



1766 Frances Street: Final Tenant Relocation Plan

Prepared on behalf of Vancouver Native Housing Society

5/20/21



1766 FRANCES STREET: FINAL TENANT RELOCATION PLAN

MAY 2021

SUMMARY

Vancouver Native Housing Society (VNHS), with the assistance M’akola Development Services, has been coordinating a development permit application for the redevelopment of 1766 Frances Street, which previously offered 27 affordable rental suites for urban Indigenous singles and families before being irreparably damaged by fire on December 20, 2017.

The vision for the redevelopment is to enhance the density, efficiency and cultural value of housing on the site through a Passive House, hybrid mass timber, cedar basket-inspired apartment building consisting of 81 affordable rental units across 9 stories for urban Indigenous people at 1766 Frances Street. This development concept will support the City’s sustainability goals, provide a striking visual reminder of the historic cultural practices of the Indigenous peoples who have called these lands home, and ensure the project will have the greatest impact on providing the quality affordable housing so desperately needed by the city’s Indigenous community.

Immediately following the December 2017 fire, VNHS ensured that all 27 indigenous families (48 people) living in the building were relocated to safe alternative locations. Therefore, the purpose of this tenant relocation plan is to outline the relocation process that previously took place in order to house and support tenant families of 1766 Frances Street who were displaced by the fire. Furthermore, this plan provides details as to what the relocation process will look like going forward until tenants can be welcomed back into the new affordable apartment homes at 1766 Frances Street.

PROPERTY ADDRESS, LEGAL DESCRIPTION & TENANTS

Municipal Address	1766 Frances Street, Vancouver, BC V5L 1Z6
Property ID	003-683-648
Legal Description	Lot F Block 7 District Lot 183 Plan VAP20542

PRE-FIRE TENANT LIST OF 1766 FRANCES STREET (AS OF DECEMBER 1, 2017)

	Unit #	Tenant First Name(s)	Tenant Composition	Relocation Outcome
1	101	Cynthia	1 adult (F)	Currently housed in a VNHS building
2	102	Mark	1 adult (M)	Currently housed in a VNHS building
3	103	Hazel	1 senior (M), 1 adult (F)	Housed with other housing society
4	104	Lena	1 adult (F)	Housed with other housing society



	Unit #	Tenant First Name(s)	Tenant Composition	Relocation Outcome
5	105	Cathy	1 adult (F), 3 children (M, F, F)	Currently housed in a VNHS building
6	106	Crystal	1 adult (F), 2 children (F, M)	Currently housed in a VNHS building
7	107	Gerry	1 adult (M)	Housed with other housing society
8	201	Gloria	1 senior (F)	Currently housed in a VNHS building
9	202	William	1 senior (M)	Now deceased
10	203	Blake (former co-occupant, Margaret, now deceased)	1 adult (M)	Currently housed in a VNHS building
11	204	Helen	1 senior (F)	Housed with other housing society
12	205	Brian	1 adult (M)	Housed with other housing society
13	206	Margaret	1 senior (F), 1 adult (F)	Housed with other housing society
14	207	Renata	1 adult (F), 2 children (F, M)	Currently housed in a VNHS building
15	208	Vera	1 senior (F)	Housed with other housing society
16	301	Clifford	1 adult (M)	Housed with other housing society
17	302	Rebecca	1 adult (F), 1 child (M)	Housed with other housing society
18	303	Shirley	1 senior (F)	Currently housed in a VNHS building
19	304	Georgina	1 adult (F)	Was relocated to a VNHS building, but has since moved out of VNHS portfolio.
20	305	Lillian	1 senior (F)	Housed with other housing society
21	306	Marlisa	1 adult (F), 3 children (F, M, M)	Currently housed in a VNHS building
22	307	Cheryl	1 adult (F), 3 children (M, M, M)	Tenant whose son started the fire. Current whereabouts unknown.
23	308	Shane	1 adult (M)	Currently housed in a VNHS building
24	B01	Flora	1 senior (F)	Now deceased
25	B02	Johnny & Katrina	2 adults (M, F), 1 child (M)	Currently housed in a VNHS building
26	B03	Leah	1 adult (F), 1 child (M)	Currently housed in a VNHS building
27	B04	Eliza	1 adult (F)	Currently housed in a VNHS building

TENANT RELOCATION IMMEDIATELY FOLLOWING FIRE

After the fire at 1766 Frances Street in 2017, VNHS considered what would be the most equitable way it could ensure displaced tenants could be re-housed and came to the decision that priority for immediate



tenant relocation housing should be given to its most vulnerable tenant groups: single mothers with children, and seniors. VNHS also considered each tenant's circumstances (ex. pets, mobility issues) in order to house tenants appropriately. From there, VNHS staff reviewed and gathered all available units within the Society's portfolio and matched them with appropriate family composition. VNHS was able to successfully re-house 13 of the displaced Indigenous families into other VNHS-operated buildings.

The remaining 14 families who were not housed within VNHS' portfolio were offered assistance in securing housing managed by BC Housing or sister societies. These partnerships ensured that all 27 families were re-housed within 62 days of the fire. Some of the societies and organizations VNHS reached out to included:

- BC Housing
- New Chelsea Society
- Lu'ma Native Housing Society
- Red Door Housing
- Lookout Housing + Health Society
- Sanford Housing Society
- REACH Community Health Centre
- Baptist Housing
- Brightside Community Homes Foundation
- Affordable Housing Societies
- The 127 Society of Housing
- First United Church Social Housing Society
- BC Non-Profit Housing Association (BCNPHA)

All rents for December 2017 were returned to the tenants, and they were provided with free rent for January 2018.

Some of the displaced tenants chose to live with relatives or friends. In such cases, the relatives or friends of the tenants were compensated with \$30 per day for the 1st adult, \$10 per day for an additional adult and youth aged 13-18, and \$5 per day for each child 12 years old and under. When ready to move into their new homes, VNHS provided beds, bedding, and other household essentials, as well as movers for this endeavor, and start-up funds in the form of gift cards and compass cards.

MATERIAL SUPPORT FOR DISPLACED TENANTS

In addition to emergency relocation assistance, VNHS was also able to coordinate provision of material supports to tenants displaced by the fire in order to help them transition to their new living arrangements. This was facilitated through a GoFundMe fundraising account set up by VNHS in the days immediately following the fire, which collected an incredible \$48,000 in donations, 100% of which were used in various ways to directly support the tenants within three months of the fire. In addition to the GoFundMe resources, over \$160,000 in funds provided by the Aboriginal Housing Management Association were spent. The contributed funds were used for moving services, rent/shelter reimbursement, gift cards, compass cards, food costs including hosting a Christmas party for the tenants, toiletries and other personal supplies, bedding, tenant rents/shelter reimbursement, and security to protect any salvageable tenant belongings from theft. Specific monetary value in gift cards/rent/materials given to individual tenants is not available, however, an aggregate spending breakdown is listed in the following table.



Items purchased	\$ Amount
Gift cards	\$ 28,402
Compass cards	\$ 1,225
Moving expenses	\$ 15,858
Food, Christmas party supplies	\$2,615
Beds & bedding	\$ 11,710
Rent/Shelter reimbursements	\$89,122
Building security	\$58,226
Linens, housewares etc.	\$3,043
Total:	\$210,201

RIGHT OF FIRST REFUSAL

Of the 27 individuals and families displaced by the fire, three have since passed away while another tenant – whose child was found to be responsible for starting the fire that destroyed the former building – will not be rehoused in the new building. In light of the significant loss to the Society and all other tenant families as a result of the culpable party’s negligence, the family accepted a financial settlement and signed a release agreement to terminate their relationship with VNHS; as such, they are no longer in touch with the Society. As such, twenty-four tenant families are currently eligible for the remaining actions involved in the completion of the Society’s Tenant Relocation Plan, as detailed below.

All eligible tenants were sent a letter in April of 2019 offering them the right of first refusal for tenancy in a redeveloped 1766 Frances Street, which will have more than enough units to house all families displaced by the fire. To date, nineteen families have responded indicating that they would welcome the opportunity to have a unit in the new building. The Society mailed out a second letter to the displaced tenants on February 24, 2020 providing an update on the status of the building’s redevelopment, reiterating the offer of right of first refusal on the proposed new units, and extending an invitation to a meeting for former tenants hosted by VNHS on March 18, 2020. Due to the COVID-19 pandemic, this meeting was postponed to March 25, 2020 and switched to an online platform via Zoom in order to enable participants to comply with Provincial and Municipal health emergency advisories.

The purpose of the meeting was to share the vision for the redevelopment, provide an update on progress in terms of design and permitting, answer former tenants’ questions, and explain the process of and supports that VNHS would provide to assist in their transition from their present residences into the new building, should they wish to return. This meeting was attended by 8 of the displaced tenants (representing 8 different tenant households), representatives from VNHS, MDS, and the City of Vancouver, and was moderated by Diana Bulley of Ideaspace, VNHS’s communications consultant for this project. Tenants who communicated their desire to participate but were unable to join in the online meeting were provided with a meeting summary including notes on the presentation and questions and answers provided in the discussion period, plus a copy of the PowerPoint slides to ensure that they received all the information provided at the meeting. VNHS has also assigned a dedicated Tenant Liaison from their staff, EJ Santiago, whose contact information was provided in the meeting.



RENTAL RATES AND MOVING EXPENSES

To ensure a meaningful offer of and facilitate displaced tenants' ability to exercise their Right of First Refusal, the new building will offer modernized units at rental rates geared to tenant incomes, so it will be feasible for the displaced tenants to resume their tenancies in the new the building, as long as they continue to meet the required income levels for their family composition. In addition, VNHS will be covering the cost of tenant moving expenses for those who notify the Society of their intent to return to live at 1766 Frances Street. This will be done by means of a flat rate of \$750 for studio and 1-bedroom suites and \$1,000 for 2 bedroom or more units.

PET POLICY

The new building will be pet friendly. As such, former tenants who had a pet in the old building and those who have acquired one since leaving will be welcome to return to the building with their pet, subject to certain conditions. The number of pets permitted per household will be restricted to one, and high-risk dog breeds such as pitbulls and rottweilers – in addition to other exotic or potentially dangerous or intimidating pets – may not be allowed, subject to the Society's sole discretion. Written approval for keeping a pet in the building will be required and must be secured from the Society prior to bringing the pet into the building. To obtain approval, a tenant must apply to VNHS for registration of their pet including:

- a) a description sufficient to identify the Pet including the adult height and weight of the animal;
- b) the name, address and telephone number of the Pet's veterinarian;
- c) the name, address and telephone number of an emergency contact person who will care for the Pet whenever the tenant is unable to do so;
- d) agreement by the Tenant that they will clean up any mess made by their pet, both inside and outside of the building; and
- e) if the application is for a cat or dog:
 - i) inoculation information;
 - ii) proof that the pet has been spayed or neutered; and
 - iii) a photo of the Pet.

If approved, Tenants with pets will be required to pay a **non-refundable pet deposit** of up to 50% of their economic rent and agree to comply with the **VNHS Pet Ownership Rules** by signing a Pet Ownership Rules Addendum to their Tenancy Agreement. Pet deposits will not be required for guide or service dogs.



STEPS TO EXERCISE RIGHT OF FIRST REFUSAL

For tenants who are interested in exercising the Right of First Refusal on units in the redeveloped 1766 Frances St., the following steps must be completed prior to moving into the building:

1. Confirm you have received a copy of this Tenant Relocation Plan by **signing the last page of this document** and returning it to Vancouver Native Housing Society either in person, by mail, or email by June 30th, 2021.
2. Complete the **Right of First Refusal Form** and return it to Vancouver Native Housing Society either in person, by mail, or email. (Note: expressing an interest in returning to the building via the Right of First Refusal Form does not require a tenant to return.)
3. Complete a **Needs Assessment Survey** to inform the Society of the number of bedrooms, accessibility, relocation details, and any additional supports you will require in order to secure an appropriate suite at 1766 Frances St. A link to the survey will be emailed to you. Please contact EJ Santiago to request a paper copy.
4. If applicable, inform VNHS of any changes to your household composition or contact information after submitting the Right of First Refusal Form and Needs Assessment Survey.
5. Attend (or arrange someone to attend on your behalf) future tenant meetings to receive updates on redevelopment progress and timelines. VNHS will notify you at least 2 weeks in advance of any future scheduled tenant meetings.
6. Six (6) months prior to completion, expect to receive a notice from VNHS informing tenants of the expected occupancy date, and respond within 45 days confirming your continued interest in returning to the building via email, phone, or letter. Please be sure to advise of any changes to your accessibility needs, family composition and your household income to help determine an appropriate suite and rental rate that will suit your needs.
7. Thirty (30) days prior to completion, VNHS will arrange a viewing with you, initiate an income check, and draft a new Tenancy Agreement for you upon building completion.
8. Attend the scheduled viewing of your preferred suite type, confirm your move-in date, and VNHS will process payment for moving expenses (a flat fee of \$750 for studio/1-bedroom units, \$1000 for 2 bedroom or larger units) so that you can arrange for your move.
9. On move-in day, a VNHS representative will meet with you to do the unit move-in inspection, sign the Tenancy Agreement, and give you the keys to your new home.

CONCLUSION

Vancouver Native Housing Society is committed to ensuring that the final steps of the tenant relocation process for 1766 Frances Street continue to be executed transparently and smoothly, with as little burden as possible on the displaced tenants. We feel that the measures described above in our Tenant Relocation Plan successfully address the City of Vancouver's Rate of Change Guidelines and Tenant Relocation and



Protection Policy. We look forward to welcoming residents back into the building upon project completion.

For further information regarding this Tenant Relocation Plan please contact Julie Edney (Project Planner) at 778-265-7489, jedney@makoladev.com

To discuss your plan for moving back to Frances Street, request assistance or clarification to complete the Right of First Refusal Form or Needs Assessment Survey, please contact EJ Santiago (Tenant Liaison) at: (604) 320-3312 ext. 28, esantiago@vnhs.ca.

CONFIRMATION OF RECEIPT

I/we hereby acknowledge that I/we have received and read the above Tenant Relocation Plan for 1766 Frances Street, Vancouver, provided to me by the Society in consideration of my former tenancy at 1766 Frances Street until December 2017.

Tenant Name (Printed)

Signature

Date

Tenant Name (Printed)

Signature

Date

Please email a scanned copy/photo of this completed signature page to esantiago@vnhs.ca or mail to/drop off at VNHS Head Office: 1726 E Hastings Street, Vancouver, BC V5L 1S9 **by June 30, 2021**.