

Feedback Form: Temporary Use Permit application - 971 Cumberland Rd

The City of Courtenay is inviting your feedback on a Temporary Use Permit (TUP) application for 971 Cumberland Road.

A Temporary Use Permit allows a property to be used for a purpose not permitted under its current zoning, for a limited time. If approved, this permit would allow sheltering services at this City-owned property for up to three years, until a new purpose-built shelter opens at 925 Braidwood Road in 2027.

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This is wonderful and I am hopeful for the community to see and support this process!

Best of Luck

I am excited to see it go forward.



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*It hasn't worked in Nanaimo!
This is too close to senior areas
and schools, and homes!
We can't walk safely on our
street, — they drop garbage
many school kids will be walking
right by the drug areas.
Do the taxpayers have to bear
the brunt of this. They have more
rights than the tax payer!
We get charged for mistakes in our
garbage cans, but it is OK for them to
drop junk all over the streets!*



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- Concerns
- ① what is the plan to protect my neighbourhood from the increased vandalism and people hanging out in the parking lot of my building - very scary for elderly
 - ② property values - will I ever be able to sell my property at a fair value?
 - ③ What is the guarantee that this temporary use wont become permanent or keep renewing it's license?

I understand that this is supposed to be temporary but in my experience the homeless population is attracted to cities/properties offering good services, thereby increasing and compounding the problems.



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it they
will come.

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There is a daycare less than 100 FT away

Look at what happened in Nanaimo
It is out of control.

My 14 year old son is afraid and has been chased by homeless trying to take his bike on the trail behind highways yard trail off Piercy Avenue

The same Highways work yard gets that fence cut on a regular basis on the trail off Piercy Avenue



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I am 100% opposed to the operation of a shelter being built in my neighborhood. For these reasons: 1) Crime is already occurring, cars being broken in to on a nightly basis, Garbage being everywhere, Drugs being openly consumed, Kiwanis Village having to witness and watch it, - Children walking to school and seeing first hand ~~that~~ what is going on, Not a pretty site.



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I would like to see increased security on our street. I live not far from the shelter. I'm not feeling great concerning the increase in crime, garbage & feces near the shelter last year. I also had someone end up wandering my property last year. I don't know what the answer is, but I'm only semi-supportive of this. Please protect our community & the homeless who need help. I would like to see tax compensation for us as neighbours.



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I think the shelter is a wonderful idea. We need one in every community. It is time we realized that mental health and homeless or unhoused people need as much health attention as people with physical health issues.



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Its in between two Schools!!!
kids have walk by the property
every day



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This seems to be filling an obvious need. I hope there are no great obstacles to this going through. I hope that this is a space where the temporary residents receive adequate personal space, and have access to wrap-around (particularly nutritious food and medical) services. I am very happy to learn of this development.

Scott Shaw



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I vote no due to safety and health, it is way to close to our schools and homes we already deal with so much I just think that there could be a better place that won't take away from the safety of all of us so I vote no.

SO NO KUT



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No thank you. We are too close to a daycare center, we are too close to a elementary school, it puts hardships on our RCMP and just the other night try to light it on fire! We feel unsafe with all the grocery carts, vandalism, drugs and crime in our community.

The Low Bay shooting was also a recent occurrence.

SO NO

Relly



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PLEASE

I own [redacted] Cumberland Rd, abt 3 blocks from the proposed site. I am in full support of the operation.

I would suggest that, because people without homes are often desperate, that systems are recommended to discourage break-ins and robberies, such as ... deadbolts, fencing, motion-detected lighting (exterior, possibly even interior), even 'Beware of Dog' sign. Downgrading the front of the home can be effective as well.

A program that explains 'what to do' in the case of an altercation or break-in. Initial response is vital for understanding from both sides.

I am hoping that the 'right' kind of policing will be applied. Street people will respect basic, clear rules. But they need to be simple & direct. Uncomplicated. They are important humans, just like you & me. Mutual respect is vital. And thank you for offering this to our 'not so fortunate' population. 



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- 1) IN THE PAST (1) TO GOOD TO BE TOWN - BURNT DOWN
- 2) LOVE BUC - ~~THREATS~~ - SHOOTING
- 3) GARBAGE ON PROPERTY - WE ARE NOT THE DUMP?
- 4) FECES EVERYWHERE
- 5) LACK OF POLICING
- 6) DAY CARE - NEAR BY
- 7) COURTENAY ELEMENTARY - NEAR BY
- 8) TRAIN STATION
- 9) ROTARY TRAIL
- 10) KIWANIS SENIOR VILLAGE
- 11) RECOVERY CENTRE



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If approved this permit would increase the transient community throughout this area with an uptick in crime. While this facility did operate last winter in this location it was limited to weather based use. This permit would allow not only evening use but 24hr use also, and daily, which in turn would increase crime in the areas noted from last year.

This location is within close proximity to an elementary school and a daycare. There is concern not only with the increase in crime but also with drugs and paraphernalia being exposed to our most vulnerable community members.

I strongly oppose this permit and use for this location.



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WHY ARE THE PEOPLE
FROM LOOKOUT STANDING
HERE LYING TO
PEOPLE?



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I do not support the TUP for expanding services here. Last year was very stressful with the emergency shelter as is. There were people screaming several times a week down our street, human feces in a variety of areas including on boulevards and areas of city property, several neighbours reported increases in drug paraphernalia being found, more vandalism in the laneways, and a marked increase in people wandering onto private property or trying car doors. I know what it's like to fight addiction and bad mental health struggles-I've struggled the majority of my life with them and have faced unstable housing due to those struggles. I have been victimized by other addicts in the past during my time in recovery programs and other resource settings. This puts me on edge and my PTSD got significantly worse when the emergency shelter popped up near my home. I cannot condone an expansion of services when what was there last year already affected this primarily residential neighbourhood in a negative way. This is not a good place for a shelter or resource hub. My neighbours and I understand this is a complicated issue and that there will be imperfect solutions along the way towards dealing with the increase of homelessness here, but we have our limits of tolerance when our properties and lives are so affected by those solutions. Please, please do not authorize this TUP. Aside from how residential this area is, there's a daycare right across the road from this place too. It was stressful enough dealing with the effects of the emergency shelter. Please don't cause more stress for this neighbourhood in a time where we are already all suffering financially and emotionally in difficult times.

Where did you get the number of homeless at 272. Was this a survey, or did you hire someone to count them? I don't believe that number. Also, spend money on getting them jobs, not supporting not helping supporting druggies, and those that just do not want to work.

As neighbours to this site, we are not wanting this to expand. The emergency weather response shelter was dropped on our neighbourhood without consultation and was stressful enough to deal with as it already was. We don't think Lookout is providing enough protection to the surround community from folks who need more help and support than they can provide. We're worried about this. Lookout isn't even based locally, so how can they properly monitor and help with how this will affect all the people who live in this area?

There were so many issues with the Emergency Weather Response Shelter last year. I had people wandering onto my private property, people screaming past my house, which scared my kids and us, and there were more ambulances going up and down our road. Me and my neighbors do not want this. With an increase in services and hours at this place, we're all worried that the problems that came from this place last year will be even worse. I talked to whoever was running the shelter at the time and they didn't address my family's concerns. This is right on the route that most of us use when we are walking into town. The women I know around me are upset as they don't feel safe going past there at night, or day if they start running day services, god forbid, if this TUP were to pass. This is not the location for this kind of thing. So many people live around here. I hope you'll listen to us when we say we don't want this here. We have no guarantee that this org won't push for more and more services there until it becomes like Connect downtown, which would be absolutely awful in this area with so many homes in the area. This feels like a disaster waiting to happen.

Dear Mayor Wells, City Councilors, and City Staff,

On behalf of the Comox Valley Coalition to End Homelessness, I am writing to express our strong support for the City of Courtenay's Temporary Use Permit (TUP) application for the property at 971 Cumberland Road. This location has played a critical role in our community's emergency housing response, and the Coalition recognizes the importance of continuing its use for individuals experiencing homelessness during extreme winter weather.

Last year's operation of the Extreme Weather Response (EWR) site at this location highlighted both the effectiveness of community coordination and professional management. Local agencies, municipalities, and the Comox Valley Regional District collaborated to ensure that services were safely delivered, well-resourced, and responsive to the needs of both guests and the broader community.

A key success was the partnership with Lookout Housing and Health Society, whose expertise strengthened site operations and helped maintain a safe, well-managed environment. Contributions from community partners—including funding, in-kind support, and volunteer coordination—along with generous donations of clothing, appliances, and essential items, ensured that the space remained dignified, welcoming, and supportive for all residents while respecting neighbourhood considerations.

Beyond offering emergency shelter and a safe place to rest, the site became a central point for linking individuals to housing options and essential community services. Staff and outreach workers provided hands-on support with housing applications, facilitated access to income assistance, and guided community members through the often complex social service system. The Coalition coordinator served as the Community Representative during the 2024-2025 winter season, ensuring the Extreme Weather Shelter operated in accordance with the approved weather criteria (set by BC Housing). Through ongoing communications with

neighbouring residents—both online and during an in-person engagement session—we learned that one of the main concerns was the inconsistency of shelter operations. Approval of the TUP for this location will allow these essential services to operate consistently during the Winter months, providing safety, stability, and critical support to our most vulnerable residents while maintaining open communication and accountability with the surrounding community. The Comox Valley Coalition to End Homelessness strongly supports this Temporary Use Permit and commends the City of Courtenay for its leadership and ongoing commitment to supporting those most impacted by the housing crisis in our community.

Sincerely,
Dayna Forsgren
Coordinator
Comox Valley Coalition to End Homelessness

Current zoning industrial 2 DOES NOT ALLOW SHELTER AS AN ALLOWABLE USE. The answer is no. We've already had a subsidized low rent commercial building put in my residential neighborhood even though the neighborhood did not approve it. You ignored us and did it anyway. Stop dumping your problems in my backyard. YOU WANT TO HELP HOMELESS- THEN PUT UP TENTS IN YOUR BACKYARD IF YOU ARE SO CONCERNED. BUS THEM DOWN TO THE LEGISLATURE IN VICTORIA. I DON'T CARE. I PAY A FORTUNE IN PROPERTY TAXES AND I GET NOTHING IN RETURN! If you are so concerned with helping people then reduce or eliminate my property taxes. My taxes are to be used to make my life better not wasted on those who don't pay any tax. Stop creating problems!

We recognize and applaud the City of Courtenay for finding a property for Temporary Use for sheltering the homeless. The following are our comments and concerns. We live close by The Junction and cross the railway lines as a short cut to the town and Rotary walkway. This area has become a magnet for homeless people who camp along the city yard fence and the fence of the Junction and nearby on Menzies. They leave huge amounts of trash in all locations and are zoned out on drugs on the crossing and along the tracks and Rotary walkway. Sometimes 10-12 people. There have also been several fires. It's a continual problem. With the addition of the homeless shelter, we foresee increased increased gatherings of these folk with increased accompanying trash and drug addiction. It seems, although not clear from the information received, that only a few 24/7 spaces will be available. The remainder will be on the street again. I've not understood this policy. To be out on the street at an early morning hour in winter after a night of warmth, seems to defeat the purpose of helping the homeless recover from their addictions. We think it would continue and promote their addiction to disassociate from the cold and homelessness. We suggest that this shelter be made a 24/7 facility for all residents. We have experienced extremely strange behavior. My husband was attacked by an obviously drug addicted person. There have also been thefts and trashed landscapes at the Sandpiper patio homes.

Also there is a small alleyway leading from the dead end of 8th Street down south past the Sandpiper properties which has been used by homeless people. I envisage increased homeless drug activity and daily camping on this walkway as a result of this shelter. This would impact nearby properties, including my home. We suggest that this public walking could be permanently closed.

As a result of the above, we feel that the City of Courtenay should provide CONSTANT oversight of the surrounding area, especially including the Junction, railway line and Rotary walkway.

Thank you for your consideration.
Sandy & Robert Hatton

I have lived in the Comox Valley for 35 years and on Stewart Ave off Cumberland for 8+ years. When I received notification of the TUP proposal I was immediately grateful that the city is using that location for this worthwhile purpose. I'm glad it worked well as an emergency shelter in 2024. Since I walk around and through the neighbourhood frequently, I see so many unhoused people who need attention and help, particularly in harsh weather. Thank you for this proposal; it has my whole-hearted support.

As a Health Care clinician who works with vulnerable community members (specifically seniors) I cannot stress enough how impactful this permit would be. A consistently available space would significantly reduce the number of weather related health crises we encounter (skin break down and infection due to wet clothing, pneumonia, and frost bite to name a few). It would also provide a safe space to offer supports and medical attention to those who need it. Every year this need comes up and every year it is a struggle to sort out the logistics. I appreciate council's consideration to remove that stress not only from those who will access services, but those who support them.

I live in Kiwanis village on Pidcock Ave. Right across the street from me we have Salvation Army shelter, next door we have mens Drug and Alcohol rehab and at the end of the the street we have The Junction. The rule at the shelter

I am writing in regards to the temporary shelter that they want to put in at 971 Cumberland rd. I live at Kiwanis Village on Pidcock Ave. in Courtenay. Right across the street from me there is the Salvation Army shelter beside that there s Comox men rehab and at the end of Pidcock Ave. there is the Junction. If any of them at the Salvation Army shelter wants to smoke dope they aren't allowed to on Pidcock ave. So everyone walks down to the end of Pidcock ave and they go to the trail either that or they hang out at the train track beside the Junction. The hang out at the train tracks is a bit of a zoo at times. If you haven't walked through where the train tracks are I challenge all of you to come especially welfare wednesday and hang out there. So there is

so much happening in this small area that we really don't need another temp. shelter.... please listen to us...and like others have said not just down from child care. Things have also gotten quite bad at the junction. They may not be on the Junction property but are right beside the building. Always people hanging or camping out bethe junction.

It was promised this would not become a permanent shelter during the last meeting. Although you are calling this temporary, the connect was also labelled a temporary shelter. Rezoning this area is very concerning for the neighborhood as this is continuously progressing to be more then just an emergency shelter. There is a daycare right across the street and many homes nearby that are concerned about safety. The promise of the braidwood center being built is becoming more and more distant. The 971 Cumberland Rd space should be utilized for other purposes as intended by its current zoning. The impact on this neighbourhood is going to be astronomical if it rezoned and I have no faith that it will stay as a temporary rezoning...many promises have been made and broken by this city regarding this issue.

Do not want shelter in this neighborhood. Outskirts of town away from residential areas is the most suitable place for a shelter. Bad enough to see all the dope heads across from city hall and in the green space. I don't want to go out in my neighborhood and see it.

While it says in the information package that security will be provided, Lookout was clear at the meeting that there will be no security or security for the surrounding neighbourhood. It will be watched by the people who run it and that's it. This is totally unacceptable. I had also been told that if they were to get a third washroom in the building, they would be able to increase the amount of people staying there to 27. I don't trust that this is going to be handled well or that it won't go beyond the current scope. We don't feel safe with the proposed site and how it will be run. This neighbourhood, where a huge amount of people live, is not suitable for a place like this. The Connect Centre downtown is the area out of the whole jurisdiction of the RCMP is where they get the majority of their calls. After the information meeting, I feel like we are to anticipate something similar in terms of the amount of need for police. I can't sleep properly since we got the information package in the mail and now I'm even more stressed after the meeting.

As we know the fall out of the Connect shelter has been significant. Just the other day I saw the back window of a city vehicle smashed out. I do not walk past 6th street due to safety concerns. I will not walk along the airpark alone or with my young children because of safety concerns. There has been an increase in vandalism and other crimes. Not to mention the effect it has had on the wonderful small businesses in the downtown core.

Allowing another shelter to be built/used close to downtown but in a more residential area and closer to schools and daycares. I have serious concerns about the fallout of this. Families will be even less likely to frequent the downtown core. The small businesses will feel the effects even more. This will harm the community further making it less family friendly. As a mother of young

children, a tax payer, and a full time health care worker, I feel that my local city government is prioritizing the few and not the many. As a healthcare worker, I understand the issues surrounding homelessness and substance use. I also know this population of people need support and safe housing. I am writing this to ask my local city government to consider moving the proposed location elsewhere. Further away from schools, the downtown core, and family neighbourhoods.

From: [REDACTED]
To: [Wells, Bob](#); [Saunders, Susie](#); [PlanningAlias](#); [EngineeringAlias](#); [InfoAlias](#); comoxvalleyhousing@gmail.com; [Bylaw](#);
[REDACTED]
Subject: 971 Cumberland road
Date: Wednesday, September 10, 2025 9:32:54 AM

Good Morning,

My name is Jake, and I live on [REDACTED] in Courtenay. I wish I could have attended the meeting last night, but with the gradual integration into kindergarten for our child, and the way my wife's and my schedules lined up, it just wasn't possible.

I realize this message may be coming too late, and that many of you have likely already made up your minds. It's clear that the city now has everything aligned to move this project forward — despite the fact that many of us in the community feel this is not the right solution.

Let me be clear: 971 is the wrong location for the right kind of shelter. This isn't about opposing the need for outreach or support services — it's about protecting a neighbourhood that is already struggling with petty crime, visible drug use, and transient activity. Placing a shelter or outreach center at this site will not solve the broader issue — it will simply relocate the problem from downtown into a small, quiet residential area.

This is my home, my neighbourhood, and the place where I'm raising my family. Our safety, well-being, and quality of life are now being compromised by a decision supported by individuals who, frankly, don't live here and won't deal with the consequences.

I understand this may not change the outcome, but I had to speak up. There's a daycare across the street from the proposed site. This is a residential area — not an industrial zone, as it's sometimes been described. Please reconsider. This is not the right location for this type of facility.

Sincerely,
Jake
Resident, [REDACTED], Courtenay

From: [City of Courtenay](#)
To: [PlanningAlias](#)
Subject: Webform submission from: Feedback form - Submission #41 - SID #209
Date: Tuesday, September 9, 2025 9:44:46 PM

Submitted on Tue, 09/09/2025 - 9:44pm

Submitted by: Anonymous

Submitted values are:

Topic

Planning

Name

Penny Hacking

Email

[REDACTED]

Your message

feedback from TUP -971 Cumberland Rd.

On looking at the drone view of the site and asking questions about ownership and future plans for use of the land I now want to ask city planners to consider this area for future use to provide housing and services for our at risk unhoused folks.

thanks you for tonight's public information session