



December 27, 2017

## 1. Who is the Contact Persons for Evacuated Tenants?

- a. For questions regarding rehousing options or financial supports: Jody Puff ([jpuff@vnhs.ca](mailto:jpuff@vnhs.ca)) and Margaret Go ([mgo@vnhs.ca](mailto:mgo@vnhs.ca))
- b. For questions regarding access to the building or any other option not related to re-housing: Kevin Eaton ([keaton@vnhs.ca](mailto:keaton@vnhs.ca))  
*See also point 4 below.*

**Note:** VNHS will where possible and safe to do so, offer tenants the opportunity to access items in their units through prearranged access only. Tenant's will be advised when these future group events are to be scheduled.

## 2. Rent Obligations

No preauthorized rents or rental payments will be processed for the month of January 2018.

Any new rental rates set for temporary or permanent housing within our portfolio will not take effect until February 2018 or at a point of being rehoused, which ever is the later date.

Should you be housed outside of VNHS' portfolio then that housing provider's policy will apply.

VNHS will assist if funds are a barrier for first months' rent to re-establish housing outside of our portfolio, in cases where income assistance will not provide additional support or where there is financial hardship for households to do so.

## 3. How Long Can I Stay at 2400 Kingsway?

You will be housed at 2400 Kingsway until we are able to find available housing suitable for your specific needs. VNHS' intention is to pick up funding for the motel stay when the City of Vancouver ESS team's support stops.

VNHS is working closely with other housing providers to seek alternative housing options for temporary and permanent housing. *We ask that tenants remain open to all housing options they are provided.*

Where ever possible and appropriate VNHS will re-house tenants within our portfolio.

If housed outside of the VNHS portfolio or in cases of being temporarily under-housed within VNHS' portfolio, then tenants will be able to have the first opportunity to accept



units within the VNHS portfolio once they come up. Preference to housing fire evacuees first is VNHS' intention.

#### **4. Access to My Unit**

VNHS and the City of Vancouver cannot allow access to any units at this time without VNHS escort for reasons of liability, personal safety and security. Access to your unit for essential items can be arranged through the primary contacts listed above but, will keep to planned and pre-arranged access only. Once the COV, Adjusters, and Engineers make their final assessments on the ability to re-occupy the building or not, VNHS will promptly share this with all tenants.

#### **5. What Happens With My Pets?**

Your pets can be boarded at a safe and secure facility, if you are unable to find family to care for them temporarily, and until you have secured a unit in which you can welcome them home. Your primary contacts can inform you of the locations that we have secured for boarding, pet food and supplies.

#### **6. Where Can I Store My Belongings?**

At this time VNHS is not able to offer any additional storage of items that tenants are not able to store on their own. The storage areas at 1766 Frances St. remain secure and intact presently.

#### **7. Rebuilding of Damaged Structures**

Because of the excessive damage to the building, the structural integrity of the building is currently being assessed by the City of Vancouver, structural engineers, and adjusters. We will know more in the New Year as to what the status is of the building and viable options as well as timing of any rebuilding.

#### **8. Rehousing Within and Outside of the VNHS Portfolio**

VNHS is working diligently to secure housing for fire evacuees. VNHS has reached out to our sister societies in the community and are currently informing our tenants of available options in both VNHS' portfolio and in other rent geared to income housing models. Decisions are based on individual requirements, housing availability and household compositions.



## **9. How Do I Move My Belongings to a New Location?**

VNHS will be providing our tenants with various options for moving items and transportation for this purpose. We are currently reaching out to community partners to offer assistance for moving of items if relocation of personal effects required. VNHS will be working with individuals on a case by case basis for moving expenses and arrangements.

## **10. Where Can Tenants Get Counselling?**

Contact numbers for counselling are as below:

Emergency Social Services - 1 800 585-9559

Vancouver Native Health Society - 604-602-7558

First National Health Authority Short Term Crisis Support - 604.666.6458

Lu'ma Health Services - 604-558-8822

Crisis line – 1-800-784-2433

*VNHS is working on additional counselling options for tenants, in the coming weeks.*

## **11. What other Agencies are Available for Tenant Support?**

City of Vancouver – Emergency Support Services team until December 27th, 2017.  
Red Cross will be connecting with families who also need additional support after December 27<sup>th</sup>.

For those displaced tenants who are billeted out support for food and lodging will be supported through the Emergency Support Services team until January 2, 2018.

## **12. Where / How Do I Get My Mail?**

Your mail will be available for pick up at the Canada Post Office located at 333 Woodland Drive, Vancouver (Woodland & Hastings). Mail is no longer being delivered to the building.

[You will require Photo ID to pick up your mail.](#)

## **13. What Should I do with my Telephone Landline or internet service subscriptions?**



Tenants are able to suspend their services versus cancelling these all together. This will allow for an ease of reconnection once tenants are fully aware of housing options as they are made available. We advise you to inform your telephone/internet service provider of the need to suspend the service until further notice where possible.

### **14. If I am Temporarily Housed Elsewhere, Can I go back to a VNHS unit once the building or my suite is safe to occupy?**

Please refer to answers for Questions 3 and 8 above.

### **15. What Happens to All our Food in the fridge or freezer?**

Because we do not know the consistency or reliability of the hydro service we are not able to confidently advise that food will be safe to consume, we would recommend you throw out all perishable food items to be safe and avoid any food poisoning. VNHS may also need to dispose of any food items that become attractants to rodents or vermin.

### **16. Where Do I Get A Compass Card?**

Your family can pick up their compass cards by contacting the primary contact list above.

### **17. What security measures are in place at 1766 Frances St.?**

VNHS has put in place 24 / 7 security presence at the building ensuring all contents remain safe and secure. As the fire watch is now over security guards are not permitted to enter into units except in cases of emergency or with police or authorized personnel present.

VNHS has placed a separate security company at the building, in addition to the restoration companies contracted security services. There are a total of 4 guards patrolling at all times.