



THE CORPORATION OF THE CITY OF COURTENAY

STAFF REPORT

To: Council

File No.: TUP2301/TUP00008

From: Director of Development Services

Date: June 28, 2023

Subject: Temporary Use Permit No. 2301 – 1885 Cliffe Avenue (BC Housing)

PURPOSE:

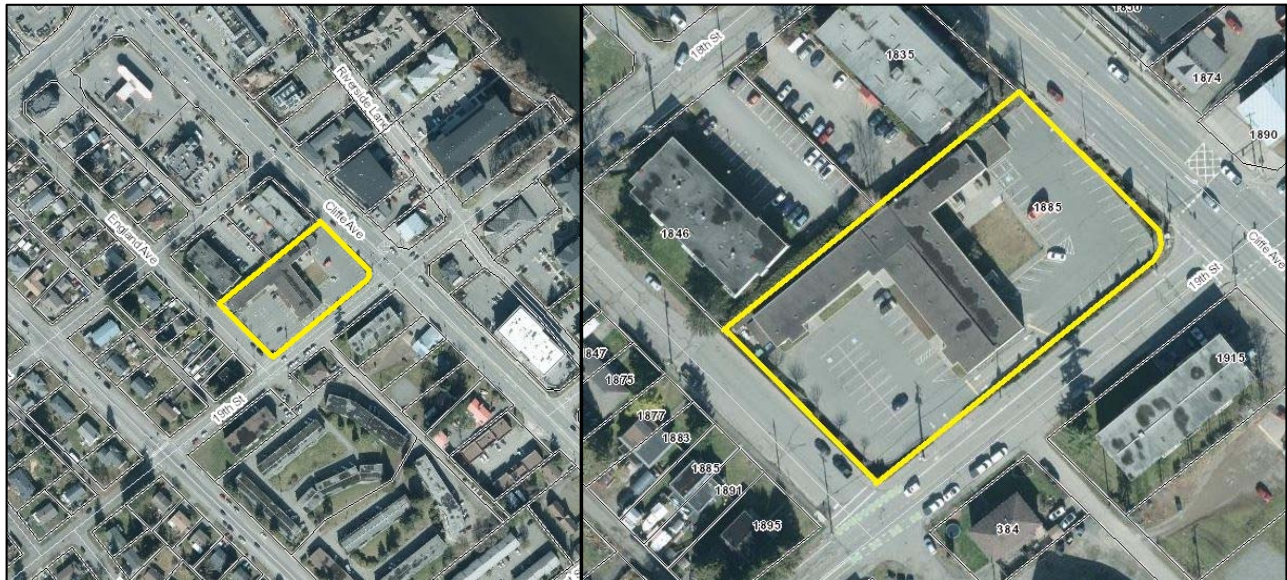
The purpose of this report is to provide Council with information and an update on the application made by BC Housing for a Temporary Use Permit to allow *Supportive Housing* as a use at 1885 Cliffe Avenue for the creation of a BC Housing supportive housing project.

Legal Description: Lot B, Section 68, Comox District, Plan 23642, Except part in Plan VIP72700.

BACKGROUND:

The subject property is located at 1885 Cliffe Avenue, is zoned Multiple Use 2 (MU-2) Zone and is currently occupied by the Super 8 Motel. The property is approximately 5152 m² (55,456 ft²) with access from Cliffe Avenue and 19th Street. (Figure 1)

Figure No. 1: Context Map



BC Housing has purchased the property to facilitate the transfer of residents from the Travelodge to the Super 8, due to the lease at the Travelodge expiring on June 30, 2023. The Super 8 hotel will house 67 residents from the Travelodge while a permanent housing solution can be created.

The existing zoning Multiple Use Two Zone (MU-2) does not permit supportive housing but the OCP has designated this property as Urban Corridor which does supportive and transitional housing. In order for

Council to consider a TUP the use must be supported in the OCP. A Temporary Use Permit (TUP) is required to permit the supportive housing use on the subject property within the Mu-2 zone. The process is guided by Division 8 Temporary Use Permits of the *Local Government Act* and the Development Applications Procedure Bylaw No. 2790.

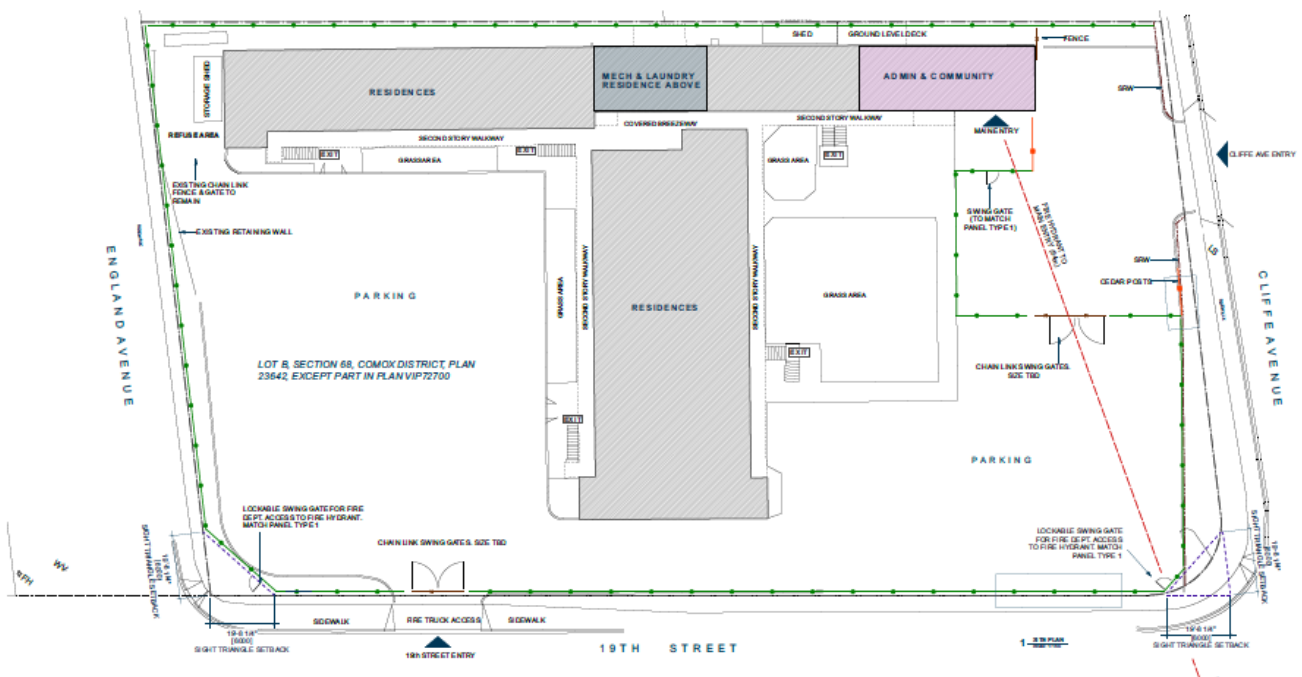
DISCUSSION:

BC Housing applied for a TUP on May 19, 2023 and it was incomplete. Staff has been working with BC Housing and their consultants to finalize documents that are required to inform the TUP. The status of these documents is outlined below.

Site Plan

The site plan (Figure 2) has a 2 metre fence which complies with the zoning bylaw and addresses sight triangles on the corners of the lot. There are two entryways identified on the plan and the uses are identified.

Figure 2 Site Plan



Operations

The property will be owned by BC Housing (Provincial Rental Housing Corp) and operated by the Comox Valley Transition Society (CVTS). The operational funding will be provided by BC Housing. CVTS will enter into an Operator Agreement with BC Housing. This operator agreement includes the requirements for a Community Advisory Committee and a good neighbour agreement. A template has been provided to the City. The TUP will require that a signed operator agreement be received prior to issuance of a TUP.

Fire Protection

The City's Fire Chief has inspected the site and has identified the need for hard wired fire alarms and sprinklers. BC Housing has proposed a two staged approach to fire plan and protection. The initial phase is to provide fire watch which consists of two staff per 24 hours. Campbell River Fire Safety has inspected the building's smoke alarms and fire extinguishers, any deficiencies have been addressed by BC Housing.

- The next phase is to hard wire the smoke alarms and install sprinklers.
- A Fire Plan will be required as part of the TUP.

Security

There is onsite staff 24/7 and BC Housing is finalizing security hours as part of the Operator agreement. There will be security cameras installed on the property. In addition, there will be a number provided for residences in the area to contact with any concerns as per the Operator agreement with CVTS.

A security plan is required as part of the TUP.

Code Compliance

As per the BC Building Code, a coordinating professional is required to oversee renovations and to ensure the building meets the building code requirements for life and safety as per the proposed use. A schedule A (coordinating professional) has been received by the City which is a requirement of the TUP. BC Housing has retained a code consultant to perform the code review for the Coordinating professional. City's Building Services is working with the Coordinating Professional to ensure BC Building Code compliance.

The Coordinating Professional is a registered Architect.

POLICY ANALYSIS:

The Official Community Plan LU 1 supports housing affordability and diversity. Urban Corridor policy #1 supports mix of land uses and a diversity of multi-residential housing choices to promote establishment of a complete community. The Urban Corridor permitted uses include supportive and transitional housing.

FINANCIAL IMPLICATIONS:

There is no financial impact at this time.

ADMINISTRATIVE IMPLICATIONS:

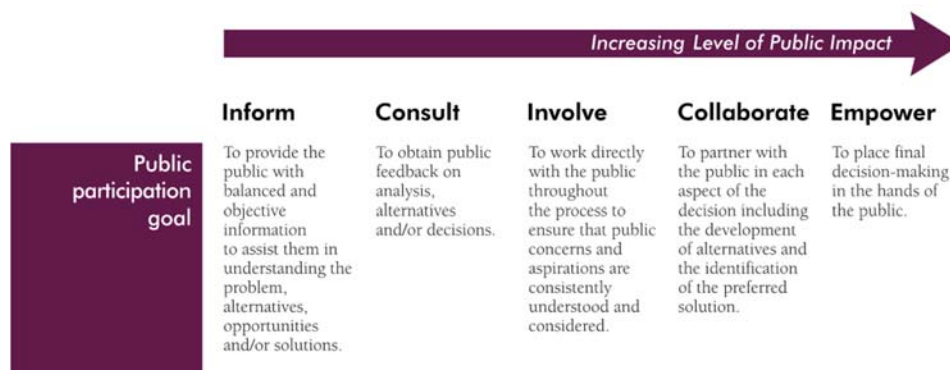
The TUP requires input from various city departments but processing and issuance is part of Development Services responsibilities.

STRATEGIC PRIORITIES REFERENCE:

The 2023-2026 Strategic Priorities are organized and reflect the four cardinal points of Community Well Being, Equity, Reconciliation and Climate Adaptation and this application is consistent with and supports the first three points. The TUP addresses the Affordable Housing strategic priority and provides temporary housing within the overall continuum of housing options.

PUBLIC ENGAGEMENT:

Staff would inform and consult the public based on the IAP2 Spectrum of Public Participation:



© International Association for Public Participation www.iap2.org

Public Information Meeting

As part of the Development Applications Procedure Bylaw requirements for processing TUP, BC Housing held a public meeting on June 8, 2023 at the Native Sons Hall from 6-8 pm. BC Housing has provided an initial summary of this meeting and the report is attachment 1.

This event was placed in social media, a mail out to owners and occupants within 200 metre of the property was done (335 notices mailed), posted public meeting and project information on Let's Talk Housing webpage hosted by BC Housing, and noted in media press releases. An advertisement was placed in the June 7th edition of the Comox Valley Record. This is all included in the summary report.

Approximately 110 residents of neighbourhood attend the public information meeting and the summary report list key themes. These include but not limited to: safety concerns, support of additional supportive housing in the area, more should be done to help people experiencing homelessness, fencing and security, and long-term plan for supportive housing.

BC Housing has indicated an update to the June 12, 2023 summary report will be provided prior to Council consideration of the TUP. (Attachment 1)

Next Steps

As per the *Local Government Act* and the Development Applications Procedure Bylaw, public notice will be given that Council will consider the TUP at the July 12 regular council meeting at 4pm at the CVRD Council Chambers in two forms:

- One is by public notice in the newspaper June 28 and July 5; and
- Second with a mail out to occupants and owners within 200 meters of the site. The total number of notices to be sent is approximately 600.

In addition, the City will utilize our social media platform to inform the public of the meeting date and where they can provide comments to.

OPTIONS:

1. THAT Council receive the report for information. (Recommended)
2. THAT Council not receive the report for information.

Prepared by: Marianne Wade, Director of Development Services

Concurrence: Geoff Garbutt, M.Pl., MCIP, RPP, City Manager (CAO)

Attachment 1 BC Housing Community Engagement Summary Report June 12, 2023



Community Engagement Summary Report for

1885 Cliffe Avenue (Super 8 Courtenay)

Courtenay

June 12, 2023

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Purpose of the Report

The purpose of this Community Engagement Summary Report is to provide an overview of the engagement that took place for 1885 Cliffe Avenue, Courtenay. This report includes how the community members were communicated with and any key themes resulting from the engagement.

Background

The Province, through BC Housing, is in the process of purchasing the Super 8 hotel in Courtenay to ensure that current residents of the Travelodge are not left without housing when that lease expires in late June. BC Housing is in the process of submitting a temporary use permit application to the City of Courtenay so the Super 8 hotel can be used to provide housing for people staying at the Travelodge Courtenay.

Engagement Goals

There were three goals as part of community engagement efforts for 1885 Cliffe Avenue.

1. To share information about the purchase of the Super 8 hotel and the eventual move of residents from the Travelodge to the Super 8.
2. To share information about the short term and long term plans for this site. The short-term goal is to move residents successfully. The long-term goal is purpose built supportive housing.
3. To listen and respond to questions the community may have with regards to the proposed housing.

Engagement Overview

BC Housing sent information letters, launched a public webpage, launched a social media campaign, and hosted in person Open House on June 8, 2023 in an effort to share information, collect feedback and answer questions.

News Release

The Province, through BC Housing, shared news of the purchase of the Super 8 via media release on May 29, 2023 (**Appendix A**).

Neighbourhood Letter and Invitation

A neighbourhood letter was created and distributed to 335 properties within a 200m radius of 1885 Cliffe Avenue, Courtenay on May 30, 2023, by BC Housing (**Appendix B**). The mailing list was provided by the City of Courtenay. This letter provided an overview of what is happening at the Travelodge and the Super 8, as well as information about how to submit questions and share feedback, a link to the BC Housing Let's Talk Housing website, and an invitation to the June 8th Open House.

Stakeholder Emails

Information emails and an invitation to the Open House were sent to the following:

- Comox Valley Coalition to End Homelessness
- Comox Valley Transition Society
- Downtown Courtenay BIA
- Island Health
- K'ómoks First Nation
- Wachiay Friendship Centre
- Ronna-Rae Leonard (MLA)
- City of Courtenay

Stakeholders were encouraged to share the information and invitation with colleagues and their own stakeholders.

Let's Talk Housing Webpage

A dedicated webpage was launched May 29, 2023, to share detailed information about what is happening at the Travelodge and the Super 8 hotels, as well as information about location and operations. The site invited public feedback through an online question and comment forum. It also shared the Community Relations Inbox email.

The Let's Talk Housing page - <https://letstalkhousingbc.ca/courtenay-1885-cliffe-avenue> - has had **459 visits** since going live. The Community Benefits of Supportive Housing research document was downloaded **20 times** and the invitation was downloaded **14 times**. **Nine** persons submitted questions via the Q&A tool

Social Media Campaign

BC Housing launched a social media campaign (**Appendix C**) focused on sharing the Open House invitation. The campaign reached 7397 individuals and had 11667 impressions.

Newspaper Ads

BC Housing purchased ad space in the Comox Valley Record sharing the invitation for the in person Open House (**Appendix D**). The ad ran in the Wednesday, June 7th edition.

In Person Meetings

While in Courtenay the week of June 5, 2023, BC Housing representatives met with the following stakeholders:

- Comox Valley Coalition to End Homelessness and some members (Salvation Army, Wachiay Friendship Centre Society, and Dawn to Dawn Action on Homelessness Society)
- Comox Valley Transition Society
- Downtown Courtenay BIA
- K'ómoks First Nation

Open House: June 8, 2023

BC Housing hosted an in person Open House (Lodge Room, Native Sons Hall 360 Cliffe Ave, Courtenay, BC) on June 8, 2023 from 6:00-8:00pm.

The Open House allowed community members to ask questions and raise concerns. Seven BC Housing representatives were on hand to answer questions, discuss concerns, and share information about plans for the Super 8 and BC Housing's goals for housing in Courtenay. Poster boards were created to share information and encourage conversation (**Appendix E**).

110 persons attended the event. The tone was inquisitive and respectful however, many raised concerns and noted they were against this purchase and move.

BC Housing hired a third-party facilitator to assist with the Open House. Three representatives from Kirk & Co Consulting were on hand to help capture what was being shared by community members and, as objective participants, help with difficult conversations. Kirk & Co Consulting drafted its own engagement report. BC Housing has shared it here (**Appendix F**).

BC Housing Community Relations Email

Contact information for a monitored inbox was included on notification and presentation materials so that community members and key stakeholders could ask questions and offer input on the project and receive responses from BC Housing staff. To date, BC Housing has received and responded to 36 emails.

Summary of Comments Received

At the time this report was created (June 12, 2023) there have been 36 questions/comments submitted to BC Housing through the Community Relations email address. Many have been inquisitive in tone. Some have been supportive. More have been against the purchase and move.

Questions have been asked about the purchase, the engagement period and tight timeline operations, questions, and general plans for the redevelopment. Those who have spoken against the TUP for the Super 8 have noted graffiti, garbage, crime, drug use, violence, and decreased property values. BC Housing answered all questions in a timely manner (same day).

Conclusion

Given the tight timeline and urgent situation, there was really no choice but to move quickly with this engagement. The engagement period was two weeks (May 29, 2023 to June 12, 2023). During this period the community had access to information, opportunities to ask questions in person and online, and share feedback, concerns, and insight in person and online. Highlights include:

- 335 neighbours reached by mail
- 8 community partners reached by email
- 459 views of the website
- 20 downloads of the Community Benefits of Supportive Housing research document
- 14 downloads of in person Open House invitation

- 9 inquiries received by the online Q&A tool
- 36 emails sent to communityrelations@bchousing.org email address

Appendix A: News Release

NEWS RELEASE

For Immediate Release
2023HOUS0056-000837
May 29, 2023

Ministry of Housing

Province will purchase hotel for housing in Courtenay

COURTENAY – The Province, through BC Housing, is in the process of purchasing the Super 8 hotel in Courtenay to ensure residents of the Travelodge are not left without housing when that lease expires in late June 2023.

“We want to make sure that these vulnerable people are not left homeless, which is why we made substantial efforts to purchase this hotel and create a valuable housing resource for the community,” said Ravi Kahlon, Minister of Housing. “These new homes will further add to the significant efforts underway in Courtenay and across the province to tackle the housing crisis and build the homes people need.”

BC Housing is in the process of submitting a temporary-use permit application to the City of Courtenay so the Super 8 hotel can be used to provide housing for people staying at the Travelodge Courtenay.

BC Housing has leased the Travelodge since spring 2020 to provide people facing homelessness a safe place to stay and self-isolate during the pandemic. The lease will expire June 30, 2023. BC Housing explored purchasing the Travelodge, but was unable to come to acceptable terms with the owner.

The Super 8 hotel at 1885 Cliffe Ave. has 67 units, each with its own washroom. The Comox Valley Transition Society (CVTS), which has been operating the Travelodge, will operate the Super 8 to ensure a seamless transition for residents.

As with the Travelodge, the society will have staff on site 24 hours a day, seven days a week, to provide residents with support services, including daily meals, life-skills training and health and wellness services.

Residents are scheduled to start moving into the Super 8 in June. The Province, through BC Housing, will fund the purchase and operating costs of the building.

“This is a substantial investment in our community and will provide housing for those who need it most,” said Ronna-Rae Leonard, MLA for Courtenay-Comox. “I look forward to seeing tenants get settled in over the coming weeks so they can continue to have a safe, comfortable place they can call their own.”

People can learn more about plans for the Super 8 at an information session hosted by BC Housing on Thursday, June 8, from 6-8 p.m., at the Lodge Room, Native Sons Hall, 360 Cliffe Ave.

Once guests have moved in, BC Housing will begin exploring permanent housing options for the

site and will engage with the community to discuss its long-term use.

BC Housing also continues to work with the city and CVTS to identify options for a permanent location for the CONNECT shelter. BC Housing will update the community if a new site is confirmed.

This project is part of a \$19-billion housing investment by the B.C. government. Since 2017, the Province has delivered more than 76,000 new homes for people in B.C., including 743 homes in the Comox Valley.

Learn More:

To learn more about plans for the Super 8 hotel, visit:

<https://letstalkhousingbc.ca/courtenay-1885-Cliffe-Avenue>

To learn more about government’s new Homes for People action plan, visit:

<https://news.gov.bc.ca/releases/2023HOUS0019-000436>

To learn more about the Belonging in BC Provincial Homelessness Plan, visit:

<https://news.gov.bc.ca/files/BelongingStrategy.pdf>

To learn about the steps the Province is taking to tackle the housing crisis and deliver affordable homes for British Columbians, visit:

<https://workingforyou.gov.bc.ca/>

Contacts:

Ministry of Housing
Media Relations
236 478-0251

BC Housing
Media Relations
media@bchousing.org

Connect with the Province of B.C. at: news.gov.bc.ca/connect

Appendix B: Neighbourhood Letter and Invitation



May 29, 2023

Dear Neighbour,

BC Housing is working to secure safe homes for those who need them most in Courtenay.

What is happening at the Travelodge?

The Travelodge hotel (2605 Cliffe Avenue, Courtenay) opened in 2020 in response to the urgent need for shelter in Courtenay amidst the COVID-19 pandemic and the housing crisis. It provided vital temporary housing for those experiencing, or at risk of homelessness.

BC Housing's lease of the Travelodge ended on March 31, 2023. BC Housing was able to extend the lease until June 30, 2023 and is now working to find new homes for shelter guests staying at the Travelodge.

What is happening at the Super 8?

BC Housing is in the process of purchasing the Super 8 hotel (1885 Cliff Avenue, Courtenay). The Province, through BC Housing, will fund the purchase and operating costs of the building.

Residents are scheduled to start moving into the Super 8 in June. Once guests have moved in, BC Housing will begin exploring possible permanent housing options for the site and will engage with the community to discuss its long-term use.

We want to hear from you!

BC Housing is committed to reaching out to neighbours and the wider Courtenay community to share information, answer questions, and listen to concerns. Your feedback and comments are important to us! There are many ways you can share feedback.

Let's Talk Affordable Housing in Courtenay - <https://letstalkhousingbc.ca/courtenay-1885-cliffe-avenue> - is a web page that provides an overview of what is happening in Courtenay and additional information about the Super 8 hotel. It also includes a Q&A tool that can be used to submit your questions.



Community Open House – Thursday, June 8, 2023

Please join representatives from BC Housing in person on Thursday, June 8, 2023 to learn more about what is happening at the Super 8 hotel and affordable housing in Courtenay. An invitation with more information is attached.

Email

We also welcome questions and comments by email to communityrelations@bchousing.org

Sincerely,
BC Housing



YOU'RE INVITED!

The Province, through BC Housing, is in the process of purchasing the Super 8 hotel in Courtenay to ensure that current residents of the Travelodge are not left without housing when that lease expires in late June. BC Housing is in the process of submitting a temporary use permit application to the City of Courtenay so the Super 8 hotel can be used to provide housing for people staying at the Travelodge Courtenay.

BC Housing is committed to sharing information about what is happening at the Super 8 hotel and answering any questions you may have. Please join us on Thursday, June 8, 2023 to learn more.

COMMUNITY OPEN HOUSE

Date: Thursday, June 8, 2023

Time: 6:00pm-8:00pm

Location: Lodge Room, Native Sons Hall. 360 Cliffe Ave, Courtenay, BC

Format: Drop-in open house event. No RSVP required.

BACKGROUND

BC Housing, in partnership with local community groups, is working to secure homes for those who need them most in Courtenay.

What is happening at the Travelodge?

The Travelodge hotel (2605 Cliffe Avenue, Courtenay) opened as a shelter in response to the urgent need for shelter in Courtenay amidst the COVID-19 pandemic and the housing crisis. It provided vital temporary housing for those experiencing, or at risk of homelessness.

BC Housing's lease of the Travelodge ended on March 31, 2023. BC Housing was able to extend the lease until June 30, 2023 and is now working with the Comox Valley Transition Society to find new homes for shelter guests staying at the Travelodge.

What is happening at the Super 8 hotel?

BC Housing is in the process of purchasing the Super 8 hotel (1885 Cliff Avenue, Courtenay). The Province, through BC Housing, will fund the purchase and operating costs of the building.



Residents are scheduled to start moving into the Super 8 in June. Once guests have moved in, BC Housing will begin exploring possible permanent housing options for the site and will engage with the community to discuss its long-term use.

We look forward to seeing you on June 8 to share more information and answering any questions you may have.

Sincerely,
BC Housing

Appendix C: Social Media Campaign

Copy

Join us in person to learn more about what is happening at the Super 8 hotel and affordable housing in Courtenay.

Date: Thursday, June 8

Time: 6:00pm – 8:00pm

Location: Lodge Room, Native Sons Hall
360 Cliffe Ave, Courtenay BC

This is a drop-in open house event. No RSVP is required. All are welcome!



COMMUNITY OPEN HOUSE

Please join representatives from BC Housing in person on Thursday, June 8, 2023 to learn more about plans for the Super 8 hotel and affordable housing in Courtenay.



Date: Thursday, June 8, 2023

Time: 6:00pm - 8:00pm

Location: Lodge Room, Native Sons Hall,
360 Cliffe Ave, Courtenay, BC

Drop-in open house event. No RSVP required.

Visit letstalkhousingbc.ca/courtenay-1885-cliffe-avenue
or email communityrelations@bchousing.org to ask
questions and submit input.



Appendix E: Open House Poster Boards

Welcome

Temporary homes with supports coming to
1885 Cliffe Avenue, Courtenay



Community Open House

Thursday, June 8, 2023

Thank you for joining to learn about what is happening at the Super 8 hotel and find out more about the future of affordable housing in Courtenay.

- Please ensure that comments and discussions are respectful.
- Please recognize that the issues are complex and we need thoughtful discussion about how to meet community needs.
- Please do not bring any signs, banners or placards into the venue.



BC HOUSING



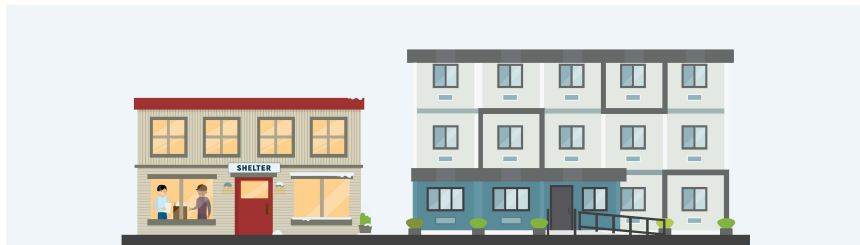
**Comox Valley
Transition Society**

What is happening?

What is happening at the Travelodge?

The Travelodge hotel (2605 Cliffe Avenue, Courtenay) opened as a shelter in response to the urgent need for shelter in Courtenay amidst the COVID-19 pandemic and the housing crisis. It provided vital temporary accommodation for those experiencing, or at risk of homelessness.

BC Housing's lease of the Travelodge ended on March 31, 2023. BC Housing was able to extend the lease until June 30, 2023 and is now working with the Comox Valley Transition Society to find new homes for shelter guests staying at the Travelodge.



What is happening at the Super 8 hotel?

Shelter guests staying at the Travelodge are in immediate need. BC Housing is in the process of purchasing the Super 8 hotel (1885 Cliff Avenue, Courtenay) as a possible temporary home.

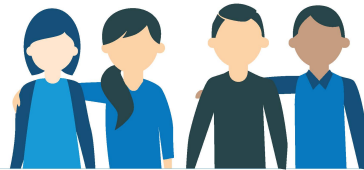
The Super 8 hotel is a temporary solution. It is expected to be open for three years until permanent supportive housing is built to replace it.



Homelessness in Courtenay and the Comox Valley

132 = number of homeless included in the 2020 homeless count for Comox Valley*

170 = number of people currently on the BC Housing Supportive Housing Registry

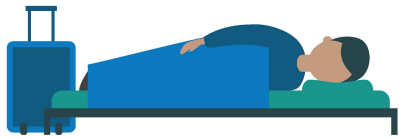


The 2023 homeless count took place March 14, 2023 with a report expected to be released in late 2023.

*Comox Valley – includes Comox, Courtenay, and Cumberland.



The Super 8 is a temporary solution.



BC Housing was requested by the City of Courtenay to submit a temporary-use permit application - which is now in process - so that the Super 8 hotel can be used as temporary shelter for people staying at the Travelodge Courtenay.



Housing residents of the Travelodge is a first step.

Once guests have moved in, BC Housing will concurrently explore possible permanent housing options for the site and will engage with the community to discuss its long-term use.



Housing First



Supportive housing follows an evidence-based and internationally-demonstrated Housing First model, by first providing stable housing, and then working with a resident to promote recovery and well-being.

Here is how it works:

People are living on the streets, in shelters and precariously housed, without access to the basic needs of food and a place to live.

People without homes do not have the capacity to deal with anything beyond basic survival, which may result in dependence to drug and alcohol, and mental health challenges.

Move people experiencing homelessness into independent and permanent housing. They have a bed to sleep in, a door to close, their own washroom. They have breakfast every morning and one hot meal. Basic necessities are met.

Provide additional supports, services, guidance and encouragement as needed,

such as social connection, life skills, employment, finances, health services, recovery plans.

People who live with substance use issues will not be excluded from applying for supportive housing. If we exclude people with substance use issues, they will remain on the street or in shelters, with deteriorating health. **They cannot start their journey to a healthier life until they have a roof over their heads.**

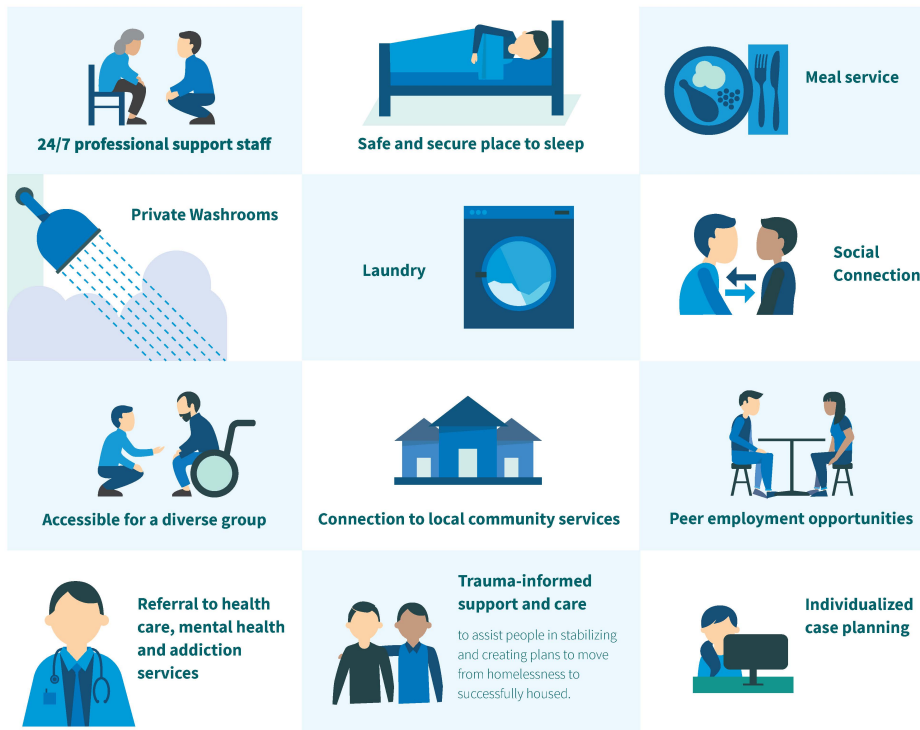


Comox Valley
Transition Society

Moving Forward

The Super 8 is a temporary solution.

Our goal is to build permanent, purpose-built supportive housing in Courtenay.



Comox Valley Transition Society

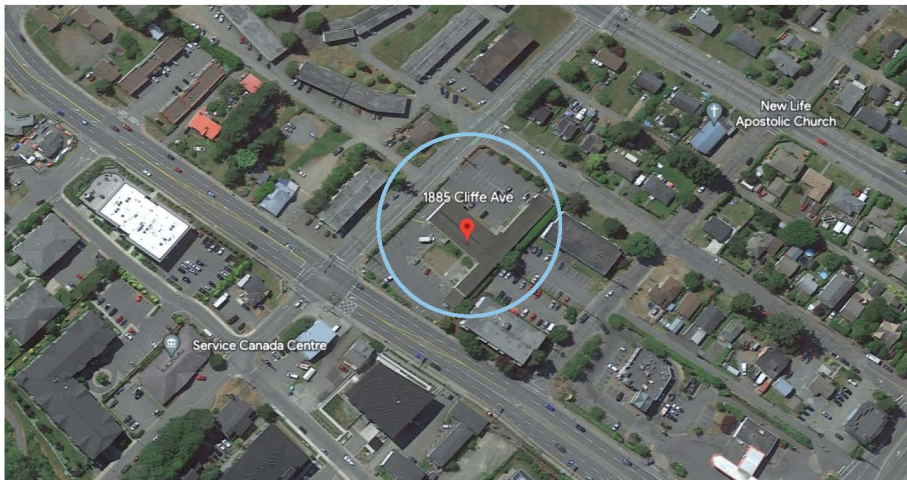
Comox Valley Transition Society (CVTS) supports women, children and families in the Comox, Cumberland Courtenay areas and beyond (including Denman and Hornby Islands) who are experiencing or fleeing abuse, overcoming trauma, working toward/through recovery, and those who are unsheltered and/or struggling through poverty. CTVS supports and **empowers** people to make the best decisions for themselves.

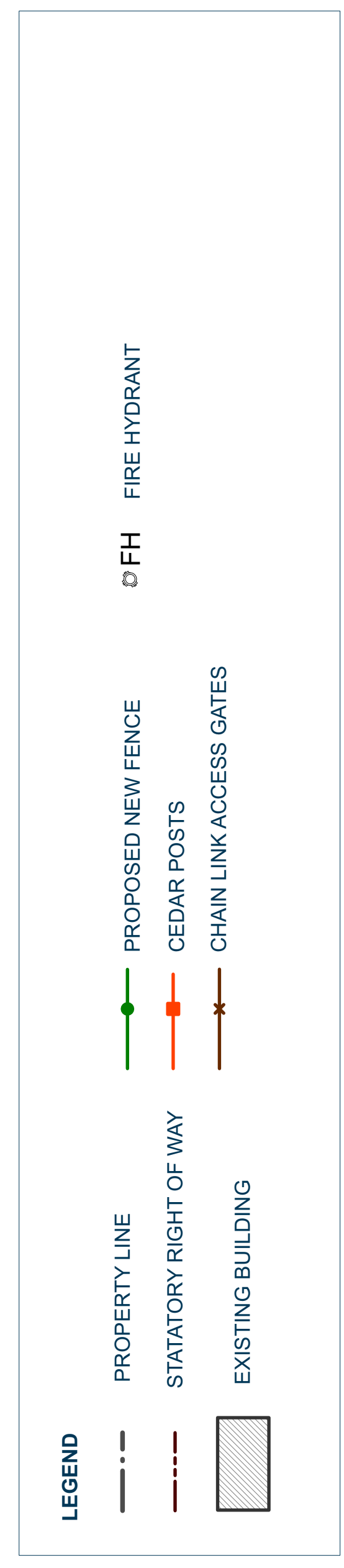
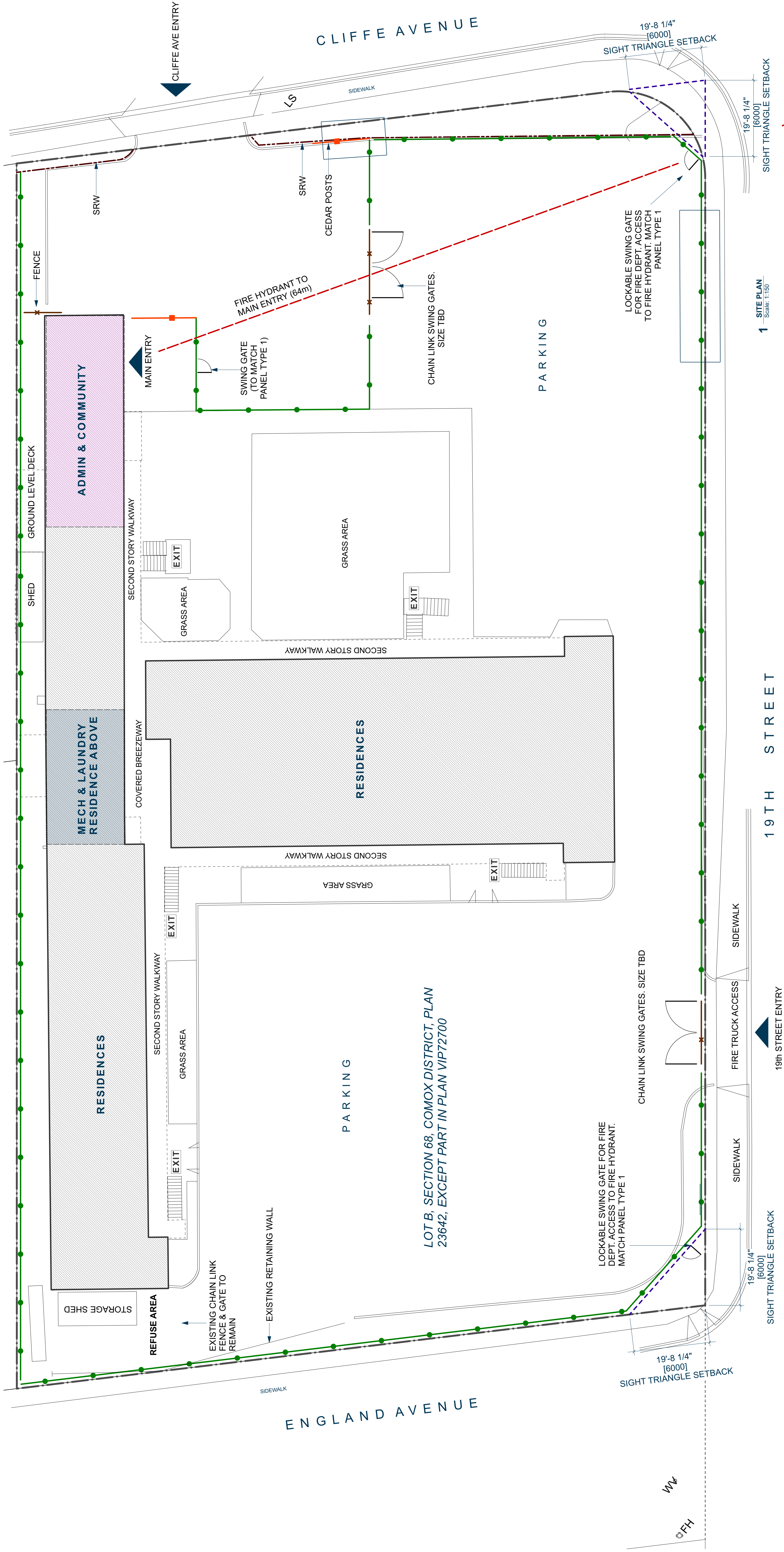
The Comox Valley Transition Society has been operating the Travelodge since June 2020 and will operate the Super 8 to ensure a seamless transition for residents.



Location

1885 Cliffe Avenue, Courtenay





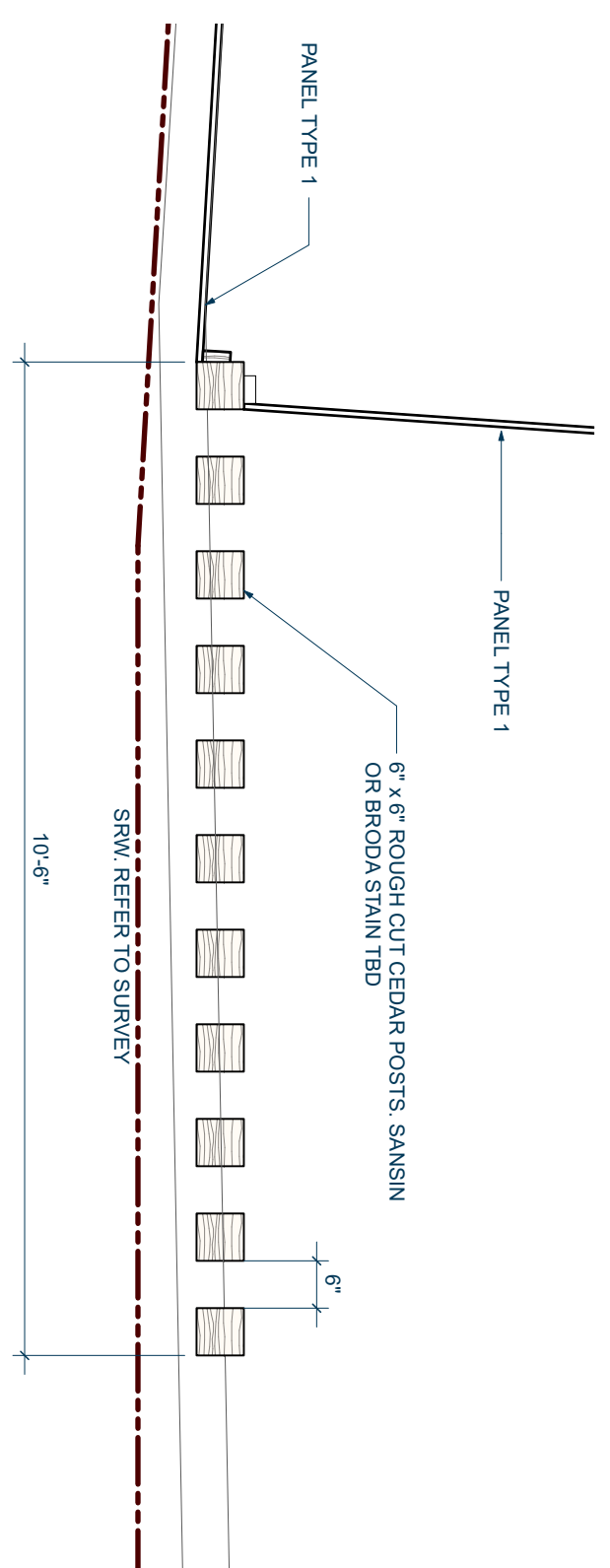
Authority City of Courtenay
Street Address 1885 Cliffe Avenue
Legal Description Lot B, Section 68, Comox District, Plan 23642, Except Part in Plan V1P72700
Zoning MU-2
Property Identification Number PID: 000-720-232
Project Description Perimeter Fence and Access Gates
Building Area 1111.5 sm
Fire Hydrant to Main Entry 64m

1 SITE PLAN
Scale: 1:150

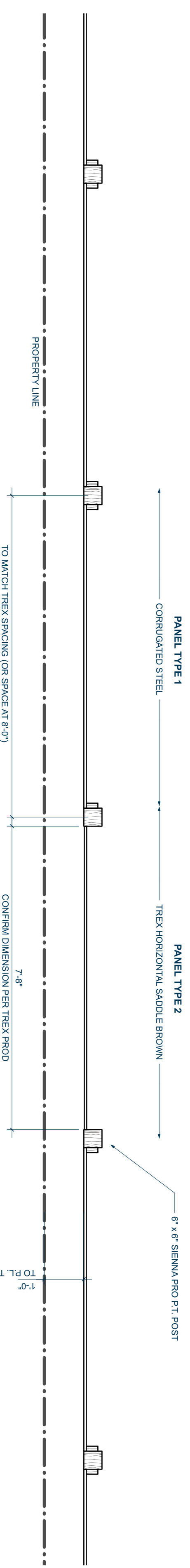
1 CONTEXT
NTS

NEIGHBOURHOOD CONTEXT

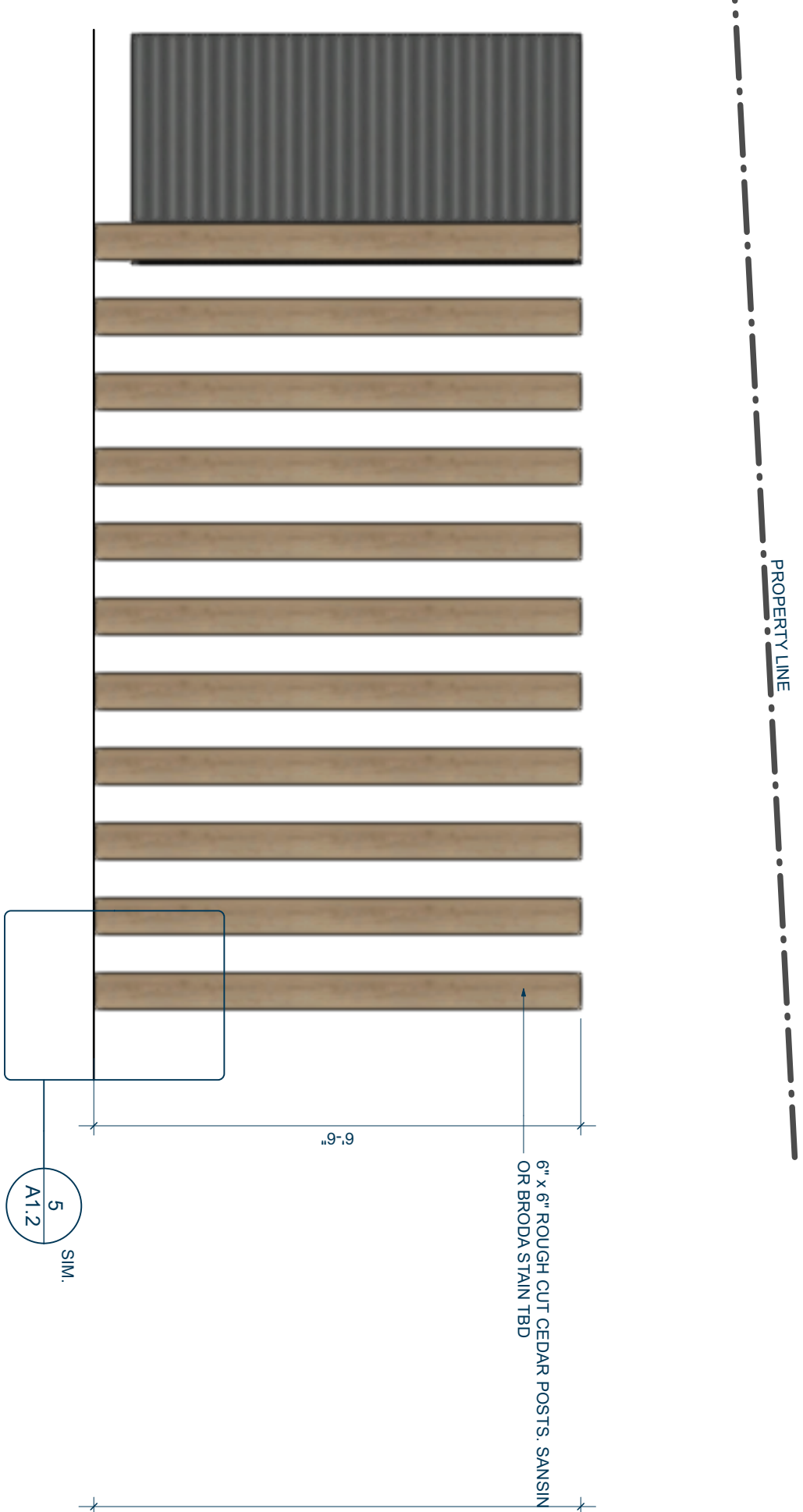
REGIONAL CONTEXT: COMOX VALLEY



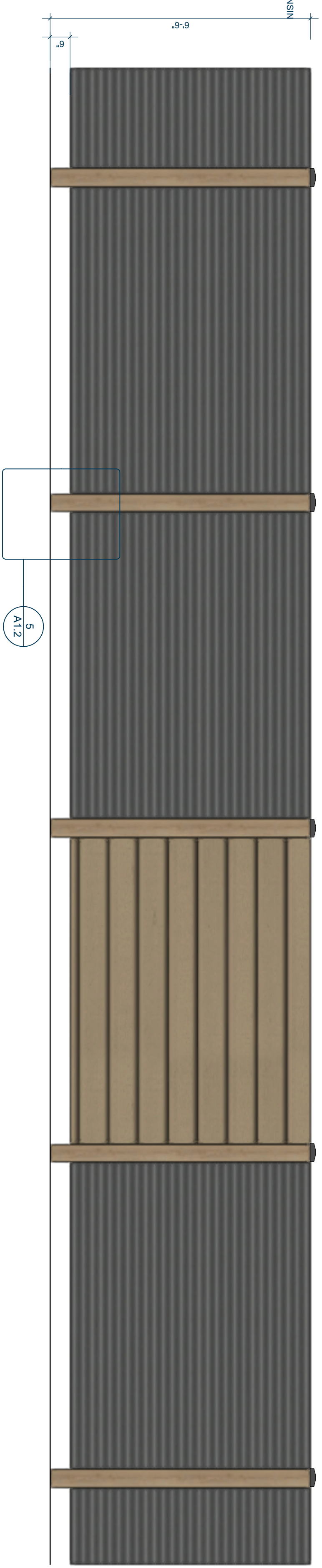
1 PLAN: CEDAR POSTS
Scale: 1/2" = 1'-0"



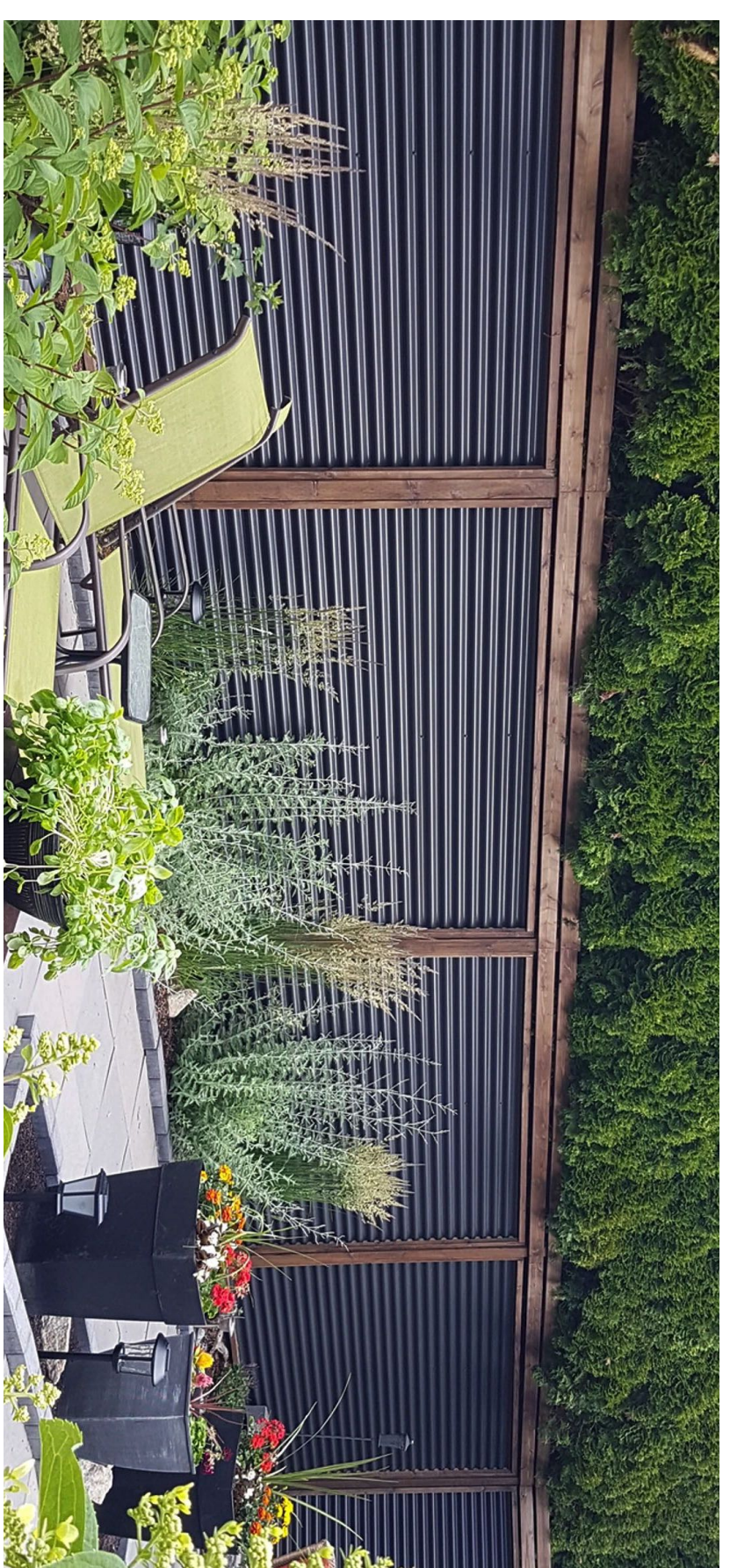
3 PLAN: FENCE PANELS
Scale: 1/2" = 1'-0"



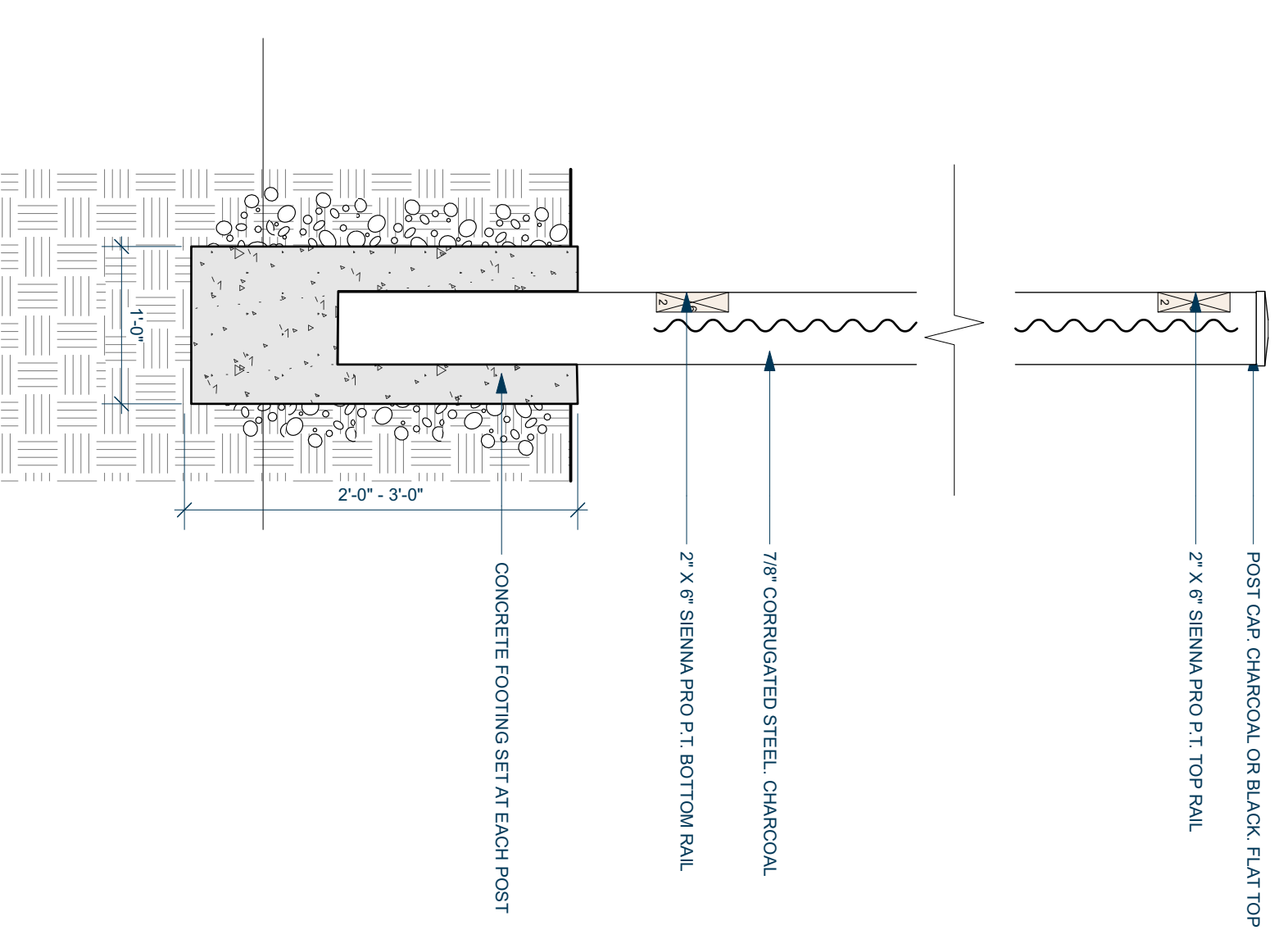
2 ELEVATION: CEDAR POSTS AT ENTRY



4 ELEVATION: FENCE PANEL TYPES



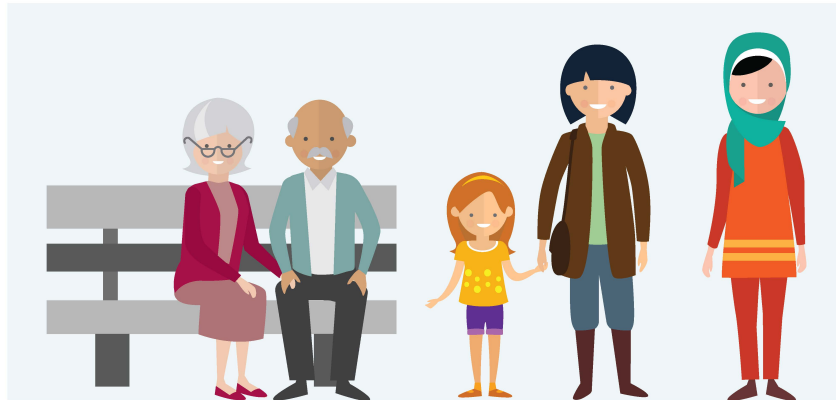
6 REFERENCE IMAGES
Scale: Actual Size



5 DETAIL: POST FOUNDATION & CAP
Scale: 1" = 1'-0"

Who Would Live Here?

Priority is being given to those who are currently living at the Travelodge.



Supportive housing is for British Columbians experiencing or at risk of homelessness. People experiencing homelessness are not all the same. They can be young people, seniors, or people with physical or mental disabilities. They may have experienced trauma, poverty, or struggled with the high cost of housing.



Staff are on-site 24/7 and work with each resident to understand their needs and help them achieve stable housing.



Neighbourhood Safety

BC Housing, Comox Valley Transition Society, and the City of Courtenay are committed to building a safe community both inside and outside.

Experience

CVTS has operated the Travelodge shelter for the past three years and has demonstrated experience in identifying and addressing the needs of people who are experiencing homelessness in Courtenay and across the Comox Valley.

Staffing

Minimum of two experienced and skilled staff on-site 24/7 to support residents, manage the building and serve as primary point of contact for the building.

Design Features

Optimized sightlines, lighting improvements, security cameras, staffed reception, fenced perimeter.

Property Maintenance

Regular sweeps of property and immediate area to ensure cleanliness.

Agreements

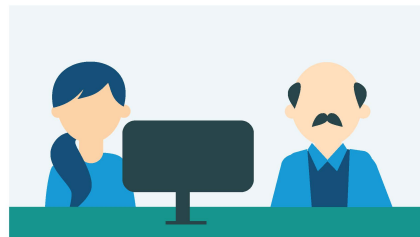
Residents sign program agreement around expectations. Residents will pay rent. A detailed Operating Agreement will set clear responsibilities and expectations for CVTS and BC Housing.

Fire and Life Safety

- 24-7 security provided by trained security staff
- 24-7 fire watch provided by a third-party contractor

Community Advisory Committee

A Community Advisory Committee – or CAC – will be set up to mitigate and address concerns as they come up.



BC Housing and CVTS are committed to being good neighbours.

All Courtenay residents, Super 8 residents included, are expected to:

- **Treat neighbours with consideration.**
- **Avoid excessive noise.**
- **Keep their community clean.**

CVTS and BC Housing are drafting a Good Neighbour Agreement outlining responsibilities and commitments to maintaining a safe community for all.



Community Advisory Committee

A Community Advisory Committee – or CAC – will be set up to mitigate and address concerns as they come up. This committee will be led by CVTS and be made up of members of your community, including neighbours and community partners.

This committee is a place to share information, ask questions, and raise concerns through respectful dialogue. It is an opportunity to foster a positive relationship and build a strong community together.

Please watch for more information and an invitation to participate.



Ensuring everyone has a place to call home.

BC Housing, in partnership with the City of Courtenay and local agencies and service providers, is building a range of housing to meet the growing needs in Courtenay and the Comox Valley.

Since 2017, the Province has delivered more than 76,000 new homes that have been completed or are underway for people in B.C., including 743 homes in the Comox Valley Region, including this project.



CONNECT Warming Shelter

BC Housing continues to work with the City of Courtenay and the Comox Valley Transition Society to identify options for a permanent location for the CONNECT warming centre. We will update the community if a new site is confirmed.



How can I provide input?



Your feedback
and comments are
important to us!

- Respectfully share your concerns with BC Housing staff here tonight.
- Fill out a comment form.
- **Visit:** <https://letstalkhousingbc.ca/courtenay-1885-cliffe-avenue> and share your ideas and concerns through the pages' Q&A portal.
- **Email:** communityrelations@bchousing.org



What should BC Housing consider as we explore more housing options for Courtenay?

Please add your ideas to the board.



Appendix F: Open House Engagement Report Authored by Kirk and Co.

Engagement Summary Report: Courtenay (1885 Cliffe Ave)

Background

The Travelodge hotel (2605 Cliffe Avenue, Courtenay) opened as a shelter in 2020 in response to the urgent need for shelter in Courtenay amidst the COVID-19 pandemic and the housing crisis. It provided vital temporary housing for those experiencing, or at risk of homelessness. BC Housing's lease of the Travelodge ended on March 31, 2023. BC Housing was able to extend the lease until June 30, 2023 and is now working with the Comox Valley Transition Society to find new homes for shelter guests staying at the Travelodge.

The Province, through BC Housing, is in the process of purchasing the Super 8 hotel in Courtenay to ensure that current residents of the Travelodge are not left without housing when that lease expires in late June. Residents are scheduled to start moving into the Super 8 in June. Once guests have moved in, BC Housing will begin exploring possible permanent housing options for the site and will engage with the community to discuss its long-term use.

On June 8, 2023, BC Housing held a community open house in Courtenay to share information with the public about what is happening at the Super 8 and answer questions from the public.

Participation by the numbers

- 9 digital submissions
- 11 written submissions
- 110 attendees at June 8 open house
- 36 email submissions

What we heard

A community open house was held at the Native Sons Hall in Courtenay BC on June 8, 2023 from 6:00pm to 8:00pm. Story boards were set up around the room about the need for temporary housing in Courtenay and decision to relocate from the Travelodge to the Super 8, design changes proposed for Super 8, as well as operational information at the Super 8. BC Housing and Comox Valley Transition Society staff were available throughout the room to provide additional detail and answer questions.

Many of the attendees at the meeting were residents of Courtenay including residents living near the Super 8, local government officials and staff, a representative from the MLA's office, as well as supportive housing organizations in the area.

People could provide feedback in a number of ways:

- Speaking directly to BC Housing staff at the community open house
- Completing a feedback form available at the community open house
- Sending comments via email
- Making an online submission through letstalkhousingbc.ca
- In addition, a QR code was provided that provided direct access to letstalkhousingbc.ca page that provided information on the Super 8 site

KEY THEMES

Below are the key themes that were identified in the online meetings and email submissions. Themes were determined based on frequency of comment.

- Concerns about public and resident safety, including an increase in public drug use and violence and the impact on the community.
- Comments about the speed of the process and lack of notification to local residents and businesses
- Comments in support of additional supportive housing in the area
- Comments that more should be done to help people experiencing homelessness
- Questions or comments about the design of hotel and grounds (amenities, fencing, etc.)
- Questions about the long-term plan for supportive housing in the area including location of permanent site
- Comments providing support for supportive housing but not in this location
- Comments demonstrating uncertainty about hotel capacity

Notification Methods

- 335 letters/invitations were delivered to residents and businesses within a 200-metre radius of the Super 8 hotel. Letters were sent on May 30, 2023.

- Let's Talk Housing web page dedicated to Super 8 site went live on May 29, 2023 with information and Q&A portal
- BC Housing news release issued May 29, 2023 and received publicity through the Comox Valley Record and via social media