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Ministry of Housing 2024/25 Service Plan Framework

| Goal | Objectives | Key Strategies | Performance Measures |
|---|--|---|--|
| <p>Goal 1: People in British Columbia have access to attainable and affordable housing</p> | <p>Objective 1.1: Implement the Homes for People Plan</p> | <ul style="list-style-type: none"> • Having introduced legislation to enable secondary suites provincewide, work with BC Housing to launch the Secondary Suite Incentive Program. • Continue implementing changes that will expand the number of housing units allowed to be built in areas with single-family zoning. • Support the non-profit and co-op sector to preserve additional rental and co-op homes through the Rental Protection Fund. • Implement recently passed legislation to help local governments better regulate short-term rentals in their communities and establish a provincial role in the regulation of short-term rentals. • Establish and implement BC Builds to build housing for middle-income families, single people, and seniors. • Work with BC Housing to significantly expand the construction of co-op and supportive housing throughout B.C. • Strengthen governance structures, communication and reporting tools, oversight, operating systems, and performance monitoring among and between partners across government and with BC Housing. | <p>PM1a: Number of affordable and supportive housing homes completed, including affordable rental, co-op, and social housing, as well as HousingHub and the new BC Builds program</p> |
| | <p>Objective 1.2: Simplify and speed up approval processes for the housing sector</p> | <ul style="list-style-type: none"> • Continue implementing changes to B.C.'s planning and land use framework by supporting local governments to increase housing density through more efficient and effective development approvals. • Continue to implement the <i>Housing Supply Act</i> by engaging municipalities with the highest housing needs to set housing targets and increase the supply, availability, and affordability of housing for people with a range of incomes. • Work with the Ministry of Water, Land and Resource Stewardship to accelerate provincial permitting processes directly related to housing. • Work with local governments, First Nations governments and industry partners to develop a digital solution that makes building permit applications quicker, more consistent, and more collaborative. | <p>PM1b: Housing Supply Act: specified municipalities assigned housing targets (cumulative)</p> |

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Ministry of Housing 2024/25 Service Plan Framework

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|---|--|--|---|
| <p>Goal 2: People at risk of or experiencing homelessness have access to appropriate supports and services</p> | <p>Objective 2.1: Improve coordination of services to deliver improved outcomes for people living in Vancouver’s Downtown Eastside</p> | <ul style="list-style-type: none"> • Lead the Province’s ongoing implementation of the Supporting the Downtown Eastside Plan with government, community, and Indigenous partners to improve health and wellness in Vancouver’s Downtown Eastside. • Work across ministries, with BC Housing, and community partners to develop and implement encampment response and prevention through housing, supports, and services in Vancouver’s Downtown Eastside. • Work in partnership with the Government of Canada and the City of Vancouver to advance revitalization of single-room occupancy buildings in the Downtown Eastside. • Improve systems and supports coordination across ministry and government partners, with BC Housing, and community partners in Vancouver’s Downtown Eastside. • Partner and engage with First Nations and Indigenous organizations, community organizations, people with lived experience, and other levels of government on actions to prevent and reduce homelessness specifically in Vancouver’s Downtown Eastside. | <p>N/A</p> |
| | <p>Objective 2.2: Expand homelessness supports to include temporary and long-term housing options to support people to move indoors</p> | <ul style="list-style-type: none"> • Continue to implement and expand the province’s Integrated Support Framework, a model that enhances system coordination and access to health, social, and housing-related supports, to address the varied needs of individuals at risk of or experiencing homelessness. • Implement the Homeless Encampment Action Response Team (HEART) and Homeless Encampment Action Response Temporary Housing (HEARTH) programs to support people in encampments to move indoors. • Expand the new Supported Rent Supplement Program to help people successfully transition and remain stably housed in market rental units. • Support ministry partner initiatives that link to Belonging in BC including: the expansion of Complex Care Housing, supports and services to youth transitioning from government care, and the expansion of Community Integration Specialists. • Establish a Provincial Encampment Response Framework to respond to and prevent unsafe encampments through housing and support services, in partnership with other ministries, BC Housing, and | <p>PM2a: Percentage of homeless individuals who accessed housing and remained housed after 6 months at BC Housing managed housing programs</p> <p>PM2b: Number of supported rental supplements for people experiencing or at risk of homelessness</p> |

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Ministry of Housing 2024/25 Service Plan Framework

| | | | |
|--|---|--|---|
| | | others. | |
| Goal 3: British Columbians are supported with fair, efficient and effective rent and building standards | Objective 3.1: Provide citizen-focused service delivery for residential tenancy | <ul style="list-style-type: none"> Continue to find innovative ways to reduce wait times for landlords and tenants in dispute. Implement new dispute resolution services, such as facilitation, to empower citizens to resolve their disputes on their own, resulting in better outcomes for all. Increased emphasis on public education and providing landlords and tenants with resources to prevent and resolve tenancy disputes. Provide information, services, and decisions in a simple, accessible, and citizen-focused manner. | PM3a: Percentage of disputes heard within Residential Tenancy Branch service standards |
| | Objective 3.2: Deliver a building and safety regulatory system that is coordinated, effective and responsive | <ul style="list-style-type: none"> Play a leadership role in developing the national Building, Plumbing, Energy, and Fire Codes to ensure the needs and priorities of British Columbians are addressed when adopted as provincial regulations. Prioritize building and safety initiatives that provide more design flexibility for housing and reduce the costs of complying with existing standards. Work with local governments, First Nations Governments, and construction sector partners to identify and implement regulatory changes that encourage innovation while providing effective oversight. Deliver on commitments in CleanBC and the Roadmap to 2030 for building regulations that improve energy efficiency and reduce carbon emissions in new and existing buildings through the BC Building Code. | N/A |

Ministry of Housing

2024/25 – 2026/27 Service Plan

February 2024



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Minister's Accountability Statement



The Ministry of Housing 2024/25 – 2026/27 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.

A handwritten signature in black ink, appearing to be 'R. Kahlon', written in a cursive style.

Honourable Ravi Kahlon
Minister of Housing
February 14, 2024

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Strategic Direction

In 2024/25, the Government of British Columbia will remain focused on providing the services and infrastructure that people depend on to build a good life. Government will continue delivering results that matter to British Columbians including helping people with costs, attainable and affordable housing, strengthened health care, safer communities, and a secure, clean, and fair economy. Government will continue working collaboratively with Indigenous Peoples as it implements the Action Plan for the *Declaration on the Rights of Indigenous Peoples Act* and delivers initiatives that advance reconciliation in ways that make a difference in communities throughout the province.

This 2024/25 service plan outlines how the Ministry of Housing will support the government's priorities including the foundational principles listed above and selected action items identified in the [January 2024 Minister's Mandate Letter](#).

Purpose of the Ministry

The Ministry of Housing was formed in December 2022 to focus on the creation of increased housing supply that is attainable and affordable for people in British Columbia and to continue government's work to address the housing crisis for those in need. The Ministry of Housing:

- Works collaboratively with partners across governments and the housing sector to ensure all aspects of housing in the province are supported by effective policies, efficient processes, and fair regulations.
- Ensures that local governments can effectively advance the supply of attainable housing that their communities need, and that newly developed housing is located in the right places, contributing to complete, livable communities that provide a diversity of housing choice and a wide range of employment opportunities, services, and amenities.
- Ensures that the building and safety regulatory system in British Columbia supports a safe, accessible, energy efficient, and responsive built environment including the housing and buildings that communities need.
- Oversees regulatory and dispute resolution systems that support a safe and stable rental housing market and ensures there are robust building and safety standards to address the diverse needs and priorities of British Columbians in the built environment.
- Leads government's efforts to prevent and reduce homelessness.
- Is responsible for the British Columbia Housing Management Commission (BC Housing), a Crown corporation mandated to develop, manage, and administer housing options and supports on behalf of the provincial government across the housing ecosystem.
- Works closely with BC Housing to ensure government's social and supportive housing priorities are addressed, as well as homelessness supports and responses.

Operating Environment

British Columbians continue to face rising inflation, affecting affordability of housing and personal costs, coupled with low vacancy rates in both rural and urban communities. Societal priorities such as the effects of building construction and operations on climate change, and the need for buildings that are more resilient to the effects of climate change, are also affecting housing costs. At the same time, high rates of immigration and in-migration are contributing to record population growth in the province, further adding to growing housing pressures. These pressures are not limited to B.C., and growing national awareness of the challenge should support greater federal action on the issue.

The pressures of increasing housing costs have a larger impact on low-income households that are already struggling to make ends meet and contributes to housing instability as well as making it more challenging for people experiencing homelessness to find new housing. Statistics Canada reports that, in 2021, 13.4 per cent of B.C. households were living in core housing need (meaning that they lived in an unsuitable, unaffordable, or inadequate dwelling and could not afford alternative housing in their community).

A broad spectrum of housing is required to meet rising demand, and bold steps are being taken to accelerate the creation of new homes through initiatives such as local government density initiatives, streamlining the development approvals process, strengthening regulations for short-term rentals, expanding access to shelters and supportive housing across communities while improving the responsiveness of the residential tenancy system for landlords and tenants.

The Province is committed to true, lasting, and meaningful reconciliation with Indigenous Peoples in B.C. in alignment with the *Declaration on the Rights of Indigenous Peoples Act*, and the ministry is advancing this work across a number of initiatives, including through commitments in the Declaration Act Action Plan to work with Indigenous Peoples to build more on- and off-reserve housing. Indigenous Peoples are disproportionately represented among people experiencing or at risk of experiencing homelessness and are more likely to experience challenges finding suitable, affordable housing both on- and off-reserve. Work is underway within the Ministry of Housing to strengthen existing partnerships, build new relationships, and advance housing projects that support Indigenous leadership, input, and participation throughout the housing sector and across all ministry initiatives, including new legislation, policies, and programs.

As the strategic lead on housing, the Ministry of Housing plays a central role in coordinating ongoing implementation of the [Homes for People](#) and [Belonging in BC](#) plans. Housing is complex, with numerous initiatives that touch on and are led by other ministries across government. The ministry has established effective structures, processes, and mechanisms to ensure appropriate and effective oversight, collaboration, coordination, and performance monitoring. Work continues to improve these processes with a view to ensuring the delivery of affordable and attainable housing for people in B.C.

Performance Planning

Goal 1: People in British Columbia have access to attainable and affordable housing

Market forces over the past several decades have driven owner-occupied and rental housing costs to levels that are not affordable for many individuals and families. The inadequate supply of the right types of housing, including affordable housing and deeply affordable housing, amplifies this issue. Many communities in B.C. have had extensive single-family detached zoning, which limits more efficient use of the land to increase the supply of housing. The supply of long-term rental housing in B.C. is at risk due to trends toward redevelopment of these properties into stratified ownership and the rise of short-term rentals.

Objective 1.1: Implement the Homes for People Plan

The Ministry of Housing will continue to implement initiatives under the Homes for People Action Plan released in April 2023 to increase access to attainable and affordable housing in communities throughout the province.

Key Strategies

- Having introduced legislation to enable secondary suites provincewide, work with BC Housing to launch the Secondary Suite Incentive Program.
- Continue implementing changes that will expand the number of housing units allowed to be built in areas with single-family zoning.
- Support the non-profit and co-op sector to preserve additional rental and co-op homes through the Rental Protection Fund.
- Implement recently passed legislation to help local governments better regulate short-term rentals in their communities and establish a provincial role in the regulation of short-term rentals.
- Establish and implement [BC Builds](#) to build housing for middle-income families, single people, and seniors.
- Work with BC Housing to significantly expand the construction of co-op and supportive housing throughout B.C.
- Strengthen governance structures, communication and reporting tools, oversight, operating systems, and performance monitoring among and between partners across government and with BC Housing.

Discussion

The strategies above are components of the Homes for People Action Plan, which focuses on unlocking more homes faster; delivering better, more affordable homes; helping those with the greatest housing need; and creating a housing market for people, not speculators. More

than 114,000 units are anticipated to be delivered by 2027/28, with more than 77,000 complete or underway as of December 31, 2023.

In fall 2023, the Province passed new legislation to give local governments more effective tools for the enforcement of short-term rental bylaws to support the return of homes to the long-term housing market by limiting short-term rentals to principal residences, and to establish a provincial role in regulating short-term rentals. In 2024/25, work will continue to implement these changes by establishing a provincial compliance and enforcement unit to ensure all hosts and platforms are playing by the rules, new data-sharing with local governments, and a new provincial registry for short-term rental hosts and platforms.

[BC Builds](#) will be launched in February 2024 and will provide programs that will deliver affordable housing to middle-income households. BC Builds will be guided through four key principles: providing cross-agency leadership for faster development, improving the use of underutilized public lands, deploying innovative financial and non-financial tools, and exploring building innovation opportunities.

As part of delivering on its mandate, the Ministry of Housing also continues to support BC Housing in its mandate to develop and implement a new governance framework and oversight tools, as well as performance monitoring and coordination of cross-government housing initiatives.

Objective 1.2: Simplify and speed up approval processes for the housing sector

The Ministry continues to work with local governments to modernize the land use planning system and ensure that communities are supported in setting the conditions needed to understand and provide for identified housing needs.

Key Strategies

- Continue implementing changes to B.C.'s planning and land use framework by supporting local governments to increase housing density through more efficient and effective development approvals.
- Continue to implement the *Housing Supply Act* by engaging municipalities with the highest housing needs to set housing targets and increase the supply, availability, and affordability of housing for people with a range of incomes.
- Work with the Ministry of Water, Land and Resource Stewardship to accelerate provincial permitting processes directly related to housing.
- Work with local governments, First Nations governments and industry partners to develop a digital solution that makes building permit applications quicker, more consistent, and more collaborative.

Discussion

In fall 2023, the Province introduced new housing legislation to help build more homes faster by shifting local planning and zoning processes to happen more significantly 'up front' and help to deliver more small-scale, multi-unit housing for people.

Local governments are required to amend their zoning bylaws by June 30, 2024, to allow for either secondary suites or an accessory dwelling unit on single family lots, or in many places in B.C, three to six units of housing on single family or duplex lots. Monitoring for compliance and outcomes will continue through 2024/25.

Through this legislation, municipalities throughout B.C. are also required to update community plans and zoning bylaws on a regular basis to ensure that they have the zoning in place to meet the housing needs of current and future residents. Regular updates of the community plans and zoning bylaws will provide more opportunities for people to engage in shaping their communities. This is an important avenue for citizens to have, as housing projects that are consistent with official community plans no longer require public hearings.

As land use planning in B.C. shifts toward increasing proactive zoning, it is important to make sure that local governments can continue to create complete communities with the infrastructure and amenities people need. To help enable this, legislation was passed in fall 2023 that gives local governments new and updated development finance tools.

One of these tools is the new amenity cost charge, which enables local governments to impose charges on new developments to help pay for amenities like community centres, recreation centres, and libraries. The legislation also expands the types of infrastructure that development cost charges and development cost levies can be collected for to include fire-protection facilities, police facilities, and solid-waste and recycling facilities.

Throughout 2024/25, the Province will continue to support local governments in implementation of the new legislative requirements and development finance tools by providing manuals and guidance as needed.

The Province is taking action to drive change to expedite housing permitting processes at the provincial and local government levels. This will mean that anyone who wants to build new homes in B.C. will experience a seamless and efficient journey through the housing approvals process. As part of this work, the province is working with local governments, First Nations governments, and industry partners to develop a digital building permit and automated code compliance tool.

Performance Measures

| Performance Measure | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
|--|------------------|----------------|----------------|----------------|
| [1a] Number of affordable and supportive housing homes completed, including affordable rental, co-op, and social housing, as well as HousingHub and the new BC Builds program ¹ | 3,420 | 4,500 | 4,500 | 4,500 |

Data source: BC Housing's Central Property System database for measures

¹"Co-op" has been added to the description of the measure for accuracy, as the programs listed in the discussion section are open to both non-profit rental and co-op applications. The total numbers reported in previous years will have included co-ops, but the description of the measure did not explicitly note that until now.

Discussion

Performance measure 1a identifies the number of homes completed under all funding programs. These programs include Building BC and related programs launched since 2017. Targets for this performance measure are based on the completion of homes created through acquisition or new construction. The units forecasted to be completed in 2023/24 are projects from 2018 proposal calls. The forecasted units are based on known projects and estimated projects anticipated from recent funding calls to be awarded in 2024. Forecasts will be revised once further details are known.

| Performance Measure | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
|--|------------------|----------------|----------------|----------------|
| [1b] <i>Housing Supply Act</i> : specified municipalities assigned housing targets (cumulative). | 20 | 36-40 | 52-60 | 68-80 |

Discussion

The *Housing Supply Act* came into force by Regulation in spring 2023 and identified 47 specified municipalities. The Province consults with municipalities with significant housing needs specified in the regulation. This consultation occurs in groups of eight to ten, aiming to establish housing targets and monitor progress toward achieving those targets to deliver the housing that British Columbians need.

Changes to B.C.'s land use planning system introduced in fall 2023 require local governments to enable zoning to increase density and meet their housing needs for the next 20 years, and housing targets require specific local governments to take actions within their control to achieve a targeted amount of housing to meet that need.

Municipalities will be evaluated after six months, and every year thereafter, on their progress toward achieving the housing targets and actions taken to meet the target. The province will monitor progress and work with municipalities to better understand challenges and opportunities.

Goal 2: People at risk of or experiencing homelessness have access to appropriate supports and services

Addressing the needs of people experiencing homelessness requires a multi-level, cross-government, and cross-sector collaborative approach. The Province is a key partner in ensuring that vulnerable British Columbians have access to shelter, housing, health and social supports, safety, and stability, and can participate in their communities with dignity.

Objective 2.1: Improve coordination of services to deliver improved outcomes for people living in Vancouver's Downtown Eastside

The Ministry is leading work to implement the Provincial Partnership Plan to improve the wellbeing of the Downtown Eastside community and to support people to find stable housing.

Key Strategies

- Lead the Province's ongoing implementation of the [Supporting the Downtown Eastside Plan](#) with government, community, and Indigenous partners to improve health and wellness in Vancouver's Downtown Eastside.
- Work across ministries, with BC Housing, and community partners to develop and implement encampment response and prevention through housing, supports, and services in Vancouver's Downtown Eastside.
- Work in partnership with the Government of Canada and the City of Vancouver to advance revitalization of single-room occupancy buildings in the Downtown Eastside.
- Improve systems and supports coordination across ministry and government partners, with BC Housing, and community partners in Vancouver's Downtown Eastside.
- Partner and engage with First Nations and Indigenous organizations, community organizations, people with lived experience, and other levels of government on actions to prevent and reduce homelessness specifically in Vancouver's Downtown Eastside.

Discussion

The Ministry of Housing continues to lead the provincial response to homelessness and encampments in Vancouver's Downtown Eastside, including cross-ministry, government, and partner coordination to establish medium- and longer-term plans for improved outcomes. This includes ensuring housing, health, social, and cultural supports that are delivered across ministries, through BC Housing and community partners, are coordinated, accessible, and person-centred – and that plans address the distinct needs of residents in the Downtown Eastside.

Objective 2.2: Expand homelessness supports to include temporary and long-term housing options to support people to move indoors

The ministry is working on strategies and initiatives that will support people who are experiencing homelessness or who are at risk of homelessness to find stable housing through improved coordination between service partners that will reduce the burden on individuals to navigate access to systems and supports they need.

Key Strategies

- Continue to implement and expand the province’s Integrated Support Framework, a model that enhances system coordination and access to health, social, and housing-related supports, to address the varied needs of individuals at risk of or experiencing homelessness.
- Implement the Homeless Encampment Action Response Team (HEART) and Homeless Encampment Action Response Temporary Housing (HEARTH) programs to support people in encampments to move indoors.
- Expand the new Supported Rent Supplement Program to help people successfully transition and remain stably housed in market rental units.
- Support ministry partner initiatives that link to Belonging in BC including: the expansion of Complex Care Housing, supports and services to youth transitioning from government care, and the expansion of Community Integration Specialists.
- Establish a Provincial Encampment Response Framework to respond to and prevent unsafe encampments through housing and support services, in partnership with other ministries, BC Housing, and others.

Discussion

The key strategies fall within the mandates of *Budget 2022* Actions on Homelessness and the *Budget 2023 Belonging in BC: Homelessness Plan*, as part of the broader Homes for People Action Plan. The collective impact of joint actions under the Homelessness Plan will be monitored through a performance measurement and evaluation framework.

Performance Measures

| Performance Measure | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
|---|------------------|----------------|----------------|----------------|
| [2a] Percentage of homeless individuals who accessed housing and remained housed after 6 months at BC Housing-managed housing programs ¹ | 92% | 93% | 94% | 94% |

¹Data source: The Housing Registry’s Housing Connections software.

| Performance Measure | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
|---|------------------|----------------|----------------|----------------|
| [2b] Number of supported rental supplements for people experiencing or at risk of homelessness ^{1,2} | 1,500 | 3,000 | 3,000 | 3,000 |

¹Data source: Joint Provincial Rent Supplemental Framework

²Data reflects Budget_2022/23_ funding for service-provider allocations but may fluctuate with provincial implementation.

Discussion

These performance measures are indicators that BC Housing-managed supportive housing units and the Supported Rent Supplement Program are making progress on housing stability and the prevention of homelessness through the application of the Housing First model.

Measuring the percentage of individuals experiencing homelessness who access supportive housing and remain housed six months after placement is an important indicator of the success of a housing program because of the cyclical nature of homelessness. Individuals often experience homelessness more than once over the course of their lives. The longer an individual is housed, the greater the likelihood they will remain housed. These targets focus on the number of individuals experiencing homelessness who have remained housed six months from the date in which they moved into their home. Only individuals whose housing status can be verified at the six-month anniversary of being housed are included in this measure. The targets and metrics for this performance measure will continue to be reviewed and updated annually to ensure it reflects progress.

Targets for the Supported Rent Supplement Program are based on funding commitments from *Budget 2022*. The delivery of targets relies heavily on partnerships with other provincial, regional and community partners and is dependent on capacity and availability of market rental units.

Goal 3: British Columbians are supported with fair, efficient and effective rent and building standards

All British Columbians are deserving of fair rental and building safety protections that are effective, efficiently applied, and enforced.

Objective 3.1: Provide citizen-focused service delivery for residential tenancy

The ministry, through the Residential Tenancy Branch, fosters safe, secure, and sustainable tenancies by providing services that support landlord and tenant relationships. The Residential Tenancy Branch is continuing to focus on improving service through a continuum of information and dispute resolution services that are citizen focused, accessible, timely, fair, and flexible.

Key Strategies

- Continue to find innovative ways to reduce wait times for landlords and tenants in dispute.
- Implement new dispute resolution services, such as facilitation, to empower citizens to resolve their disputes on their own, resulting in better outcomes for all.
- Increased emphasis on public education and providing landlords and tenants with resources to prevent and resolve tenancy disputes.
- Provide information, services, and decisions in a simple, accessible, and citizen-focused manner.

Discussion

Ongoing pressures in the housing market and low vacancy rates have resulted in unique challenges for landlords and tenants and a greater need for Residential Tenancy Branch services. Successful tenancies benefit both landlords and tenants. Actions to improve and expand services at the Residential Tenancy Branch, greater public education, and proactive intervention will result in better service to citizens and support a healthy rental market in B.C.

Objective 3.2: Deliver a building and safety regulatory system that is coordinated, effective, and responsive

The building and safety regulatory system helps deliver safe homes for all British Columbians while advancing key provincial priorities such as housing affordability, accessibility, and energy efficiency.

Key Strategies

- Play a leadership role in developing the national Building, Plumbing, Energy, and Fire Codes to ensure the needs and priorities of British Columbians are addressed when adopted as provincial regulations.
- Prioritize building and safety initiatives that provide more design flexibility for housing and reduce the costs of complying with existing standards.
- Work with local governments, First Nations Governments, and construction sector partners to identify and implement regulatory changes that encourage innovation while providing effective oversight.
- Deliver on commitments in CleanBC and the [Roadmap to 2030](#) for building regulations that improve energy efficiency and reduce carbon emissions in new and existing buildings through the BC Building Code.

Discussion

Improving standards for buildings and safety systems (e.g. gas and electrical systems), helps to improve the lives of all British Columbians. Taking a leadership role in developing national standards, accessibility standards, and implementing CleanBC will ensure that the province has building regulations that align with the priorities of British Columbians.

An effective building and safety regulatory system helps deliver well-built homes for people, works to ensure that British Columbians are not exposed to unacceptable health and safety risks in their daily lives, and helps to address the current and future social, economic, and environmental issues related to buildings such as housing affordability, accessibility, and climate change.

Performance Measures

| Performance Measure | 2021/22 Baseline | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
|--|------------------|------------------|----------------|----------------|----------------|
| [3a] Percentage of disputes heard within Residential Tenancy Branch service standards ¹ | 5.2% | 17.79% | 50% | 75% | 75% |

Data source: RTB Disputes Management System (DMS)

¹RTB Service Standards are: a) 2 weeks for Emergency Applications; b) 6 weeks for Standard Applications (all applications that are not Emergency or Deferred); and c) 12 weeks for Deferred Applications (monetary claims only).

Discussion

Residential Tenancy Branch dispute volumes increased 22 per cent between 2018 and 2022, contributing to delays in scheduled hearings falling outside the Residential Tenancy Branch’s service standards. Additional resources and process efficiencies are expected to eliminate those hearing delays over three years and enable the Residential Tenancy Branch to schedule dispute hearings within 75 per cent of the service standard.

Financial Summary

| (\$000s) | 2023/24 Restated Estimates ¹ | 2024/25 Estimates | 2025/26 Plan | 2026/27 Plan |
|---|---|----------------------|------------------|------------------|
| Operating Expenses | | | | |
| Housing and Land Use Policy | 40,197 | 20,074 | 21,058 | 21,058 |
| Homelessness, Partnerships and Housing Supports | 20,540 | 23,648 | 23,864 | 23,864 |
| Strategy, Governance and Accountability | 750 | 1,286 | 1,286 | 1,286 |
| Housing Innovations Division | 0 | 2,000 | 2,000 | 2,000 |
| Transfer to Crown Corporations and Agencies | 816,940 | 980,293 | 1,020,441 | 1,020,874 |
| Executive and Support Services | 5,985 | 5,954 | 5,466 | 5,466 |
| Housing Endowment Fund Special Account | 12,884 | 12,884 | 12,884 | 12,884 |
| Total | 897,296 | 1,046,139 | 1,086,999 | 1,087,432 |
| Capital Expenditures | | | | |
| Executive and Support Services | 3 | 3 | 3 | 3 |
| Capital Funding Vote | | | | |
| Housing | 563,460 | 735,275 | 653,945 | 727,991 |
| Total | 563,460 | 735,275 | 653,945 | 727,991 |

¹ For comparative purposes, amounts shown for 2023/24 have been restated to be consistent with the presentation of the 2024/25 Estimates.

* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

Capital Expenditures

| Major Capital Projects (over \$50 million) | Targeted Year of Completion | Project Cost to Dec 31, 2023 (\$m) | Estimated Cost to Complete (\$m) | Approved Anticipated Total Cost (\$m) |
|--|-----------------------------|------------------------------------|----------------------------------|---------------------------------------|
| Stanley New Fountain Hotel | 2023 | 77 | 1 | 78 |
| <p>Through the Affordable Rental Housing (ARH) program, this five-storey, 142-unit mixed-use building, located at 23-51 W. Cordova Street in Vancouver, has been developed under a three-party agreement between the Provincial Rental Housing Corporation, Westbank Corp. and non-profit organization, PHS Community Services Society. This innovative partnership replaces old, poorly functioning buildings with new social and market rental housing in Vancouver's Downtown Eastside. The project is substantially complete with only trailing costs remaining related to deficiencies contingency. The ARH program establishes housing for people who have a low-to-moderate income but may not be eligible for subsidized housing, providing access to rents equal to, or lower than, average rates in the private-market.</p> | | | | |
| 1015 Hastings St. Development | 2025 | 29 | 122 | 151 |
| <p>This project, between partnership of BC Housing, the Vancouver Aboriginal Friendship Center Society (VAFCS), and the City of Vancouver aims to provide 80 shelter space, 25 supportive housing units, 87 affordable housing units, and 56 market rental housing units within a mixed-use building in Downtown East Side of Vancouver with a focus on housing urban Indigenous Peoples. PRHC signed a Development Agreement with Western Canadian Properties Group Ltd (Wesgroup) for the development and construction of the project. The market rental units will be subleased by PRHC to a third-party group. VAFCS will operate the shelter and supportive housing units at completion. The shelter spaces and supportive housing are funded through Supportive Housing Fund (SHF), and affordable housing units are funded through Affordable Housing Rental Housing (ARH).</p> | | | | |
| 58 W Hastings St | 2024 | 63 | 95 | 158 |
| <p>This project, between partnership of BC Housing, the Vancouver Chinatown Foundation, the City of Vancouver, Vancouver Coastal Health, and Canada Mortgage & Housing Corporation (CMHC), will create a 10-story concrete building of 231 unit mixed-use development consisting of income assistance and affordable rental units plus an integrated health centre in Downtown East Side. BC Housing will purchase 120 units through the Supportive Housing Fund (SHF).</p> | | | | |

| | | | | |
|--|------|----|-----|-----|
| Clark & 1st Avenue Housing Development | 2026 | 8 | 101 | 109 |
| <p>This 10-storey, 97-unit, mixed-use, Affordable Rental Housing (ARH) building is being developed by BC Housing Management Commission, in partnership with Vancouver Coastal Health and the City of Vancouver. It will serve low-to moderate-income households, and include a social enterprise space for local residents, focusing on Indigenous healing and wellness through employment and alignment with culturally informed treatment. The ARH program establishes housing for people who may not be eligible for subsidized housing but fall within the low-to-moderate income threshold, providing access to rents equal to, or lower than, average rates in the private-market. The building will be operated by S.U.C.C.E.S.S. Affordable Housing Society. Vancouver Coastal Health will also operate a Withdrawal Management Centre and 20 short-term transitional housing units, with The City of Vancouver operating a Commercial Retail Unit focusing on Indigenous healing and wellness through employment.</p> | | | | |
| Crosstown Development | 2024 | 54 | 18 | 72 |
| <p>Cool Aid Society is redeveloping this site, located at 3020 Douglas Street and 584 Burnside Road East in Victoria, in partnership with the Province, under the Community Housing Fund (CHF) and Supportive Housing Fund (SHF) programs. The project will be a 6-storey mixed-use building with 54 SHF units, 100 CHF units, as well as commercial spaces and a childcare centre that will be supported by funding from the Ministry of Children and Family Development (MCFD). The CHF unit mix includes a number of studio and one-bedroom units which allows for this mixed-use project to provide opportunities for SHF residents to move into independent rental as is desirable and appropriate.</p> | | | | |
| 128 to 134 E Cordova St | 2025 | 10 | 156 | 166 |
| <p>The Salvation Army is redeveloping its existing aging emergency shelter and transition facilities in Downtown Eastside Vancouver. The project site has consolidated seven lots as 130 E Cordova St to create a total of 70 supportive residential units, 134 year-round shelter beds, 50 seasonal shelter beds, 50 community residential units, and 46 long term housing units. Through Supportive Housing Fund (SHF), PRHC will purchase a total of 57 of these units, including 11 supportive residential units and 46 long-term housing units. Remaining units will be owned and operated by Vancouver Harbour Light Society.</p> | | | | |
| 320 Hastings St, E, Redevelopment | 2025 | 0 | 86 | 86 |
| <p>Through Indigenous Housing Fund (IHF) and Supportive Housing Fund (SHF), this project will create 68 Rent Geared to Income (RGI) and Deep Subsidy units in the Downtown Eastside Vancouver, and 35 units with 24/7 support services for qualified people who are experiencing homelessness or who are at risk of homelessness. This 11-story concrete building allows First United Church Community Ministry Society (FUCCMS), partnered with Lu'ma Native BC Housing Society, Canada Mortgage Housing Corporation (CMHC) and the City of Vancouver to redevelop its existing 60-bed year-round shelter site.</p> | | | | |

Appendix A: Public Sector Organizations

As of February 1, 2024, the Minister of Housing is responsible and accountable for the following organizations:

- [BC Housing Management Commission](#)
- [British Columbia Safety Authority \(Technical Safety BC\)](#)
- [Building Officials Association of British Columbia](#)
- [Safety Standards Appeal Board](#)

Table 1: Progress Status of Current (2022) Mandate Letter Items

| MANDATE LETTER ACCOUNTABILITY | STATUS |
|---|--|
| <p>Lead work to deliver the refreshed housing strategy with new initiatives that build on work already underway in urban, rural, remote and Indigenous communities. This strategy should:</p> | <ul style="list-style-type: none"> • Complete |
| <ul style="list-style-type: none"> o Establish BC Builds to build housing for middle-income families, individuals, and seniors | <ul style="list-style-type: none"> • BC Builds was launched on February 13, 2024, with the BC Builds Rental Supply Program, supported by a commitment from the province of \$950 million in funding, and a \$2 billion low-interest construction financing facility. • On February 21, 2024, the federal government announced an additional \$2 billion in additional financing to support BC Builds projects. • With both provincial and federal contribution, BC Builds is anticipated to start development of a minimum of 8,000-10,000 homes for middle-income households over the first five years. |
| <ul style="list-style-type: none"> o Ensure timely resolution of landlord/tenant disputes | <ul style="list-style-type: none"> • Several initiatives underway to increase efficiency of dispute resolution process and shift focus from adjudication to early intervention, consensual resolution, and verification that formal hearings are only scheduled for disputes that require them for dispute resolution. • The improved services are the result of up to \$15.6 million in additional funding, a 40% budget increase, the Province committed to the RTB in December 2022 to speed up and strengthen residential tenancy dispute resolution. The budget increase allowed the RTB to create nearly 50 full-time staff positions, including a doubling of the size of the Compliance and Enforcement Unit which has been achieved. • The process changes and staff added to date are yielding significant benefits. The total average wait times for participatory hearings in January 2024 have dropped by 42% compared to January 2023 and by nearly 53% when compared to November |

| | |
|--|---|
| | <p>2022 which was the final month preceding the Province’s investment in RTB in December 2022.</p> |
| <p>o With support from the Minister of Finance, establish a rental housing acquisition fund</p> | <ul style="list-style-type: none"> • Contribution Agreement with Society finalized prior to March 31, 2023, to establish the Rental Protection Fund • Objective is to preserve a minimum of 2,000 rental/coop units over the next three years • It was announced in February 2024 that the Rental Protection Fund has approved funding to preserve nearly 700 homes, with thousands of additional homes under funding consideration. |
| <p>o Introduce legislation establishing new tools for local governments to help them better regulate short term rentals in their communities</p> | <ul style="list-style-type: none"> • The <i>Short-Term Rental Accommodations Act</i> received Royal Assent on October 26, 2023, with the first round of regulations deposited on December 7, 2023. • The new rules will give local governments stronger enforcement tools and establish provincial oversight over short-term rentals. • Implementation of the Act will take a phased approach <small>Advice/Recommendations; Cabinet Confidences</small> |
| <p>o Introduce laws to legalize secondary suites province-wide and expand the number of units allowed to be built in cities using single-family home development permit processes; and</p> | <ul style="list-style-type: none"> • Legislation adopted in Fall 2023 that <ul style="list-style-type: none"> ○ allows a minimum of one secondary suite or detached accessory dwelling unit/ADU (laneway home) in all single-family/duplex residential zones; ○ allows a minimum of three to six dwelling units in select areas zoned for single-family residential or duplex residential |
| <p>o Include an effective flipping tax to fight increased costs caused by short-term flipping by investors</p> | <ul style="list-style-type: none"> • Flipping tax was introduced as part of Budget 2024. |
| <p>Work with Indigenous partners to identify and deliver on Indigenous housing priorities for the province</p> | <ul style="list-style-type: none"> • Ongoing engagement with Indigenous governments and organizations regarding Indigenous homelessness; including government funding to establish an Indigenous Advisory Committee led by an Indigenous organization which is now in place. |
| <p>With support from the Minister of Municipal Affairs, lead work across government to</p> | <p>Development Approvals Process Review</p> <ul style="list-style-type: none"> • Planning legislation adopted in Fall 2023 that: |

| | |
|---|--|
| <p>simplify and speed up provincial housing approval processes, working toward ‘one-stop’ provincial permitting – and support municipalities to streamline development approvals through the continued implementation of the Development Approvals Process Review</p> | <ul style="list-style-type: none"> ○ Requires all local governments to update housing needs reports (HNR) using a standard method, ○ Requires municipalities to plan for and engage communities on these needs in official community plans (OCP), every five years; ○ Requires municipalities to align zoning bylaws with the OCP and HNR to pre-zone for the 20-year total amount of housing their communities need; and ○ Eliminates public hearings for rezonings that are consistent with OCPs ○ Development finance legislation adopted in fall 2023 creates an authority to apply an amenity cost charge that is known upfront in the building process ○ Updates the scope of infrastructure for which development cost charges and development cost levies can be collected to include fire-protection facilities, police facilities, and solid-waste facilities. |
| <p>Implement the Housing Supply Act and work with municipalities facing the highest housing needs to set housing targets and fast-track construction and redevelopment of affordable homes for people with a range of incomes</p> | <ul style="list-style-type: none"> ● The Act came into force May 31, 2023; Regulation identified 47 municipalities which targets could be assigned. ● First cohort of 10 municipalities received housing targets in September 2023. <ul style="list-style-type: none"> ○ 6-month progress report due May 15, 2024. ○ Annual progress report due November 15, 2024, then yearly until 2028. ● Implement housing targets in a phased approach with 8-10 municipalities per cohort; 16-20 municipalities per year. ● Program review summer 2024: <ul style="list-style-type: none"> ○ Consider expansion of municipalities eligible to receive targets ○ Refinements to housing targets methodology ○ Client management and data analytics systems design/development underway |
| <p>Lead government’s work to better coordinate services to deliver improved outcomes for people living in Vancouver’s Downtown Eastside, with support from the Ministers of Mental Health and Addictions, Health, Social Development and Poverty</p> | <ul style="list-style-type: none"> ● Provincial lead to develop the Provincial Plan - Supporting the Downtown Eastside with all levels of government, Indigenous governments and organizations, and community providers. ● Partnering across ministries and with the City of Vancouver to address encampments along East Hastings Street and in Crab Park with the provision of supports, shelter and housing. |

| | |
|--|--|
| <p>Reduction, and Public Safety and Solicitor General, as well as Indigenous Peoples, external partners, and others</p> | <ul style="list-style-type: none"> • Continued work with federal and local government partners, BC Housing and community to develop a strategy for Single Room Occupancy hotels. |
| <p>Expand on the new homelessness supports launched in Budget 2022, including long-term housing to address encampments</p> | <ul style="list-style-type: none"> • Work underway to develop a Provincial Encampment Response Framework; inclusive of expansion of the Integrated Support Framework for encampments. • Partnering with BC Housing to establish Homeless Encampment Action Response Teams (HEART) in each region and Homeless Encampment Action Response Temporary Housing (HEARTH) program. • Ongoing funding for encampment supports for Year 3 of Budget 2022 funding. • Supported Rent Supplements have been launched in Year 1 and 2 priority communities, and discussions are underway to select Year 3 communities, in collaboration with BC Housing, HLTH and Health Authorities. • Conducted the third province-wide Point-in-Time homeless count in 20 communities across B.C. in spring 2023, building on the previous provincial counts in 2018 and 2020/21. Continue to support ministry partner initiatives that link to Belonging in BC including: the expansion of Complex Care Housing, supports and services to youth transitioning from government care, and the expansion of Community Integration Specialists. |
| <p>Support the Minister of Transportation and Infrastructure to implement transit-oriented development to advance sustainable communities along transit corridors to help achieve our housing and affordability goals, including targets for non-market units and non-profit housing</p> | <ul style="list-style-type: none"> • Legislation adopted in Fall 2023 that require some municipalities to designate Transit-Oriented Development Areas (TOD Areas) near transit hubs. Within TOAs local governments must: <ul style="list-style-type: none"> ○ Ensure minimum density levels are allowed ○ Remove parking minimums ○ Consider Provincial guidance when planning or amending zoning bylaws |

