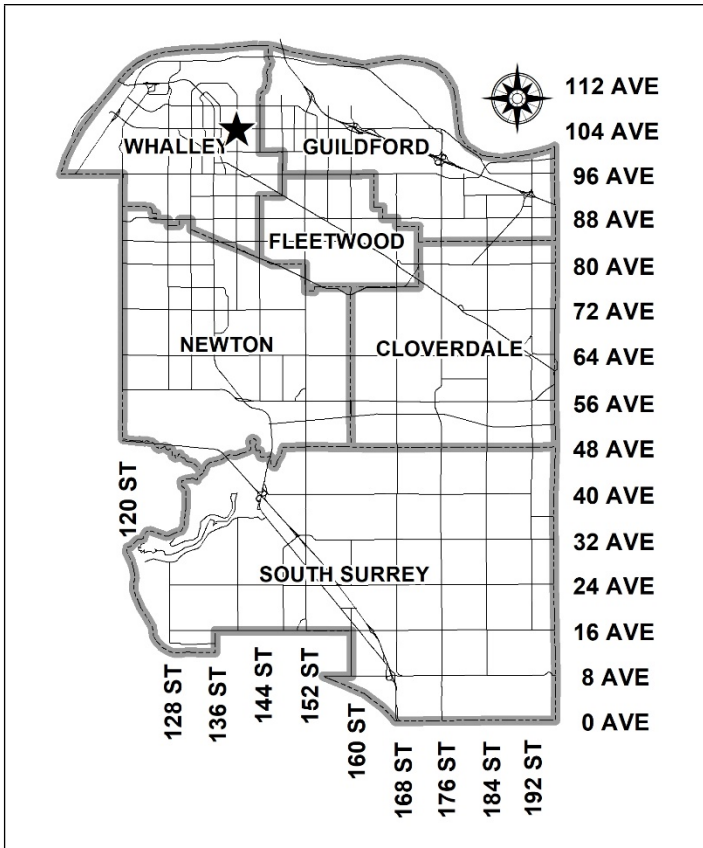


**City of Surrey  
PLANNING & DEVELOPMENT REPORT**

**Application No.: 7922-0074-00**

Planning Report Date: July 11, 2022



**PROPOSAL:**

- **Rezoning** from C-35 to CD

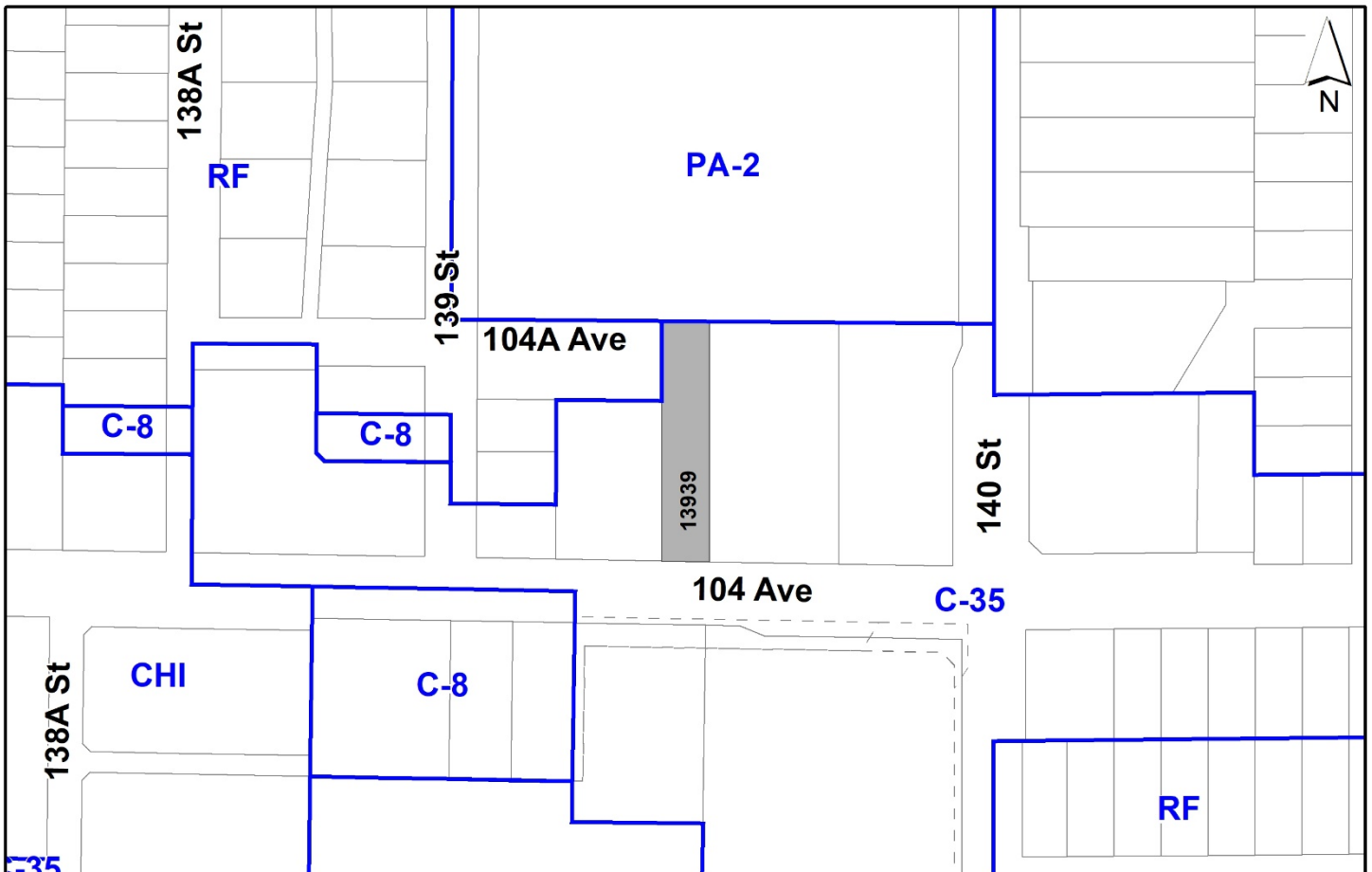
to permit the modification of an existing hotel into residential housing, containing 26 self-contained apartments for the homeless, or those at risk of becoming homeless, and ancillary support services.

**LOCATION:** 13939 - 104 Avenue

**ZONING:** C-35

**OCP DESIGNATION:** Central Business District & Multiple Residential

**CITY CENTRE PLAN DESIGNATION:** Mixed-Use 3.5 FAR & Mid to High Rise 3.5 FAR



**RECOMMENDATION SUMMARY**

- By-law Introduction and set date for Public Hearing for rezoning.

**DEVIATION FROM PLANS, POLICIES OR REGULATIONS**

- None.

**RATIONALE OF RECOMMENDATION**

- The proposal complies with the 'General Urban' designation in the Metro Vancouver Regional Growth Strategy (RGS).
- The proposal complies with the 'Central Business District' and 'Multiple Residential' designations in the Official Community Plan (OCP).
- The proposal complies with the 'Mixed-Use 3.5 FAR' and the 'Mid to High Rise 3.5 FAR' designations in the Surrey City Centre Plan.
- The proposed supportive housing facility will be one of several permanent facilities to be located throughout the City of Surrey operated with the support of the Provincial Rental Housing Corporation (PRHC) for the purposes of providing emergency housing for Surrey residents who are homeless, or at severe risk of becoming homeless.
- The proposal will be a significant community benefit and is consistent with a number of City policies, including the Sustainability Charter 2.0 (Inclusion Theme), Surrey's Plan for the Social Well-being of Surrey Residents, OCP Section F3 (Affordable Housing), and the Master Plan for Housing the Homeless in Surrey.
- The site is appropriately located, in proximity to community services and to public transit along the 104 Avenue frequent transit corridor.

## RECOMMENDATION

The Planning & Development Department recommends that:

1. A By-law be introduced to rezone the subject site from "Downtown Commercial Zone (C-35)" to "Comprehensive Development Zone (CD)" and a date be set for Public Hearing.
2. Council instruct staff to resolve the following issues prior to final adoption:
  - (a) ensure that all engineering requirements and issues including restrictive covenants, dedications, and rights-of-way where necessary, are addressed to the satisfaction of the General Manager, Engineering; and
  - (b) submission of a road dedication plan to the satisfaction of the Approving Officer.

## SITE CONTEXT & BACKGROUND

Direction	Existing Use	OCP & CCP Designation	Existing Zone
Subject Site	Vacant, former Travelodge hotel site.	OCP: Central Business District & Multiple Residential  CCP: Mixed-Use 3.5 FAR & Mid to High Rise 3.5 FAR	C-35
North:	Our Lady of Good Counsel Church & Elementary School	OCP: Multiple Residential  NCP: Mixed-Use 2.5 FAR	PA-2

Direction	Existing Use	OCP & CCP Designation	Existing Zone
East:	Vacant Lot	OCP: Central Business District & Multiple Residential  NCP: Mid to High Rise 3.5 FAR	C-35
South (Across 104 Ave):	Vacant Lot	OCP: Central Business District  NCP: Mixed-Use 3.5 FAR & Mid to High Rise 3.5 FAR	C-35
West:	Residential dwelling currently being used for commercial purposes, and Vacant Lot	OCP: Central Business District & Multiple Residential  NCP: Mixed-Use 3.5 FAR & Mid to High Rise 3.5 FAR	C-35 and RF

### Context & Background

- The subject site, 13939 – 104 Avenue, is a 1,683.4 square metre commercial site situated on the north side of 104 Avenue. The site contains an existing three-storey former hotel building (former Travelodge).
- In spring of 2021, the Provincial Rental Housing Corporation (PRHC) acquired the site and hotel building for the purposes of providing emergency housing for Surrey residents who are homeless, or at severe risk of becoming homeless.
- The catalyst for PRHC’s acquisition of the site relates to the critical need to safely house and assist Surrey’s homeless population. As a temporary measure during the peak of the COVID-19 pandemic, the City of Surrey accommodated many of the area’s homeless residents in the former North Surrey Recreation Complex; with the view of working with the PRHC in identifying a viable long-term solution.
- The North Surrey Recreation Complex has reached the end of its lifespan and is identified to be decommissioned. The Travelodge site at 13939 - 104 Avenue has the potential to house 26 of the residents in the North Surrey Recreation Complex on a more permanent basis, with appropriate support and care. Finding adequate housing for these residents will be of benefit to the City of Surrey in that it will allow for the eventual redevelopment of site at 10275 City Parkway.

- Staff acknowledge recent precedent for the modification of a former hotel site into self-contained residential units for the homeless with ancillary support services. Surrey Planning Application No. 7909-0137-00 (13245 King George Highway) received final approval by the City Council in Autumn of 2013 for the redevelopment of the Howard Johnson motor lodge into a 56-unit apartment complex with support services.
- In the period between site acquisition in Spring of 2021 and the submission of the subject rezoning application, staff note that the PHRC underwent a request for proposal process to select a non-profit operator. According to the attached letter, the PHRC selected an organization called Connective to operate their proposed supportive housing facility (Appendix III). This letter was mailed to area residents and businesses on April 27, 2022.

## DEVELOPMENT PROPOSAL

### Planning Considerations

- The applicant has submitted a development application that would permit the conversion of former hotel room spaces into self-contained supportive housing units, along with additional support services located within the building.
- The application therefore includes the following:
  - Rezoning of the site from "Downtown Commercial Zone (C-35)" to "Comprehensive Development Zone (CD)" (based on "Multiple Residential 45 Zone (RM-45)" and "Special Care Housing 2 Zone (RMS-2)").
- The following table provides specific details of the proposal:

	Proposed
<b>Lot Area</b>	
Gross Site Area:	1,683.40 square metres
Road Dedication:	109.74 square metres
Undevelopable Area:	N/A
Net Site Area:	1,573.66 square metres
<b>Number of Lots:</b>	1
<b>Building Height:</b>	10.63 metres / 3 storeys
<b>Unit Density:</b>	165.2 uph / 66.8 upa
<b>Floor Area Ratio (FAR):</b>	0.79
<b>Floor Area</b>	
Residential:	1143.22 square metres
Community Service/Office:	98.34 square metres
Total:	1241.56 square metres
<b>Residential Units:</b>	
Studio:	26
Total:	26

## Referrals

- Engineering:** The Engineering Department has no objection to the project subject to the completion of Engineering servicing requirements as outlined in Appendix II.
- Parks, Recreation & Culture:** The Parks, Recreation & Culture Department has no concerns.
- The closest active parks are the Hawthorne Rotary and Forsyth Parks which are approximately 500 metres away respectively, and the closest natural area is Green Timbres Park and is 950 metres away. Future parkland is proposed within 120 metres of the subject site as part of the Guildford Town Centre & 104 Avenue Corridor .
- Surrey Fire Department:** The Surrey Fire Department has no concerns but has identified items to be addressed with the submission of the Building Permit.

## Residents and Programming

- The supportive housing building is designed to support its future residents. This development includes 26 self-contained studio apartments. Two (2) of the former hotel rooms on the second floor will be converted for the purposes of distributing pre-prepared meals to residents, and for tenant support services and staff offices.
- PHRC staff have indicated that outdoor amenity programming is still being worked through with their service provider. However, their current thinking is that several surface parking stalls may be converted to accommodate outdoor seating towards the rear of the site. These surface parking stalls sit beneath the building and are weather protected.

## Transportation Considerations

- The applicant will be required to dedicate 6 metres along the northern property line for an ultimate 12-metre wide east-west Green Lane, as identified on the City Centre Plan.
- The subject site is approximate 1 kilometre east of the Surrey Central Skytrain Station.
- An accessible west-bound bus stop (no. 55371) is located approximately 75 metres east of the site near the intersection of 104 Avenue and 140<sup>th</sup> Street. This stop is serviced by the following bus routes: R1 King George, 320 Surrey Central Station, and 501 Surrey Central Station.
- An accessible east-bound bus stop (no. 55216) is located approximately 170 metres east of the site on the opposite side of the intersection of 104 Avenue and 140<sup>th</sup> Street. This stop is serviced by the following bus routes: R1 King George, 320 Fleetwood/Langley Centre, and 501 Langley Centre.
- The principal pedestrian access to the site will be from 104 Avenue.
- Loading and garbage access will be from a drive aisle accessed from 104 Avenue.

- North-south cycle lanes are easily accessible on 140<sup>th</sup> Street. The cycle lanes on 140<sup>th</sup> Street provide connection to the protected east-west cycle lanes to the north on 105 Avenue, and the protected east-west cycle lanes to the south on 100 Avenue.

### **Sustainability Considerations**

- The applicant has met all of the typical sustainable development criteria, as indicated in the Sustainable Development Checklist.

## **POLICY & BY-LAW CONSIDERATIONS**

### **Regional Growth Strategy**

- The proposal complies with the General Urban designation in the Metro Vancouver Regional Growth Strategy (RGS).

### **Official Community Plan**

#### Land Use Designation

- The proposal complies with the 'Central Business District' and 'Multiple Residential' designations in the Official Community Plan (OCP).

#### Themes/Policies

- The proposal is consistent with a number of City policies, including the Sustainability Charter 2.0 (Inclusion Theme), Surrey's Plan for the Social Well-being of Surrey Residents, OCP Section F3 (Affordable Housing), and the Master Plan for Housing the Homeless in Surrey.

### **Secondary Plans**

#### Land Use Designation

- The proposal complies with the 'Mixed-Use 3.5 FAR' and the 'Mid to High Rise 3.5 FAR' designations in the Surrey City Centre Plan.

#### Themes/Objectives

- The proposed development is consistent with the following guiding principle:
  - Encourage Housing Diversity, through the provision of supportive housing and ancillary support services for Surrey residents who are homeless or at risk of homelessness.

**CD By-law**

- The applicant is proposing a "Comprehensive Development Zone (CD)" to accommodate a proposed supportive housing facility on the subject site. The proposed CD By-law for the proposed development site identifies the uses, densities and setbacks proposed. The CD By-law will have provisions based on the "Multiple Residential 45 Zone (RM-45)" and the "Special Care Housing 2 Zone (RMS-2)".
- A comparison of the density, lot coverage, setbacks, building height and permitted uses in the RM-45 Zone, RMS-2 Zone and the proposed CD By-law is illustrated in the following table:

Zoning	RM-45 Zone (Part 23)	RMS-2 Zone (Part 29)	Proposed CD Zone
<b>Unit Density:</b>	111 uph	N/A	165.2 uph
<b>Floor Area Ratio:</b>	1.30	1.0	0.79
<b>Lot Coverage:</b>	45%	45%	74%
<b>Yards and Setbacks</b>	7.5 m from all lot lines.	7.5 m from all lot lines.	East: 0 metres West: 0 metres South: 0 metres North: 1.7 metres
<b>Principal Building Height:</b>	15 metres	13 metres	13 metres
<b>Permitted Uses:</b>	Multiple unit residential buildings and ground-oriented multiple unit residential buildings.	Care Facilities, regulated by the Community Care and Assisted Living Act, as amended.	Multiple unit residential buildings, care facilities, community services, and offices.
<b>Parking (Part 5)</b>		<b>Required</b>	<b>Proposed</b>
<b>Number of Stalls</b>			
Care Facility:		8	0
Residential:		34	20
Residential Visitor:		5	0
Total:		47	20
<b>Bicycle Spaces</b>			
Residential Secure Parking:		32	0
Residential Visitor:		6	0

- The proposed uses are appropriate for the site as they reflect the services that will be required to support the residents in the proposed supportive housing development.
- The proposed floor area ratio (FAR) of the development will be 0.79, which is less than the density permitted in the RM-45 Zone. The proposed density reflects the existing building and is appropriate for the proposed development and site context, as it is located in close proximity to the medium and high-density areas in the City Centre.
- The applicant is proposing to reduce setbacks from those in the RM-45 and RMS-2 Zones. The reduction in building setbacks is supportable, as the site is space constrained, and the setbacks reflect the location of the existing building on the site.



### Indoor and Outdoor Amenity Spaces

- Indoor and Outdoor amenity spaces are not typically required for supportive housing developments.
- Two of the former hotel rooms on the second floor will be converted for the purposes of distributing pre-prepared meals to residents, and for tenant support services and staff offices.
- PHRC staff have indicated that outdoor amenity programming is still being worked through with their service provider. However, their current thinking is that several surface parking stalls may be converted to accommodate outdoor seating towards the rear of the site. These surface parking stalls sit beneath the building and are weather protected.

### Parking

- It is not anticipated that many of the future residents will own vehicles. The proximity to 104 Avenue and Surrey Central Station means that it would be reasonable for most of the residents to rely on public transportation.
- There are currently 29 existing parking spaces provided on the subject site, including 1 accessible space.
- The applicant has indicated that only 20 parking spaces are required, including 1 accessible space, to accommodate staff, visitors, and residents. Additional parking may be provided depending on the applicant's requirements for outdoor amenity for future residents.

### **Capital Projects Community Amenity Contributions (CACs)**

- On December 16, 2019, Council approved the City's Community Amenity Contribution and Density Bonus Program Update (Corporate Report No. R224; 2019). The intent of that report was to introduce a new City-wide Community Amenity Contribution (CAC) and updated Density Bonus Policy to offset the impacts of growth from development and to provide additional funding for community capital projects identified in the City's Annual Five-Year Capital Financial Plan.
- The development will not be required to pay Community Amenity Contributions as they are not required for non-market housing.

### **Affordable Housing Strategy**

- On April 9, 2018, Council approved the City's Affordable Housing Strategy (Corporate Report No. R066; 2018) requiring that all new rezoning applications for residential development contribute \$1,000 per new unit to support the development of new affordable housing. The funds collected through the Affordable Housing Contribution will be used to purchase land for new affordable rental housing projects.
- The proposal supports the objectives of the Affordable Housing Strategy by providing a housing option for individuals who are among the most in need.

- An additional financial Affordable Housing Contribution is not required as this type of housing use does not require a contribution.

### **Public Art Policy**

- As the application is a non-market housing proposal, no public art contribution will be required.

### **PUBLIC ENGAGEMENT**

- Pre-notification letters were sent on May 12, 2022, and the Development Proposal Signs were installed on May 27, 2022. Staff received one response from neighbouring (*staff comments in italics*):
  - The respondent expressed concern regarding the proposed supportive housing use, and instead preferred to see a commercial development for the site.

*(The site at 13939 – 104 Avenue sits within the City Centre Plan and has a dual designation of ‘Mixed-Use 3.5 FAR’ and ‘Mid to High Rise 3.5 FAR’. The supportive housing development proposed fits contextually with mixed-use – residential and commercial development anticipated in this area of the City Centre).*

### **Additional Engagement**

- The applicant held a virtual open house from June 9 to June 23, 2022, to inform and engage community residents and groups with respect to the proposed conversion of the former Travelodge building into a supportive housing development. Representatives from PHRC were in attendance to facilitate the open house and answer questions arising from concerned members of the public (refer to Appendix IV for the full BC Housing Engagement Report).
- According to the report, at the conclusion of PHRC’s engagement process, there had been 19 questions/comments in total; 18 questions/comments submitted to the Let’s Talk Housing page, and one question to the Community Relations email address. The Let’s Talk Housing page had 396 views since going live on April 29, 2021.
- Most questions asked by the community members about the proposed project were neutral in tone and inquisitive with a few raising concerns or opposition. There were 3 comments opposing the project, and 16 were neutral. General themes of these questions included: project updates, community safety, applying for supportive housing, and on-site support offered to residents.

### **TREES**

- No trees are proposed to be removed as part of this development application.

**INFORMATION ATTACHED TO THIS REPORT**

The following information is attached to this Report:

- Appendix I. Site Plan
- Appendix II. Engineering Summary
- Appendix III. BC Housing Preliminary Engagement Letter
- Appendix IV. BC Housing Engagement Summary Report for 13939 104 Avenue, Surrey

*approved by Ron Gill*

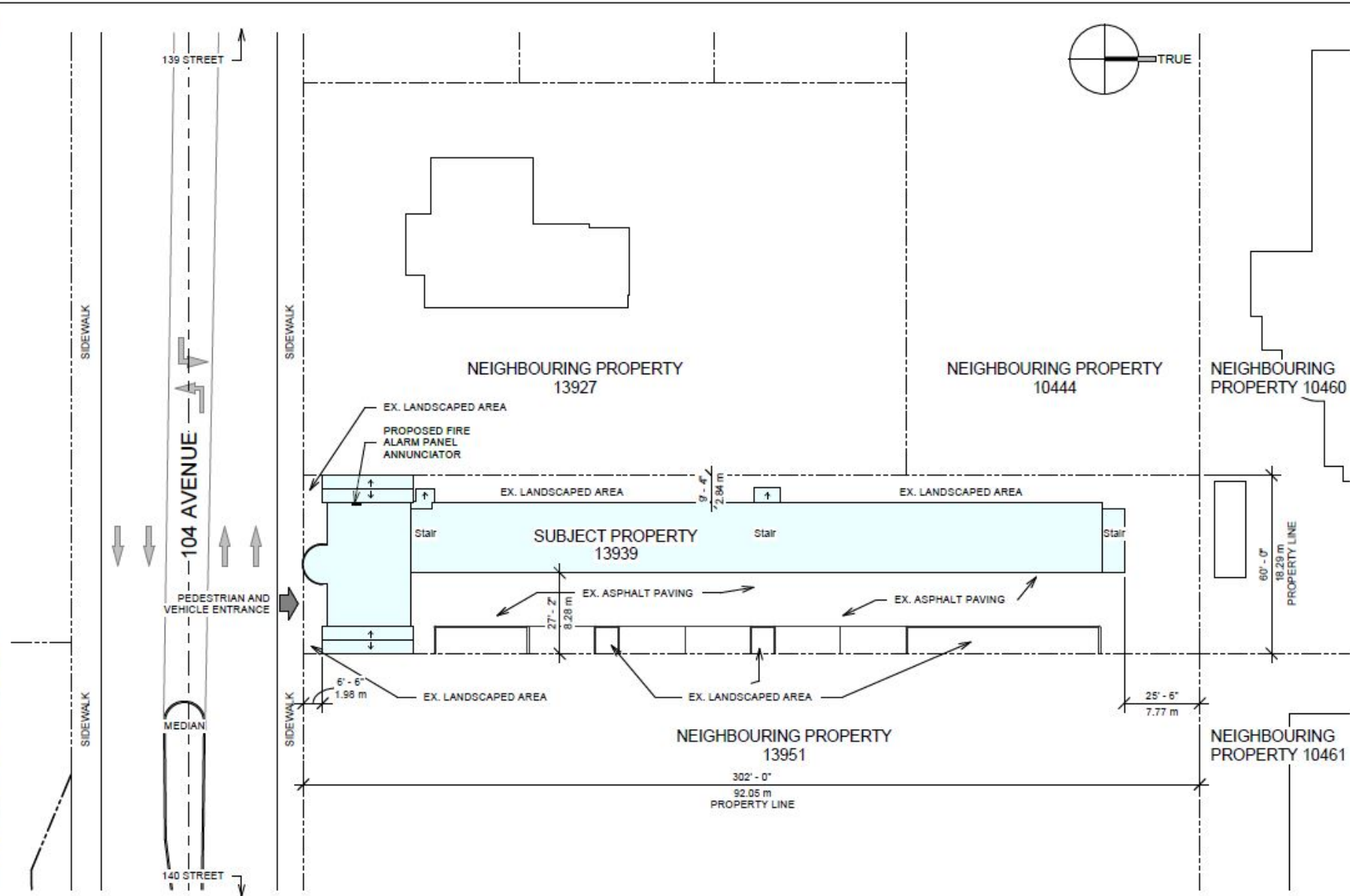
Jeff Arason  
Acting General Manager  
Planning and Development

RO/cm

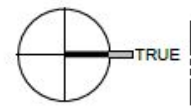
20190419

Z-2227 - BC Housing (30/07/2022) BC Housing Surrey CP-04

05/04/2022 11:32:46 AM



1 Site Plan (Proposed)  
1/32" = 1'-0"



- Design Notes**
1. This drawing reflects the latest of the design, study, working conditions and dimensions on site and report any discrepancies between conditions and site conditions to the Architect prior to construction.
  2. Final dimensions take precedence over scaled dimensions.
  3. All drawings require a seal printed at full size, ready for use before working conditions.
  4. No dimension will be given unless it is necessary.
  5. Final drawings in accordance with the Architect's instructions, specifications and the requirements of the relevant authorities, including Structural, Mechanical, Plumbing, Civil and Electrical Design, except Amendments or conditions to the Architect's instructions, specifications and the requirements of the relevant authorities.
  6. Where conflicts arise between codes, specifications, drawings, amendments, instructions, general trade practices and industry requirements, the most stringent shall apply. In cases where the conflict begins the work at the field level, the work, unless the Architect specifies otherwise, shall be subject to the Architect's instructions and specifications that are submitted in writing to the Architect for written approval prior to construction.
  7. All work shall conform to industry requirements, including applicable Building Codes, Building Acts and the Codes, rules, standards and Orders, including inspection, permits, and safety standards. The Architect shall be responsible for the coordination and approval of all work carried out under the authority of an appropriate regulatory program.
  8. Installation of all materials, equipment, fixtures and systems shall be done in accordance with Manufacturers' instructions.
  9. Where construction or installation requires existing elements not specifically shown in the drawings, such elements shall be deemed to be included and shall be provided. The General Contractor shall coordinate installation of existing and/or existing required for supporting and/or existing fixtures, materials, surfaces, equipment, and accessories as needed. Details are not shown are shown in the drawings.

**Radiant City Architecture Inc.**

4222-1118 Homer St. Vancouver BC V6B 6L5  
Tel: 604-551-0376 rci@radiant-city.com

This document has been digitally certified by digital certificates and an electronic signature certifying the authenticity of the document and the signature of the Registered Engineer of BC. It is a legal document and shall not be used for any other purpose. The electronic signature of the professional and digital seal are not shown in this document.

No.	Description	Date
1	Development Permit	2022-09-21

**BC Housing Survey**

13939 104 Ave  
Surrey, BC V3T 1X1

**A-2.7**  
Proposed Site Plan

Date Plotted	05/04/2022 11:32:46 AM
Drawn By	RLB
Checked By	RLB
Scale	As Indicated

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Project Number: **2227**

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TO: **Manager, Area Planning & Development  
- North Surrey Division  
Planning and Development Department**

FROM: **Development Services Manager, Engineering Department**

DATE: **July 04, 2022** PROJECT FILE: **7822-0074-00**

---

RE: **Engineering Requirements (Commercial/Multi-Family)  
Location: 13939 104 Avenue**

#### INTERIM DEVELOPMENT CONSIDERATION

The proposed rezone is an interim development proposal. The requirements noted below are in support of the current phase. The ultimate off-site works and services fronting the site will be established at the time of future rezone application.

#### REZONE

##### *Property and Right-of-Way Requirements*

- Dedicate as Bylaw road portion fronting 104 Avenue.
- Dedicate 6.0m for ultimate 12.0m east-west Green Lane.

##### *Works and Services*

- Complete fire flow analysis to determine the ultimate water main size, extent and velocity required to achieve the fire flows. Construct frontage and off-site upgrades, as applicable.
- Provide water, storm and sanitary service connections to service the development, and abandon all existing connections, as applicable.
- Register applicable legal documents as determined through detailed design.

A Servicing Agreement may be required prior to Rezone pending analysis above.



Jeff Pang, P.Eng.  
Development Services Manager

HB4



April 27, 2022

Dear Neighbour,

We are writing to provide you with an update about the building formerly operating as the Travelodge Hotel, at **13939 104 Avenue in Surrey**.

The Travelodge was bought by BC Housing in April 2021 to provide shelter for those who are experiencing, or at risk of, homelessness in Surrey. This is part of a long-term plan to provide safe, supportive housing in Surrey.

We are hoping to have residents move into the building in summer 2022.

### **Operator**

We are excited to share with you that Connective has been selected as the operator for this building. Connective has over 90 years of experience providing person-centered programs and services, including housing, to communities across BC and the Yukon.

Connective recently changed their name from John Howard Society Pacific to Connective to better reflect the work they do and the diverse community members they serve. To find out more information about Connective, please visit:

[connective.ca](https://connective.ca)

### **13939 104 Avenue**

The supportive homes at 13939 104 Avenue are part of a long-term plan for homelessness in the City of Surrey. People moving into this building will be at risk of, or experiencing, homelessness in Surrey. A portion of these supportive homes will be for community members identifying as Indigenous.

Connective staff will be on-site 24/7 to provide residents with support services including:

- Meals
- Life skills training
- Health and personal development programs
- Access to important health and wellness supports
- Referrals to health services
- Cultural supports



## **Engagement**

BC Housing is applying to rezone the building to allow for use as permanent supportive housing. BC Housing will be reaching out to the community once engagement has been planned as part of the rezoning process.

We want to make sure you have the most up to date information about this project. The Let's Talk project page will continue to have the most updated information at:

[letstalkhousingbc.ca/surrey-13939-104-ave.](https://letstalkhousingbc.ca/surrey-13939-104-ave.)

If you have any questions, please feel free to reach out. We welcome any questions you may have at [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

Sincerely,  
BC Housing and Connective



# BC Housing Engagement Summary Report for 13939 104 Avenue, Surrey



## Purpose of the Report

The purpose of this Engagement Summary Report is to provide an overview of the engagement that took place for 13939 104 Avenue, Surrey (the former Travelodge Hotel). This report includes how the community was engaged and key themes resulting from the engagement.

## Background

BC Housing is working with Connective to rezone the former Travelodge at 13939 104 Avenue, for use as permanent supportive housing. The building will offer approximately 26 permanent homes to people who are experiencing, or at risk, of homelessness.

The province, through BC Housing, purchased the former Travelodge Hotel at 13939 104 Avenue as part of a long-term plan to provide safe, supportive housing for those at risk, or experiencing, homelessness in Surrey.

Since purchasing in 2021, the former hotel has remained vacant with some renovations having taken place. The intention is for this site to be rezoned for use as supportive housing.

BC Housing conducted a Request for Proposals and selected Connective as the operator for this building. Connective has over 90 years of experience providing person-centered programs and services, including housing, to communities across BC and the Yukon.

Connective staff would be on-site 24 hours a day to provide supports to residents such as:

- Life skill training
- Wellness check
- Referrals to health services
- Skill development programs.

People who experience homelessness are as varied as any other neighbour. They may be seniors, persons with disabilities, people who have employment but no housing, and/or people who are working through mental health concerns and/or substance use. A portion of these supportive homes would be for community members identifying as Indigenous.

## Community Need

In 2020, the Metro Vancouver homeless count identified 644 individuals who were homeless in Surrey. Due to the limitations of counting the Surrey homeless population, it is widely accepted this number is an undercount. There is an urgent need to provide homes for people as a safer and more stable option than living on the streets and in shelters.

## Community Engagement

A communications and engagement plan was developed to facilitate an ongoing dialogue and provide the community with the opportunity to engage in the project.

There were three goals as part of community engagement efforts for the proposed supportive housing at 13939 104 Avenue, as outlined below.

1. To share information about the proposed supportive housing, the process and associated timelines
2. Build awareness of the need for housing with supports for people experiencing homelessness in Surrey
3. To facilitate dialogue by listening and responding to questions the community may have with regards to the proposed supportive housing.

### Announcement

A public announcement about the Province purchasing the former Travelodge was made on April 29, 2021, by the province (**Appendix A**). The announcement can be found on the BC Housing website here: <https://news.bchousing.org/more-supportive-homes-coming-for-people-in-need-in-surrey/>

### Neighbourhood Letters

A neighbourhood letter was created and distributed to 809 properties within a 200m radius of the property on April 29, 2021, by BC Housing (**Appendix B**). The letter provided:

- Information about the purchase, including short-term and long-term plans for the site
- Links to the BC Housing Let's Talk Housing website
- Community Relations email address at BC Housing to send questions or comments.

BC Housing sent a second letter to these properties on June 9, 2022, providing information about the upcoming Virtual Open House, including dates, times, and registration link (**Appendix C**).

### Community Partner Emails

Prior to the announcement, BC Housing identified and reached out to key community partners to make them aware about the upcoming purchase announcement. This email detailed the project at a high level, included a link to the website, and an invitation to connect with BC Housing if they had any questions or comments.

This group was also notified by email once an operator had been selected, and about the Virtual Open House.

BC Housing continues to work closely with these stakeholders as the project progresses.

### Signage

One sign was erected on site on May 27, 2022 (**Appendix D**). Information on the sign included:

- Rezoning application number
- Site map and address
- Information about the rezoning of the property mentioned
- The proposed housing and proposed number of units
- Contact numbers for BC Housing and City of Surrey Planning and Development Department

## Virtual Open House

BC Housing and Connective hosted a Virtual Open House from June 9 to June 23, 2022, for the community to learn more about the project, provide comments and ask questions. This self-guided presentation gave the community an opportunity to learn more about operator, Connective, the proposed housing, onsite supports and anticipated timeline.

The Virtual Open House was hosted on BC Housing's Let's Talk project page <https://letstalkhousingbc.ca/surrey-13939-104-ave>.

## Promotion

The Virtual Open House was promoted by neighbourhood letter and stakeholder email.

- The Let's Talk project page was updated with the information on June 9, 2022
- A letter was sent to neighbours on June 9, 2022, informing them of the upcoming Virtual Open House (**Appendix C**).
- An email to stakeholders was sent on June 8, 2022

## Ways of Providing Input

Community members were invited to ask questions and provide comments for the project through:

### Virtual Open House

Community members were invited to learn more about the proposed supportive housing through a self-guided presentation and ask questions or provide comments through the website Q&A tool, or by emailing [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

### Stakeholder Meetings

BC Housing and project partners reached out to stakeholders offering to meet to discuss the proposed supportive housing project and listen to questions, comments and feedback.

### Let's Talk Housing Webpage

A dedicated webpage was created to share information about proposed supportive housing at 13939 104 Avenue and invite public feedback through an online question and comment forum.

The community was invited to visit the Let's Talk Housing webpage to find out more information about the project and submit feedback. This digital platform launched April 29, 2021, under the URL:

<https://letstalkhousingbc.ca/surrey-13939-104-ave> and includes the following:

- Project details
- Information about key project personnel
- Email address to ask questions
- Moderated Q&A
- Virtual Open House details (updated June 9, 2022)
- Documents for download include:
  - Supportive Housing Case Study Overview
  - Social & Economic Value of Support and Affordable Housing in BC
  - Community Benefits of Supportive Housing

- Community Acceptance Series: Case Study Overview
- Virtual Open House presentation (uploaded June 9, 2022, **Appendix E**).

#### BC Housing Community Relations Email

Contact information was included on all notification and presentation materials for community members and key stakeholders to ask questions, provide comments, and receive responses from BC Housing.

### Summary of Comments Received

BC Housing responds to comments and emails directed to the Let's Talk Housing page: <https://letstalkhousingbc.ca/surrey-13939-104-ave> and also through direct email at [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

At the time this report was created (June 29, 2022), there had been 19 questions/comments in total; 18 questions/comments submitted to the Let's Talk Housing page, and one question to the Community Relations email address. The Let's Talk Housing page had 396 views since going live on April 29, 2021.

BC Housing received one question during the Virtual Open House which took place from June 9 to 23, 2022.

#### What We Heard

The majority of questions asked by community members about the proposed project were neutral in tone and inquisitive with a few concerns or opposed. There were three comments opposing the project, 15 neutral/concern and one other.

General themes of these questions included:

- Project updates
- Community Safety
- Applying for supportive housing
- Onsite supports offered to residents.

### Conclusion

BC Housing in collaboration with Connective have provided opportunities for the community to learn, ask questions, and provide comments on the proposed homes with supports at 13939 104 Avenue in Surrey.

There have been few questions or concerns, and if this supportive housing moves forward, BC Housing and Connective would continue to work closely with the community.

## Appendix A: Announcement

April 29, 2021

More supportive homes coming for people in need in Surrey

SURREY - The Province, through BC Housing, is buying a hotel in Surrey to provide nearly 30 homes with supports for people experiencing homelessness.

"The urgency with which we're addressing homelessness through purchases like these is informed by the reality that housing is the foundation of people's lives and of healthy, safe communities," said David Eby, Attorney General and Minister Responsible for Housing. "This building purchase gives us the opportunity to provide safe, secure and supportive housing for people as they move forward in their journey to independent living. If people are housed instead of living in a local park or on a sidewalk, so much more becomes possible for them and for the broader community where they live."

The property, the former Travelodge Hotel, consists of 28 units and is located at 13939 - 104 Ave.

This site will provide homes with supports for people experiencing or at risk of homelessness. In the coming weeks, BC Housing will begin transitioning people into the building once an experienced operator has been chosen.

Residents of the building will have access to support services, including daily meals, life skills training, employment assistance and counselling, physical and mental health resources, and access to addiction treatment and recovery services. The site will feature 24/7 staffing to provide around-the-clock support to residents.

The operator will set up community advisory committees to oversee integration within the community and to address any questions raised by people in the neighbourhood.

This purchase is part of the Province's ongoing actions to provide housing for people experiencing or at risk of homelessness and to build upon the 250 supportive homes that the City of Surrey and the Province have committed to creating. From this commitment, 38 units are now open and an additional 100 are underway in Surrey, with the remaining projects to be announced in the coming months.

### **Quotes:**

#### **Doug McCallum, mayor, City of Surrey -**

"It has long been our view that providing a safe and secure place to call home is critical to ending the cycle of homelessness. This supportive housing project is another example of how much can be accomplished by working together on a common goal. I want to thank the Province and BC Housing for the productive partnership we have developed."

#### **Bruce Ralston, MLA for Surrey-Whalley -**

"With this purchase, we are able to help support more vulnerable people in the community and provide a safe place for those who don't have a home. Our government has taken strong action to tackle homelessness in Surrey - including ending the encampment on the Whalley Strip. These homes are one more step to help address homelessness in Surrey and give those in need access to vital services."



**Quick Facts:**

- The Province is investing \$8.7 million to purchase the former Travelodge Hotel in Surrey through the Supportive Housing Fund.
- An independent appraisal of the site was completed on Dec. 8, 2020. The appraisal took into account the existing market value of the property and valued the building and land at \$8.1 million.
- The Province paid \$8.1 million for the property, as well as about \$600,000 in taxes and closing fees.
- BC Housing will also provide an annual operating subsidy of about \$840,000.

**Learn More:**

More information about BC Housing's plans for these sites is available online:

<https://letstalkhousingbc.ca/surrey-13939-104-ave>

A map showing the location of all announced provincially funded housing projects in B.C. is available online: <https://www.bchousing.org/homes-for-BC>

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/>



## Appendix B: Neighbourhood Letter – Purchase

April 29, 2021

Dear Neighbour,

We are writing to let you know that BC Housing has purchased the 28-room Travelodge hotel located at 13939 104 Ave, Surrey, to provide homes with supports for those who are experiencing, or at risk of homelessness.

The supportive housing will help residents achieve and maintain housing stability, and receive important supports such as life skill training, wellness checks, mentorship and other health and skill development programs.

Discussions will be had to ensure the services provided in this building meet their needs and there is an appropriate mix of residents. All residents will sign a program agreement (similar to a tenancy agreement) and pay rent. No operator has yet been selected for the proposed supportive housing; a request for proposals will be issued in the coming weeks.

This property is currently vacant and will need to be rezoned before it can be converted into supportive housing; the application will comply with the municipal rezoning process. The Travelodge rezoning application is targeted for summer 2021 with the goal of having residents move in during winter 2021.

We understand it is important for you to be informed about the plan for this site and we will provide further updates at [letstalkhousingbc.ca/surrey-13939-104-ave](http://letstalkhousingbc.ca/surrey-13939-104-ave).

We welcome any questions you may have at [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

Sincerely,

BC Housing Communications

## Appendix C: Neighbourhood Letter - Engagement Session Dates

June 9, 2022

Dear Neighbour,

We are writing to let you know about an upcoming Virtual Open House for **13939 104 Avenue, Surrey**, as we rezone this building for use as supportive housing.

The former Travelodge was bought by BC Housing in April 2021 to provide shelter for those who are experiencing, or at risk of, homelessness in Surrey. This is part of a long-term plan to provide safe, supportive housing in Surrey.

We are expecting residents will move into the building in summer 2022.

### **Operator**

Connective has been selected as the operator for this building. Connective has over 90 years of experience providing person-centered programs and services, including housing, to communities across BC and the Yukon.

To find out more information about Connective, please visit [connective.ca](https://connective.ca).

### **13939 104 Avenue**

The proposed supportive homes at 13939 104 Avenue are part of a long-term plan for homelessness in Surrey. People moving into this building will have been at risk of, or experiencing, homelessness in the community. A portion of these supportive homes will be for community members identifying as Indigenous.

BC Housing is in the process of rezoning the building for use as permanent supportive housing so it can continue to support those experiencing or at risk of homelessness in Surrey.

### **Virtual Open House**

From **June 9th - June 23rd**, we invite you to take part in the Virtual Open House. Visit the project Let's Talk page for a self-guided presentation to learn more about the proposed homes with supports, Connective, and ask questions and submit comments about the proposal. The project page can be found at: [letstalkhousingbc.ca/surrey-13939-104-ave](https://letstalkhousingbc.ca/surrey-13939-104-ave).

If you have any questions please email us at [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

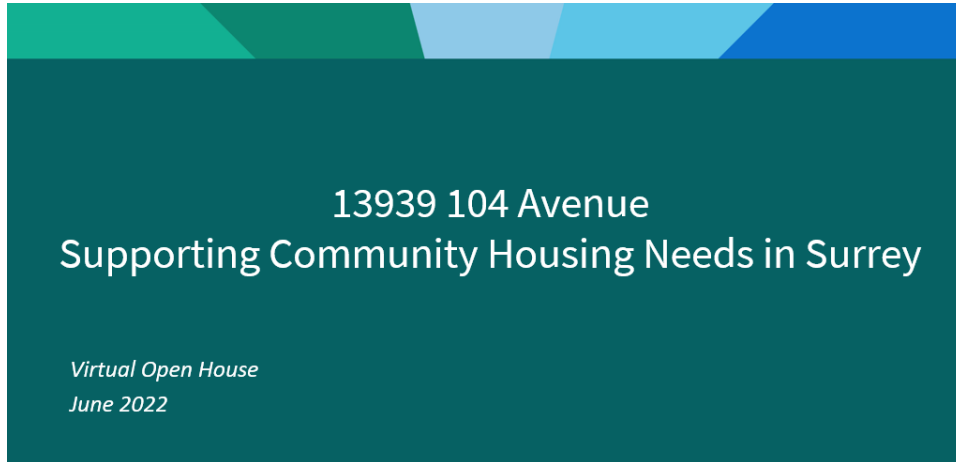
Kind regards,  
BC Housing and Connective



## Appendix D: Site Sign



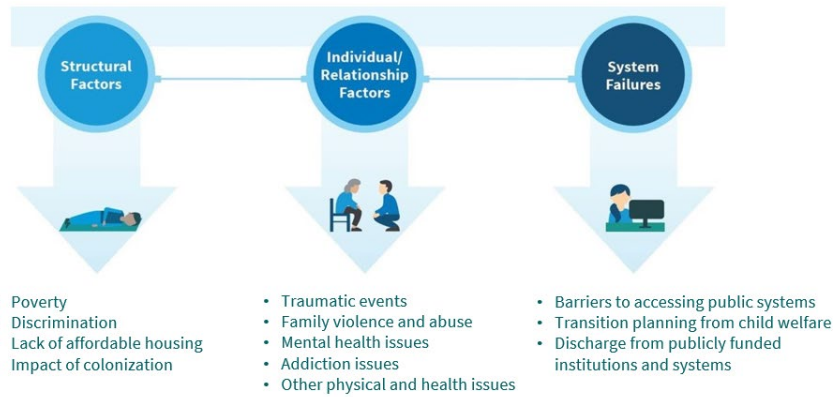
## Appendix E: Virtual Open House Presentation



### The Presentation

- This Virtual Open House provides the community with an opportunity to learn more about the proposed homes with supports at 13939 104 Avenue in Surrey
- We encourage you to read through this presentation and submit your feedback, questions and comments to [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org) or by using the Questions and Answers section of the projects [Let's Talk](#) page
- Questions and comments will be included as part of a report to the City of Surrey before the public hearing. Names will not be included out of respect for privacy.

## Understanding Pathways to Homelessness



## Addressing Homelessness in Surrey

- In 2020, Surrey recorded 644 individuals who were homeless
- Shelters and outreach is an important and immediate support for people experiencing homelessness, but the goal is for everyone to have a home
- Social service providers report more people at risk and increased wait lists



BC Housing provides housing along the entire continuum from shelters to affordable

## 13939 104 Avenue Proposed Supportive Housing

### Supporting Housing

- Purchased in 2021 by BC Housing
- 26 homes with supports for people who are further along in their journey with a portion of rooms for individuals identifying as Indigenous

### Operator Connective



## Connective

- Connective was selected as the operator for this building through a Request for Proposals
- Connective has over 90 years of experience providing person-centered programs and services, including housing, to communities across BC and the Yukon
- You can learn more about Connective [here](#)



## On-site Supports

- Daily meal services
- Individual case planning
- Individual & group services  
*(life skills, community kitchen)*
- Connection to community supports  
*(education & employment opportunities, health & wellness services)*



## Resident Selection Process – Thoughtful & Thorough

### Housing for individuals:

- Over the age of 19
- Experiencing or at risk of homelessness
- In need of additional support to maintain housing
- Priority given to Surrey residents

- A portion of these supportive homes will be for community members identifying as Indigenous
- BC Housing and Connective would work with local service providers to select residents
- All residents pay rent and sign a program agreement around expectations and behaviours



## How the Site will be Managed



## Moving Forward



### Announcement of Purchase

Announcement and reach out to stakeholders, neighbours and the community on housing plans for this site



### Community Engagement

Engagement including a Virtual Open House for the community to learn about this proposed project and answer questions



### Public Hearing

Public Hearing for Rezoning the building for use as supportive housing

### Questions or Comments?

- Visit Let's Talk Housing BC website at [letstalkhousingbc.ca/surrey-13939-104-ave](http://letstalkhousingbc.ca/surrey-13939-104-ave)
- Submit inquiries through [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org) or the questions section on the Let's Talk Housing page
- For more information on how to apply for supportive housing, visit <https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing>



Thank You