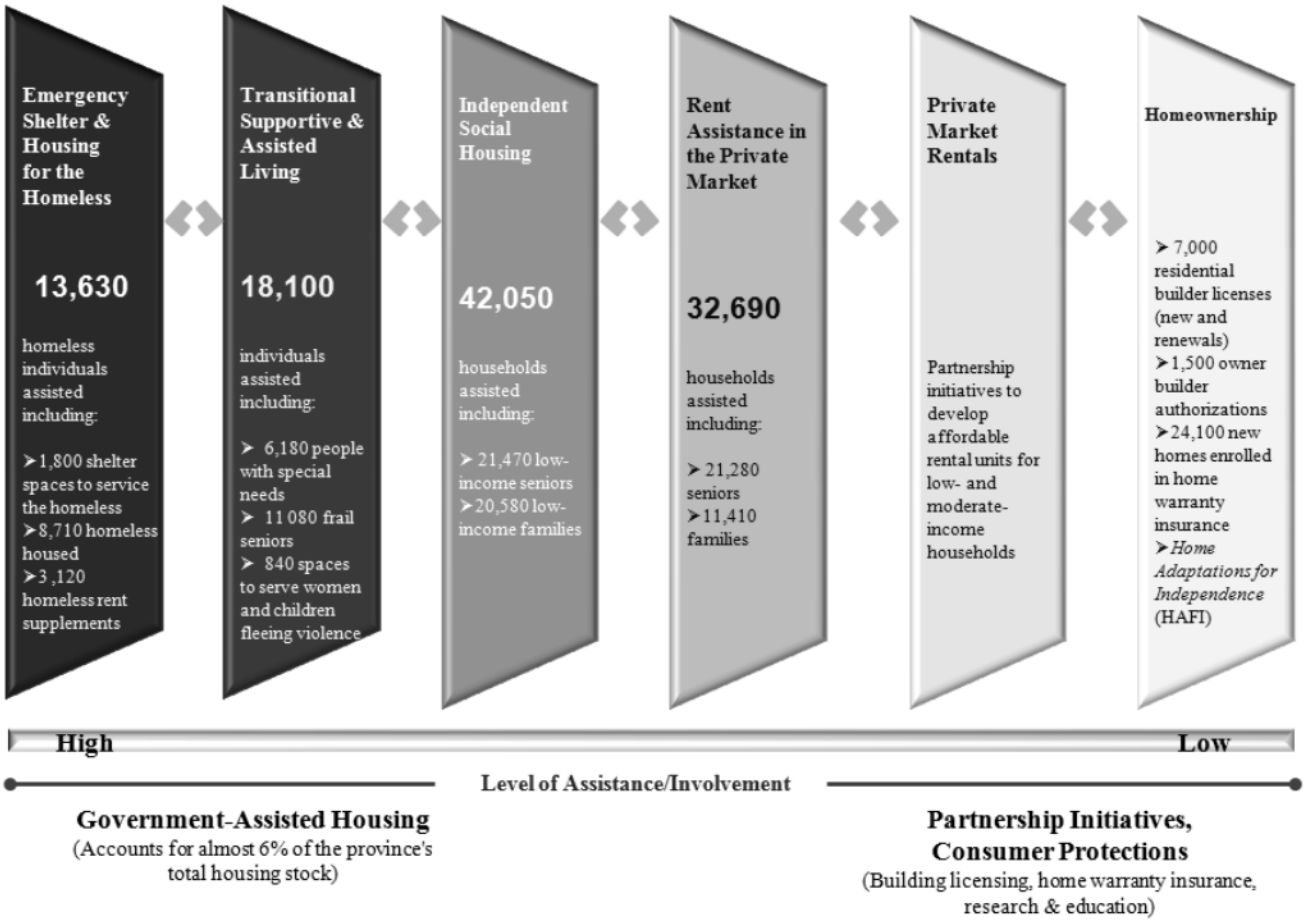
Corporate Governance
BC Housing has a Board of Commissioners that is responsible for corporate governance, and an organizational structure with six branches.

Organizational Overview
The British Columbia Housing Management Commission (BC Housing) was created in 1967 to deliver on the provincial government's commitment to the development, management and administration of subsidized housing throughout the province. Through the Homeowner Protection Office (HPO), BC Housing also has responsibilities related to licensing of residential builders, home warranty insurance, and research and education to improve the quality of residential construction and consumer protection.

Our mission statement is: *making a positive difference in people's lives through safe, affordable and quality housing.* In 2016/17 we will assist approximately 106,470 households in nearly 290 communities across the province through a range of programs, initiatives and partnerships. Our partnerships include operating agreements with non-profit providers, memoranda of understanding with local governments and community organizations, as well as collaborations with housing sector and industry associations. Assistance ranges from emergency shelter and homeless outreach, transition houses, safe homes and second stage housing, independent and supportive social housing, rent assistance in the private market and home adaptations for seniors and persons with disabilities. Through the HPO about 7,000 builders will be licensed and approximately 24,100 new homes will be enrolled in home warranty insurance. Additional information on our renewed mission, vision and values can be found on our website.

The following chart illustrates the housing continuum and our expected contributions to it in 2016/17. The goal strongly aligns with the Taxpayer Accountability Principles related to cost-effective use of public resources and supporting sustainable programs and outcomes as a lasting legacy for generations to come.

The Housing Continuum and BC Housing's 2016/17 Contribution



Recd 29/1/15.

JAN 2 7 2015

BRITISH COLUMBIA

Ms. M. Judy Rogers
Chair
British Columbia Housing Management Commission
1701 - 4555 Kingsway
Burnaby, BC V5H 4V8

Dear Ms. Rogers:

British Columbians have come to expect the high quality products and services delivered by their provincial public sector organizations. The Province is well served by our public sector organizations. It is the responsibility of the boards and senior management teams of these organizations to lead and manage in the best interests of the Province and the taxpayer by strengthening accountability and promoting cost control.

One of Government's core values is respect for the taxpayer's dollar. It is critical that public sector organizations operate as efficiently as possible, in order to ensure British Columbians are provided with services at the lowest cost possible. This requires constant focus on maintaining a cost-conscious and principled culture through the efficient delivery of services that stand the test of public scrutiny and help develop a prosperous economy in an environmentally sustainable manner. The foundation of this work is the Government's commitment to controlling spending and balancing the budget.

British Columbia Housing Management Commission is directed to take the following specific strategic priority actions for 2015/16:

- Implement policy directions identified in the February 2014 "Housing Matters BC" update through activities and initiatives in the following areas:
    - Support a strong non-profit sector through a range of activities and initiatives that include capacity-building, as well as education and training partnerships with the BC Non-Profit Housing Association.
    - Support a strong, self-reliant Aboriginal housing sector through strategic initiatives with the Aboriginal Housing Management Association and innovative partnerships for the creation of new housing options.
    - Respond to needs along the housing continuum through programs and initiatives to break the cycle of homelessness, including enhancing rent assistance, and to create new housing options for low and moderate income households.
    - Support consumer confidence by developing a model for third party dispute resolution of home warranty claims.

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Minister of Natural Gas Development and Minister Responsible for Housing and Deputy Premier

Office of the Minister

Mailing Address:
PO Box 9052, Stn Prov Govt
Victoria, BC V8W 9E2

Telephone: 250 953-0900
Facsimile: 250 953-0929

These specific strategic priority actions and the Taxpayer Accountability Principles actions are to be included and integrated in your 2015/16-2017/18 Service Plan.

As part of the commitment to fiscal responsibility and to ensure the best possible use of Government resources, provincial public sector organizations now operate under the Taxpayer Accountability Principles (attached) announced by Premier Christy Clark in June 2014. Through the implementation of Taxpayer Accountability Principles, leadership teams in public sector organizations are leading a change to a cost-conscious public sector that strengthens cost management capabilities and fosters a principled culture of efficiency and accountability at all levels. This leadership includes implementing your organization's Code of Conduct which contains conflict of interest provisions and post-employment restrictions.

British Columbia Housing Management Commission is expected to fully adopt the Taxpayer Accountability Principles – cost-consciousness (efficiency), accountability, appropriate compensation, service, respect and integrity. The actions, as detailed in the 2014 Transition Letter, are to be completely implemented in 2015/16. For further information on the Taxpayer Accountability Principles, please see http://gov.bc.ca/crownaccountabilities.

To support the implementation of the Taxpayer Accountability Principles, please ensure all board members sign this 2015/16 mandate letter and the signed letter is posted publicly on your organization's website.

Government is committed to further strengthening accountability, improving the management of public funds and revitalizing the relationship between Government and public sector organizations. This strong focus on improved two-way communication is to support and ensure a complete understanding of Government directions, expectations, accountabilities and alignment with strategic priorities. As such, it is important that each of us advise the other in a timely manner of any issues that may materially affect the business of British Columbia Housing Management Commission and/or the interests of Government, including information on any risks to achieving financial forecasts and performance targets.

I look forward to our regular quarterly meetings that focus on strategic priorities, performance against the Taxpayer Accountability Principles, results and working together to protect the public interest at all times.

Sincerely yours,

Rich Coleman
Minister and Deputy Premier

Attachment

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M. Judy Rogers
Chair

Faye L. Wightman
Board Member

Harvey McLeod
Board Member

Lucie Gosselin
Board Member

Melvin S. Kositsky
Board Member

Sabrina L. Kunz
Board Member

Dennis Chan
Board Member

pc: Honourable Christy Clark
Premier

Mr. John Dyble
Deputy Minister to the Premier and Cabinet Secretary

Mr. Peter Milburn
Deputy Minister and Secretary to Treasury Board
Ministry of Finance

Mr. Steve Carr
Deputy Minister
Ministry of Natural Gas Development and Minister Responsible for Housing

Ms. Cheryl Wenezenki-Yolland
Associate Deputy Minister
Ministry of Finance

Ms. Faye L. Wightman
Board Member
British Columbia Housing Management Commission

Mr. Harvey McLeod
Board Member
British Columbia Housing Management Commission

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Ms. Lucie Gosselin
Board Member
British Columbia Housing Management Commission

Mr. Melvin S. Kositsky
Board Member
British Columbia Housing Management Commission

Ms. Sabrina L. Kunz
Board Member
British Columbia Housing Management Commission

Mr. Dennis Chan
Board Member
British Columbia Housing Management Commission

Mr. Shayne Ramsay
Chief Executive Officer
British Columbia Housing Management Commission

Further information available at: **http://gov.bc.ca/crownaccountabilities**		
1	**Cost Consciousness (Efficiency)**	Strengthen cost management capabilities and foster a culture of cost-consciousness at all levels of public sector organizations. Provide public services and programs as efficiently and effectively as possible to "bend the cost curve" and support sustainable public policies and programs as a lasting legacy for generations to come.
2	**Accountability**	Transparently manage responsibilities according to a set of common public sector principles in the best interest of the citizens of the province. By enhancing organizational efficiency and effectiveness in the planning, reporting and decision making, public sector organizations will ensure actions are aligned with government's strategic mandate.
3	**Appropriate Compensation**	Comply with a rigorous, standardized approach to performance management and employee compensation, which reflects appropriate compensation for work across the public sector that is consistent with government's taxpayer accountability principles and respectful of the taxpayer.
4	**Service**	Maintain a clear focus on positive outcomes for citizens of British Columbia by delivering cost-efficient, effective, value-for-money public services and programs.
5	**Respect**	Engage in equitable, compassionate, respectful and effective communications that ensure all parties are properly informed or consulted on actions, decisions and public communications in a timely manner. Proactively collaborate in a spirit of partnership that respects the use of taxpayers' monies.
6	**Integrity**	Make decisions and take actions that are transparent, ethical and free from conflict of interest. Require the establishment of a strong ethical code of conduct for all employees and executives. Serve the citizens of British Columbia by respecting the shared public trust and acting in accordance with the taxpayer accountability principles.

BRITISH COLUMBIA | Office of Housing and Construction Standards

2016/17 Estimates Binder – Quick Facts by Branch

Building and Safety Standards Branch

Safety Standards Appeal Board – Jan 1, 2015 to Dec 31, 2015

- BC Safety Authority Appeals = 15
- Home Owner Protection Act Appeals = 6

BC Safety Authority Statistics

Source: 2014 State of Safety Report from BCSA (2015 not published yet)

- New installation permits = 94,850
- Operating permits = 92,609
- Physical assessments = 34,208
- New licences = 692
- New certificates of qualification = 2,387
- Enforcement actions taken = 69
- Safety orders = 2
- Directives = 13
- Information bulletins = 10

Branch Responses to BC Building Code Inquiries – Jan 1, 2015 to Dec 31, 2015

- Code inquires responded to = 555

Building Code Appeals – Jan 1, 2015 to Dec 31, 2015

- 18 appeals

Construction

Source: BC Statistics

Latest (2014) stats for building construction GDP

- Building construction accounted for $10.27 billion of GDP in 2014 (5% of total GDP).
- It is the top contributor to GDP among goods-producing industries, outranking mining, oil and gas extraction, forestry, agriculture and manufacturing industries.

Mid-rise Wood Construction – 2009 (mid rise adopted in Code) until Nov 2015 (5 and 6 storey residential wood construction)

Source: Wood WORKS! BC / Canadian Wood Council – Sukh Johal

- Mid-rise wood projects completed = 68
- Mid-rise wood projects under construction = 39
- Mid-rise wood projects in planning and design = 140

RESIDENTIAL TENANCY BRANCH

Fee increase:

- RTB fees have not changed since 1998
- The proposal to raise RTB fees was tied to a request for a budget lift

Budget lift:

This fiscal year's budget lift of $585,000 will be used to:

- hire three additional arbitrators (approximately $100,000 per arbitrator)
- fund business transformation initiatives, such as expanded online services and alternative dispute resolution options.

Current Staffing levels:

- 50 information officers;
- 2 team lead arbitrators;
- 27 staff arbitrators, and;
- 7 contract arbitrators.

2015 Call wait times

- Received over 286,163 phone calls in 2015.
- Average wait times for service are approximately 30 minutes.

2015 Applications for dispute resolution:

Of 22,785 applications received

- 55% were landlord initiated, 45% were tenant initiated
- Approximately 19,500 hearings held
- approximately 18,400 decisions made
- approximately 1600 fee waivers issued
- Approximately 30% of applications received online (up from 20% the year before).

Dispute Resolution wait times as of January 2016:

Meeting Service Standard:

- Direct request: **2 weeks**
- Early end to tenancy and obtaining an order of possession: **3.5 weeks**

Not Meeting Service Standard:

- Order of possession, requests to cancel a notice to end tenancy and other applications that are not for an early end to tenancy: **6.5 weeks.**
  - Does not meet service standard of 5 weeks; however the trend is decreasing with wait times down from over 9 weeks in July 2015.
- Monetary award: over 25 weeks.
  - Does not meet service standard of 17 weeks.

2015 Applications for review of a previous decision: Received approximately 1,000

HOUSING POLICY BRANCH

BC Housing Revenue and Expenditure ($000's):					
Year	**Provincial Contribution**	**Federal Contribution**	**Tenant Rent/Other**	**Total Revenue**	**Total Expenses**
1995/96	50,512	74,243	35,790	160,545	167,332
1996/97	62,710	72,933	33, 958	169,601	173,735
1997/98	89,922	72,450	33,894	196,266	196,255
1998/99	96,584	73,193	36,588	206,365	203,233
1999/00	98,445	72,680	36,365	207,490	210,090
2000/01	111,897	79,294	37,108	228,299	228,290
2001/02	138,755	82,161	38,903	259,819	259,490
2002/03	141,237	84,676	37,317	263,230	263,190
2003/04	151,365	91,498	35,897	278,760	278,688
2004/05	157,831	90,237	35,703	283,771	283,704
2005/06	200,274	102,904	39,944	343,122	343,054
2006/07	318,644	135,852	43,044	497,540	497,434
2007/08	351,690	141.270	46,802	539,762	539,629
2008/09	429,457	142,462	54,729	626,648	626,557
2009/10	390,738	165,245	64,640	620,623	620,597
2010/11	481,472	223,423	59,168	764,063	764,013
2011/12	474,031	239,501	56,074	769,606	769,552
2012/13	421,312	178,251	57,017	656,580	656,539
2013/14	384,632	160,070	65,454	610,156	610,128
2014/15	411,811	169,972	69,285	651,068	651,040
2015/16*	431,408	154,286	58,960	644,654	644,654
2016/17**	464,515	159,028	51,750	675,293	675,293

*forecast **budget

BC Housing's expected contribution in 2016/17 to the housing continuum Subsidized Housing Units by Client Type	
Emergency Shelter and housing for the homeless • 13,630 individuals • $218.7 million dollars	• 1,800 shelter spaces to serve the homeless • 8,710 homeless housed • 3,120 homeless rent supplements
Transitional supportive and assisted living • 18,100 individuals • $130.4 million dollars	• 6,180 people with special needs • 11,080 frail seniors • 840 spaces to serve women and children fleeing violence
Independent social housing • 42,050 households • $204.3 million dollars	• 21,470 low-income seniors • 20,580 low income families
Rent assistance in the private market • 32,690 households • $111.6 million dollars	• 21,280 low-income seniors • 11,410 low-income families

Housing Stats by Client Group:

Aboriginal Housing/Homelessness:

- More than 4,450 subsidized housing units are specifically designated for Aboriginal people in British Columbia.
- Last year, provincially funded shelter and outreach workers helped close to 1,800 Aboriginal people who were homeless or at risk of homelessness.

Families:

- In 2014/15 more than 19,600 low-income families were supported through provincially subsidized housing; and, approximately 11,000 low-income families through rental assistance.

Homeless Individuals:

- As of December 31, 2015, more than 1,500 monthly rent supplements have been issued through the Homeless Prevention Program (HPP).
- Since October 2014, over 2,600 people have received support services through the HPP as designated HPP clients.
- The Emergency Shelter Program funds more than 1,600 permanent, year-round emergency beds in 33 communities across the province.
- 92 percent of the permanent shelter beds are available 24/7 and 95 percent provide three meals a day.
- Aboriginal Homeless Outreach Program provides support in 17 communities.

Refugees:

- Between November 4 and March 30, 2016, B.C. welcomed over 2,300 Syrian refugees, including over 1,800 GARs to 46 communities. Over 60 per cent have been children and youth aged 21 and under.
- As of April 22nd, 1,522 GARs (84 percent of total) are permanently housed.

Seniors and people with disabilities:

- In 2016/17, the Province will support more than 53,600 seniors' households across British Columbia through a range of housing options.
- Since 2001, more than 12,400 new units of housing for seniors and people with special needs have been created across the province, including:
  - Nearly 7,450 subsidized assisted and supportive units;
  - Close to 3,120 independent social housing units for seniors; and
  - Nearly 1,825 units for people with disabilities.

Women:

- In 2016/17 the provincial government is providing approximately $34.6 million dollars to support approximately 800 housing spaces and 250 short term emergency shelter spaces for women and children affected by violence.

Housing Stats by Program:

NPAT:
- Over four years the BC government will transfer ownership of up to 350 properties to non-profit societies who currently own and operate social housing on land leased from the Provincial Rental Housing Corporation (PRHC).
- To date BC Housing has transferred 116 properties with the remaining properties to be transferred over the next two years.

RAP:
- In 2016/17 the provincial and federal governments will provide approximately $57.8 million dollars in RAP subsidies, supporting more than 11,200 low-income working families.

SAFER:
- In 2016/17 the provincial and federal governments will provide joint funding of approximately $49.3 million dollars in SAFER subsidies to 21,140 households.

Social Housing:
- Over the next five years the Province is committing a total of $355 million dollars to construct and renovate more than 2,000 social housing units across the province.
- Funding will be generated from NPAT.
- BC Housing has exceeded its 2015/16 target to create 1,113 new units of social housing and short-stay emergency beds for priority groups, including frail seniors, Aboriginal households, individuals with physical and mental disabilities, and individuals who are homeless.

SRO's:
- Since 2007, the Province has purchased 24 Single Room Occupancy (SRO) buildings in Vancouver to preserve affordable housing stock for low-income people.

Supported Recovery Homes:
- There are currently approximately 105 support recovery homes registered with the Assisted Living Registrar and approximately half are located in Surrey.
- BC Housing has provided funding for approximately 30 support recovery homes.

Housing Stats by Issue:

Expiry of operating agreements:

Non-profit housing

- There are approximately 700 non-profit housing societies in British Columbia operating roughly 55,000 units in 2,200 buildings. Approximately 50 percent of societies operate a single project.
- Over the next five years, 2015/16 to 2019/20, approximately 6,440 housing units will have their operating agreements expire. By 2029/30, 65 percent of agreements will have expired.
- Over the next 20 years, approximately $117 million dollars in federal subsidies will expire in agreements throughout the Province.

Co-op

- Operating agreements for around 7,000 co-op units will expire over the next five years, and about 40 percent of these units are targeted to low income households who receive federal subsidies under the Section 95 co-op program (1979-1985).
- BC Housing has operating agreements with 80 co-op housing providers.

Foreign Ownership:

- BC Housing is leading a research initiative that will examine a range of factors potentially affecting home prices throughout the province.
- Findings from the research will inform policy analysis in British Columbia and assist in evaluating the merits of various policy proposals across all levels of government. The research is expected to take six months.
- Foreign ownership is only one of many potential factors that this research initiative will examine to assess housing affordability challenges throughout the province.
- There are no definitive numbers on foreign buyers in the Metro Vancouver housing market. However, available data and analysis in the region suggests that foreign ownership of housing is less than 5 percent of the housing stock and not more than 5 percent of sales activity.

Housing Registry:

- As of March 31, 2016 there were approximately 16,000 active applications for housing on The Housing Registry.
- As of December 31, 2015 there were approximately 2,800 active applications for housing on the Supportive Housing Registry (approximately 165 of which are existing tenants applying for a transfer).

Investment in Affordable Housing (IAH) Agreement Extension:

- Under the IAH agreement, the provincial and federal governments will each contribute $150 million over 2014-2019, for a total investment of $300 million, to help individuals and families to access affordable housing in British Columbia.
- Joint funding is committed as follows:
  - Federal-Provincial Housing (FPH) Initiative: $150 million dollars
  - HAFI: $25 million dollars
  - HPP: $62.5 million dollars
  - SAFER and RAP: $62.5 million dollars

New Housing Exemption

- The New Housing Exemption from the property transfer tax will save a purchaser up to $13,000 dollars and provide an estimated $75 million dollars in property transfer tax relief for new construction in 2016-17.
- This will be funded by increasing the property transfer tax rate to 3% from 2% on the portion of fair market value over $2 million dollars.

Provincial Investment in Affordable Housing:

- In February 2016, the Province announced the new Provincial Investment in Affordable Housing Program.
- Over the next five years, the Province is committing a total of $355 million to construct and renovate more than 2,000 social housing units across the province.

Licensing: Residential Builders and Home Inspectors

- There are more than 6,100 licensed residential builders in British Columbia, the majority of which build single family homes and small residential buildings.
- There are currently approximately 500 licensed home inspectors in British Columbia.

Housing Matters BC

HOUSING STRATEGY FOR BRITISH COLUMBIA:
A FOUNDATION FOR STRONG COMMUNITIES
JANUARY 2014









BRITISH COLUMBIA


2304
LINDEN TREE PLACE
2304 WEST 6TH AVENUE

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Message from the Minister



Whether you rent, own or are in need of housing; whether you're a landlord, a builder or an employer, housing is central to all our lives. It creates stability for families, is central to our economy and key to attracting and retaining people in the workforce. Housing is the platform, the base upon which we build healthy, sustainable communities.

Launched in 2006, Housing Matters BC remains the most progressive housing strategy in Canada. With a focus on those in greatest need, our government has invested more than $2.5 billion into housing programs since 2006 and transformed affordable housing in British Columbia.

Since its release, the Province has doubled the number of shelter spaces, added thousands of affordable units for seniors and people with disabilities and seen a significant reduction in the number of unsheltered homeless. Today, more than 98,000 households benefit from provincial affordable housing programs — a 20 per cent increase since 2006.

Today, we face different challenges than we did seven years ago. Demand for affordable housing is increasing and escalating property values mean more low-to-moderate income households struggle with affordability.

This update to Housing Matters BC maintains our commitment to supporting those in greatest need. Building on our success over the last seven years, this updated strategy will guide our future investments and focus our resources to promote stability for citizens and support housing and building innovation.

Through Housing Matters BC, we are improving services for landlords and tenants. We are helping strata owners resolve disputes, providing a better regulatory framework for home inspectors and residential builders, and ensuring clear and predictable building regulations through a Uniform Building Code.

Our strategy also includes a commitment to increase capacity of non-profit societies, to expand rental assistance in a manner that will give people more choices, and enable us to renovate social housing in need of major repairs and build new units for people with the greatest need. Non-profit housing providers are best suited to manage the social housing stock for British Columbians in need.

Housing Matters BC has been extraordinarily successful. We are refreshing the strategy to ensure we are building on the collective successes of the Province and our partners. This way, we are in a stronger position to deliver effective and appropriate housing-related supports for all British Columbians.



THE HONOURABLE RICH COLEMAN
MINISTER OF NATURAL GAS DEVELOPMENT AND MINISTER RESPONSIBLE FOR HOUSING



Our Impact

A home is essential to building a strong foundation for British Columbian families and communities. We know that stable housing prevents homelessness, leads to greater community wealth, participation in education, training and employment opportunities, and reduces our social and health services costs. Housing affects a large segment of our economy including construction, mortgages, real estate, strata corporations, renovations, rental housing and subsidized housing.

» 21,000 families have benefitted from the Rental Assistance Program since it was introduced in 2006. Rental assistance offers low-income working families a way to keep the costs of their private market rental more affordable and gives them the flexibility to choose where they live.

» Aboriginal people have more control over their housing after the province completed the transfer of all dedicated Aboriginal housing to the Aboriginal Housing Management Association in 2013. This included 4,200 apartments and houses in rural and urban communities, along with Aboriginal Homeless Outreach program. This Aboriginal self-management model for social housing is the first of its kind in Canada.

» Introduced new regulations in December 2011 that improve accountability in strata corporations; Depreciation Reports, changes to Contingency Reserve Funds and improved disclosure requirements were introduced after extensive consultation with stakeholders and the public.

» There are more than 1,800 permanent year-round Emergency Shelter beds for those who are homeless; more than double the number available in 2001. Shelters provide more than a hot meal and a warm place to stay — they are a gateway to helping people get off the streets permanently. Shelter staff help residents connect with services, medical support and stable housing to help them stabilize and begin to rebuild their life in the community.

» The First Time Home Buyers' Program helps British Columbians buying their first home with an exemption from the Property Transfer Tax on homes valued up to $425,000. This fiscal year, the exemption will result in an estimated total savings of $63 million for first-time homeowners.

» Since launching Housing Matters BC in October 2006, the Province has invested more than $2.5 billion to help end homelessness and provide affordable housing for low-income individuals, seniors and families.

» The Residential Tenancy Branch helps resolve approximately 20,000 landlord-tenant disputes each year in an accessible, neutral, and fair manner. Staff also respond to over 200,000 email, telephone and front-counter inquiries annually. Through its public education and information services, citizens are encouraged to understand their rights and responsibilities so disputes can be prevented or resolved sooner.

» In 2013, the Province introduced higher energy efficiency standards for newly built complex buildings (ASHRAE 90.1 (2010) or National Energy Code for Buildings 2011). By the end of 2014, if you build a house, you will have to meet the new higher energy efficiency standards which should produce performance equivalent to EnerGuide 78 to 80.

» B.C. was the one of the first provinces to provide subsidized assisted living to low-income seniors. A supported housing model that bridges the gap between independent housing and residential care, there are 4,376 subsidized Assisted Living units available.

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» The province has partnerships with eight B.C. communities to create more than 2,100 new units of supportive housing for people who are homeless or at risk of homelessness. Supportive housing helps break the cycle of homelessness because it addresses the root causes of homelessness. As a 'housing-first' model, supportive housing is low-barrier. People are not turned away because they have challenges. People have a safe place to live, where they are understood, supported and connected to the services they need to stabilize and rebuild their lives.

» With a network of more than 800 beds across the province, B.C.'s Transition Houses offer shelter to approximately 18,000 women and children each year. Transition and Safe Houses offer short-term, safe housing and support to women leaving abusive relationships. Afterwards, women will be connected to safe independent housing, or they can enter one of 13 Second Stage Housing programs in the province.

» The Home Owner Grant helps reduce the amount of residential property tax British Columbians pay through a maximum reduction in residential property taxes of $570 — or up to $845 if the homeowner is 65 or older in the calendar year, permanently disabled, or an eligible veteran. The Northern and Rural Area Home Owner Benefit, one of the measures that keeps the carbon tax revenue neutral, increases the Home Owner Grant by $200, providing additional property tax relief for northern and rural British Columbians. This year, eligible homeowners will save an estimated $826 million through the Home Owner Grant programs.

» More than 300 households have completed renovations through the Home Adaptations for Independence program, which provides financial assistance of up to $20,000 to help low-income seniors and people with disabilities finance home modifications for accessible, safe and independent living.

» Homeless Outreach Teams offer support to those who are homeless in 60 communities, up from 16 communities in 2006. In 2008 the province added Aboriginal Homeless Outreach teams that now provide support in 17 of these communities.

» British Columbia was the first province to introduce new building code provisions that allow 6-storey residential wood-frame buildings which has helped lower development costs, encourage increased density in urban neighbourhoods and expand the domestic market for B.C. wood products.



Today's Opportunities

In 2006, *Housing Matters BC* provided a strong platform to address the specific challenges of that time. This update looks at the full spectrum of housing — from construction, regulation and financing, to occupancy, services and supports. *Housing Matters BC: A Foundation for Strong Communities* is an opportunity to refine our approach, focusing our responses on initiatives which address new and emerging challenges.

We will continue to support households that have difficulty finding and maintaining safe, affordable and adequate housing. In particular, Aboriginal populations, lone-parent families, women and children fleeing violence, and recent immigrants, have disproportionate numbers living in homelessness or core housing need, spending more than 30 per cent of their income on housing.

We will use tools such as rental assistance to support low to moderate income households, while also working to enhance housing stability, preventing people from falling into crisis.

We will continue to work with our partners in the non-profit housing sector to find new and innovative approaches to ensure the sustainability of our social housing stock. We want to ensure that as the federal government reduces its involvement in the provision of subsidized housing, social housing will remain viable when their operating agreements expire.

Innovative financing programs such as the Community Partnership Initiative will encourage the private and non-profit housing sectors to build affordable rental housing. Combined with enhanced rental assistance, we will increase the rental stock to create more options for families in housing need.

We will continue working with local governments to increase density in existing neighbourhoods, better use existing municipal infrastructure and support public transit systems as effective ways to affordably increase the supply of housing. We want to ensure safe, suitable and affordable housing forms offset high land costs in urban areas, encouraging people to stay and work in their community.

The Province will support homeowners, building consumer confidence. Accessible, predictable and affordable systems and services protect a homeowner's investment, making the sector more attractive for developers and homebuyers.

BC leads the country in the prevalence of condominium units and secondary suites and in the construction of buildings that mix commercial and residential tenants. We will continue working to ensure units are well managed, maintained and sustainable over the longer term with better options available when disputes arise.

The Province will continue to work with our local government and industry partners to create a building regulatory system that is responsive to complex, new technologies. New building and construction practices are pushing the boundaries of our current BC Codes. Sound risk management will continue to focus our attention on safety, economic and social outcomes.

British Columbians increasingly use technology to access services and to get informed. We are continuously improving the way we do business and adapting our services to meet these high service demands.

Success Through Partnerships

Our success was built on strong, collaborative relationships with stakeholders, partner agencies and other levels of government. In British Columbia we have:

- A very strong non-profit housing sector that manages over 90 per cent of our social housing stock;
- Empowered local governments that guide the development of our communities;
- A partnership with the federal government, providing funding for units and housing related programs;
- An emerging Aboriginal housing sector directly managing more than 4,000 units of social housing;
- Businesses and industry associations that actively participate in the development and stewardship of the BC Codes; and
- Well informed citizens and professional associations who are active participants in the conversations that shape our province.

We will continue to work with our partners, drawing on their expertise to find new ways to meet the needs of renters, homeowners and the most vulnerable.





Three Strategic Shifts

The Province is making three policy shifts to support housing and building innovation, promote stability for citizens and strengthen relationships with partners. The shifts have been made in recognition of today's challenges in our housing and building environment.

Shift 1: Healthy Buildings, Strong Communities

Flexible, responsive and balanced regulatory systems improve safety, enhance affordability, protect the environment, safeguard our investments and promote healthy homes and communities.

Legislation and regulations affect the everyday lives of British Columbians. They provide a framework for how housing and buildings systems work; how people interact. Demands are high for services that are progressive and that keep up with the rapid pace of change, whether they are for: building a regulatory system that provides clarity and predictability for code users; creating legislation that supports strata residents; or ensuring rules balance the rights and responsibility of landlords and tenants.

Meeting these expectations requires anticipating the key issues and developing new tools to remain responsive and flexible in an environment of constrained resources. It's about safe guarding our property investments and improving economic performance. We must ensure an equitable, fair and balanced system, which is easier to manage and cuts down on waste, decreasing costs for the user and for the taxpayers. Through consistent and predictable regulations we can ensure more sustainable communities, better access to housing that fits a family budget, lower risk and greater confidence in the system.

Shift 2: Stable Housing, Increased Confidence

Modern, affordable and accessible services promote housing stability and increased confidence for renters, landlords and strata owners.

The services we provide must keep pace with evolving public needs, housing options and building innovations. British Columbians seek confidence that our systems work in a timely fashion; is accessible fair and flexible; and is managed within available public resources.

Our programs must be modern, transforming how we deliver services, offering a range of options available when people need them – providing the right service at the right time. Services that result in greater housing stability, decreased stress for citizens and better quality of life.

Transparent and efficient services, with clearly articulated roles and responsibilities, result in increased confidence in our services and in the sector. This makes the sector more attractive and promotes a variety of housing options.



Shift 3: Committed Partnerships, Greater Choice

The Province is a leader in facilitating strategic partnerships that increase housing options, decrease costs and promote effective, coordinated programs for all British Columbians.

The Province is a leader and active partner, acting as a catalyst for investment in housing and services. These partnerships are founded on the notion that the development, maintenance and provision of both social and affordable market housing are enhanced through collaboration with a wide range of stakeholders.

In partnership, we use the levers we have to influence the housing sector. We work to build the capacity of our partners to deliver solutions that work, and place increased control in the hands of non-profit housing providers, tenants, landlords, investors, trades and developers to build the kind of housing British Columbians want and need.

Through partnership we increase housing choice for low and moderate income households, finding ways to make sure those in need have access to a range of housing options. Partnerships allow us to build on the strengths of one another, ensuring that scarce resources are used efficiently.

Stronger partnerships mean coordinating and prioritizing our resources; changing the way we deliver affordable housing to be adaptive to new models, being flexible to changing demands and recognizing opportunities to work with different partners. This is why we have recommitted to prioritizing resources to the most vulnerable citizens, and to working to make our services more efficient and accessible to those in the greatest need.

Projected Outcomes

A renewed commitment to *Housing Matters BC* builds on successes and addresses where communities and citizens need further support to stay housed and healthy. The update will result in important outcomes, including:

- Increased supports as individuals transition out of an institution, or from one form of housing to another;
- Enhanced rental assistance programs that help more people chose from a broader range of options;



- A sustainable and self-sufficient social housing sector by providing the non-profit housing sector with increased tools and greater flexibility;
- More social and affordable market housing options for low and moderate income households through partnerships with private and non-profit sectors;
- Clear and predictable building regulations through a uniform approach to the BC Codes;
- A predictable and affordable alternative to the courts for strata disputes that protects a homeowner's investment and makes the sector more attractive for developers and homebuyers; and
- Greater housing stability and decreased stress for landlords and tenants through transformation of the dispute resolution system.

There is not one housing solution to meet the diverse housing needs of British Columbians, rather there is a need for a variety of housing types, subsidy programs, and legislative amendments involving coordinated approaches. This new mandate provides the direction we need moving forward.

Six Strategies of Housing Matters

With the release of *Housing Matters BC: A Foundation for Strong Communities*, we retain our commitment to supporting those in greatest housing need, building on our foundation of successful programs, with revisions that address the changing needs of British Columbians under the six strategies.

1. **STABLE HOUSING:**
   Stable housing with integrated support services for those facing homelessness.

2. **PRIORITY ASSISTANCE:**
   B.C.'s most vulnerable citizens receive priority for assistance.

3. **ABORIGINAL HOUSING:**
   Aboriginal housing need is addressed through a strong Aboriginal housing sector.

4. **RENTAL HOUSING:**
   Low to moderate income households have improved access to affordable and stable rental housing.

5. **HOMEOWNERSHIP:**
   Homeownership continues to be a sound option for British Columbians.

6. **BUILT ENVIRONMENT:**
   B.C.'s governance framework for housing, building and technical equipment safety is clear, effective and balanced.





Strategy 1: Stable Housing

Stable housing with integrated support services for those facing homelessness.

The Province has made enormous strides in addressing homelessness in B.C. Many communities report progress in addressing the needs of the homeless and those at risk of homelessness. However, some communities still report a need for further emergency, transitional and long term housing and supports. The cost of homelessness remains high for individuals and communities.

The Province is committed to providing individuals and families with more permanent housing solutions so they have a place to call home. Increasing affordable housing options for the homeless, and those at risk of homelessness, is a significant priority for the Province. British Columbia is leading through action by providing housing with appropriate supports to address the underlying causes of homelessness.

OUR ACCOMPLISHMENTS

- There are more than 11,000 emergency shelter spaces, subsidized units and rent supplements for those who were homeless across British Columbia.
- 1,844 year-round permanent emergency shelter spaces and more than 1,300 extra emergency shelter spaces are available over the winter months when an extreme weather alert is activated by the community.
- Outreach teams provide support in more than 60 communities, connecting homeless people with permanent housing and a range of community services. Seventeen of these communities are supported by the Aboriginal Homelessness Outreach program.
- Adopted the Housing First approach providing housing and supports without treatment expectations, in social housing and the private market.
- Partnering with eight communities to build 32 new supportive housing developments with approximately 2,100 units. Most of the buildings are already open. Another nine will officially open over the next couple of years.
- The purchase of 24 Single Room Occupancy hotels in Vancouver to help protect the supply of affordable housing for low-income individuals who are at risk of homelessness. In Vancouver's Downtown Eastside, 13 of these buildings are being renovated and restored through an innovative public-private partnership.

Through increased funding and strong partnerships, the Province and its stakeholders have built and developed housing and supports for the homeless and those at risk of homelessness. The Province now funds a range of emergency, transitional and permanent housing options, complemented by support services as required. The City of Vancouver's 2012 homeless count confirmed a significant decrease in street homelessness since 2008 — from 815 individuals to 306 — a 62 per cent decline.

However, the Province continues to hear how difficult it can be for low-income people, with and without other needs, to find safe, affordable housing in the private housing market. Rents have increased, vacancy rates have decreased and research shows a significant decrease in the low-rent housing supply across the province. There is clearly more work to be done.

The Province will continue to act as a leader and a catalyst for investment in housing and services for the homeless, using our influence to counteract NIMBY, and facilitating solutions on the ground. It is essential we continue our work to increase both social housing and private rental housing choices for the homeless, including the coordination of support services for landlords and tenants, where required.



GOAL: INCREASED SOCIAL HOUSING SUPPLY FOR THE HOMELESS

» Promote partnerships in the development of housing and services for the homeless.

» Facilitate the redevelopment and renovation of existing social housing.

GOAL: HOMELESS PEOPLE HAVE IMPROVED ACCESS, CHOICE AND STABILITY IN THE SOCIAL HOUSING AND PRIVATE RENTAL MARKET

» Partner with non-profit housing sector, local governments and developers to promote and leverage innovative and sustainable models for housing the homeless in social and private rental housing.

» Strategically invest in areas which promote housing stability and prevent crises.

» Improve supports for the homeless, particularly during transitions.



Strategy 2: Priority Assistance

B.C.'s most vulnerable citizens receive priority for assistance

Low-income citizens with special needs, including frail seniors, people with mental illness or physical disabilities, those with drug or alcohol addictions, women with their children fleeing violence, and the homeless or those at risk of homelessness, are particularly vulnerable and may require support services to live independently in the community. Offering priority assistance to vulnerable citizens remains central to our provincial housing strategy.

In British Columbia, social housing is provided through a wide range of programs targeted to address a range of housing needs. In 2013/14, over 98,000 households in 200 communities will be assisted through a variety of subsidized housing types.

OUR ACCOMPLISHMENTS

- More than 21,300 seniors live in independent social housing in communities across British Columbia. Since 2001, we have completed more than 1,200 units of affordable rental housing for seniors and people with disabilities.
- In the last decade, more than 5,000 assisted living and supportive seniors' housing units have been created to help seniors remain independent and stay in their home communities, close to family and friends.
- The Province supports approximately 800 spaces in transition and safe houses as well as second stage housing. By providing a safe place to stay and the supports needed to begin healing and rebuilding their lives, transition houses, safe homes, and second stage housing play a critical role in helping women and their children fleeing violence.
- The Rental Assistance Program (RAP) and Shelter Aid for Elderly Renters (SAFER) offer working families and seniors affordable options in the private market. In turn, more social housing units are made available for vulnerable citizens.

Prioritizing our social housing stock for the most vulnerable citizens means ensuring the sustainability of this stock into the future. Our social housing stock is a vital part of our community. Affordable housing is a core component of poverty-reduction efforts and of lowering the costs of healthcare, criminal justice services and social services.

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Social housing in Canada is primarily funded through long-term agreements between the federal and provincial governments, and federal or provincial governments and social-housing providers. These agreements have begun to expire and will continue to do so over the next 30 years. While the federal government may continue to play a role in funding social housing in the future, a long-term federal funding commitment for housing is uncertain.

The Province's long term policy has been to support a strong non-profit housing sector. Non-profit housing providers are best suited to manage the social housing stock and attend to British Columbians in need. This successful policy approach has resulted in 90 per cent of our stock being directly managed by non-profit organizations. Non-profits have demonstrated an understanding of their community and developed expertise in dealing with households in need.

The Province partners on innovative approaches to social housing for British Columbians. These partnerships are founded on the notion that the development, maintenance and provision of social housing is enhanced through collaboration with a wide range of stakeholders. These stakeholders include all levels of government, developers, trades, landlords, the real estate industry, and the non-profit sector, among others.



GOAL: MANAGE OUR SOCIAL HOUSING STOCK TO ENSURE ITS SUSTAINABILITY AND MAXIMUM POTENTIAL

- Maintain, upgrade and redevelop our existing social housing stock.
- Transfer stock to the non-profit housing sector where appropriate.
- Increase affordable housing options, including new social housing where needed.
- Increase the capacity of the non-profit housing sector.
- Work with our provincial and territorial partners to advocate for long-term federal funding.
- Consider alternative approaches to building, maintaining and funding social housing which are adaptive to changing demands into the future.



Strategy 3: Aboriginal Housing

Aboriginal housing need is addressed through a strong Aboriginal housing sector.

Aboriginal people continue to face barriers to securing safe, adequate and affordable housing. They are more likely to be in core housing need and are over-represented amongst the homeless population.

The Province will continue to provide housing programs to all British Columbians — including Aboriginal people living off-reserve — and monitor and contribute to a wide range of cross-government initiatives that support Aboriginal people in British Columbia.

OUR ACCOMPLISHMENTS

- In 2012, administration of all Aboriginal social housing — over 4,200 units including emergency shelters and the Aboriginal Homeless Outreach Program, was transferred from BC Housing to the Aboriginal Housing Management Association.
- Approximately 200 off-reserve units have been built to provide safe, secure and culturally appropriate housing for youth, women, elders and those struggling with addictions.
- Between April 1, 2012 and March 31, 2013, more than 1,750 Aboriginal people who were homeless or at risk of homelessness found stable housing through the Aboriginal Homeless Outreach Program.

The Province continues to work in partnership with the Aboriginal Housing Management Association (AHMA) to achieve our common goal of self-management, self-reliance and self-sufficiency in the provision of safe, affordable housing for Aboriginal people living off reserve. The Province will continue to support AHMA to grow their organizations, the Aboriginal housing sector, providing appropriate housing options for Aboriginal families.

GOAL: A STRONG, SELF-RELIANT ABORIGINAL HOUSING SECTOR

» Work with Aboriginal housing sector to enhance Aboriginal housing and support self-reliance of the sector.

» Support Aboriginal housing sector in promoting innovative, culturally appropriate and sustainable social and market housing options.

» Create strategic partnerships to take advantage of innovative opportunities and initiatives for the Aboriginal housing sector.

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Strategy 4: Rental Housing

Low to moderate income households have improved access to affordable and stable rental housing.

An increasing number of low to moderate income families across the province have difficulties finding affordable rental housing, particularly in the communities where they work. Supply is not keeping pace with demand and purpose-built rental housing is not being constructed at the same rates as in the past.

Increasing affordable housing options is a priority for the Province. Since 2006, the Province has introduced or enhanced a number of initiatives to assist low to moderate income renters with their housing needs.

OUR ACCOMPLISHMENTS

- The Rental Assistance Program (RAP) helps working families earning less than $35,000 a year with cash assistance to help with their monthly rent payments in the private market. Through RAP, approximately 10,200 low-income working families are provided with direct monthly cash assistance to help pay the rent.
- Shelter Aid for Elderly Renters (SAFER) provides low-income seniors (aged 60+) including singles, couples and individuals sharing accommodation with direct cash assistance to subsidize their rent in the private market. Approximately 16,800 senior households receive SAFER benefits in the province.
- Our Home Adaptations for Independence program provides up to $20,000 per home to help low-income seniors and people with disabilities finance home modifications for accessible, safe and independent living.
- Through the Community Partnership Initiative program, BC Housing provides advice, referrals to partnership opportunities, interim financing, and arranges long-term financing for non-profit societies to create self-sustaining, affordable housing developments.
- Amended the *Strata Property Act* to ensure strata lots remain eligible to be rented out.

Rental housing is a critical option for people looking for alternatives to home ownership: because of location; when they are new to a community; are in the midst of transition; they cannot afford to own their home; or because they prefer to make investments elsewhere. A third of households in B.C. rent (over 50 per cent in the City of Vancouver).



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The province has an aging building stock in need of repair and at risk of being lost to redevelopment due to growth pressures in major urban centres. Much of the existing affordable rental stock for lower-income renters, including single-family dwellings converted into rooming houses and suites within single family dwellings, is non-compliant with local government bylaws. Regulations can protect, enhance, or create amenities or services that benefit communities; they can also result in additional cost pressures for the property owner, costs which may be recaptured through rent increases or modification of the housing type to less-affordable forms.

Landlords and tenants seek confidence that services are accessible, fair, and managed within available public resources and that disputes are resolved in a timely fashion. Our rules must balance a landlord's interest in maintaining the property and realizing a return on investment, with the tenant's need for certainty, and their ability to pay. In addition, the demands for services that are progressive and keep up with the rapid pace of change are high. Citizens need information and services that are efficient, modern and easy to manage. Meeting these expectations requires anticipating key issues and developing new tools to remain responsive and flexible in an environment of constrained resources. Modern and efficient services contribute to increased confidence in the rental housing sector, which in turn results in increased attractiveness of varied housing options and greater supply.

Services available when you need them result in greater housing stability, decreased stress for citizens and increased quality of life. Housing stability prevents crises for citizens and costly emergency services. The services we provide must keep pace with evolving public needs, housing options and building standards.

GOAL: INCREASED SUPPLY, CHOICE AND IMPROVED ACCESSIBILITY OF RENTAL HOUSING FOR LOW TO MODERATE INCOME HOUSEHOLDS AND VULNERABLE POPULATIONS

- Expand successful financing programs for new affordable rental housing.
- Enhance rental assistance programs.
- Partner with non-profit housing sector, local governments and developers to increase housing options and ensure adequate supply of rental housing through innovation.

GOAL: STREAMLINED AND MODERNIZED SYSTEMS WHICH ADDRESS LANDLORD AND TENANT EXPECTATIONS FOR TIMELY AND EFFICIENT ACCESS TO SERVICES AND SUPPORT CONSUMER CONFIDENCE

- Transformation of Residential Tenancy Branch services to enhance services and meet growing and evolving demand.

Strategy 5: Homeownership

Homeownership continues to be a sound option for British Columbians.

In British Columbia, about 70 per cent of households own their own homes. For many British Columbians owning a home is an important investment towards financial security, wealth generation and retirement savings. An increasing number of homeowners live in strata developments, in part due to the high cost of land and single-family dwellings. Increasingly, home purchasers are making sacrifices in other areas of the family budget and looking for outside assistance in order to buy a home.

THE PROVINCE PROVIDES A WIDE RANGE OF PROGRAMS TO SUPPORT HOMEOWNERSHIP:

- The Home Owner Grant offers reductions in residential property taxes for the primary residence of homeowners when the value of the residence is within a designated limit.
- The First Time Home Buyers' Program is designed to help British Columbians purchase their first home by providing an exemption from Property Transfer Tax for homes valued below a certain threshold.
- The Province offers property tax deferment programs for property owners 55 years and older, a surviving spouse or person with disability, and those who support a dependent child.
- In 2009, the Province passed a number of amendments for better consumer protection and clarity in the Strata Property Amendment Act, including requiring better information disclosure for purchasers and allowing developers to permanently designate strata lots as eligible to be rented, regardless of ownership and any rental restriction bylaws subsequently passed by a strata corporation.
- Through the Homeowner Protection Office:
  - homes built by Licensed Residential Builders must have 2-5-10 year home warranty insurance — the strongest construction defect insurance in Canada; and
  - licensing fees have funded building science research that aims to improve the quality of residential construction and educate builders and consumers.





Despite these initiatives, families with moderate or even higher incomes have to work even harder and sacrifice more to afford to buy their own homes, and/or buy homes in the communities in which they work. Over the past several years, in many parts of the province, housing prices have increased far faster than household incomes. Although the most recent resale housing prices show a small decline in some regions of the province, it is uncertain how prices will play out over the longer term.

About one quarter of all BC residents now live in strata properties. This number is growing for many reasons, including a trend toward smaller household sizes; an aging population; emphasis on more compact, transit friendly neighbourhoods; the increase in strata units as investment/rental suites; and the greater affordability of some strata housing relative to other housing types. Strata properties are a popular choice for the convenience, security, added amenities and value. With nearly one million British Columbian's now living in strata units, it is important they be well managed, maintained and sustainable over the longer term with better options available when disputes arise.

The Province is working to build consumer confidence by strengthening the licensing of home inspectors to better protect homebuyers' interests. Consumers buying a home should be assured that their inspector is qualified and trained to help them purchase the largest investment in their lives.

There is an ongoing need to update our systems to ensure they are progressive and effectively support homeowners. Accessible, predictable and affordable systems and services protect a homeowner's investment, making the sector more attractive for developers and homebuyers.

GOAL: EFFECTIVE SYSTEMS THAT SUPPORT CONSUMER CONFIDENCE

» Develop an accessible, cost effective dispute resolution system for strata property owners.

» Targeted updates to the *Strata Property Act*, including removing barriers to critical strata repairs and enabling the redevelopment of aging strata corporations.

» Develop model for third party dispute resolution of home warranty claims.

GOAL: HOMEOWNERS ARE PROTECTED THROUGH CLEAR LICENSING REQUIREMENTS AND QUALIFICATIONS

» Strengthen home inspector licensing.

Strategy 6 : Built Environment

B.C.'s governance framework for housing, building and technical equipment safety is clear, effective and balanced

Legislation and regulations affect the everyday lives of British Columbians. They provide a governance framework for housing, buildings and technical systems and equipment.

Provincial leadership, in partnership with local governments and the construction sector, is the foundation for a modern, streamlined building regulatory system. Both local governments and industry have asked the Province to step up its involvement in the system to resolve long-standing issues. A modern, efficient regulatory system that keeps up with the rapid pace of change increases consumer confidence and economic productivity, and reduces risk and cost.

The regulatory system can encourage, or discourage, a diverse range of housing options. Today, particularly in larger urban centres, there is a push for integrated, transit-oriented communities which increase housing choice and result in greater affordability. To accomplish this, priority is placed on infill, redevelopment and green-space protection. Finding innovative solutions to increasing housing affordability is challenging and takes collaboration from across the public and private sectors.

SINCE 2008, THE PROVINCE HAS WORKED TO IMPROVE COORDINATION AND OPPORTUNITIES WITHIN THE BUILT ENVIRONMENT INCLUDING:

- Changes to the Limitation Act to reduce the ultimate limitation period to 15 years;
- Opportunities for the application of new technologies and innovation to achieve safety outcomes through Safety Management Plans under the *Safety Standards Act;*
- Increased limit for wood frame construction in residential buildings from four to six storeys; and
- Higher energy efficiency requirements for new construction.

The Province will continue to work with our local government and industry partners to create a regulatory system which is consistent, responsive, flexible to change, efficient and balanced.





GOAL: SAFETY RISKS ARE IDENTIFIED AND MANAGED APPROPRIATELY

» Establish a Uniform Building Code.

» Provide provincial guidance and expert evaluation of innovative building solutions.

» Review of the Safety Standards Act to ensure that it continues to provide the tools to effectively regulate new products, technologies and industries.

» Facilitate partnerships with, and provide education to, local governments and community agencies to encourage infill, redevelopment and higher density development.

GOAL: SAFETY, ECONOMIC AND SOCIAL INTERESTS ARE RECOGNIZED AND BALANCED

» Establish knowledge, skills and competency requirements for key participants in the system including licensed residential builders and building officials.

» Establish certification program for elevating device mechanics under the Safety Standards Act.

Summary

SHIFT 1: HEALTHY BUILDINGS, STRONG COMMUNITIES

Flexible, responsive and balanced regulatory systems improve safety, enhance affordability, protect the environment, safeguard our investments and promote healthy homes and communities.

- Establish a Uniform Building Code.
- Provide provincial guidance and expert evaluation of innovative building solutions.
- Review of the Safety Standards Act to ensure that it continues to provide the tools to effectively regulate new products, technologies and industries.
- Establish knowledge, skills and competency requirements for key participants in the system including licensed residential builders and building officials.
- Targeted updates to the *Strata Property Act*, including removing barriers to critical strata repairs and enabling the redevelopment of aging strata corporations.
- Establish certification program for elevating device mechanics under the Safety Standards Act.
- Strengthen home inspector licensing.

SHIFT 2: STABLE HOUSING, INCREASED CONFIDENCE

Modern, affordable and accessible services promote housing stability and increased confidence for renters, landlords and strata owners.

- Transformation of Residential Tenancy Branch services to enhance services and meet growing and evolving demand.
- Development of an accessible, cost effective dispute resolution system for strata property owners.
- Develop model for third party dispute resolution of home warranty claims.
- Enhance rental assistance programs.
- Improve supports for the homeless, particularly during transitions.





SHIFT 3: COMMITTED PARTNERSHIPS, GREATER CHOICE

The Province is a leader in facilitating strategic partnerships that increase housing options, decrease costs and promote effective, coordinated programs for all British Columbians.

- Maintain, upgrade and redevelop our existing social housing stock.
- Transfer stock to the non-profit housing sector where appropriate.
- Facilitate the redevelopment and renovation of existing social housing.
- Increase affordable housing options, including new social housing where needed.
- Expand successful financing programs for new affordable rental housing.
- Consider alternative approaches to building, maintaining and funding social housing which are adaptive to changing demands into the future.
- Promote partnerships in the development of housing and services for the homeless.
- Partner with non-profit housing sector, local governments and developers to:
  - Promote and leverage innovative and sustainable models for housing the homeless in social and private rental housing; and
  - Increase housing options and ensure adequate supply of rental housing through innovation.
- Strategically invest in areas which promote housing stability and prevent crises.
- Increase the capacity of the non-profit housing sector.
- Work with Aboriginal housing sector to enhance Aboriginal housing, support self-reliance of the sector.
- Support Aboriginal housing sector in promoting innovative, culturally appropriate and sustainable social and market housing options.
- Create strategic partnerships to take advantage of innovative opportunities and initiatives for the Aboriginal housing sector.
- Facilitate partnerships with, and provide education to, local governments and community agencies to encourage infill, redevelopment and higher density development.
- Work with our provincial and territorial partners to advocate for long-term federal funding.

Notes

For more information please visit:
www.housingmattersbc.ca
www.bchousing.org









BRITISH COLUMBIA

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AUG 15 2014

Ref: 17645

Mr. Shayne Ramsay
President, Provincial Rental Housing Corporation
1701 – 4555 Kingsway
Burnaby BC V5H 4V8

Dear Mr. Ramsay:

As the Minister Responsible for Housing, I am writing to provide direction to the Provincial Rental Housing Corporation (PRHC) regarding its role in implementing provincial government policy and its relationship with the British Columbia Housing Management Commission (BC Housing) Board of Commissioners for the period from April 1, 2014 to March 31, 2015.

As you know, the PRHC is an agent of the Crown, incorporated under the *Business Corporations Act*. Its mandate is to buy, hold and dispose of provincially owned social housing properties, and lease residential properties to non-profit societies and co-operatives. These functions support BC Housing in implementing government policy and direction it receives from the Board of Commissioners.

Direction to BC Housing is provided through the annual Government's Letter of Expectations. The letter sets out accountabilities general to government and specific to BC Housing. In addition, the BC Housing Board of Commissioners is accountable to the Minister Responsible for Housing.

PRHC is instrumental in the fulfilling of these actions through its role in securing and acquiring, holding, renovating, divesting and administering leases for social housing properties. In order to support BC Housing to meet its obligations, I would request that PRHC comply with the following:

- Work towards ensuring that PRHC's activities support and align with government policy and BC Housing's commitments, as articulated in:
    - The Government's Letter of Expectations to BC Housing for 2014/15
    - "Housing Matters BC", the provincial housing strategy
    - The BC Housing Service Plan for 2014/15 to 2016/17;

.../2

Ministry of Natural Gas Development
Minister Responsible for Housing
and Deputy Premier

Office of the Minister

Mailing Address:
PO Box 9052, Stn Prov Govt
Victoria, BC V8W 9E2
Phone: 250 953-0900
Fax: 250 953-0927

- Continue to provide, on a quarterly basis, a report to the BC Housing Board of Commissioners on PRHC activities involving property transactions, including purchases, divestitures, grants, leases, transfers, legal agreements, indemnity, acquisition and consolidation of properties, demolition, borrowing and selling price adjustments;
- Continue to provide, on a quarterly basis, unaudited quarterly financial statements for PRHC, including a Statement of Financial Position, a Statement of Operations, a Statement of Change in Net Debt, and a Statement of Cash Flows, to the BC Housing Board of Commissioners;
- Provide to me, within 30 days after March 31, 2015, a letter outlining PRHC's compliance with the above;
- Publish this letter and the above compliance letter from PRHC on the BC Housing website; and
- Provide audited financial statements and publish them in the BC Housing's Annual Service Plan Report.

Thank you for your anticipated cooperation.

Sincerely yours,



Rich Coleman
Minister and Deputy Premier