

# WHAT WE HEARD REPORT

## Public Engagement Feedback Summary

### LDA20-0199 - Terrace Heights

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**PROJECT ADDRESS:** 6503 - 101 Avenue NW

**PROJECT DESCRIPTION:** The application proposes to rezone the property from **(A) Metropolitan Recreation Zone** and **(CSC) Shopping Centre Zone** to **(RA8) Medium Rise Apartment Zone**. If approved, the proposed rezoning would allow the opportunity for an apartment building up to 23-metres in height (approximately 6 storeys) with limited commercial opportunities at ground level, such as child care services, general retail stores and specialty food services. The applicant’s intent is to develop a 5-storey residential building with 40 dwelling units for supportive housing.

**PLANNING APPLICATION WEBSITE:** [edmonton.ca/terraceheights](http://edmonton.ca/terraceheights)

**ENGAGEMENT FORMAT:** Online Engagement Webpage - Engaged Edmonton: <https://engaged.edmonton.ca/lda20-0199terraceheightsrezoning>

**ENGAGEMENT DATES:** August 26 - September 22, 2020

**NUMBER OF VISITORS TO ENGAGED EDMONTON WEBSITE:**

- Engaged: 13
- Informed: 25
- Aware: 66

See “Web Page Visitor Definitions” at the end of this report for explanations of the above categories.

TYPE OF ENGAGEMENT	DATE	RESPONSES/ RECIPIENTS
Advance Notice of Rezoning Application (sent to property owners within 120 m of the site)	July 17, 2020	Recipients: 224 Responses (opposed): 3 Responses (neutral): 1
Rezoning Sign Posted on Site	July 20, 2020	N/A
Terrace Heights Planning Application Webpage Posted	July 23, 2020	N/A

Online Engagement Notifications (sent to property owners within 200m of the site as well as to the tenants of the abutting apartment buildings)	August 26, 2020	Recipients: 806
Public Engagement, City Hosted Event (online format)	August 26, 2020 - September 22, 2020	Number of Visitors: 66 Responses (opposed): 15 Responses (support): 2

**ABOUT THIS REPORT**

The information in this report includes responses to the advance notice and feedback gathered through the Engaged Edmonton platform between August 26 - September 22, 2020. Because of public health issues related to COVID-19, the City wasn’t able to host an in-person public engagement event to share information and collect feedback as we normally would.

Input from Edmontonians will be used to inform conversations with the applicant about potential revisions to the proposal to address concerns or opportunities raised.

This report is shared with all web page visitors who provided their email address. This summary will also be shared with the applicant and Ward Councillor and will be included in the report to City Council when the proposed rezoning advances to Public Hearing for a decision.

**ENGAGEMENT FORMAT**

The Engaged Edmonton webpage included two parts - a link to provide feedback on the proposed rezoning application and a link to provide feedback on the Supportive Housing Good Neighbour Plan and Building Design. This report summarizes feedback received on the rezoning application engagement webpage only. The rezoning engagement page included a written description of the application, a rezoning map and links to applicable documents and resources. Two tools were available for participants: one to ask questions and one to leave feedback. The comments are summarized by theme below.



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## WHAT WE HEARD

Support: 2

Opposed: 15

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## COMMENTS

### Crime and Safety

- Concern that the development will increase crime such as drug and alcohol use.
- Crime is already a problem in the neighbourhood and has been on the rise.
- The proposal conflicts with the motion Council passed in July 2020 to turn Edmonton into the safest City in Canada.
- The development will make me feel unsafe.
- I have been a victim of crime in the neighbourhood.
- Will the City pay for my home security system?
- EPS does not have the time or resources to keep the neighbourhood safe.
- The nearby park is a prime area of “cover” for shady and undesirable activity to occur including disposal of drug paraphernalia.
- The risks outweigh the benefits.
- Concern that the project would create an environment for the recently homeless to congregate, linger and attract acquaintances and friends with similar lifestyles.

### Density

- Too many apartment buildings, townhouses and duplexes in the neighbourhood already.
- Population density in this area is not well supported by services.
- Build a high-end condo instead.
- Terrace Heights already has two high-rise rental towers and enough low income housing compared to the surrounding neighbourhoods which are primarily single family homes.

### Traffic

- Holyrood and Bonnie Doon are in disarray with the LRT.
- 50th Street, 75th Street and 98/101 Ave have high traffic, and are noisy and dangerous.
- There needs to be a double red turning light going north at Wayne Gretzky and 75th just like at the intersection of 98th Avenue.

### Poor Location

- Not a good idea to put supportive housing beside a skate park, library, daycare, cannabis store and liquor store.
- Concerned that this will negatively impact users of the adjacent greenspace, especially children, seniors and families.
- Concerned that the lights and noises from the fire station across the street will agitate people with mental illness.
- This would be better located downtown near Canada Place where there are more support services.
- This should be moved as far from downtown as possible to discourage them from congregating.
- Put the development in your neighbourhood.
- The development should go next to the LRT.

### Process, Notification and Transparency

- The City does not care about impacted residents.
- I did not receive a notice of this project. Don't assume that everyone has access to the internet.
- My concerns about safety were downplayed by the City during roundtable meetings. This is condescending elder abuse.
- The Mayor and City Council did not run on a mandate to put hundreds of supportive housing units in existing neighbourhoods in 2017. They should first get a mandate to do so in the next municipal election.
- We support the vision of affordable housing but do not agree with the way it was decided upon and pushed onto our communities:

- The process to select site locations is inadequate, it lacks the basic transparency and due diligence, and it is not viable or sustainable.
- There was no supportive documentation on the decision-making process and consideration of other alternatives.
- When 4 select sites expect to provide for only 150 out of the 900 that need help, the overall approach of building smaller facilities is neither viable nor sustainable with an ever growing city.
- The site was selected strictly because it is City property. Criteria used (such <16% affordable housing,) simply do not hold true in areas like King Edward, Fulton Place, Gold Bar and Terrace Heights with lots of available affordable housing, retirement houses, low income housing already.
- No Environmental or Social Impact Assessment was performed.
- Information shared about the expected clientele of the supportive housing has been misleading. It is for people needing long-term “medical support” who are not expected to integrate into the community.
- Consultation started after the land title was transferred to Homeward Trust without adequate coverage of the community consultation required.
- The project should have a clear approval threshold (e.g. 70% approval from impacted landowners and business owners).
- The consultation didn’t follow the City’s affordable housing strategy.
- No exit plan if the project negatively impacts the community.
- No compensation for communities and businesses that experience reduced property values/incomes.

**Administrative Note:**

- *On June 29, 2020 the land sale to Homeward Trust was approved by City Council. The sale is subject to particular conditions, including public engagement and the approval of the rezoning.*
- *Public engagement occurred this summer and fall. The City of Edmonton’s Affordable Housing and Homelessness section accepted feedback separately on the building design and a good neighbour agreement. For more information, please visit [edmonton.ca/terraceheightssupportivehousing](http://edmonton.ca/terraceheightssupportivehousing).*

- *The Public Hearing for the rezoning is currently scheduled for December 8, 2020. If the rezoning is approved by City Council, the sale will proceed and the land will be transferred at that time.*
- *City Council has approved a long-term goal of 16 per cent affordable housing in every neighbourhood. This number represents the amount of affordable housing that is needed across the city to meet the needs of all residents.*
- *Affordable housing is defined as: rental housing that's offered at below market rates and managed by a non-profit housing provider. Sometimes, affordable housing is confused with market housing that is actually managed by a private landlord.*
- *All of the locations / neighbourhoods where supportive housing is being proposed are below the 16% threshold. For example, Terrace Heights is at 2.42%.*

#### 101 Avenue Corridor Study

- There was a huge effort to improve 101 Avenue (pedestrian-user friendly, improve the streetscape, reduce vehicular traffic) but nothing really came of it.
- Numerous proposals were made, and discussions had, in regards to making this area a haven for family activity and for creating an environment where local businesses can flourish. The development of supportive housing is in direct conflict with the stated goals of the 101 Avenue revitalization project.

#### Homeward Trust

- Concern that Homeward Trust is not the best organization for property ownership. It seems there have been issues in the past with management and high staff turnover.
- Maintaining public image is the Homeward Trust's main priority.

#### Support

- Edmonton needs more supportive housing across the city to help its vulnerable citizens.
- Good location - short walk from shops and services at Capilano Mall and from the Library and would have access to good bus routes.
- The proposed height and RA8 zoning aligns well with existing developments and its prominent location on a major corridor.
- The reduction of park space is well justified based on the socially critical nature of this project.

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## QUESTIONS & ANSWERS

### Rezoning Questions & Answers

*Note: Zoning regulates what types of buildings are allowed on a site (eg. residential or commercial) and the basic size and shape of those buildings. It does not control who can live or work in the buildings or whether the property is rented or owned. The City's Development Services Branch reviews the rezoning application based on:*

- *Approved policies, plans and guidelines;*
- *Planning analysis (how the proposed zone fits into the neighbourhood);*
- *Technical information (traffic impacts, water and sewer capacity, etc.); and*
- *Public input (feedback from the public will be summarized in the final report to Council).*

*The City of Edmonton's Affordable Housing and Homelessness section accepted feedback separately on the building design and a good neighbour agreement. For more information, please visit [edmonton.ca/terraceheightssupportivehousing](http://edmonton.ca/terraceheightssupportivehousing)*

1. Why put the development near three major places frequented by kids including the library, skate park and a daycare?
  - The site is located in close proximity to transit services, major commercial shopping centres, a library and green space. The site is also adjacent to existing multi-unit housing. Placing additional multi-unit housing in this location will provide future residents with convenient access to community amenities and services.
2. How would this development impact the 101 Avenue Revitalization project?
  - The proposed rezoning site is located outside the boundaries of the [101 Avenue Corridor Study](#), however, the proposal is consistent with and supportive of the following key actions under Section 4 - Redevelopment Framework:

- Use City-owned land to improve connectivity, create an attractive public realm, and contribute to the creation of redevelopment opportunities;
  - Support redevelopment which provides an increased variety of housing choice; and
  - Encourage higher density residential development on the corridor to support a greater variety of commercial services for residents.
3. Is the rezoning proposal impacting the Capilano Library?
- No, the library is not located within the proposed rezoning area. The proposed rezoning area is located at the southeast corner of the property adjacent to Terrace Road (where the skatepark parking lot is currently located).
4. What will happen to the current skatepark parking lot?
- The parking lot is planned to be relocated west of the skatepark.
5. Will cannabis retail sales be permitted under the proposed zone?
- No. Cannabis Retail Sales is not a permitted use under the proposed RA8 Zone.
6. Was an Environmental Site Assessment performed?
- Yes. An Environmental Site Assessment (ESA) was conducted as a requirement of the proposed rezoning application to determine site suitability from an environmental perspective. The review determined that the site is suitable for the intended uses and that no further environmental assessment of the property is required at this time.
7. Why didn't I receive a notice in the mail?
- Rezoning notices were sent to 224 landowners located within 120 m of the subject property in July 2020. That same month, a rezoning sign was placed on the property. Notices of online public engagement were sent to 806 recipients within an expanded 200 m radius in August 2020.



8. What do you mean there is no plan in effect in the area?

- Some neighbourhoods (typically newer ones) have land use plans that are approved by Council and that direct future development. There is no neighbourhood-level land use plan in place for Terrace Heights.

9. Is the rezoning a done deal?

- A Public Hearing will be held for the proposed rezoning on December 8, 2020. City Council will decide whether to approve the rezoning. Anyone may submit comments or register to speak in opposition or in favour of the proposed rezoning prior to Council making their decision. This What We Heard Report will be included in the final report to City Council.

### Supportive Housing Questions & Answers

*Note: Answers to the following questions on the building design and site operations were provided by the City of Edmonton Affordable Housing and Homelessness Section. For additional public feedback on the Terrace Heights site, including the Good Neighbour Plan and Building Design, please access the Terrace Heights Supportive Housing What We Heard Report at: [edmonton.ca/terraceheightssupportivehousing](http://edmonton.ca/terraceheightssupportivehousing)*

1. What support will be there to prevent crime and ensure these individuals living there have everything they need to find success?

- Supportive housing and its residents are most successful when they are part of a welcoming community. The residents have a safe and stable permanent home and receive all the support they need on site. The building is staffed 24/7 and there will be operational and property management standards to ensure it is well run. You can learn more about supportive housing, including a link to the City's statistics on crime and non-market housing, by reading the FAQs at [edmonton.ca/supportivehousing](http://edmonton.ca/supportivehousing)
- Residents of supportive housing sign a lease, just as any other tenant, and pay below-market rent for their unit. They are able to pay rent, either through

income support or employment, and receive help with financial management.

- Residents in supportive housing have their other basic needs provided for, including meals, health care services and any other support they need to regain stability. Individuals are vetted based on their commitment to maintain housing and suitability for a particular building and the operator will establish standards of behaviour for residents living in supportive housing. Some residents work, go to school, or volunteer while others focus on regaining stability in their lives.
2. What is the plan if Homeward Trust is not able to manage? What is the plan if the Good Neighbor Plan with Homeward Trust does not address community concerns?

- Supportive housing is a home. Residents of supportive housing are committed to maintaining housing and find a sense of safety, stability and community in their new home.
- Residents of supportive housing are vetted based on their commitment to maintain housing and suitability for a particular building. The operator will establish standards of behaviour for residents living in supportive housing and provide continuous wraparound services to meet their needs. No one would be housed somewhere that would violate any residency restrictions they may have.
- The Good Neighbour Plan will include a community contact that neighbours can reach out to if they have concerns about the buildings or its residents. It will also contain an issues resolution process.

3. How will they mitigate drugs on site? How will they mitigate issues with sellers and buyers coming to their site?

- We understand communities have concerns about how the developments will impact crime and safety. However, we have no evidence to suggest that supportive housing increases crime, and in fact, supportive housing has proven to reduce residents' interactions with police. An analysis of a supportive housing site in downtown Edmonton saw a 46 per cent drop in interactions between residents and police in the 2 years after they moved in, compared to the 2 years before. The City has also studied the impact of non-market housing on the

safety of five core neighbourhoods and found there was no correlation between crime and non-market housing, including supportive housing.

- Residents of supportive housing are vetted based on their commitment to maintain housing and suitability for a particular building. The operator will establish standards of behaviour for residents living in supportive housing and provide continuous wraparound services to meet their needs. No one would be housed somewhere that would violate any residency restrictions they may have. The building is staffed 24/7 and there will be operational and property management standards to ensure it is well run.

4. Why not spread these types of facilities across the city rather than have them concentrated in a few areas?

- We know we can't solve our City's homelessness crisis by concentrating all our efforts in one or two central communities. That's why the City has set a goal of building 900 units of supportive housing by 2024. This is one of the first four sites, and more will be built in communities across Edmonton.
- More locations will be identified as we work toward that goal and new locations will be selected based on the same criteria that identified these sites: ready for development, well integrated with the surrounding land uses and built form, and close to amenities and services for residents, like transit, grocery stores, and recreation opportunities, like rec centres, libraries and parks.

5. Perhaps moving these people as far away from downtown as possible is better for them, wouldn't proximity to downtown allow their friends and other homeless people to congregate easier than a community with less or more difficult access?

- Supportive housing and its residents are most successful when they are part of a welcoming community. The residents have a safe and stable permanent home and receive all the support they need on site. The building is staffed 24/7 and there will be operational and property management standards to ensure it is well run.
- The criteria that identified these sites included: ready for development, well integrated with the surrounding land uses and built form, and close to amenities and services for residents, like transit, grocery stores, and recreation

opportunities, like rec centres, libraries and parks.

6. Is this a good location for residents with mental health issues? I understand the plan is to build right across the street from a fire hall. The Intermittent and/or constant noise of lights and sirens would be disturbing to most people, even more so to people with anxiety/depression/substance abuse.

- Fire stations in urban areas are often integrated into residential communities. There are existing multi-unit residential buildings located south of the fire station that are closer than the proposed supportive housing development.
- The project's proponent, Homeward Trust, does not view the proximity of Edmonton Fire Station 11 as a barrier to this location's successful operation or something that would be detrimental to the wellbeing of future tenants.

7. Why do we build new facilities vs utilizing current facilities that are currently standing, vacant and are more affordable (to say repair)?

- Supportive housing has design standards that may not be found in a typical apartment building. That includes a main door that leads directly to a space for staff so that guests can be welcomed and monitored, construction that makes use of durable materials and energy efficient fixtures to support financial sustainability, and environmental design considerations that help maintain safety for residents and the community.
- The City of Edmonton helps meet the need for supportive housing by offering City-owned land in its inventory. These sites were selected because they are ready for development, well integrated with the surrounding land uses and built form, and close to amenities and services for residents, like transit, grocery stores, and recreation opportunities, like rec centres, libraries and parks.

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## WEB PAGE VISITOR DEFINITIONS

Aware

An aware visitor, or a visitor that we consider to be 'aware', has made one single visit to the page, but not clicked any further than the main page.

### Informed

An informed visitor has taken the 'next step' from being aware and clicked on something. We now consider the visitor to be informed about the project. This is done because a click suggests interest in the project.

### Engaged

Every visitor that contributes on the page, either by asking questions or leaving a comment, is considered to be 'engaged'.

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## FUTURE STEPS

- The target Public Hearing date is December 8, 2020;
- Notice of the Public Hearing date will be sent to surrounding property owners;
- Once the Council Public Hearing Agenda is posted online, you can register to speak at Council by completing the form at [edmonton.ca/meetings](http://edmonton.ca/meetings) or calling the Office of the City Clerk at 780-496-8178.
- You may listen to the Public Hearing online by visiting: [councilontheweb.edmonton.ca](http://councilontheweb.edmonton.ca);
- You can submit written comments to the City Clerk ([city.clerk@edmonton.ca](mailto:city.clerk@edmonton.ca)) or contact Ward Councillor Ben Henderson, directly.

**Please note:** *City Council Public Hearings are being held remotely, in-person, or a combination thereof. Opportunities are being provided to allow you to submit your comments/concerns in writing, by registering to speak remotely or registering to speak in person.*

*For those speakers that wish to attend in-person, pre-registration is encouraged or walk-in registrations can be accommodated between 12:30 pm and 1:30 pm on the day of the meeting. Any registrations after 1:30 pm on the day of the meeting will be accommodated virtually. To*

*register or if you have questions regarding how to participate please contact the Office of the City Clerk prior to 12:00 pm the day before the Public Hearing.*

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**IF YOU HAVE ANY QUESTIONS ABOUT THIS APPLICATION, PLEASE CONTACT:**

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