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COUNCIL DATE: \#u" -k' .

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## REGULAR COUNCIL

TO: Mayor & Council

DATE: October 16, 2014

FROM: General Manager, Engineering  
General Manager, Planning & Development

FILE: 4815-01

SUBJECT: Status of the Search for a 2014/2015 Winter Shelter location and a new Purpose-Built Shelter/Transitional Housing Facility

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## RECOMMENDATION

The Engineering Department and the Planning & Development Department recommends that Council receive this report as information.

## INTENT

The purpose of this report is to:

1. provide information on the search status of a suitable location for the 2014/2015 Winter Shelter premises;
2. provide information on the proposed 2014/2015 Outreach Initiative; and
3. provide information on the search for a new Purpose-Built Shelter/Transitional Housing Facility.

## BACKGROUND

With the winter of 2014 pending, this report is intended to provide Council with information on the search status for a Winter Shelter premises, the proposed 2014/2015 Outreach Initiative, as well as the search status for a new Purpose-Built Shelter/Transitional Housing Facility.

### BC Housing's Emergency Housing Program

The 2014 Metro Vancouver Homeless Count indicates there are approximately 403 homeless people in the City of Surrey. The majority of Surrey's homeless are found in the City Centre area of Whalley. BC Housing funds programs to assist these individuals.

BC Housing's Emergency Housing Program includes a number of programs and services to help individuals and families who are homeless or at risk of homelessness. These include:

- **Emergency Shelter Program** - The Emergency Shelter Program provides temporary shelter, food and support services. In the City Centre, the 40-bed Gateway Shelter, operated by Keys Housing and Health Solutions ("Keys"), operates year-round, 24 hours per day, 7 days per week.
- **Winter Shelter** - A Winter Shelter operates on a 24 hours-a-day, 7 days-a-week basis for a 6-month period. It is intended to decrease the number of people who are sleeping outside during the winter months. BC Housing has funded Winter Shelters in Surrey and Vancouver. (Vancouver identifies these as HEAT shelters.) The last one in Surrey was located at 10708 - 136A Street and was operational from December 7, 2012 to May 31, 2013.
- **Homeless Outreach Program** - Homeless outreach connects people who are homeless to housing, income assistance, and community-based support services. Keys is contracted by BC Housing to provide outreach services on a year-round basis. Keys' outreach workers primarily focus on connecting with people in Whalley.
- **Extreme Weather Response ("EWR") Program** - The EWR Program provides shelter spaces (usually on mats) during periods when the temperature or weather conditions threaten the health and safety of homeless people. The EWR program operates from November 1 to March 31. Each community decides when to issue an Extreme Weather Alert. Each community develops a EWR Plan that includes the conditions under which a EWR Alert is issued. The Surrey EWR Coordinator is responsible for monitoring local weather conditions and issuing EWR Alerts. Last year there were 59 EWR Alerts issued.

*Further information about these programs is provided in the attached Appendix VII.*

## DISCUSSION

### **Search status of a suitable location for the 2014/2015 Winter Shelter premises;**

City staff has yet to identify a suitable location for the 2014/2015 Winter Shelter premises. Staff investigated approximately 12 locations in 2013 and a further 5 locations during 2014. The search for a suitable Winter Shelter location is becoming increasingly difficult due to a number of challenges. These challenges include; neighbourhood integration issues, building size or layout or suitability, or concerns expressed by either potential landlords or adjacent tenants.

Redevelopment activity within the City is also adding to the challenge since investors or developers acquiring properties for redevelopment purposes may be unwilling to consider a Winter Shelter as an interim use due to perceived stigma, especially if they own other properties in close proximity.

The only building that was identified that could accommodate the Winter Shelter in time for a December 1, 2014 opening is the westerly portion of a City-owned building at 10660 City Parkway, as illustrated on the attached Appendix I. This location was previously considered by Council and the Downtown Surrey BIA ("BIA") for the 2013/2014 Winter Shelter premises but was deemed unsupportable due to neighbourhood concerns. The BIA was asked to comment on 10660 City

Parkway as an interim Winter Shelter location for the 2014/2015 season. The BIA continues to be unresponsive of this location for use as a 2014/2015 Winter Shelter site even if no other site is found and their concerns have been expressed in a letter dated October 3, 2014 as noted in the attached Appendix II. The BIA have also expressed their concerns directly to BC Housing in a letter dated October 10, 2014, a copy of which is attached as Appendix III.

### **2013/2014 Outreach Initiative Results**

In 2013, the City was unable to identify a suitable location for a Winter Shelter. To help mitigate the impact of not having a Winter Shelter, BC Housing agreed to redirect the funds that were available for Surrey's Winter Shelter to support additional homeless outreach resources (outreach workers and rent supplements). The results of the 2013/2014 Winter Homeless Outreach Initiative are identified and tabulated in the attached Inter-Office Memo dated July 15, 2014, attached as Appendix IV.

### **2014/2015 Outreach Initiative**

To help to mitigate the impacts of not having a Winter Shelter this season, BC Housing has agreed to redirect the funds that are available for Surrey's 2014/2015 Winter Shelter to support additional homeless outreach resources (outreach workers and rent supplements) over the winter months. It is anticipated that the Winter Outreach Initiative will start on November 1, 2014 and provide homeless outreach services 7 days a week, from 6am to 11pm.

For several years, Keys Housing and Health Solutions ("Keys") has been contracted by BC Housing to provide homeless outreach services in Surrey. Keys' outreach services are generally focussed in the Whalley area and on working with the hard-to-house homeless population. Keys was selected as the Winter Shelter operator for Surrey through an RFP process in 2012 and BC Housing has stated that Keys will be providing the 2014/2015 winter outreach services in Surrey.

### **New Purpose-Built Shelter and Transitional Housing Facility**

On May 26, 2014 Council considered development application #7914-0059-00, attached as Appendix V, for the purpose of a new Purpose-Built Shelter and Transitional Housing Facility on three City-owned properties at 9671/77/87 - 137 Street in the Hospital Precinct. A public hearing was held on this matter. Upon conclusion of the public hearing process Council directed staff to conduct additional due diligence and thoroughly investigate options for potential alternative locations. Staff have identified an alternative site for a permanent location for a new Purpose-Built Shelter and Transitional Housing Facility on an approximate 0.252 hectare (0.50 acre) easterly portion of the property at 13845 - 96 Avenue. This alternative property is illustrated on the attached Appendix VI as a proposed Lot 2, and is located approximately 2 blocks east of the three City-owned properties noted above. The owner of this property is willing to consider a sale of the proposed Lot 2 to the City. However, further due diligence will be required to address site suitability, neighbourhood integration, and cost implications, and this proposed alternative location would be subject to a public hearing process. Staff will report back to Council in early 2015 when further due diligence has been completed on this matter.

## CONCLUSION

This report is intended to provide Council with information on the recent and current search status for a Winter Shelter premises and Outreach initiatives, as well as the search status associated with the identification of a new Purpose-Built Shelter/Transitional Housing Facility. Due to the inability to secure a Winter Shelter location for the 2014/2015 season, BC Housing will commence its Winter Outreach Initiative on November 1, 2014. An alternative location for a new Purpose-Built Shelter and Transitional Housing Facility has been identified by staff, and staff will report back to Council at a later date after further necessary due diligence has been conducted.

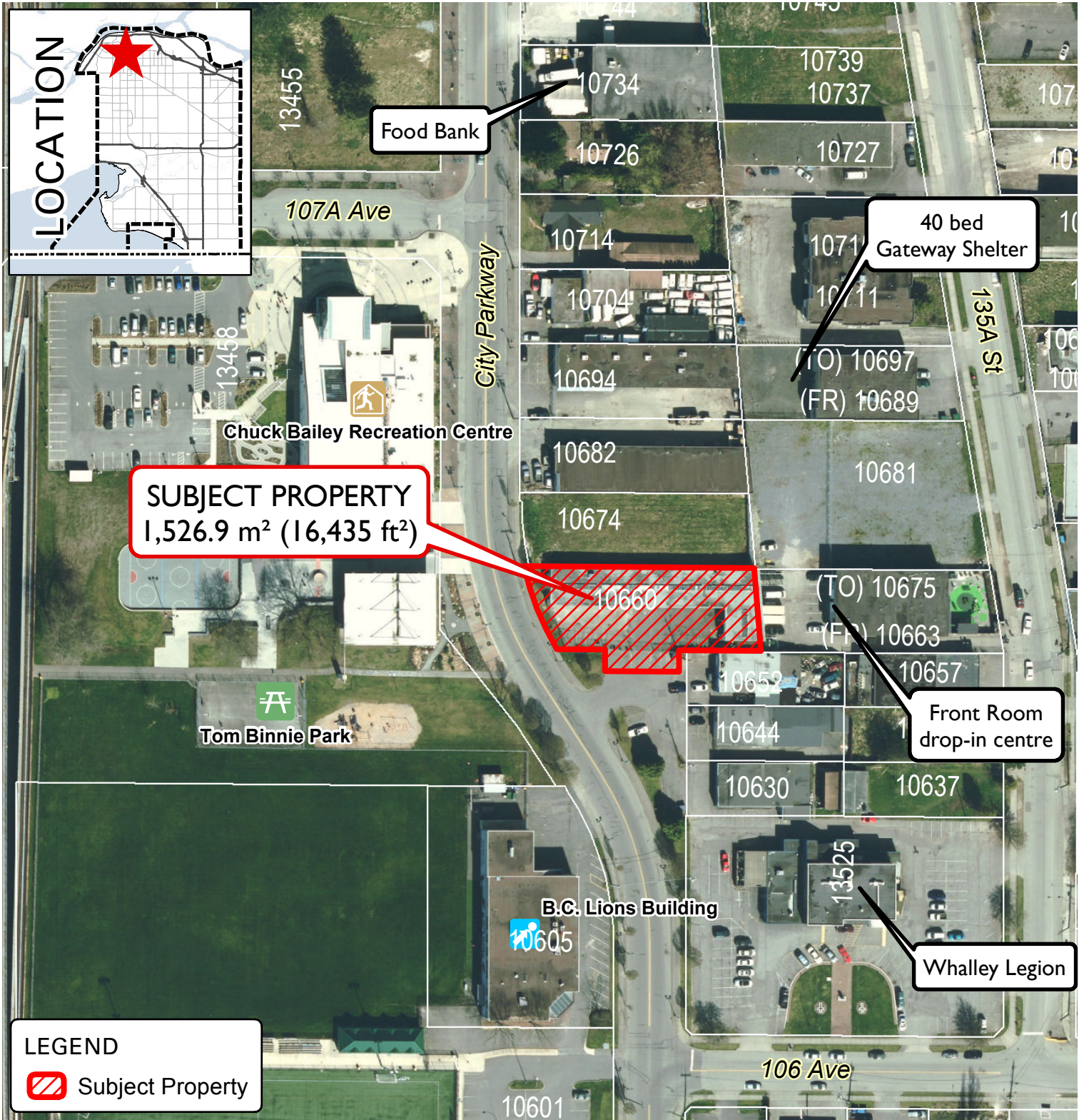
Fraser Smith, P. Eng., MBA  
General Manager,  
Engineering

Jean Lamontagne  
General Manager,  
Planning and Development

Appendix I - Aerial Photograph of Site (10660 City Parkway)  
Appendix II - Letter from the Downtown Surrey BIA dated October 3, 2014  
Appendix III - Letter from the Downtown Surrey BIA dated October 10, 2014  
Appendix IV - 2013/2014 Winter Homeless Outreach Results dated July 15, 2014  
Appendix V - Development Application #7914-0059-00 (May 26, 2014)  
Appendix VI - Proposed Alternative Purpose-Built Shelter and Transitional Housing Facility  
Appendix VII - BC Housing's Emergency Housing Program

NR/brb

# APPENDIX I AERIAL PHOTOGRAPH OF SITE



Produced by GIS Section: 23-Oct-2013, JJR

Date of Aerial Photography: March 30, 2013



**SUBJECT PROPERTY**  
**10660 CITY PARKWAY**  
**File #: 4815-01**

**ENGINEERING**  
**DEPARTMENT**



October 3, 2014

Vincent Lalonde  
City Manager  
City of Surrey  
10350 – 104 Ave  
Surrey BC V3T 1V8

Dear Vincent:

Re: Location of a Winter Shelter in 2014-2015

The Downtown Surrey Business Improvement Association was advised by Ken Woodward of a proposed location of the 2014/2015 Winter Shelter at 10660 City Parkway on October 1, 2014.

The DSBIA Board of Directors are not in favour of the Winter Shelter being located in the property proposed by the City. We had previously outlined our concerns, on numerous occasions, with regard to the proliferation of social services in the area north of 104<sup>th</sup> Avenue. The concerns remain the same: the interests of children in playgrounds; veterans at the Legion; elders and youth at the community centre; local residents in their homes and small businesses striving to make ends meet; will all be greatly impacted if this proceeds.

We accept that there is a need for a Winter Shelter in Surrey but locating the Shelter in the North end of City Centre, does not alleviate the problems in the area and has been shown to create more issues. It places an unfair burden on the businesses and residences in this area. It is a burden that, however reluctantly, other neighbourhoods in Surrey should be invited to share.

We feel that everything possible must be done by the City and BC Housing to mitigate concerns of the businesses and the community. DSBIA wants to work on solutions keeping in mind the burden cannot be put on one area and respectfully request, at minimum, the following:

- Additional outreach workers = 24/7; the numbers from last year will have to be increased.
  - This is important as businesses that operate 24/7 (number of restaurants, gas stations etc. Require extra assistance to deal with people who are in need of a place to stay. The DSBIA office has been receiving more complaints of problems that happen between 11pm-6am. Everything would be better monitored by additional outreach workers.
- Additional extreme weather shelters –outside City Centre

## APPENDIX II

- Staff/transportation to take people in need of shelter to extreme weather shelters outside the Downtown core
- *A strategy for people who have nowhere to go when the extreme weather shelter is closed.*
  - It is open 7pm-7am; therefore at 7am they are on the street. This creates a problem for the library, the shopping centres, etc.
  - SUMS usually offers coffee during the day as does the Front Room but these two locations cannot accommodate everyone. There are concerns that people will start “hanging around” SUMS thus creating problems for surrounding businesses and visually being on King George Blvd. will create a poor image as an entrance “gateway” to the City.

Sincerely,  
Downtown Surrey BIA

A handwritten signature in black ink, appearing to read 'James Stewart', with a large, stylized flourish extending to the right.

Per/  
James Stewart  
Chair

CC: Ken Woodward



#330-10362 King George Blvd. Surrey BC V3T 2W5  
P 604.580.2321  
F 604.580.6321

October 10, 2014.

Keir Macdonald  
Operations Manager, Lower Mainland Non Profit  
BC Housing  
1701-4555 Kingsway  
Burnaby, BC V5H 4V8

Dear Mr. Macdonald:

The Downtown Surrey Business Improvement Association (DSBIA) is aware and concerned with the lack of a Winter Shelter in Surrey City Centre "area" from November 1 – April 30, 2015. We realize the City of Surrey made every effort to find a location that would meet the needs of the homeless people as well as the needs of the greater community, but were unable to find a suitable location.

Recognizing the requirements of this vulnerable population and the surrounding community, the DSBIA would respectfully request that BC Housing fund the following:

- Increase the number of outreach workers that assist people on the streets:
  - Requesting outreach workers 7 days per week, 24 hours per day.
    - We have been advised that non-casework outreach workers would be adequate between 11pm-6am. Last year, the DSBIA received numerous concerned calls from local businesses about people sleeping in dumpsters, parking lots, under stairs and in their 24 hour restaurants.
    - We recognize this is not the way people in our community, or Canada, should be living.
- Ensure there are enough Extreme Weather shelters in the North area of Surrey
  - This will safeguard against Surrey Urban Mission from being oversubscribed
- Ensure there is adequate transportation (and staffing) to transport people to shelters that are not within walking distance of the Front Room or Surrey Urban Mission (SUMS)



## APPENDIX III

- Provide a variety of locations for people to escape from the outside elements during the day when extreme weather hits.
  - Closing Extreme Weather shelters at 7am has detrimental effects on the clients of the shelters. Coupled with the closing, it further impacts and results in negative consequences on the community as a whole; both business and residential.
  - We recommend these locations could address basic needs; such as food, health services and financial advice. It would prove to be very beneficial.

The DSBIA realizes the best solution would be permanent and supportive housing. Obviously, that is not currently an option. As a suitable location for a winter shelter has not been found, we feel that additional outreach workers, extra shelter beds during extreme weather and a warm place to go during the day are the basic necessities.

Yours truly,  
Downtown Surrey BIA

A handwritten signature in black ink, appearing to read 'Elizabeth Model', written over a horizontal line.

Elizabeth Model  
CEO

Cc: City of Surrey – Jean Lamontagne  
Aileen Murphy

KEYS – Megan Bailey  
SUMS - Jonquil Hallgate

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TO: Mayor and Council

FROM: General Manager, Planning and Development

DATE: July 15, 2014 FILE: 4815-01

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RE: Keys Housing and Health Solutions – Winter Homeless Outreach Initiative Results

The purpose of this memorandum is to provide Council with an update on the results of the Keys Housing and Health Solutions ("Keys") 2013-2014 Winter Homeless Outreach Initiative (the "Outreach Initiative"). The Outreach Initiative was funded by BC Housing utilizing the funds that had been allocated for a winter shelter.

### Background

In the fall of 2013, the City was unable to identify a suitable location for a winter shelter. To help mitigate the impact of not having a winter shelter, BC Housing agreed to redirect the funds that were available for Surrey's winter shelter to support additional homeless outreach resources (outreach workers and rent supplements) over the winter months.

For several years, Keys has been contracted by BC Housing to provide homeless outreach services in Surrey. Keys' outreach services are generally focussed in the Whalley area and on working with the hard-to-house homeless population. Keys was selected as the winter shelter operator for Surrey through an RFP process in 2012.

At a meeting with Council regarding the winter shelter and winter outreach services, BC Housing staff was asked to ensure that Keys reported on and were held accountable for results regarding the enhanced outreach that was to be put in place instead of a winter shelter. At that time, BC Housing staff agreed to provide a report back to Council on the results. The "Keys Housing and Health Solutions: Winter Shelter Strategy Success Report", attached as Appendix 1 to this memorandum, provides the results of the Outreach Initiative.

### 2013-2014 Winter Outreach Initiative Results

The Outreach Initiative started on December 15, 2013. The BC Housing funding enabled Keys to provide homeless outreach services seven days a week, from 6:00 a.m. to 11:00 p.m.

The results of the Outreach Initiative indicate that the enhanced outreach services had a positive impact. It was effective in transitioning homeless people off the street, either into housing or a shelter. Of particular note, is the high number of people referred to addictions services and also to Quibble Creek.

Key results of the Outreach Initiative include:

- 26 people housed through the Outreach Initiative in December to March, 2014 vs. 3 people housed in September to November 2013;
- 73 people housed through the Gateway Shelter in December to March, 2014 (Outreach Workers were responsible for housing 20 of these individuals) vs. 59 housed through the Gateway Shelter in September to November 2013;
- 950 people were referred to a shelter in December to March, 2014 vs. 207 people referred to a shelter in September to November 2013;
- 98 people were referred to Quibble Creek in December to March, 2014 vs. 22 people were referred to Quibble Creek in September to November 2013;
- 297 people were referred to addictions services (recovery, treatment or detox) in December to March, 2014 vs. 127 people referred to addictions services in September to November 2013;
- 7 people were referred to the ACT Program (Fraser Health mental health program) in December to March, 2014 vs. 1 in September to November 2013;

#### **Comparison of the Outreach Initiative and Winter Shelter**

The "Winter Shelter Strategy Success Report" compares the results of the 2013-2014 Outreach Initiative to the 2012-2013 Winter Shelter. Overall, both initiatives/models have value in reducing homelessness.

The Outreach Initiative housed more people per month (13.3 people per month housed through Outreach vs. 11 people per month housed through the Winter Shelter). The Winter Shelter meant that a total of 157 people were sheltered over the winter months, reducing the number of street homeless.

- 3.5-month Outreach Initiative:
  - 2,186 contacts made (69% of these were homeless)
  - 46 people housed through Outreach
- 6-month Winter Shelter Program:
  - 157 people stayed at the shelter
  - 66 people housed throughout the program

Of note: The "Greater Vancouver Extreme Weather Response (EWR): 2013-14 Evaluation" shows that the EWR person-nights in Surrey during the 2013-2014 winter was 4,352, up from 2,264 in 2012-2013. In comparison, Vancouver had 2,130 EWR person-nights in 2013-2014. (EWR provides temporary shelter to homeless people during periods of extreme weather.)

## Response of the Business Community

The "Winter Shelter Strategy Success Report" indicates an improved relationship between Keys and the local businesses.

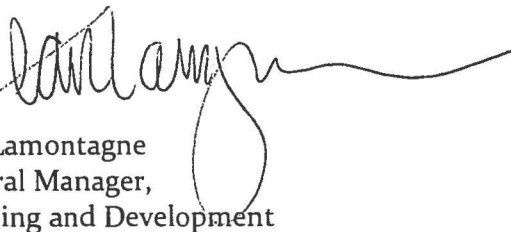
As part of the initiative, the Outreach Workers were directed to make at least one new business contact on each shift (hand out brochures/business cards and educate businesses on how to interface with homeless people and panhandlers). In total, the Outreach Workers connected with 111 businesses. Most businesses expressed appreciation for the Outreach Initiative. Only 10 businesses (9%) expressed concerns.

## Downtown Surrey BIA

In April 2014, the Downtown Surrey BIA (the "BIA") sent a letter to the City to start the process to secure a site for a 2014-2015 winter shelter (Appendix 2). The letter states that during the 2013-2014 winter "local businesses all recognized the impact of the homeless citizens within their respective business area."

In May 2014, the BIA sent a letter to BC Housing requesting continued funding for the additional outreach services (Appendix 3). The BIA noted that "having additional outreach workers for extended hours these past six months have been extremely beneficial for all concerned."

If you have any questions, please advise.



Jean Lamontagne  
General Manager,  
Planning and Development

AM:saw  
Attachments

cc City Manager  
City Clerk

## Winter Shelter Strategy Success Report

### Prior to the Winter Shelter Strategy Outreach Implementation:

Month	Individuals Housed through Outreach	Individuals Housed through Shelter	Referrals to Shelter	Referrals to Quibble Creek	Referrals to Recovery, Treatment & Detox	Referrals to ACT
September 2013	2	19 (3 via Outreach)	73	5	42	0
October 2013	1	19 (4 via Outreach)	52	7	40	0
November 2013	0	21 (5 via Outreach)	82	10	45	1

### Since Implementation of the Winter Shelter Strategy Outreach:

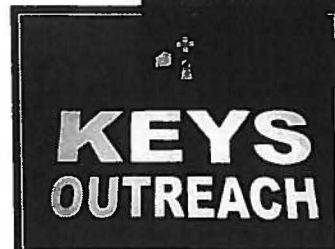
Month	Individuals Housed through Outreach	Individuals Housed through Shelter	Referrals to Shelter	Referrals to Quibble Creek	Referrals to Recovery, Treatment & Detox	Referrals to ACT
December 2013 (Started Dec. 15 <sup>th</sup> )	4	16 (3 via Outreach)	111	18	61	0
January 2014	7	12 (2 via Outreach)	311	24	51	1
February 2014	10	27 (12 via Outreach)	265	25	92	1
March* 2014	5	18 (3 via Outreach)	263	31	93	5
<b>Overall Totals &amp; Changes</b>	<ul style="list-style-type: none"> <li>-8 more people off the streets a month in the City of Surrey</li> <li>-A decrease in Surrey's homelessness through Housing First techniques, providing services to people where they are at</li> <li>-169 more people being referred to shelters monthly through community referrals and public education</li> <li>-A dramatic increase in hours of service (7days weekly, 6am-11pm) for homeless people and business community members alike who require support or need assistance</li> <li>-18 more people accessing Quibble Creek monthly</li> <li>-32 more people with active addictions accessing recovery, treatment and detox monthly</li> <li>-6 more people suffering with mental health being connected to the ACT Team a month</li> </ul>					

\*Month had a huge influx of referrals from Surrey Memorial Hospital to Outreach

### Comparison to Last Year

November 1, 2013-April 30, 2014: Temporary Winter Shelter  
157 people stayed at the shelter during the 6 months program  
66 people (42%) were housed throughout the program

December 15, 2013-March 31, 2014: Winter Shelter Strategy  
2186 contacts have been made in just over three months  
46 people have been housed in the first quarter



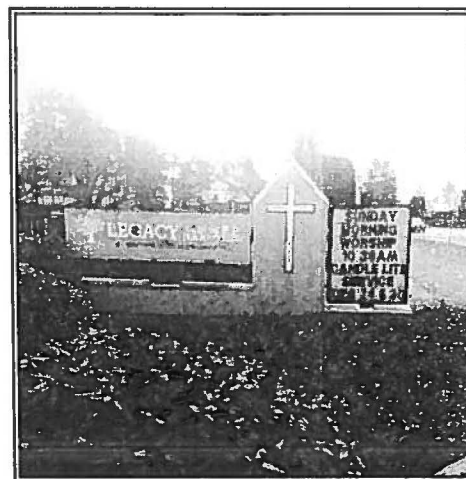
**Demographics of individuals connecting with Outreach:**

Month	Client Interactions	Clients with Housing	Percent of Housed Clients
December*	522	212	40%
January	834	337	40%
February	390	64	17%
March	440	54	12%
<b>Total</b>	<b>2186</b>	<b>667</b>	<b>31%</b>

**Business Connections**

As of April 11, 2014, Over 90% of the feedback from business has been positive. Ten of 111 Business Connections had direct or indirect concerns, including:

- Discarded Needles
- Break and enters in their parking lot
- Aggressive and/or intoxicated customers
- Loitering on their property
- “Deals with problems all the time and has learned how to handle them”
- People in their garbage
- Panhandling
- Customers sleeping on tables or doorways of fast food restaurants & businesses
- People “dancing on the street” on the King George Highway



**Positive Community Connections:**

**Downtown Surrey BIA** - The BIA has offered to write a letter of support for the continuation of the additional Winter Shelter Strategy Outreach positions currently contracted to end in May.

**Al’s Vacumms** - Al has been in the neighborhood for over 20 years. He thinks its great that we are trying to help people and over the years has helped out some of our clients himself.

**Kabob Hut** - They think it’s great that we are trying to help people get off the street. They would like to donate some food for the staff to say thank you for what we are doing.

**A&W** - We spoke to the weekend night manager. She was not aware of our services. We gave her a pamphlet and card which she said she would make all managers aware of. She said they mainly have trouble with people going into their garbage area...She said she didn't think all of the people using the garbage area are homeless.

Month	Extreme Weather Response Shelter Nights Open
December	11
January	5
February	18
March	3
<b>Total*</b>	<b>47</b>

*Does not include 10 nights prior to Winter Shelter Strategy Outreach*

**Bright Point Chinese Restaurant** - The owner’s name is Danny. He currently has 3 guys living upstairs who were homeless. He would like us to manage the rent of upstairs. Danny will call us when he has a room available.

**Martial Arts Studio** - The owners name is Roarke. He said he has noticed that the area looks cleaner lately. He is doing renovations and will be opening a martial Arts Studio. He was happy we are helping people get off the street.



Vincent Lalonde  
City Manager  
City of Surrey  
10350 – 104 Ave  
Surrey BC V3T 1V8

Dear Vincent:

Re: Location and Operation of a Winter Shelter in 2014/2015

The Downtown Surrey BIA recognizes there is a requirement for a Winter Shelter in North Surrey. Four years ago the DSBIA formulated an official position on all types of housing (including shelters); "If the project is safe, inclusive, healthy and economically viable for the good of the Downtown Surrey and produces a better, more vibrant community; then it is supported by the Association."

As you know, last year a *suitable* location was not found in time and there was no Winter Shelter secured for the 2013-2014 season. The local businesses all recognized the impact of the homeless citizens within their respective business area. The DSBIA is requesting the City to start the process early this year to secure a site with the least impact on Downtown Surrey businesses.

The DSBIA is a collaborative organization and is pleased and willing to participate on the Community Committee overseeing the Winter Shelter because ultimately, we understand the Shelter needs to work for everyone. We for ask the City's support and collaboration with the DSBIA to ensure and address all the concerns and issues raised by local businesses and residents to the operator.

To confirm, we look forward to continue working with all stakeholders to secure permanent solutions to homelessness issues.

Yours truly,  
Downtown Surrey BIA

A handwritten signature in black ink, appearing to read "James Stewart". The signature is fluid and cursive, with a large initial "J" and "S".

per  
James Stewart  
President  
/em



May 7, 2014

Darin Froese  
Regional Director  
BC Housing – Fraser Region  
800-5945 Kathleen Ave  
Burnaby BC V5H 4J7

Dear Mr. Froese:

Re: Additional Funding for Community Outreach Workers

The Downtown Surrey BIA kindly requests to extend the funding for the additional Community Outreach Workers to assist street people in downtown Surrey to access needed services. Having additional Outreach workers for extended hours these past six months have been extremely beneficial for all concerned.

These Outreach workers have collaborated well with other services, most noticeably the RCMP. This is proving to be an extremely effective and positive way to help people in need, and their presence and help is noticed by the surrounding businesses and community.

We strongly urge you to continue funding, to ensure that Outreach Workers are able to meet the rising need of the homeless and vulnerable population. This would ensure the homeless receive required assistance regarding access to housing as well as referrals to other support services.

Thank you for your consideration of the above and please contact me at (604) 580-2321 or email at [info@downtownsurreybia.com](mailto:info@downtownsurreybia.com) for any additional information you may require.

Yours truly,  
Downtown Surrey Business Improvement Association

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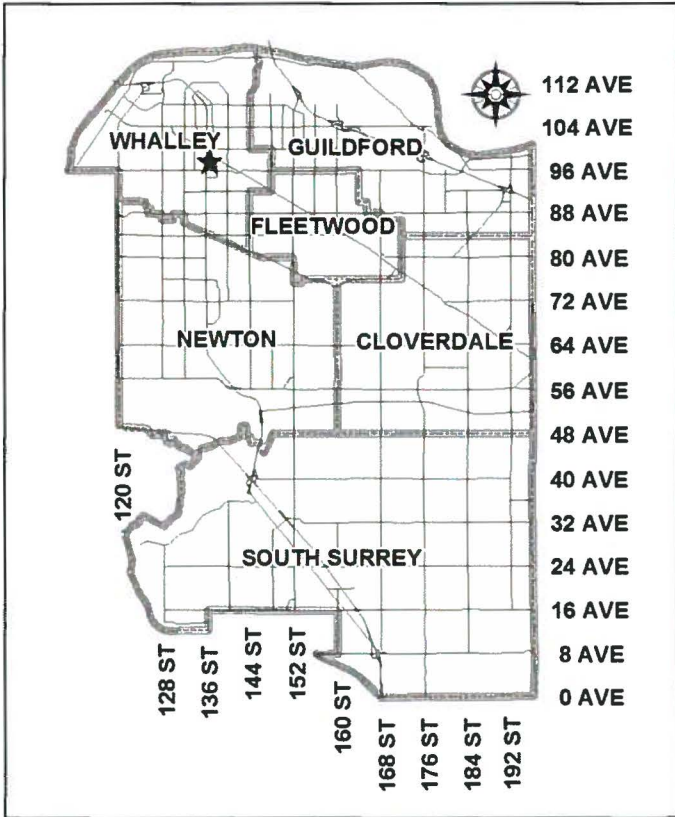
Elizabeth Model  
CEO  
/em



# APPENDIX V

City of Surrey  
 PLANNING & DEVELOPMENT REPORT  
 File: 7914-0059-00

Planning Report Date: May 26, 2014



**PROPOSAL:**

- Rezoning from RF to CD (based on RM-45)

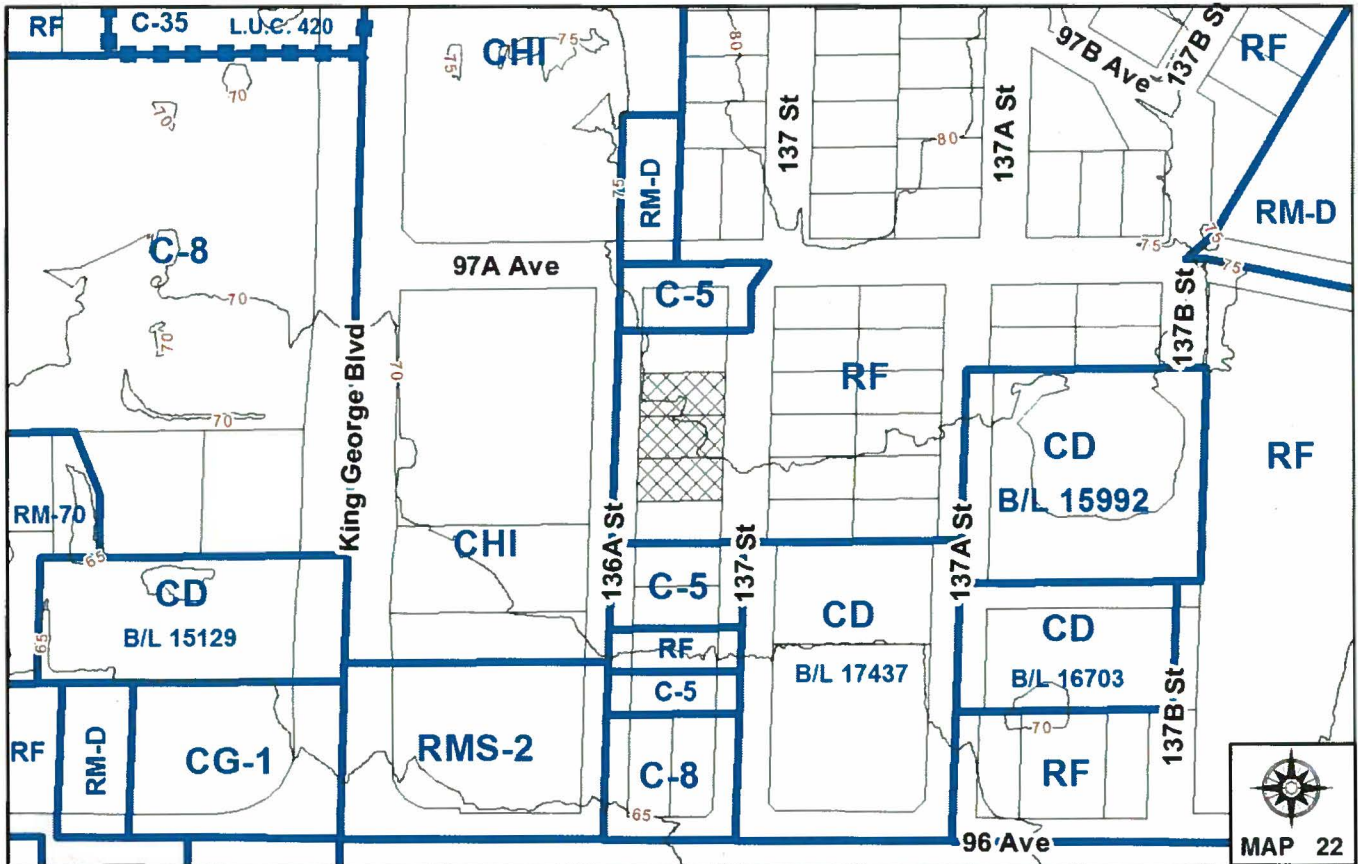
in order to accommodate a future combined emergency shelter/ transition house facility.

**LOCATION:** 9687, 9677 and 9671 - 137 Street

**OWNER:** City of Surrey

**ZONING:** RF

**OCP DESIGNATION:** Commercial



RECOMMENDATION SUMMARY

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

DEVIATION FROM PLANS, POLICIES OR REGULATIONS

- An amendment is required to redesignate the subject site in the City Centre Plan, from "Park" to "Mixed-Use 3.5 FAR".

RATIONALE OF RECOMMENDATION

- Complies with the new "Central Business District" designation of the new OCP, which passed Third Reading on March 31, 2014. The current OCP designation is "Commercial".
- The development of a new purpose-built homeless shelter and transitional housing facility responds to key recommendations of the Master Plan for Housing for the Homeless in Surrey and it also addresses priorities identified in the Plan for the Social Well-Being of Surrey Residents, the Crime Reduction Strategy and the Surrey Poverty Reduction Plan.
- The proposed Urban Design Guidelines articulate development principles and provide the framework for future development on the site, should funding be made available.

**RECOMMENDATION**

The Planning & Development Department recommends that:

1. a By-law be introduced to rezone the subject site from "Single Family Residential Zone (RF)" (By-law No. 12000) to "Comprehensive Development Zone (CD)" (By-law No. 12000) and a date be set for Public Hearing.
2. Council endorse the Urban Design Guidelines prepared for the site (Appendix III).
3. Council instruct staff to resolve the following issue(s) 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;
  - (b) the applicant to submit a complete Development Permit application for the design of the proposed development; and
  - (c) submission of a subdivision layout to the satisfaction of the Approving Officer.
4. Council pass a resolution to amend the City Centre Land Use Plan to redesignate the subject site from "Park" to "Mixed-Use 3.5 FAR", when the project is considered for final adoption.

**REFERRALS**

**Engineering:** The Engineering Department has no objection to the project, subject to the completion of Engineering requirements as outlined in Appendix II.

**Parks, Recreation & Culture:** Parks has indicated the resulting reduction to neighbourhood parkland from this application will be assessed as there is a current deficiency in parkland in City Centre.

**Fire:** No comments.

**SITE CHARACTERISTICS**

**Existing Land Use:** Existing single family dwellings on 9671 and 9687-137 Street. Vacant property at 9677 - 137 Street.

**Adjacent Area:**

Direction	Existing Use	OCP Designation	Existing Zone
North:	Single family dwelling.	Commercial.	RF

Direction	Existing Use	OCP Designation	Existing Zone
East (Across 137 Street):	Existing single family residences.	Multiple Residential.	RF
South:	Proposed east-west road connection. Further south is existing medical clinic.	Commercial.	RF and C-5
West (Across 136A Street):	Swiss Chalet and Boyd Autobody and Glass.	Commercial.	CHI

## DEVELOPMENT CONSIDERATIONS

### Background

- Addressing homelessness and housing affordability issues is a priority for the City of Surrey as homelessness and housing affordability are directly related to the social sustainability of the community. Surrey's Plan for the Social Well-Being of Surrey Residents, adopted by Council in February 2006, identifies key gaps in Surrey's housing stock that include a need for shelter beds (125-150 beds); for transitional and supportive housing units (500 units) and for housing for low income families and singles (5,000 units).
- The City of Surrey Crime Reduction Strategy, released in February 2007, also identifies housing as a key component of this strategy and includes recommendations for the establishment of a sobering centre (subsequently approved and constructed under Application No. 7909-0082-00 at 13670-94A Avenue), development of transitional and supportive housing and an increase in the number of homeless outreach workers.
- On July 8, 2013, Council adopted the Master Plan for Housing the Homeless in Surrey (Corporate Report No. R134). The Plan is focused on the provision of additional supportive housing units as a response to the homeless situation. It also highlights the need for improvements to the current emergency shelter system. As an immediate priority for action, the Master Plan identifies the replacement of the Gateway emergency shelter in Whalley with a new purpose-built facility that includes shelter beds and transitional housing units. The Master Plan outlines a number of specific recommendations and/or comments related to the location, design and key features associated with a low or minimum barrier facility.
- At the February 3, 2014 Regular Council – Land Use Meeting, the Planning and Development Department forwarded Corporate Report No. R020 to Council, requesting that Council forward a letter to the Deputy Premier and the Minister of Natural Gas Development and Minister Responsible for Housing, with a request that the Province of BC partner with the City of Surrey on the development of a new purpose-built homeless shelter and transitional housing facility.

- It is proposed that such a facility be developed under the terms and conditions of the existing Memorandum of Understanding (MOU) signed in March 2008, between the BC Housing Management Commission (BC Housing) and the City of Surrey. Under this MOU, the City would provide a City-owned property or properties, on a long term lease at a nominal rate and would cover the costs of the municipal fees and charges associated with the project and the Province would provide the funding for the design, construction and operation of the proposed facility.

### Current Proposal

- The subject site encompasses three (3) properties: 9687, 9677 and 9671 - 137 Street, within the City Centre area. The properties are all zoned "Single Family Residential Zone (RF)" and are designated "Park" in the City Centre Plan.
- The three properties are located within the "Hospital Precinct" of City Centre, given their proximity to the Surrey Memorial Hospital, along the proposed "Innovation Boulevard" (137 Street), which will ultimately connect King George Boulevard through the new PCI development (Application No. 7912-0332-00) along 98B Avenue and to 96 Avenue to the south.
- This proposed rezoning is intended as a combined emergency shelter with transitional housing units, which will assist in staffing and operational efficiencies. It is anticipated that approximately 50 emergency shelter beds and 50 transitional housing units could be accommodated in this proposed facility. The existing Gateway Shelter at 10667 - 135A Street provides 40 shelter beds. The proposed new facility, with its 100 beds/units, represents an increase in capacity in the City Centre area. This should result in a decreased demand for a winter shelter (open November to April), extreme weather mats (open overnight during periods of extreme winter weather) and 24-7 drop-in services.
- The new shelter and transitional housing facility will be open 24 hours a day, seven days a week. Residents will not be required to leave the facility in the morning and line up for a bed in the evening. It will be a low or minimum barrier facility and able to accommodate people with mental health and addiction issues. The new facility will focus on transitioning people off the streets and into permanent housing and also connecting them to health and other support services.
- With Council's support of the proposed rezoning, if funding is granted by the Province, then a subsequent Development Permit application will be submitted, which will reflect a detailed design of the development. At that time, further adjustments to the proposed CD By-law may be required.
- The intent is to hold the proposed rezoning at Third Reading, until the required companion Development Permit is processed and in order for Council's approval concurrently with the rezoning.

PRE-NOTIFICATION

- Pre-notification letters were mailed out on April 14, 2014. Staff have received comments from two (2) landowners/developers, with the following concerns:
  - The proposed development does not fit into the framework of the new "Innovation Boulevard" along 137 Street and the plan to revitalize the City Centre.
  - By taking away the proposed park, value is being taken away from the area. The proposed park will be the centre of over one million square feet of high rise office development and the start of Innovation Boulevard. Starting a new innovation or health technology sector in this competitive world is tenuous at best. The City cannot afford to have companies shy away because of their proximity adjacent a social building versus a park.
  - The neighborhood already has two care facilities and a cancer clinic which means there are vulnerable people that could be adversely affected by the proposed development.
  - In regard to the proposed emergency shelter/transition housing facility, the residents of the facility will not feel comfortable in a four-storey building surrounded by 12- to 20-storey commercial buildings.
  - To address the importance of having a shovel ready site to ensure that the City does not miss out on the funding that the Province has available, one of the developers is proposing to move forward to secure an alternate site and prepare a design concept for this site at no cost to the City, in consultation with appropriate experts. The site is approximately 3 blocks away from the subject site. The developer feels this alternative site is within a more appropriate area of the neighborhood and it is far enough away from Innovation Boulevard to not hamper its progress. The developer feels that the residents of the proposed facility will be in a calmer neighborhood with similar sized buildings around them. The alternate site is also larger and is less expensive than the proposed site. The alternate site is even closer to the SkyTrain, a further benefit to the proposed residents.
  - There is a better location within the same neighborhood and one developer proposes an alternative site they are prepared to ready at no cost. They will also include consultation with appropriate experts.

*Although City staff can appreciate the passion of the developer and willingness in preparing an alternative site, the City wants to ensure that a site is ready in short order, should the Province make a decision about the available funding. The subject site is already owned by the City, thereby making it easier to proceed with a project. Unfortunately, the proposed site the developer has suggested, is not currently owned by the developer and no development application has been submitted. Should an application be submitted, it would be reviewed and could perhaps be considered as a viable alternative site, dependent upon funding.*

*The proposal on the subject site is in keeping with the recommendations of the City's Master Plan for Housing for the Homeless, as well as addresses priorities identified in the Plan for the Social Well-Being of Surrey Residents, the Crime Reduction Strategy and the Surrey Poverty Reduction Plan.*

*Should the project proceed on the subject site, the deficiency in parkland can be addressed, as most lands in the area are underdeveloped.*

#### JUSTIFICATION FOR PLAN AMENDMENT

- The three properties were previously designated "Mixed-Use 3.5 FAR" until the City Centre Plan was amended on July 22, 2013, redesignating these three properties to the "Park" designation.
- As these three properties are owned by the City of Surrey, it was determined that these properties would be appropriate for this proposed facility, given their ownership, proximity to public transportation, Surrey Memorial Hospital and other social services, already offered within the City Centre area.

#### URBAN DESIGN GUIDELINES (Appendix III)

- Urban Design Guidelines have been prepared to articulate development principles and to highlight the parameters for future development on the subject site, should funding be made available by the Province.
- These design guidelines will assist in guiding an architect to design a project which will be sensitive to the site characteristics, as well as the programming of such a facility.
- The guidelines provide parameters for general site design, circulation, public realm and street interface, building ground plane interface, building massing, landscaping and publically accessible open space.

#### PROPOSED BUILDING DESIGN (Appendix IV)

- It is anticipated that the building form would be similar to a 4-storey building massing, with a contemporary character, including a flat roof. Given the size of the subject site, an underground parkade would have to be included, with vehicular access from 136A Street. The entry to the development could be from the corner of the new green lane at the south end of the site and 137 Street and there could be an internal courtyard for residents.
- Design considerations would include a physical separation between the street and on-site activities. This includes the provision of private outdoor space for the residents such as an enclosed courtyard and/or communal balconies.

- Other design considerations would include well-planned features and space configurations to support individuals to stabilize, and connect with services. These include single/double rooms, storage space and flex rooms for couples or trans-gendered individuals. It is important that such a shelter include flexible meeting spaces to ensure that service organizations are able to provide on-site counselling, life skills training and other health-related services. Space to prepare and provide daily meal service should be part of the early space planning.

### Parking

- Details of parking have not been established, but generally, residents of these facilities do not own vehicles. The only individuals which may require parking are the staff that work at the facility and visitors from other service agencies. When a detailed Development Permit application is submitted, the parking requirements may have to be varied through a Development Variance Permit (DVP).

### PROPOSED CD BY-LAW (Appendix V)

- The proposed project will likely be similar in both building form and function to a typical 4-storey multiple unit residential building which is normally regulated by the RM-45 Zone.
- However, the development encompasses a range of different land uses, which cannot be accommodated in the RM-45 Zone, such as care facilities, retail stores, office uses and community services. As such, a CD Zone is proposed.
- The proposed CD By-law has been structured to be similar to the CD By-laws of the Timber Grove Apartments at 13922 – 101 Avenue (CD By-law No. 16967 under Application No. 7909-0022-00), the Rising Sun Villa development at 100 Avenue and 140 Street (CD By-law No. 17853 under Application No. 7912-0316-00) and the Creekside Health and Housing Centre at 13670 – 94A Avenue (CD By-law No. 16982 under Application No. 7909-0082-00).
- The proposed net density of this development will be a floor area ratio (FAR) of 2.5, which cannot be accommodated under the RM-45 Zone. The 2.5 FAR is the maximum permitted under the RM-135 Zone, but is generally the maximum density permitted for 4-storey developments within the City Centre area.
- The proposed 4-storey building height is appropriate for this area of Surrey City Centre, where there are other low to mid-rise developments offering support services to the Surrey Memorial Hospital campus.
- The proposed building setbacks of 4.5 metres (15 ft.) at 137 Street, 6.0 metres (20 ft.) at 136A Street, 2.0 metres (7 ft.) at the north and 4.5 metres (15 ft.) at the south, help to create a more urban streetscape along 136A Street at the west, 137 Street at the east and the new green lane at the south, that is in keeping with the urban, pedestrian environment being achieved in City Centre.
- A provision for an air space subdivision has been included within the CD By-law.



INFORMATION ATTACHED TO THIS REPORT

The following information is attached to this Report:

- |               |  |
|---------------|--|
| Appendix I.   | Lot Owners and Action Summary                    |
| Appendix II.  | Engineering Summary                              |
| Appendix III. | Urban Design Guidelines                          |
| Appendix IV.  | Possible Site Plan and Rendering of the Building |
| Appendix V.   | Proposed CD By-law                               |

*original signed by Judith Robertson*

Jean Lamontagne  
General Manager  
Planning and Development

PL/da

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### Information for City Clerk

Legal Description and Owners of all lots that form part of the application:

1. (a) Agent:      Name:                Ken Woodward  
  City of Surrey  
  Address:         14245 - 56 Avenue  
  Surrey, BC V3X 3A2  
  
  Tel:                 604-598-5722
  
2.      Properties involved in the Application
  - (a)      Civic Address:         9687 - 137 Street  
  9677 - 137 Street  
  9671 - 137 Street
  
  - (b)      Civic Address:         9687 - 137 Street  
  Owner:             City of Surrey  
  PID:                010-058-605  
  Lot 6 Section 35 Block 5 North Range 2 West New Westminster District Plan 14725
  
  - (c)      Civic Address:         9677 - 137 Street  
  Owner:             City of Surrey  
  PID:                007-469-047  
  Lot 7 Section 35 Block 5 North Range 2 West New Westminster District Plan 14725
  
  - (d)      Civic Address:         9671 - 137 Street  
  Owner:             City of Surrey  
  PID:                010-038-850  
  Lot 8 Section 35 Block 5 North Range 2 West New Westminster District Plan 14725
  
3.      Summary of Actions for City Clerk's Office
  - (a)      Introduce a By-law to rezone the subject site.

## INTER-OFFICE MEMO

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

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

**DATE:** May 21, 2014 **PROJECT FILE:** 7814-0059-00

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**RE:** Engineering Requirements  
Location: 9671/77/87 137 Street

**REZONE/SUBDIVISION*****Property and Right-of-Way Requirements***

- provide 0.5-metre Stat. Rights-of-Way along 136A Street and 137 Street.

***Works and Services***

- construct the west side of 137 Street to City Center standards;
- construct the east side of 136A Street to City Center standards;
- provide cash-in-lieu for 50% of the construction of a future green lane on 9611 137 Street;
- construct drainage facilities for the proposed roadworks;
- upsize the watermain along the 137 Street;
- provide cash-in-lieu for sanitary sewer upgrade;
- provide a District Energy Servicing corridor and associated legal documents;
- provide on-site stormwater management facilities; and
- provide service connections for water, sewer and storm water.

A Servicing Agreement is required prior to Rezone/Subdivision.



Rémi Dubé, P.Eng.  
Development Services Manager

SSA

# 137<sup>th</sup> Street Shelter Housing

## Urban Design Guidelines

R1 May 2014

### 1 General Site Design

Incorporate topography and other significant natural features into the building, structure and overall site design.

### 2 Site Grading

Establish a site grading plan at the early stages of design.

Avoid excessive disruption of the natural topography of a site by stepping buildings, sloping parking areas and providing larger setbacks to avoid the use of retaining walls.

### 3 Circulation—Pedestrian, Active and Non-Vehicular

For convenience and security, provide bicycle parking facilities at-grade, close to the main building entrance or at amenity buildings, and with weather protection. For circulation that is accessible to all users:

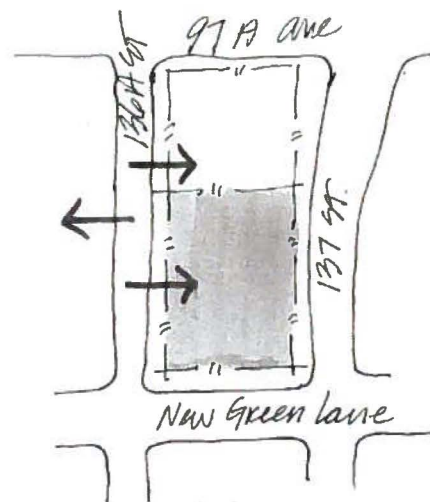
- Ensure pedestrian circulation is convenient, safe and clearly identifiable to drivers and pedestrians
- Use a high standard of accessible and adaptable design to accommodate the functional needs of all individuals including children, adults, seniors, and those with visual, mobility or cognitive challenges.
- Locate convenient universal access to buildings from parking areas by using curb let-downs or other accommodating features
- Provide a minimum of 1.8 m unobstructed sidewalk width to accommodate strollers, wheelchairs and other equipment used by pedestrians.

### 4 Circulation— Vehicular

Locate driveways off minor street - 136A Street to enhance a safe, walkable streetscape. The driveway should not be visible from 137<sup>th</sup> or the new Green Lane (*illustr.*)

For site loading:

- Locate surface loading spaces from 136A St and not visible from the new Green Lane: screen and pave with specialty materials.



# 137<sup>th</sup> Street Shelter Housing

## Urban Design Guidelines

March 2014

### 5 Public Realm and Street Interface

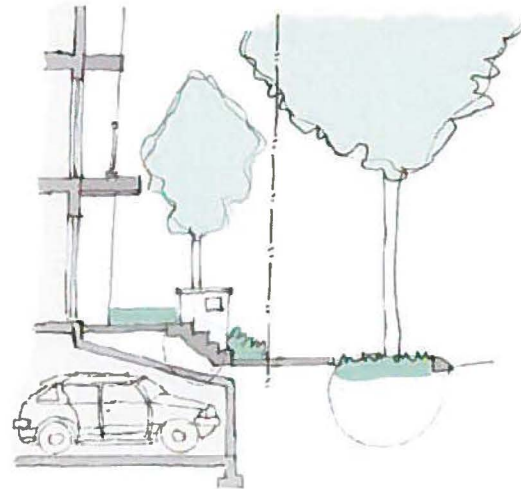
To better coordinate the interface between public and private property, include information on design drawings about off-site and adjoining public property elements, (e.g. show sidewalks and boulevard details designed to City standards for reference). Set the ultimate grade requirements of adjacent public property at the early stages of design.

Incorporate beautification and amenity features along pedestrian pathway systems, (e.g. use distinctive and durable paving, special landscaping with trees, furniture and/or weather protection).

Underground parking should be set back and lowered, especially where visible in the public realm, so as to not project above grades; include allowances for tree roots, soil and paving depths.

Trees should be set back 0.5 m from any public thoroughfare property line to facilitate access, maintenance and root growth.

Step planters up to raised patios with a maximum of 0.6 m wall height with high quality material facing such as masonry (e.g. stone or brick) or specialty concrete and low, layered planting in front of the wall. (illustr.)



### 6 Building Ground Plane Interface

Step building ground floor levels to match the adjacent sidewalk grades on sloping sites.

Maximize the number of individual entrances to the street and public areas.

Create a strong sense of main entrance that is architecturally integrated with the building and that is facing the primary street.

Set main building entrances at the sidewalk grade without the need for transitions such as steps or ramps. Incorporate steps or ramps inside the main entrance lobby. Establish natural surveillance opportunities along publically-accessible circulation routes by encouraging active uses located adjacent to the edge.

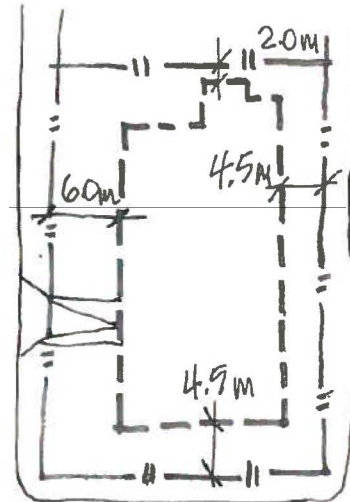
# 137<sup>th</sup> Street Shelter Housing

## Urban Design Guidelines

March 2014

Building setbacks should be provided:

- North internal sideyard – min 2.0 m (to side of exit)
- Rear yard on 136A – 6.0 m
- Front yards on 137 and the new green lane – 4.5 m



## 7 Building Massing, Form and Details

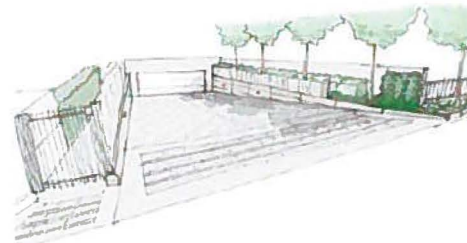
Continue higher quality materials used on the principal façade around any building corner or edge which is visible to the public. (*illustr.*)



For parking ramps (*illustr.*):

- Where ramps cross sidewalks, provide a maximum five percent (5%) slope for the first 6 m of the ramp
- Provide specialty paving for the first 6 m
- Set parking ramps back from side property lines by a minimum of 1.5 m to allow for a landscaped buffer
- Treat sidewalls of ramps with specialty details and finishing (e.g. sand blasting with a reveal pattern).

Indicate measures taken to enhance building performance and consider designing new buildings to a green building standard (e.g. LEED or equivalent).



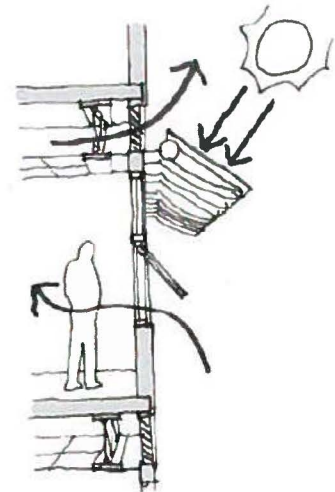
# 137<sup>th</sup> Street Shelter Housing

## Urban Design Guidelines

March 2014

Incorporate environmentally sustainable green building features such as:

- a) Utilizing sustainable construction methods and materials, including the reuse, rehabilitation, restoration and recycling of building and/or building elements
- b) Minimizing summer solar gain, (e.g. south and west facing) by using roof overhangs, balconies, awnings, louvers, canopies and other window screening techniques
- c) Maximizing winter solar gain, (e.g. by using solar water heating or solar mass walls)
- d) Installing green roofs
- e) Improving indoor air quality
- f) Minimizing the impact of adverse weather on buildings and on the street-level microclimate, (e.g. strive to reduce excessive heat by providing generous shade)
- g) Reducing water consumption (e.g. by using reclaimed or recycled water or rainwater capture from roofs or rain barrels for outdoor use), when available and as a substitute for use of potable water
- h) Improving the energy performance and energy consumption of HVAC systems by using alternative energy supplies (e.g. photovoltaics and wind power).



## 8 Landscaping

Identify, preserve and incorporate healthy stands of mature trees into the overall site landscaping design. (*illustr.*)

Provide a coordinated group of furnishings to match the overall character of the development and site features, (e.g. bike racks, signs, garbage enclosures, benches, waste receptacles and tree grates).

Use landscaping and land-scape materials to conform to the most current version of the British Columbia Society of Landscape Architects/British Columbia Landscaping and Nursery Association's *British Columbia Landscape Standards* (as amended).

Locate trees no closer than 2 m from a building face, building foundation or



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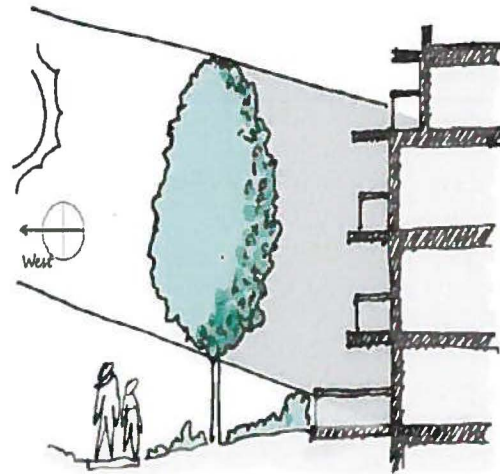
## Urban Design Guidelines

March 2014

retaining wall. Use only small growing tree species between 2 m to 3 m; use medium growing tree species between 3 m and 4m; and use large growing tree species beyond 4 m.

Site landscaping should incorporate environmentally sustainable features:

- a) Minimize stormwater runoff and reduce heat island effects (e.g. increase the amount of landscaped areas on-site and decrease the amount of impervious paved surfaces)
- b) Take energy efficiency into consideration in the overall design of landscaped areas. Use designs that moderate the effect of wind and solar impacts on buildings (e.g. use deciduous trees along western and southern building frontages to address passive solar gains and allow for winter gains) (*illustr.*)
- c) Minimize high water use mown turf areas. Strive to limit mown turf areas to a maximum of 25-50% of the total landscaped area of one site
- d) Reduce evaporation from soil by providing mulch cover to shrub and groundwater areas
- e) Use the highest quality plant material possible and in a scale and massing that will have an obvious impact; maximize the function and aesthetic qualities of landscaping for open spaces
- f) Select plants that require less need for chemical interventions in pest and weed control.



Provide a hierarchy of different lighting types with a coordinated appearance, (e.g. lower-scale pedestrian pathways, parking areas, drive aisles, building and site entrances, and larger-scale parking lot lighting).

## 9 Site Services

Where refuse containers cannot be located in underground facilities, locate enclosures away from the visible public realm.

Design refuse enclosures to coordinate with the overall design of the development and use the same high quality, durable materials as the rest of the site. Refuse container storage should have secure gates and a roof.

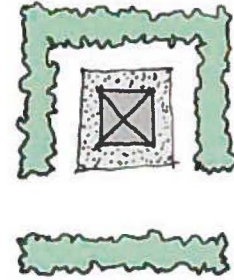


# 137<sup>th</sup> Street Shelter Housing

## Urban Design Guidelines

March 2014

Provide a room or area large enough to allow for multiple types of refuse containers. Ensure sufficient room is created on-site to accommodate composting and recycling facility as well as garbage disposal. Provide screening of and locate electrical kiosks and gas meters away from the visible public realm. *(illustr.)* Locate underground parking mechanical vents away from the visible public realm and make flush with grade.



## 10 Publicly Accessible Open Space

Create publicly accessible open spaces on private property along streets, lanes and public thoroughfares to add amenity spaces and enjoyment to urban areas. *(image)*



Plaza should be visually open with low contemporary planting and follow grade without steps or raised planters. Use a "found" boulder theme. Incorporate a large tree at the corner (underground parking should be setback and lowered).

Open spaces should be defined as to its purpose and function by:

- a) Incorporating passive activities in the design, (e.g. providing seating as a basic function)
- b) Contributing to placemaking by creating a focal point for visual interest

# 137<sup>th</sup> Street Shelter Housing

## Urban Design Guidelines

March 2014

- c) Enhancing the green, natural experience by incorporating stormwater management features into the design
- d) Incorporating other functions into larger open spaces (e.g. playground areas).

Back walls should be architecturally integrated as part of the building design using higher quality materials.

Consider stormwater management features:



Provide seating opportunities such as benches or seating walls. These can be located close to building entrances to provide definition of ownership.



Provide specialty paving and features on private property.

# 137<sup>th</sup> Street Shelter Housing

## Urban Design Guidelines

March 2014



Incorporate bird friendly features such as plant material for feeding. Consider incorporating art features on private property.





**Pacific Land Resource Group Inc.**  
 Suite 101 - 7485 130 Street  
 Surrey, British Columbia  
 Canada V3W 1H8  
 Tel: 604-501-1624  
 Fax: 604-501-1625  
 www.pacificlandgroup.ca  
 info@pacificlandgroup.ca

PROJECT:  
**9687,9677,9671 137 Street,  
 Surrey**

DRAWING TITLE:  
**Proposed Site Layout**

**STATISTICS**  
 Subject Property: 2000 M<sup>2</sup>  
 Proposed Building: 6 Storey Transition  
 House / Shelter  
 Floor Area: 933 M<sup>2</sup>  
 Gross Floor Area: 5598 M<sup>2</sup>  
 FAR: 2.8

PRELIMINARY PLAN - SUBJECT TO APPROVAL(S) FROM  
 FEDERAL, PROVINCIAL AND LOCAL AUTHORITIES

CLIENT:  
**City of Surrey**

SCALE:  
**1:250**

DATE:  
**May 20, 2014**

PROJECT No:  
**14-1181**

DRAWING No:  
**01**

DESIGNED BY: <b>EW</b>	CHECKED BY: <b>OV</b>
---------------------------	--------------------------

APPENDIX V



CITY OF SURREY

BYLAW NO. \_\_\_\_\_

A by-law to amend "Surrey Zoning By-law, 1993, No. 12000", as amended  
.....

THE CITY COUNCIL of the City of Surrey ENACTS AS FOLLOWS:

- 1. "Surrey Zoning By-law, 1993, No. 12000", as amended, is hereby further amended, pursuant to the provisions of Section 903 of the Local Government Act, R.S.B.C. 1996 c. 323, as amended by changing the classification of the following parcels of land, presently shown upon the maps designated as the Zoning Maps and marked as Schedule "A" of "Surrey Zoning By-law, 1993, No. 12000", as amended as follows:

FROM: SINGLE FAMILY RESIDENTIAL ZONE (RF)

TO: COMPREHENSIVE DEVELOPMENT ZONE (CD)

Parcel Identifier: 010-058-605  
Lot 6 Section 35 Block 5 North Range 2 West New Westminster District Plan 14725

9687 - 137 Street

Parcel Identifier: 007-469-047  
Lot 7 Section 35 Block 5 North Range 2 West New Westminster District Plan 14725

9677 -137 Street

Parcel Identifier: 010-038-850  
Lot 8 Section 35 Block 5 North Range 2 West New Westminster District Plan 14725

9671 - 137 Street

(hereinafter referred to as the "Lands")

- 2. The following regulations shall apply to the *Lands*:

**A. Intent**

This Comprehensive Development Zone is intended to accommodate and regulate the development of a low-rise *multiple unit residential building* and related *amenity spaces*, a *care facility*, *community services* and neighbourhood commercial uses, which are to be developed in accordance with a *comprehensive design*.

## B. Permitted Uses

The *Lands* and *structures* shall be used for the following uses only, or for a combination of such uses:

1. *Multiple unit residential buildings and ground-oriented multiple unit residential buildings.*
2. *Care facilities.*
3. *Retail stores excluding adult entertainment stores, auction houses and secondhand stores and pawnshops.*
4. *Office uses excluding social escort services and methadone clinics.*
5. *General service uses excluding funeral parlours, drive-through banks and vehicle rentals.*
6. *Community services.*

## C. Lot Area

Not applicable to this Zone.

## D. Density

1. The *floor area ratio* shall not exceed 2.5.
2. The indoor *amenity space* required in Sub-section J.1(b) of this Zone is excluded from the calculation of *floor area ratio*.
3. Notwithstanding an air space subdivision, the air space parcels and the remainder *lot* of the air space subdivision shall be considered as one *lot* for the purpose of application of Section D of this Zone and further provided that the *floor area ratio* calculated from the cumulative floor areas of the *buildings* within all of the air space parcels and the remainder *lot* of the air space subdivision shall not exceed the maximum specified in Section D.1 of this Zone.

## E. Lot Coverage

The *lot coverage* shall not exceed 60% except for air space parcels which have a *lot coverage* of 100%.

**F. Yards and Setbacks**

1. *Buildings and structures* shall be sited in accordance with the following minimum *setbacks*:

<b>Use</b>	<b>Setback</b>	<b>Front Yard (137 St.)</b>	<b>Rear Yard (136A St.)</b>	<b>Side Yard (North)</b>	<b>Side Yard (South)</b>
<i>Principal Buildings and Accessory Buildings and Structures</i>		4.5 m. [15 ft.]	6.0 m. [20 ft.]	2.0 m. [7 ft.]	4.5 m. [15 ft.]

Measurements to be determined as per Part 1 Definitions of Surrey Zoning By-law, 1993, No. 12000, as amended.

2. Notwithstanding Section F.1 of this Zone, *balconies* and canopies may encroach into all *setbacks*.
3. Notwithstanding Sub-section E.17.(b) of Part 4 General Provisions of Surrey Zoning By-law, 1993, No. 12000, as amended, stairs may encroach into all *setbacks*.
4. Notwithstanding Section F.1 of this Zone, the *setback* for *buildings and structures* may be reduced to zero within air space parcels and the remainder *lot* of the air space subdivision.

**G. Height of Buildings**

Measurements to be determined as per Part 1 Definitions of Surrey Zoning By-law, 1993, No. 12000, as amended.

1. *Principal buildings*: The *building height* shall not exceed 18.0 metres [60 ft.].
2. *Accessory buildings and structures*: The *building height* shall not exceed 4.5 metres [15 ft.].

**H. Off-Street Parking**

1. Commercial *parking spaces* shall be provided as stated in Table C.2 of Part 5 Off-Street Parking and Loading/Unloading of Surrey Zoning By-law, 1993, No. 12000, as amended.
2. *Care facility parking spaces* shall be provided as stated in Table C.4 of Part 5 Off-Street Parking and Loading/Unloading of Surrey Zoning By-law, 1993, No. 12000, as amended.
3. Resident and visitor *parking spaces* shall be provided as stated in Table C.6. of Part 5 Off-Street Parking and Loading/Unloading of Surrey Zoning By-law, 1993, No. 12000, as amended.



4. All required *parking spaces* shall be provided as *underground parking* or as *parking within building envelope*.

**I. Landscaping**

1. All developed portions of the *lot* not covered by *buildings, structures* or paved areas shall be landscaped including the retention of mature trees. This *landscaping* shall be maintained.
2. The boulevard areas of *highways* abutting a *lot* shall be seeded or sodded with grass on the side of the *highway* abutting the *lot*, except at *driveways*.
3. Garbage containers and *passive recycling containers* shall be located within the *underground parking* or within a *building*.

**J. Special Regulations**

1. *Amenity space* shall be provided on the *lot* as follows:
  - (a) Outdoor *amenity space*, in the amount of 3.0 square metres [32 sq. ft.] per *dwelling unit* and shall not be located within the required *setbacks*; and
  - (b) Indoor *amenity space*, in the amount of 3.0 square metres [32 sq. ft.] per *dwelling unit*.

**K. Subdivision**

1. *Lots* created through subdivision in this Zone shall conform to the following minimum standards:

<i>Lot Size</i>	<i>Lot Width</i>	<i>Lot Depth</i>
2,000 sq. m. [0.5 acre]	50 metres [164 ft.]	34 metres [112 ft.]

Dimensions shall be measured in accordance with Section E.21 of Part 4 General Provisions of Surrey Zoning By-law, 1993, No. 12000, as amended.

2. Air space parcels created through subdivision in this Zone are not subject to Section K.1 of this Zone, but shall comply with the provisions in the Land Title Act, R.S.B.C. 1996, chapter 250, as amended.

**L. Other Regulations**

In addition to all statutes, bylaws, orders, regulations or agreements, the following are applicable, however, in the event that there is a conflict with the provisions in this Comprehensive Development Zone and other provisions in Surrey Zoning By-law, 1993, No. 12000, as amended, the provisions in this Comprehensive Development Zone shall take precedence:

1. Definitions are as set out in Part 1 Definitions of Surrey Zoning By-law, 1993, No. 12000, as amended.
2. Prior to any use, the *Lands* must be serviced as set out in Part 2 Uses Limited, of Surrey Zoning By-law, 1993, No. 12000, as amended and in accordance with the servicing requirements for the RM-45 Zone in the City Centre as set forth in the "Surrey Subdivision and Development By-law, 1986, No. 8830", as amended.
3. General provisions are as set out in Part 4 General Provisions of Surrey Zoning By-law, 1993, No. 12000, as amended.
4. Additional off-street parking requirements are as set out in Part 5 Off-Street Parking and Loading/Unloading of Surrey Zoning By-law, 1993, No. 12000, as amended.
5. Sign regulations are as set out in Surrey Sign By-law, 1999, No. 13656, as amended.
6. Special *building setbacks* are as set out in Part 7 Special Building Setbacks, of Surrey Zoning By-law, 1993, No. 12000, as amended.
7. *Building* permits shall be subject to the Surrey Building Bylaw, 2012, No. 17850, as amended.
8. *Building* permits shall be subject to Surrey Development Cost Charge By-law, 2014, No. 18148, as may be amended or replaced from time to time, and the development cost charges shall be based on the RM-45 Zone in the City Centre.
9. Tree regulations are set out in Surrey Tree Protection By-law, 2006, No. 16100, as amended.
10. Development permits may be required in accordance with the Surrey *Official Community Plan*, 1996, By-law No. 12900, as amended.

**APPENDIX V**

3. This By-law shall be cited for all purposes as "Surrey Zoning Bylaw, 1993, No. 12000, Amendment By-law, \_\_\_\_\_, No. \_\_\_\_\_."

PASSED FIRST READING on the \_\_\_\_\_ th day of \_\_\_\_\_, 20 .

PASSED SECOND READING on the \_\_\_\_\_ th day of \_\_\_\_\_, 20 .

PUBLIC HEARING HELD thereon on the \_\_\_\_\_ th day of \_\_\_\_\_, 20 .

PASSED THIRD READING on the \_\_\_\_\_ th day of \_\_\_\_\_, 20 .

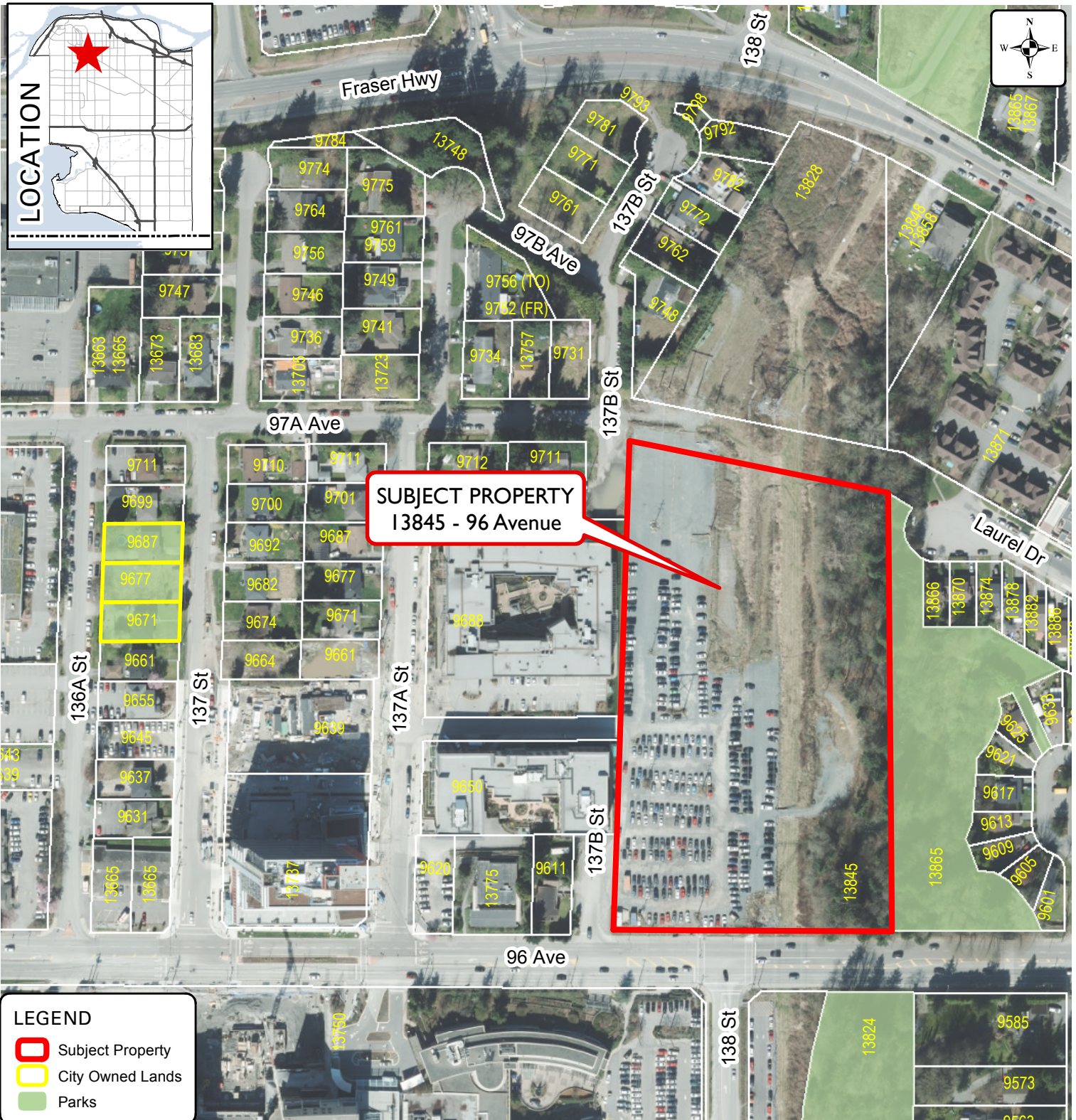
RECONSIDERED AND FINALLY ADOPTED, signed by the Mayor and Clerk, and sealed with the Corporate Seal on the \_\_\_\_\_ th day of \_\_\_\_\_, 20 .

\_\_\_\_\_ MAYOR

\_\_\_\_\_ CLERK

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# APPENDIX VI AERIAL PHOTOGRAPH OF SITE



Produced by GIS Section: 16-Oct-2014, JJR



**SUBJECT PROPERTY**  
13845 - 96 Avenue

**ENGINEERING  
DEPARTMENT**

## APPENDIX VII

### BC Housing's Emergency Housing Program

BC Housing's Emergency Housing Program includes a number of programs and services to help individuals and families who are homeless or at risk of homelessness.

#### Emergency Shelter Program

BC Housing's Emergency Shelter Program provides temporary shelter, food and services for people who are homeless or at risk of homelessness. The Program also helps connect people to housing and support services. Permanent shelters operate on a year-round basis.

Surrey has 107 permanent shelter beds in five facilities, as follows:

- 40 beds in the Gateway Shelter operated by Keys Housing and Health Solutions ("Keys") in Whalley;
- 35 beds in Hyland House operated by Options in Newton;
- 10 beds in the Cloverdale shelter operated by Options; and
- 26 beds in 2 facilities (in Whalley and Guildford) for women and women with children operated by E. Fry.

A further 48 beds are available for women in safe/transition houses.

#### Winter/HEAT Shelters

Winter or Homeless Emergency Action Team (HEAT) shelters have been operating in the City of Vancouver since 2008. In August 2012 BC Housing offered to provide operational funding for an additional temporary 40 bed/mat winter shelter in Surrey subject to the City providing the space.

A winter shelter operates for a 6-month period. It is intended to decrease the number of people who are sleeping outside during the winter months. The key features of a winter shelter are:

- it is a low-barrier shelter intended for street-entrenched homeless men and women;
- the shelter is open 24 hours-a-day, seven days-a-week during the period of its operation;
- the shelter is supervised on a full time basis;
- people sleep on mats or bunk beds and are provided with two meals a day;
- people are able to keep their same beds until they no longer require them;
- the shelter provides secure storage for personal belongings;
- housing outreach and other support services (including addictions and mental health) are available to people using the winter shelter; and
- support services staff exercise their best efforts to transition the people who use the shelter into more permanent housing.

## Homeless Outreach Program

BC Housing's Homeless Outreach Program connects people who are homeless to housing, income assistance, and community-based support services.

Outreach workers undertake a range of support activities including to:

- Address immediate physical and safety needs, such as food, warm clothing and a place to stay;
- Connect people with housing and income support, including making and accompanying them to appointments;
- Provide links to other support services, such as life skills training, personal health, household and financial management; and
- In some cases, act as a landlord liaison.

Homeless outreach services were introduced in Surrey in 2006. Keys, Options and the Fraser Region Aboriginal Friendship Centre (Aboriginal outreach) are contracted by BC Housing to provide homeless outreach in Surrey. Keys and Options coordinate their outreach services. Keys' outreach workers work primarily in Whalley serving the hard to house homeless population. Options outreach workers provide services in the rest of Surrey.

## Extreme Weather Response Program

The Extreme Weather Response (EWR) Program provides homeless people with access to a warm, dry place to sleep during extreme weather conditions from November 1st to March 31<sup>st</sup>. BC Housing funds EWR program in communities such as Surrey, where the number of homeless people exceeds the available shelter beds.

Temporary EWR shelters operate in churches and community agencies. People are usually provided with a mat and bedding. EWR shelters are only open overnight, generally from 7pm to 7am.

Each community decides on a local basis when to issue an Extreme Weather Alert based on current conditions and local forecasts determining when locations will be open and the number of spaces available.

The 2014/2015 Surrey White Rock Extreme Weather Plan defines extreme weather as:

*“conditions deemed severe enough to present a substantial threat to the life or health of homeless people such as:*

- *Temperatures at or below 0 degrees Celsius;*
- *Significant snow accumulation or sleet/freezing rain conditions;*
- *Significant windstorms that may present danger to persons living in wooded areas and/or makeshift shelters (cardboard boxes or lean-tos); and/or*
- *Periods of extended heavy rain creating conditions of ground saturation which make it difficult for people to keep dry.”*

The 2014/2015 Surrey White Rock Extreme Weather Response Plan identifies the six EWR shelter locations as follows.

- Surrey Urban Mission – 40 mats
- Keys Housing and Health Solutions – 15 mats
- Hyland House – 15 beds
- Cloverdale Church – 15 mats
- Legacy, Church of the Nazarene – 20 mats
- First United White Rock/Surrey – 15 mats

In past years, Surrey Urban Mission (SUMS) has accommodated the majority of homeless people during Extreme Weather Alerts. The 2014/2015 Surrey White Rock Extreme Weather Response Plan states that “when SUMS reaches the identified trigger capacity of 45 occupants, Keys’ outreach workers will provide transportation to other Surrey EWR sites. When all EWR sites are full SUMS will utilize any reserve capacity it has to serve a maximum of 60 people.”