

THE RELOCATION OF OAK PARK AND COLWOOD LAKES

September, 2017



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For more information please contact:

Address:

Pacifica Housing
827 Fisgard Street,
Victoria, BC V8W 1R9
E: communications@pacificahousing.ca
P: (250) 385-2131

www.pacificahousing.ca

EXECUTIVE SUMMARY

Pacifica Housing recently completed a large-scale tenant relocation project involving two family housing complexes located on the Westshore in Victoria, British Columbia. The project was initiated in anticipation of the redevelopment of Oak Park and Colwood Lakes, two of Pacifica's subsidized and low-income family housing complexes. Facing tight timelines and a challenging rental market, Pacifica successfully relocated a total of 25 households: 13 from Oak Park and 12 from Colwood Lakes—all within the deadline before redevelopment.

Pacifica undertook the relocation project in order to ensure that displaced tenants were protected in an increasingly formidable rental market. At Pacifica we have always understood that our role is so much more than being a landlord—we are a provider of homes. As such, our intention was to exceed the legal requirements regarding tenants during redevelopment and to meet the housing needs of each displaced family as best as possible.

With a vacancy rate of 0.5% in Victoria (CMHC, 2016) combined with the complex financial, medical/physical, and social needs of low-income tenants, this project was no small feat. Under the management of a designated Relocation Coordinator, Pacifica oversaw all aspects of the relocation project at the two redevelopment sites. Relocation efforts included liaising with Pacifica's Tenant Services and Private Landlord Liaison departments as well as leveraging connections with external landlords to find housing options that best met each household's unique needs. The success of this process was based on establishing clear lines of communication with tenants, setting guidelines for relocation options, and implementing a prioritization system that was tailored to individual tenant needs (e.g. mobility, finances).

At the end of the relocation period, a total of 19 households were re-housed at alternate Pacifica buildings and six households were rehoused in the private market. All tenants who required priority housing were identified and successfully housed in the Westshore. As best as possible, all other tenants were housed in their chosen communities. Pacifica assisted tenants through a variety of methods (e.g. moving cost reimbursements, rent reimbursements, a rent

abatement program) in order to ensure their continued success and independence in their new homes.

Throughout the process, piloted for the first time at Pacifica, the organization learned the steps and procedures that were critical for success. These included the following:

- Using the services of a Relocation Coordinator;
- Establishing clear lines of communication within Pacifica and with other agencies and landlords in the community; and
- Setting clear guidelines for ensuring that tenants felt like they had fair treatment and equal recognition of their needs.

The success of the project was also due in no small part to an attitude of flexibility, understanding and commitment to tenants' well-being on the part of Pacifica relocation staff. In future projects, Pacifica is committed to drawing from this experience to ensure that tenants feel safe throughout a relocation process and successfully achieve affordable, secure housing.

RELOCATION PROJECT

Introduction

In 2016 Pacifica Housing proposed the redevelopment of two of the agency’s Westshore family housing complexes—Oak Park and Colwood Lakes. These two properties, which have 57 combined households, are in poor condition and need expensive repairs. The amount of resources required to upgrade the two properties, compounded by the increasing demand for affordable housing in the capital region, led to the decision to create two upgraded development projects through the demolition of 25 units. The two new developments will provide a total of 151 homes for low income individuals and families in the Western Communities. They are titled the Oak Park Development Project and the Helios (or Colwood Lakes) Development Project.

Oak Park Development Project

Oak Park is a 25 townhouse-unit complex and is the first of the two new construction projects being completed by Pacifica Housing. The first phase includes the demolition of 13 units and the construction of a four storey apartment complex. The project involves a newly densified site located at 616 Goldstream Avenue in Langford, BC. The project is valued at \$19,000,000, with Pacifica contributing \$3,000,000 in land, BC Housing granting \$6,500,000 and the rest of the finance coming through rental income from the newly constructed units. With onsite construction beginning on October, 2017, we are building 73 units of affordable housing: 8 studios, 41 one bedroom, 12 two bedroom, 8 three bedroom and 4 four bedroom units in place of the original 13 townhouses (See Table 1).

Table 1: Oak Park - Units of affordable housing that will be available in winter of 2018.

Oak Park - Affordable Housing Units	
Unit Type	Number of Units
Studio	8
1 Bedroom	41
2 Bedroom	12
3 Bedroom	8
4 Bedroom	4
Total Number of Units	73

The overall construction period is scheduled for approximately 14 months with project completion in the fall of 2018. After completion, we intend to relocate the tenants in the remaining 12 units to the new building and begin Phase 2 of the project, a further 87 units in a 4 to 6 storey building.



Figure 1: Oak Park Phase 1.

Helios Development Project

Helios, formerly Colwood Lakes, currently consists of 32 townhouse units and is the second of the new construction projects being completed by Pacifica Housing. The project involves a newly densified site located at 2006 Sooke Road in Colwood, BC. The project is valued at \$24,000,000, with Pacifica contributing \$4,000,000 in land, BC Housing granting \$8,400,000 and the rest of project financing being supplied through rental income from the newly constructed units. Construction is anticipated to start in late October of 2017, and we are building 82 units of affordable housing: 8 studios, 32 one bedroom, 21 two bedroom and 21 three bedroom units in place of the original 12 tired, ‘past-life’ townhouses (See Table 2). A total of 24 townhouses will remain.

Table 2: Helios - Units of affordable housing at Helios that will be available in Spring 2019.

Helios - Affordable Housing Units	
Unit Type	Number of Units
Studio	8
1 Bedroom	32
2 Bedroom	21
3 Bedroom	21
Total Number of Units	82

The overall construction period is scheduled for approximately 14 months with project completion estimated for early 2019.



Figure 2: Helios

Relocation Summary

Oak Park and Colwood Lakes originally housed a combined total of 25 households in subsidized family and affordable rental housing units that were to be demolished to create new housing. All 25 households needed to be rehoused in order for the two projects to go forward.

These households were comprised of a diverse population, including single parents, young families, seniors, couples, singles and older adults living with grown up children with disabilities. The population also had a diverse range of incomes. As an affordable housing provider, Pacifica Housing follows the National Occupancy standards in considering applications for housing; this means certain numbers of rooms are allotted per number of household members, depending on factors such as age and gender for children or status as a couple. Pacifica had to take all of these factors into account when finding suitable new housing for the tenants who were relocating.

SCOPE OF THE RELOCATION CHALLENGE

Rental Market

In order to build 155 new units of affordable housing, Pacifica recognized that the 25 households residing in the original townhomes would need to be rehoused. The vacancy rate in Greater Victoria has rapidly declined to 0.5% while market rent prices continue to rise (CMHC, 2016). As a result, many households cannot find adequate housing or are vulnerable to spending more on housing than they can afford. While Pacifica's plan to increase the affordable housing stock by building new units would help ease the housing crunch, the 25 displaced households would be left vulnerable as they navigated a challenging rental market. The Residential Tenancy Act permits tenancies to be terminated with two months' notice for major construction with the equivalent of one month's rent for compensation. Understanding that 2 months does not give low income households adequate time to access housing, Pacifica intended to go beyond the legal requirements in supporting displaced tenants.

Housing Relocation Coordinator

Pacifica hired a Housing Relocation Coordinator to offer alternative housing options to the current tenants as well as to connect them with other needed supports. The Relocation Coordinator was allied with Pacifica’s Tenant Services & Private Landlord Liaison to find potential housing options with each family’s unique needs in mind. In addition, the tenants facing relocation were reimbursed \$500 to cover moving costs, and they were offered priority in moving back to the new development after completion.

Construction Project 1: Oak Park Units & Family Composition

The 13 townhouses facing redevelopment at Oak Park were made up of 6 two-bedroom units and 7 three-bedroom subsidized units for families (See Table 3). All 13 consisted of single mother households, who had lived on the property for up to 15 years, with gross annual incomes ranging from \$16,200 – \$43,400 (\$22,300 on average). Applicants for subsidized units are selected from the BC Housing registry and are housed according to the National Occupancy Standards which determines the size of unit per number of occupants.

Table 3: Oak Park Existing Units

<i>3 bedroom units</i>	7
<i>2 bedroom units</i>	6
Total Units	13

With all the households qualifying for subsidy (paying thirty percent of their income for rent), and of a comparable demographic, many had similar housing needs. Nonetheless, Oak Park families were not without complexities that presented challenges for relocation. As an example, ‘empty nester’, over-housed tenants were difficult to manage with limited 1 bedroom subsidized units to offer them. Over-housed tenants with grown up children were left with few options, as other unit sizes were prioritized to maximize occupants. Another challenging situation was the lack of reliable forms of transportation between urban centres with tenants holding secure employment within their community. Moreover, some tenants were concerned

about the impact of moving on their high need children, where stability had been critical to the children’s progress. One tenant had just begun treatment for a serious medical condition that made it pressing for her to remain in her community.

In most cases, tenants had active networks, services and other important connections within their communities, and they were reluctant to leave even for a temporary time. Furthermore, the fact that two of Pacifica’s major housing complexes (both within a relatively close location) were being redeveloped at the same time would eliminate relocation options, thereby making it that much more difficult to rehouse many of the households.

Construction Project 2: Colwood Lakes Units & Family Composition

The 12 townhouses facing redevelopment at Colwood Lakes consisted of ten 3 bedroom and two 2 bedroom low-end market and regular market units (See Table 4). Families residing in the low-end market units faced the challenge of not qualifying for housing subsidies due to their level of income or family composition. However, most market units were beyond their financial means. There was the risk that they would “fall through the cracks” unless Pacifica worked to find them similarly affordable units.

Table 4: Colwood Lakes Existing Units*

<i>3 bedroom units</i>	10
<i>2 bedroom units</i>	2
Total Units	12

*Note: This table outlines the total number of units (i.e. 12) but does not reflect the over-housing that existed as a result of the building’s previous ownership. Over-housing resulted in an even higher need for suitable housing spaces during relocation.

Colwood Lakes presented a unique challenge in that Pacifica acquired the property from a different owner several years before. This implies that tenants were not selected by Pacifica, thereby creating a huge variation in demographic and income levels. The Residential Tenancy Act sets the extent to which landlords can raise rent each year, and many Colwood Lakes

households were still paying extremely low rates that were relatively unfounded in the private market. The monthly rent for the 12 households ranged from \$362 - \$1,200, with an average rent of \$910 per month, and their gross annual incomes ranged roughly between \$18,052 and \$78,750. A total of seven households had lived on the site for less than 10 years; two for between 10-15 years; and three of the households lived on the property for roughly 30 years. Residing in the 12 units were six single parent households, one middle-aged couple, two single occupants (one being a disabled senior), one two-parent family, one senior mother residing with a grown up disabled son, and two grandparents living with their young adult grandchildren.

The 12 tenants at Colwood Lakes had complex housing needs regarding their children, health, and income. One mother had spent years fighting for resources for her special needs child in her school district, and she was not prepared to move out of the area. Another household had significant health issues within their family; one family member was going blind and was told by health professionals that they would lose their legs in the next year. A different member of the same household had a serious heart condition. Having only moved in one year prior, the thought of moving again placed incredible stress on the family. A wheelchair-bound senior with a physical disability and hoarding behaviours also lived alone on the property in a two bedroom unit for 30 years. The relocation challenges related to this specific tenant included emptying the unit of belongings and downsizing in order to move from a two bedroom to an accessible and affordable unit available: a studio. One tenant was concerned about the possibility of mould in her unit, adding another layer of urgency in finding housing.

Similar to Oak Park, tenants of Colwood Lakes were reluctant to leave their connections, communities, and other supportive networks.

Pacifica's Housing Stock

During the initial stages of relocation, Pacifica assessed housing availability across the Capital Regional District (CRD). The Capital Region District (CRD) is divided into 13 different municipalities over Southern Vancouver Island. Pacifica has housing units in five of these municipalities including Victoria, Saanich, Esquimalt, Langford and Colwood; most of these housing units are located in the Greater Victoria region. The two complexes in Colwood Lakes and Oak Park (Colwood and Langford respectively) are in close proximity to each other and centrally located to key amenities in the Westshore area.

There was a need to set clear guidelines and implement a proper prioritization system when offering available Pacifica housing units to relocating tenants. Again, the vast majority of displaced tenants from both Oak Park and Colwood Lakes desired to remain in the Westshore or as close to the area as possible. Pacifica Housing manages five properties in the Western Communities including Colwood Lakes and Oak Park. The remaining units at Oak Park and Colwood Lakes included seven 3 bedroom subsidized, six 2 bedroom subsidized, three 2 bedroom market, and nineteen 3 bedroom market units. If vacancies came up in these units, they would be offered to tenants with the understanding that Phase II of redevelopment could occur, requiring them to relocate again—either to the new building upon completion, or elsewhere. Apart from the units to be demolished, Pacifica manages the following subsidized units in the Westshore: Eleven 3 bedroom units, and six 2 bedroom units. In addition, forty-four 3 bedroom and twenty-three 2 bedroom units can be flipped between affordable market and subsidized housing according to need and Pacifica's operating agreements with BC Housing. Apart from these units, Pacifica Housing runs over two hundred units of subsidized housing, and over two hundred units of market or affordable units in Greater Victoria. Tenants were made to understand that the more flexible they were in terms of location, the sooner they could be offered vacancies, as many tenants were opting for vacancies within the Westshore community only.

MEETING THE CHALLENGE

Selection Process for Determining Housing

1. Group Meeting

All tenants impacted by the redevelopment were invited to a meeting (in December 2016) where the Housing Relocation Coordinator was introduced to them. The purpose of the meeting was to actively involve residents and to give them the space to voice their thoughts and concerns to the Relocation Worker and other Pacifica staff in attendance. Pacifica staff shared as much known information as possible with residents and wrote down questions. A follow up letter was sent to all tenants summarizing the meeting with guidelines for relocation and answers to many of the frequently asked questions.

2. Individual Meetings

Before tenants could be considered for vacancies, they were required to meet with the Relocation Coordinator and submit the required income verification documents. During these initial individual meetings, the Housing Relocation Coordinator had informal conversations with tenants with the goal of building rapport and gathering information. The Housing Relocation Coordinator asked questions pertaining to their household, employment, children (when applicable), transportation, location preferences, and pets. At this time, no information was given about vacancies, eligibility, or their position on a priority list. Additional meetings could be held later on to share this information if necessary.

3. Applications Processed and Screened for Eligibility

Once the tenants' income documents were submitted and the initial meeting was held, the Relocation Coordinator went through available Pacifica units and created a shortlist of tenants who were eligible for the units based on their income, location criteria, pet ownership, bedroom size, and subsidized eligibility requirements (when applicable).

4. Committee Discussion

A committee came together to discuss the unique circumstances of the short-listed households for relocation into available Pacifica units. The committee was comprised of representatives from Pacifica's Tenants Services department and Development team as well as the Relocation

Coordinator. The committee looked at the following criteria when considering applicants for vacancies:

- Children/dependents in school district
- Special needs of children
- Medical needs
- Location of employment
- Transportation

Other factors that came into the discussion and influenced who was offered what unit included tenant history, and health and safety factors (for example, potential for mold in units) as advised by Pacifica's Directors. The committee discussion helped reduce individual biases and ensured that there was consensus on who was most in need of particular units.

5. Official Offer & Unit Showing

The selected tenant was contacted with an official offer, and a showing was set up with the Housing Relocation Coordinator. At the showing, the tenant signed off that they had viewed the unit and were given the opportunity to accept or decline. If necessary, they were allotted 48 hours to consider the offer so as to not prolong the process. If the offer was accepted, tenants were given a tentative move-in date and were advised that their Tenant Services Coordinator would coordinate an appointment to sign the required paperwork. If the unit was declined, the tenant was advised that the unit would be offered to the next tenant, and they would be contacted if and when another unit that matched their criteria became available. Tenants would only be offered up to two units, and if both were declined, they would need to wait until everyone else being relocated had received offers. Letters were sent to tenants for documentation.

6. Moving & Security Deposits

After signing paperwork, tenants were given up to 15 days to transition between units. This would give them time to bring multiple loads of smaller boxes over to their new home and ideally restrict the use of the moving companies to larger items. At the end of the allotted period for moving, tenants were required to sign off on their move out and return their keys.

With an acceptable move out, their security deposit would be transferred to their new unit (if being housed internally). If their new unit required a larger security deposit than what was paid originally, they were required to pay the balance.

7. Moving Expenses

Tenants submitted receipts for moving expenses and were reimbursed during regular cheque issue periods. They were given the choice of crediting the amount to their account or being issued a cheque.

RESULTS OF RELOCATION EFFORTS

Summary of Relocation and Housing Transitions

At the end of the relocation period, a total of 19 households were re-housed in Pacifica housing, and six households were rehoused in the private market. A total of 12 out of 13 Oak Park households and seven out of 12 Colwood Lakes households were rehoused through Pacifica. The single Oak Park tenant that was housed in the private market had the desire and means to move out of subsidized housing. The majority of median income, single-parent households in Colwood Lakes were rehoused successfully through Pacifica.

Other tenants who had the financial means to access housing in the private market were encouraged to do so, and reference letters were written on request to help facilitate a smooth transition. These tenants were also offered market units at our two housing complexes, The Wing and Wilson Walk; however, they declined to move from a townhouse to an apartment outside of their community. They were also offered a rent abatement program, to accommodate the transition from paying \$972.60 to \$1,600 per month in rent. Other Colwood Lakes households had more difficulty qualifying for housing as they were low-income, yet over housed in available units. These households generally held out until the end of the process, when we were able to make some final offers of housing and rehouse them successfully.

We were able to successfully house all of the tenants that were identified as priority for obtaining housing in the Westshore and housed as many others as possible within their communities. Those who had reliable transportation and employment in Victoria were

encouraged to accept offers of units in Saanich (which is easily accessible to the highway) to avoid gambling with vacancies before the deadline for relocation. As time progressed, tenants became more open to accepting offers and were comforted to know that they could move back to the new building if they were not happy with their new accommodation.

Some tenants required additional negotiations about what was offered to them before they could relocate to the private market. One Colwood Lakes tenant accepted compensation of two months' rent in exchange for a vacate date of June 30, 2017. Another tenant accepted compensation of one month's rent and declined the use of moving expenses.

Table 1: Summary of Relocation Results

Total Number of Households Relocated		
	To other Pacifica complexes	To private market housing
<i>Oak Park</i>	12	1
<i>Colwood Lakes</i>	7	5
Total:	19	6

Table 2: Timeline of Events

Date	Events	Total Housed	%
<i>Summer 2016</i>	<ul style="list-style-type: none"> Redevelopment proposed to tenants 	0	0%
<i>November 2016</i>	<ul style="list-style-type: none"> Relocation Coordinator on board & training 	0	0%
<i>December 2016</i>	<ul style="list-style-type: none"> Group meeting held 	0	0%
<i>January 2017</i>	<ul style="list-style-type: none"> Individual meetings underway 2 households rehoused 	2	8%
<i>February 2017</i>	<ul style="list-style-type: none"> 5 households rehoused 	7	32%
<i>March 2017</i>	<ul style="list-style-type: none"> 3 households rehoused 	10	44%
<i>April 2017</i>	<ul style="list-style-type: none"> 6 households rehoused 	16	64%
<i>May 2017</i>	<ul style="list-style-type: none"> 1 household rehoused 	17	68%
<i>June 2017</i>	<ul style="list-style-type: none"> 4 households rehoused Oak Park completely emptied. Demolition to begin. 	21	84%
<i>July 2017</i>	<ul style="list-style-type: none"> 2 households rehoused 	23	92%
<i>August 2017</i>	<ul style="list-style-type: none"> 2 months notice served to remaining 2 households in Colwood 	23	92%
<i>September 2017</i>	<ul style="list-style-type: none"> 1 household rehoused 	24	96%
<i>October 2017</i>	<ul style="list-style-type: none"> Final household rehoused Colwood Lakes completely emptied. Demolition to begin. 	25	100%

Costs

Pacifica kept detailed records of all financial transactions associated with the tenant relocation project. This included an archive of all invoices for tenant-claimed moving expenses (up to \$500 per household). Pacifica also tracked the following financial information: the number of tenants that had one month free rent as legally required under two months' notice to vacate (one tenant was compensated \$982.70 and the other \$362) ; the number of tenants that negotiated two months' free rent in exchange for a specific vacate date (due to their circumstances, one household didn't pay their monthly rent of \$1,200 for two months), and tenants who were given a free month's rent without the use of moving expenses (one household received one month free at \$982.70). The final cost included the salary of one full-time Relocation Coordinator, who costed \$13,042.73 gross for the period of six months.

RECOMMENDATIONS FOR FUTURE AND KEY LEARNING

Pacifica gained highly valuable information and experience as a result of this first-time relocation project. We have outlined the following key points for reference in future projects:

Maintaining Set Guidelines: Pacifica experienced the benefits of having set guidelines for relocation that were clearly established at the beginning of the process that involved collaboration across relevant disciplines within the agency. For example clear guidelines included the following: the unique factors that would determine prioritization or ‘who is offered what’; how security deposits would be handled; expectations for cleaning units (e.g. appliances and other assets that would be repurposed would need to be cleaned); and timeframes for moving between Pacifica’s units. It is recommended that some guidelines are set with the input of tenants so as to better achieve a process that is deemed to be fair and equitable.

Managing Emotional Reactions of Tenants: When faced with relocation, tenants experience a wide range of natural human reactions, including anger, fear, despair and anxiety. Part of Pacifica’s role in the relocation project was to manage these emotional reactions as best as possible so that tenants can transition smoothly through the relocation process. More specifically, we learned the importance of preparing for complaints and other front-line challenges that come as a result of occupants being close neighbours while experience housing prioritization. When neighbors see that a friend has priority for a new apartment, this often sparks anger and the other negative emotions. In these situations, we learned the importance of determining the difference between needs and wants (i.e. some tenants strongly assert their wants as needs) according to set criteria. This helped us communicate to angry tenants why their neighbors might have priority in being offered a unit. Clear communication according to set structures for rehousing helped calm tenants who felt that they might be overlooked or “falling through the cracks.”

Having a Relocation Coordinator: Having a relocation coordinator, who was designated with the primary task of rehousing tenants, reduced the workload of other agency staff and make tenants feel prioritized and supported.

Maintaining a Collaborative Approach: Through a collaborative approach, we found creative solutions to maximizing available housing for tenants. As an example of this approach, the Housing Relocation Coordinator worked with Tenant Services looking at their internal lists of over-housed tenants and requested transfers. It was found that some tenants living in the Westshore desired to move into Greater Victoria, and thus began a shuffling process to maximize the amount of tenants achieving housing in their desired communities. The Relocation Coordinator also required support from other teams. For example, the accounting department needed to be consulted on key pieces such as security deposits and reimbursement, while Maintenance needed to be consulted on cleaning requirements and timely turnovers for relocation units. We experienced the huge benefits of holding regular meetings with key parties throughout the agency, and recommend this as a critical component for success in any similar relocation projects.

Collaboration with Other Agencies: When looking to other housing providers, BC Housing will boost tenants' priority on the housing registry once they have been served an official notice to vacate. Although other housing providers collaborated by offering subsidized housing vacancies, our tenants found the housing offered through Pacifica to be more suitable to their needs. There is a need to develop effective ways to share information across agencies to help boost relocation opportunities.

Communicating the Process: Some tenants misunderstood the two-offer system and thought they would automatically be offered two units. With limited availabilities and restricted criteria, some tenants were hard-pressed to be offered one unit of housing. Because tenants wanted to wait for their ideal unit, many made it clear that they did not want to be offered anything else. This made it challenging when availabilities came and went that were not offered for relocation. There is a need to hold clear communication about what can and cannot be done or offered and remain consistent in being fair and equitable to all tenants. Moving expenses must go directly to tenants and not be applied to old debts on account. We should develop more information packets for tenants as well as an application to be considered for relocation that tenants can fill out.

Maintaining Consistent Timelines: Pacifica experienced the critical importance of clear communications not only within the organization, but externally with the construction company. It was important to be able to communicate dates and timelines regarding when tenants would be expected to vacate their units prior to demolition. In order to ensure that tenants' could feel safe and secure in planning their moves, Pacifica insisted that construction dates remain stable. Being prepared with set dates was important for setting goals with tenants and being organized for approaching deadlines.

REFERENCES:

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“Residential Tenancy Act” (2002). *BC Laws*. Accessed: 16 Aug, 2017.
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APPENDIX A: Tenant Checklist of Colwood Lakes and Oak Park



PACIFICAHOUSING

Affordable homes. Better lives.

PACIFICA HOUSING ADVISORY ASSOCIATION

827 FISGARD STREET VICTORIA BC V8W 1R9

PHONE 250-385-2131 | FAX 250-385-6776

WWW.PACIFICAHOUSING.CA

Pacifica Housing Advisory Association **Cleaning Requirements Checklist for Vacating Tenants**

Date _____

Unit _____

Your Pre- Move was completed on: _____

Your Move Out Inspection is on: _____

Please contact 250-385-2131 EXT 115 If you have any questions or concerns

Using the list below will make it easier in preparation for moving out:

- ◇ All cupboards inside and out
- ◇ All window tracks, windows inside, outside windows (if accessible)
- ◇ All bathroom fixtures (toilet, shower/tub, sink)
- ◇ All floors cleaned
- ◇ Refrigerator: inside, sides, top and underneath
- ◇ Stove/Range : oven, inside, outside, underneath, under elements , all racks
- ◇ Storage areas (all debris is removed and cleaned)
- ◇ Patio area, carport, outside entrance: no debris and floors are cleaned
- ◇ Have all keys ready: mailbox, bike room, unit keys, laundry, garage and remotes

Completed By: _____

Thank You for your cooperation.

APPENDIX B: Community Consultation Follow-up



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PACIFICA HOUSING ADVISORY ASSOCIATION

827 FISGARD STREET VICTORIA BC V8W 1R9

PHONE 250-385-2131 | FAX 250-385-6776

WWW.PACIFICAHOUSING.CA

December 1, 2016

Oak Park and Colwood Lake Residents

Follow-up to the November 29, 2016 Community Consultation

Thank you for taking the time to come and meet with us on Tuesday evening November 29, 2016. We appreciate your time and all of the concerns, questions and energy that you brought to the meeting. In total 30 adults and 8 children attended to meeting.

This document is designed to provide you with the content that was discussed at the meeting and to respond to questions we did not have answers for at the time.

As stated in the meeting, our number one priority in this process is to work with all of you to find you housing that is most suitable and appropriate for the needs of you and your family.

We understand how stressful the process of moving is and are available to answer any questions and concerns that you have throughout the duration of this process. All questions and concerns should be forwarded to Elise at the contact information provided below.

During this meeting we discussed:

1. The steps and criteria for the choosing housing in this relocation process (later in this document).
2. We also shared a little bit about what to expect from the time when living with construction:
 - a. Timing on the process:
 - We anticipate that construction will begin in June;
 - Construction will take approximately 18 months to complete
 - The early stages are the noisiest
3. We are in the applying for permission for constructions trucks to enter the property from the front of the property at Colwood Lakes (sooke rd) and that in Oak Park, trucks will be entering off of Goldstream road for Oak.

4. We have clarified that at this point there is no intention for a phase two development at Colwood Lakes.

5. We also spent a significant amount of time answering questions and documenting questions that we were unable to answer at the time of the meeting (please see below for answers to those questions).

As previously mentioned, Elise is your contact point for this process. She is currently in the process of contacting everyone to set up meeting times and dates. If you have not heard from her and have questions, or are ready to get the process started sooner Please feel free to contact her at the contact information provided in this document.

please contact Elise for any questions that you might have regarding this process, and PLEASE be sure to contact Elise to setup a meeting so that we can gather information and begin to process your application for relocation.

Warmest Regards,

The Pacifica Housing Team.

Pacifica Housing Relocation Worker

To make this process as smooth and supportive as possible, we have recruited a dedicated relocation worker to assist with finding everyone a new home. For all enquiries and communications regarding this process, please contact Elise at the contact information provided below.

Elise Dheere

P: 250-385-2131 ext. 117

C: 250-216-0598

E: edheere@pacificahousing.ca

The Who's, How's, Where and When's of Relocating:

Moving is never easy for anyone. When housing providers are faced with the task of relocating residents there is never an easy answer. To assist you with understanding how we intend to proceed, please read the following guidelines:

Who:

The 'who' of this process is two-fold. You and Pacifica Housing. Together we are going to meet and gather information on your family composition, rental needs, special family needs, location of employment, medical supports needed and timing on when you will be able to move.

The more cooperative this process can be made, the more we can work together to find you adequate and available housing. This includes providing Pacifica with time to meet with you and your family so that we can gather required information to find you a new home.

How:

Once we have your information, and understand your individual needs we can then begin to match you with housing options in Greater Victoria as they become available. Our process is going to be one that is similar to BC Housing's Registry. Please read the following carefully. **Once we have your individual household needs and information:**

You will be given **two** housing options. We will call you and let you know that a vacancy that meets your housing needs has become available. You will have an opportunity for a viewing. Should you decide that you do not want this unit, it will be offered to another resident facing relocation.

When another unit that fits within your criteria of need is available, you will be contacted again. Should you decide that you do not want this unit, it will be offered to another resident facing relocation and you will **NOT** be offered another unit until everyone else facing relocation has either secured housing or been offered two housing options.

Criteria for need will be determined by the following:

- Income;
- Medical needs;
- Size of home needed (we are legally required to ensure that families are NOT under housed or over housed);
- Special considerations of children (i.e. physical and educational needs requiring extensive supports currently in place); and
- Location of employment.

Where:

Pacifica Housing has a wide variety of housing options available in Greater Victoria to those required to relocate. While we cannot promise residency in the same geographical region, we will do our best to offer you housing that best suits your needs. In instances where internal relocation is not an option, we intend to ally with local housing providers to ensure that tenants are supported in meeting their individual housing needs.

When:

Pacifica Housing will be starting the process of relocation immediately. We are aware that not everyone is able to move immediately, and will consider all circumstances when offering housing.

**Please understand that we live in a community with a 0.4% vacancy rate, and as Social Housing providers we are ultimately dealing with a 0.3% vacancy rate. While we are going to do our absolute best to make this an easy process, we are limited by the unique housing circumstances of our regions.

In order for your application to be processed, Pacifica Housing requires copies of the following information:

- 1) **INCOME DOCUMENTS** - For all applicants 19 years of age and older

Whichever of the Following are Applicable:

- a. BC Benefits stub
- b. Pay stubs (3 most recent and consecutive), OR a letter of employment (on company letterhead with contact information) indicating rate of pay and employment hours.
- c. Other Income
- d. Verification of Child Support

Oak Park Residents – Please note that unit transfers require new rent reviews be conducted, regardless of the date of the last rent review.

Thank you for understanding.

- 2) **3 MONTHS BANK STATEMENTS** - Must include **all assets and accounts**, and be from the most recent months.

The reason that we request 3 months of bank statements is so that we can cross reference and confirm declaration of income. **Please note that all personal and banking information is kept confidential and used solely for purposes indicated in this document.*

- 3) **NOTICE OF STUDENT ENROLLMENT** - Required only of students enrolled in courses that are considered full-time status at their attending educational institution.

- 4) **ANY OF THE FOLLOWING**, If applicable:

- a. Record of Employment (ROE)
- b. Physician's documentation describing your disability, or disability of a dependent; must be type written
- c. Letters of reference from other agencies/counsellors/physicians
- d. **Proof of child(ren) custody arrangements (only applicable to Subsidized and rent Geared to Income housing).**

Please note:

Applications are considered complete and ready for processing once all requested information has been received by Pacifica Housing.

Thank you for your understanding,

Pacifica Housing Team.

Frequently Asked Questions

How much advance notice will I get before I HAVE to move?

Pacifica is expecting to begin construction between spring and summer of 2017. Once all permits have been approved written 60 notices to vacate the unit will be issued. We anticipate that permits will be in place by April 2017. It is our intention to work collaboratively with you and find you and your family appropriate housing before June.

How much time will I have to move if I accept a place offered by Pacifica?

Upon accepting tenancy in new unit, Pacifica Housing will grant everyone a reasonable amount of time to arrange their affairs and move into the new unit.

Will Pacifica pay for costs associated with moving?

Yes. Pacifica will reimburse tenants (up to \$500) required to relocate as a result of the new developments. **Please note that in order to be reimbursed for moving, you will be required to provide all receipts.** Pacifica Housing will not be covering costs associated with overdue fees.

The moving costs Pacifica is going to help cover:

Pacifica will reimburse up to \$500 to compensate tenants required to relocate as a result of the new developments.

Costs covered include moving expenses such as:

- hiring a moving truck
- boxes
- amenity reconnection fees
- cleaning supplies
- carpet cleaning, etc.

Please note that in order to be reimbursed for moving, you will be required to provide all the required documentation, receipts etc.

Where will we move to? Will I be able to stay in the same geographical area?

Pacifica Housing has a wide variety of housing options available on Greater Victoria to those required to relocate. While we cannot promise residency in the same geographical region, we will do our best to offer you housing that best suits your needs. In instances where internal relocation is not an option, we intend to ally with local housing providers to ensure that tenants are supported in meeting their individual housing needs.

I have a pet! Will I be able to keep my pet when I move?

We understand that pets are valuable members of the family unit. Tenants with pets will be eligible to keep their pets when moving to Pacifica Housing's pet friendly properties. In order to respect the needs of families with pet allergies and phobias we will not be 'grandfathering' in pets onto non-pet friendly properties. Please be sure to inform your relocation worker of any pets that you have in order to offer you appropriate housing.

If I have not found a place to live at the end of this process, will I be given a free month rent?

In accordance with the Landlord BC: After issuing a two month notice to end for construction purposes the tenant must be compensated the value of one month's rent. Additionally, the tenant may give the landlord a ten day notice indicating they are leaving anytime after receiving the two month notice.

Can we move back in once the building is completed?

Yes. Once the project is complete, displaced families and individuals will be given priority option to move back to Colwood Lakes and Oak Park and into the new units.

How long will construction take?

Once construction begins, we anticipate a year and a half before completion.

Will the rest of the complex be upgraded?

Regular maintenance and repairs will continue on the property and the existing buildings.

Will new buildings provide bike storage for all tenants?

Yes. The new building is equipped with bike storage for all of the units.

Is there in-suite laundry in the new building?

Yes.

Is there outside storage in the new building?

No.

Will my damage deposit be rolled over?

After completing a move out inspection, Pacifica will return a portion, if not all, of your damage deposit in accordance with the Residential Tenancy Act. To facilitate a smooth transition, Pacifica Housing will look to carry that amount over to your new unit. Depending on the rent for your new home, an additional damage deposit charge may be applicable.

Can I have my damage deposit back 'early' if I move into a place not offered by Pacifica Housing?

Unfortunately, we will not return damage deposits early. Upon ending a tenancy, Pacifica Housing will return the portion, if not all, of your damage deposit owed upon completion of a move out inspection.

Are the community gardens at Oak Park going to remain intact?

The community gardens at Oak Park will remain intact for Phase I of the redevelopment. If in fact, the project proceeds to a second phase the gardens will be removed in order to facilitate the development of an additional building.

Oak Park has the physical space to facilitate a second phase of redevelopment. As a result we have been exploring the process of an additional phase in the future and have been encouraged by the City of Langford to submit for rezoning that will accommodate a second phase of redevelopment.

Are any of the suites in the new building accessible?

Yes.

What will happen to the empty units?

Where appropriate and available, Pacifica Housing is considering offering empty units to the community for short-term fixed tenancy until the date of construction.