

## BRIEFING

### Subject: Progress Report on Housing Sustainability Year One- 2015

Presented to: Council  
Submitted by: Sharon Oakley,  
Housing Sustainability Coordinator

Date: April 25<sup>th</sup>, 2016

Agenda #: 8.6



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This report is submitted for council's information.

## BACKGROUND

### Reason for Report

To provide Council with a status update on the progress made in 2015 toward the recommendations from the 2014 Banff Community Housing Strategy.

### Summary of Issue

The 2012 Housing Study and the 2014 Banff Community Housing Strategy highlighted the shortfall of available and affordable rental housing units as Banff's most pressing need. The lack of housing has many implications, including social and economic realities. In October of 2014, Council adopted the 2014 Banff Community Housing Strategy as a guiding document to assist with decision making related to housing. Subsequently in late 2014 during the 2015 budget process, council approved the creation of a new "Housing Sustainability" function area within the municipality to drive the recommendations of the housing strategy forward.

According to results from the Alberta Apartment Vacancy and Rental Cost Survey, Banff has existed with a 0% vacancy rate since 2013. New data for 2015 will be available in June of 2016. It is anticipated that Banff will continue to be challenged by low vacancy rates and the predicted shortfall of housing units remains between 455-730 units. The Community Housing strategy recommends to focus on rental property development until the rental shortfall is addressed.

During the first year of implementation of the housing strategy, the priority was to partner with Parks Canada to acquire lands within the town boundaries. The Town has been successful in creating this partnership and the release fees for these sites have been negotiated. The development of affordable housing will start in late 2016 or early 2017. Although this was a priority and much of the coordinators time was focused on this one area, many of the other actions items were also addressed since January of 2015.

The Community Housing Strategy has five predominant theme areas, each with recommendations and timelines. The five theme areas are:

1. Rentals
2. Partnership and Collaboration
3. Regulatory and Policy Framework
4. Public Education, Outreach and Advocacy
5. Accountability and Monitoring

The following is a summary of the progress that was made in 2015 toward the recommendations cited from the Banff Community Housing Strategy.

Strategy Ref#	Action Headings	Detailed Steps Identified in Strategy	Progress to Report
4.1.1.1	<b>Improve data collection and publication</b>	<p>1. Review the Province's vacancy rate for Banff annually.</p> <p>Review the Job Resource Centre rental price data quarterly report to Council and Community Housing Strategy Committee on this annually</p>	<p>Fall Update: ONGOING</p> <p>In 2013 and 2014 the Alberta Apartment Vacancy rate for Banff was 0%. It has been forecasted to remain similar for 2015. The 2015 data will be available in June of 2016. Healthy vacancy rates are considered to be between 3-5 %.</p> <p><a href="http://jobresourcecentre.com/pdf/Fall-2015-LMR.pdf">http://jobresourcecentre.com/pdf/Fall-2015-LMR.pdf</a></p> <p><a href="http://jobresourcecentre.com/pdf/Spring_2016_LMR.pdf">http://jobresourcecentre.com/pdf/Spring_2016_LMR.pdf</a></p>
4.1.1.2	<b>Provide landlord-tenant dispute resolution</b>	<p>1. Investigate access to a quasi-judicial tenant resolution board for the Bow Valley &amp; Commence Service Delivery</p>	<p><b>Q4- 2015 and ONGOING</b></p> <ul style="list-style-type: none"> <li>Jan 2015 – Based on media coverage of the housing strategy, we have had discussions with the Province (Service Alberta) regarding a Residential Tenancy Dispute Resolution Service that is a quasi-judicial administrative tribunal with the authority to adjudicate landlord and tenant disputes in every area of Alberta except Southern Alberta, which includes the Banff area. We were told that Service Alberta is currently working on expansion of the Residential Tenancy Dispute Resolution Service. They have not made an announcement yet because the details have not been completed. They are targeting January 2016 for this expanded service and expect that it will include the Banff area and address our concerns.</li> </ul>
4.1.1.4	<b>Help tenants understand their rights and responsibilities</b>	<p>1. Create an information package and decide on modes of distribution</p>	<p><b>Q3- 2015 and ONGOING</b></p> <p>Fall 2015 -updated information on TOB website including:</p> <ul style="list-style-type: none"> <li><a href="#">Residential Tenancy Act of Alberta (PDF)</a></li> <li><a href="#">Tip sheet for tenants from Service Alberta (PDF)</a></li> <li><a href="#">Renting info and tenancy disputes/offences information from Service Alberta</a></li> <li><a href="#">Minimum Housing and Health</a></li> </ul>

			<a href="#">Standards (PDF)</a> <ul style="list-style-type: none"> <li>• <a href="#">Rental Housing and Health in Alberta (PDF)</a></li> <li>• <a href="#">Bedbugs brochure (PDF)</a></li> <li>• <a href="#">Emergency Egress (PDF)</a></li> </ul>
4.1.1.5	<b>Mandate on-site management for multifamily residential apartment buildings</b>	<p>1.Track noise complaints from multifamily residential apartment buildings and track parking complaints from the area</p> <p>2. Draft a bylaw amendment requiring all buildings with large numbers of units to have on-site, 24 hour building management</p>	<p><b>Q4-2015</b></p> <ul style="list-style-type: none"> <li>• Bylaw is tracking noise complaints-ongoing. Results indicate low number of complaints and therefore noise has not been identified as an issue in large multifamily residential complexes at this time. Continuing to monitor.</li> <li>• Initial discussions with Planning and Bylaw indicate that it may not be legal to mandate this amendment. Suggested use only. Summer student to investigate other communities ‘best practices’ on high density developments.</li> </ul> <p>Q3 -2015</p> <ul style="list-style-type: none"> <li>• Planning Summer Student has researched the issue regarding on site management Update to council Q2-2016</li> </ul>
4.1.1.6	Encourage apartment units that meet the needs of changing demographics	<p>Encourage developers in pre-planning meetings, to consider this type of unit, by emphasizing the demand and the advantages</p> <p>Investigate the feasibility of adding “flex-style” apartment characteristics in the design guidelines</p> <p>Draft and present for Council approval bylaw amendments that would incentivize these types of developments</p>	<p>Q4-2015</p> <ul style="list-style-type: none"> <li>• Summer planning Student- RFP will be presented to council in Q2 2016 making recommendations on amending the current Land Use Bylaw with respect to barrier free, universal and flexible Housing.</li> <li>• Recommendations to create design guidelines that will strongly encourage developers to implement barrier free and/ or flexible housing design that will create housing that can accommodate all ages and stages of life.</li> </ul>
4.1.1.7	Grow BHC as a rental provider	Until rental shortfall is addressed, emphasize rental property development and management	<p>ONGOING:</p> <p>BHC Administration is currently reviewing:</p> <ul style="list-style-type: none"> <li>• Current organizational structure</li> <li>• Assessment for future requirements regarding rental property management. Internal vs external.</li> <li>• Tenant eligibility requirements</li> </ul>

			<ul style="list-style-type: none"> <li>• Best practises in rental management/lease development</li> <li>• Financial management</li> </ul>
4.2.1.1	Help house buyers understand the Land Use Bylaw	<p>Develop content for plain-English handouts for each residential land use district</p> <p>Develop handouts and distribute realtors</p>	<p>Q4-2015</p> <ul style="list-style-type: none"> <li>• Planning Summer Student has created a “Coles Notes” version of the LUB by residential district. This document outlines the type of development options that are allowed in that specific district. The handouts will be distributed when residential development applications are submitted to the planning department.</li> </ul>
4.2.1.2	Engage with the region on housing issues	Join the inter-agency group and actively engage in their information sharing discussions	<p>ONGOING:</p> <ul style="list-style-type: none"> <li>• New Bow Valley Housing Interagency group being formed. Meeting planning for spring of 2016.</li> </ul>
4.2.1.3	Partner with Parks Canada for land within town boundaries	<p>Compare land acquisition proposals in other national park communities and find points of agreement that will allow for similar applications in Banff</p> <p>Identify sites for redevelopment at appropriate densities and work collaboratively with Parks Canada to acquire sites for housing</p>	<p>ONGOING:</p> <ul style="list-style-type: none"> <li>• Proposal submitted to Parks Canada (including Public Works Government Services Canada - PWGSC) outlining the Town of Banff's proposed plan for affordable rental developments on two determined parcels of land. The proposal includes a narrative appraisal and financial pro forma commissioned from Cushman Wakefield that will determine the articles of impairment resulting in a PC decision on release fees and associated restrictions that will be applied to the purchase of lands.</li> <li>• Q2 and 3- 2015 -Awaiting a determination of release fees from Parks Canada for the land parcels.</li> <li>• Q4- 2015 Determination of release fees presented to Council Dec 17<sup>th</sup> 2015. Approved at this meeting.</li> </ul>
4.2.1.4	Engage the province in funding housing land	Lobby to access provincial funds to acquire housing lands in the Town of Banff	<p>Q3-2015</p> <ul style="list-style-type: none"> <li>• Successful grant proposal –CMHC seed funding. \$10,000.00 for each development. To be used for financial analysis and preliminary designs of development.</li> <li>• Meeting with Cam Westhead, MLA, Karen Sorensen, Mayor of Banff,</li> </ul>

			<p>and Alison Gerrits, Community Services Manager to discuss provincial funding options for building affordable housing. Municipal debt capacity was discussed with the idea to create a distinction for monies borrowed that have a debt servicing capacity related to affordable housing initiatives. Funding options were also discussed with a “green fund” model used as an example.</p> <p>Q4 2015</p> <ul style="list-style-type: none"> <li>• TOB administration to present proposal to provincial government regarding changes to the MGA’s debt limit regulation.</li> </ul>
4.2.1.5	Partner with others to develop residential units on their lands	Negotiate opportunities with existing leaseholders to develop or redevelop their property in partnership with TOB Housing Sustainability	<p>Q1,2,3 -2015</p> <ul style="list-style-type: none"> <li>• Conversations started with varying stakeholders to investigate the feasibility of developing land- YWCA, Birchwood Developments, Caribou properties, Parks Canada, Rocky Mountain Housing Cooperative.</li> </ul> <p>Q2-2015</p> <ul style="list-style-type: none"> <li>• Joint meeting with Canmore and Banff Councils to discuss the Housing Crisis and talk about future joint opportunities.</li> </ul>
4.2.1.6	Advocate for Housing	Decide what/who is going to be the overall voice for the full range of a housing mandate for Banff, including the delivery of the Community Housing Strategy. Have one housing voice in Banff that is involved in, aware of, and up to date on housing related activities underway.	<p>COMPLETE</p> <ul style="list-style-type: none"> <li>• The Town of Banff Housing Sustainability function supported by the municipal housing team is the primary point of contact and voice of housing in Banff that is aware of, and update on housing related activities underway</li> </ul>
4.2.1.7	Share information on housing-related employee incentives	Encourage information sharing among employers regarding housing incentives, such as employer supported down payments, and employer supported rent to own options	<p>Q2 2015</p> <ul style="list-style-type: none"> <li>• A Survey Monkey survey was developed that will be distributed in September to BLLHMA members and other businesses that have an opinion on employees housing issues in Banff. Information gathered will allow the Town to understand what</li> </ul>

			is currently been done to support employees housing and what needs to be looked at more closely.
4.2.2.1	Conduct employer surveys	<p>Create a summer and winter survey</p> <p>Alternate survey delivery annually between the two seasons (each season gets surveyed once every two years)</p>	<p>Q3- 2015-</p> <ul style="list-style-type: none"> <li>Employer Housing Survey conducted in fall. 40 employers answered a wide range of questions regarding employee staff housing.</li> </ul> <p>Q3/4 2015</p> <ul style="list-style-type: none"> <li>Rental Housing Survey was developed and completed by 1200 potential renters in Banff. Information pertained to desired size of unit, mix of units and affordability factors.</li> </ul>
4.3.1.1	Enforce the Community Standards Bylaw proactively	Commence active rather than reactive enforcement of the Community Standards bylaw	<p>ONGOING:</p> <ul style="list-style-type: none"> <li>March 17<sup>th</sup> meeting with Bylaw. Clarity provided from Planning on definitions of pro-active /reactive enforcement - directly related of the visual condition of the properties. Bylaw has commenced with drive-by inspections and will continue to monitor and identify residential properties that are clearly in violation of the community standards bylaw. Currently nine properties are in violation. Discussion to continue on ways to proactively encourage compliance.</li> </ul>
4.3.1.2	Create a new land use category for employee residences	Investigate employee residences as separate land use designation in the Land Use Bylaw in order to include development regulations specific to this type of development, and present the results of this investigation to Council for direction	<p>Q3 2015</p> <ul style="list-style-type: none"> <li>2015 Summer Planning student completed investigation/research. Planning department to present info in Q2 2016.</li> </ul>
4.3.1.3	Clarify the population target	Meet to clarify the answers to the population target questions, and publicize the results	<p>Q3 2015</p> <ul style="list-style-type: none"> <li>Information gathered from Parks Canada has indicated that the population target is 10,000. The cap is tied to the development build out and the anticipated number of residents once we reach the development capacity. At this point there is no enforcement strategy</li> </ul>

			once the population target is met or exceeded.
4.3.1.5	Ensure wise use of scarce residential land	<p>Prepare a minor technical amendment to the LUB for Council approval to prevent the building of single family homes across lot lines</p> <p>Prepare and present to Council options for LUB amendment requiring placement to allow for future ancillary buildings, or requiring ancillary dwellings at the time of single home development</p> <p>Prepare and present to Council options for LUB amendment imposing a maximum size for single family dwellings</p>	<p>Q3-2015</p> <ul style="list-style-type: none"> <li>2015 Summer Planning student completed investigation/research. Planning department to present info in Q2 2016</li> </ul>
4.3.1.6	Ensure cash in lieu figure for required bedroom is appropriate	Present to Council the existing cash in lieu housing fee and the actual cost of creating a new bedroom	<p>Q3-2015</p> <ul style="list-style-type: none"> <li>2015 Summer Planning student completed investigation/research. Planning department to present info in Q2 2016</li> </ul>
4.3.1.7	Ensure that required bedrooms provided by developers are appropriate	<p>Identify the types of bedrooms (bedrooms in secondary suites, apartment buildings, new employee residence category etc.) that are likely to be accessible to employees of new developments</p> <p>Draft for Council consideration of a bylaw amendment providing that only bedrooms in the appropriate categories can be counted against the commercial requirement</p>	<p>Q3- 2015</p> <ul style="list-style-type: none"> <li>2015 Summer Planning student completed investigation/research. Planning department to present info in Q2 2016</li> </ul>
4.3.1.8	Consider additional means of contributing to the housing reserve	Present to Council for their consideration, mechanisms beyond cash in lieu to contribute to the housing reserve (see Canmore PAH levy)	ONGOING
4.3.1.9	Encourage and mandate barrier free housing units	Create an information sheet for developers speaking to the merits of barrier free housing	<p>Q3-2015</p> <ul style="list-style-type: none"> <li>2015 Summer Planning student completed investigation/research.</li> </ul>

		<p>and how best to provide it</p> <p>Create an incentive package to encourage barrier free development and redevelopment, and present it to Council</p> <p>Draft and present for approval, a technical amendment to the LUB</p>	<p>Planning department to present info in Q2 2016</p>
4.3.1.10	Enforce eligibility residency requirements	<p>Create a public education campaign specific to the eligible residency requirements and the enforcement of the same</p> <p>Review and coordinate actions regarding eligible residency</p> <p>Assist with public education campaign specific to the eligible residency requirements</p>	<p>ONGOING</p> <ul style="list-style-type: none"> <li>Working with Parks Canada to come up with a strategy to educate newcomers and the public about the current need to reside regulations. Part of this strategy will include working with property managers to deliver info package, website updates for both Parks and TOB.</li> </ul>
4.3.1.11	Ensure that residential lands contain habitable dwellings	<p>Investigate existing lease clauses, in this park and others, to see what is said on the subject of vacant lands and condemned buildings</p> <p>Jointly draft a potential clause for future leases and present it to Parks Canada senior management for approval</p>	<p>ONGOING</p> <ul style="list-style-type: none"> <li>Working with Parks Canada to come up with a strategy to educate</li> </ul>
4.3.2.1	Review height restrictions	<p>Review height restrictions when BMP and LUB are reviewed to ensure an appropriate balance between aesthetics and housing needs</p>	<p>Will occur at BMP and LUB reviews</p>
4.3.2.2	Review commercial housing requirements	<p>Review commercial housing requirements when BMP and LUB are reviewed to ensure an appropriate balance between aesthetics and housing needs</p>	<p>Will occur at BMP and LUB reviews</p>
4.4.1.1	Foster understanding through information	<p>Create housing information portal on Town's website</p> <p>Post all housing information as it becomes available</p>	<p>ONGOING:</p> <ul style="list-style-type: none"> <li>Website configuration in progress and ongoing. Creating info that is more user friendly. Info to include Alberta Landlord and Tenant info, Health and Safety standards and</li> </ul>



			BHC overview and town roles in development, rental and sales.
4.4.1.2	Enhance public notification about developments	Draft a technical amendment to the LUB regarding enhancement of multi-platform public notification and information, for presentation to Council	Q3-2015 Planning Summer student- <ul style="list-style-type: none"> <li>• Work completed on an enhanced development application process, public engagement guidelines and levels of involvement.</li> </ul>
4.4.1.3	Help people visualize accordingly	Start requesting models for larger developments	ONGOING
4.4.1.4	Help Banffites understand and support housing issues and initiatives	See 4.4.1.2  Design and conduct an education campaign with the messaging listed in this section	
4.4.1.5	Make housing prominent at public engagement events	Create a once a year “State of Housing” report for Banff.  Prepare for, and participate in events	ONGOING <ul style="list-style-type: none"> <li>• 2 open houses for Deer street Development</li> <li>• Mayor’s speech to BOWDA,</li> <li>• Mayor’s state of the town address at Connect.</li> <li>• Connect event</li> <li>• Media interviews – (we facilitated the CBC series on housing in the fall).</li> </ul>
4.4.1.6	Help people access renovation grants	Continue assisting seniors and persons with mobility challenges to apply to appropriate housing related grant programs	ONGOING <ul style="list-style-type: none"> <li>• FCSS Seniors Coordinator working closely with AHS in ensuring mobility challenges are addressed.</li> <li>• New government program called Seniors’ Home Adaptation and Repair program. Proposed Bill 5 would give seniors that own their own homes with a minimum 25% equity to borrow up to \$40,000. Seniors would then repay the loan when the home is sold, or the seniors reside elsewhere. Also within Bill 5, two million dollars will be available for all low-income seniors through a grant program. This could also be used for seniors in a rental unit.</li> </ul> Proposed start date: July 1, 2016.
4.5.1.1	Track housing	Add questions to census on	ONGOING

	through the municipal census	housing type and housing needs  Continue to track housing issues through census, and report results	
4.5.1.2	Maintain and publicize housing inventory	Continue to report to Council annually on new development  Update housing inventory annually based on new development report, and triennially with addition of municipal census information	ONGOING
4.5.1.3	Understand our re-development potential	Create and regularly update an inventory of target properties in town that appear ready for development or redevelopment	Q2- 2015 Planning summer students and work term students to start process of identifying properties that are eligible or in need of redevelopment. Volunteer intern doing residential density analysis to be complete by end of May. Changes in staffing with PC have delayed some of the information gathering.
4.5.2.1	Monitor the progress of this strategy over the long term	See 4.5.1.1 Community Housing Strategy Committee to meet quarterly, and report annually	Majority of original Community Housing Strategy committee are no longer available. Meetings have occurred with updates from interested past members.

## ATTACHMENTS

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Submitted By: \_\_\_\_\_ 2016.04.18  
Sharon Oakley, Housing Sustainability  
Coordinator.

Reviewed By: \_\_\_\_\_  
Robert Earl, Town Manager