

## Update on Tenant Protections: Applicability of a Proposed Tenant Protection Bylaw

### **Recommendation:**

**THAT Council direct Staff to prepare a Tenant Protection Bylaw for Council's consideration.**

### **Report Purpose and Summary Statement:**

This report provides information on the provisions introduced through Provincial Housing Legislation – Bill 16 (2024) that would enable the City's existing Tenant Relocation Assistance Policy to be repurposed into a Tenant Protection Bylaw, and to recommend that staff consider a proposed scope and process and prepare a new Tenant Protection Bylaw to further strengthen tenant protections in the City for Council's consideration.

### **Previous Council Action:**

On September 26, 2023, Council endorsed an updated Tenant Relocation Assistance Policy and the Manufactured Home Park Redevelopment Tenant Assistance Policy. Staff were directed to monitor developments and provide an update report in alignment with other housing-related work.

Strengthening rental protections aligns with the City's Housing Needs and Housing Strategy reports. These initiatives, including the potential feasibility of introducing a Tenant Protection Bylaw, are being pursued as part of the City's 2024 Proposed Housing Action Plan, endorsed by Council on November 12, 2024.

### **Strategic Alignment:**

Liveable Community

### **Applicable Legislation/Bylaw/Policy:**

[Bill 16: The Housing Statutes Amendment Act \(2024\)](#)

- [Provincial Interim Guidance: Tenant Protection Bylaws \(Sep 11, 2024\)](#)

[Community Charter, Section 63](#)

[Maple Ridge: Tenant Relocation Assistance Policy \(Policy 6.32\)](#)

[Maple Ridge: Manufactured Home Park Redevelopment Tenant Assistance Policy \(Policy 6.27\)](#)

## Update on Tenant Protections: Applicability of a Proposed Tenant Protection Bylaw

### BACKGROUND

In the Spring of 2024, the B.C. Legislature passed *Bill 16: The Housing Statutes Amendment Act (2024)*, which made changes to the *Community Charter* and the *Local Government Act* to provide municipalities with explicit authority to develop tenant protection bylaws (TPBs). Municipalities can adopt these bylaws to require developers to provide added support for tenants facing displacement in cases of redevelopment.

The City's Tenant Relocation Assistance Policy, introduced in 2018 and most recently reviewed in September 2023, aims to align tenant protections and compensation with other municipalities in the region. This report provides Council with an overview of the Policy and the enabling legislation, Bill 16. It explores the feasibility of transitioning the current Policy into a Tenant Protection Bylaw, which could strengthen tenant protections in response to the anticipated increase in redevelopment projects within key growth areas of the City.

### DISCUSSION:

#### **Existing Landscape: Rental developments and the Tenant Relocation Assistance Policy:**

Maple Ridge has an estimated 2,194 rental units in rental properties built between 1955 to 2020, and approximately 205 units of manufactured homes in home park sites across the City (Attachment A). Tenants are currently protected by the provisions of the [Tenant Relocation Assistance Policy \(Policy 6.32\)](#) to support tenants displaced by redevelopment. The policy applies to development applications involving five or more purpose-built rental units requiring rezoning, heritage revitalization agreements, strata conversion, or changes to units secured by a Housing Agreement. Key provisions of the policy include: early notification and communication, financial compensation, relocation assistance, including moving cost compensation and assistance finding comparable alternative housing options, access to a Tenant Relocation Coordinator, and the right of first refusal for new rental units (Attachment B). To date, no development applications have triggered the updated 2023 policy.

## **Aging Purpose-built Rental Housing:**

A significant portion of the City's purpose-built rentals were built prior to the 1980s, mainly within the Town Centre and Lougheed Transit Corridor, and are mostly 2 to 3 storeys. (Attachment A). Many of these properties have not maximized their allowable density under current zoning. As a result, redevelopment may often proceed without rezoning, meaning the City's tenant protections are not enforceable since they are tied to the rezoning process.

For example, the recent redevelopment at 11872 Laity Street, which replaced 12 rental units with a 60-unit multi-storey development, did not require rezoning, so the 2023 tenant relocation policy did not apply. The applicant voluntarily followed the 2018 policy, but there was no legal requirement to do so. (Figure 1 below).

**Figure 1. Proposal at 11872 Laity Street**



*Before*



*After*

Thus, the City would have limited ability to require developers to deliver on financial compensation and offer relocation assistance to tenants as required through the provisions of the existing Policy.

## **Application of Tenant Protection Bylaws:**

The recent changes introduced through Bill 16 (2024) expand Council's authority to establish TPBs [[Community Charter, Section 63](#)], enabling tenant protections outside of the rezoning process. A TPB would provide the City with additional legislative tools to require notices, financial compensation, and relation support for tenants displaced by redevelopment, mandate the first refusal for tenants to rent in the redeveloped property, and establish penalties for non-compliance. This bylaw would also allow the City to designate Tenant Protection Development Permit Areas, ensuring tenant protections are integrated into development permit requirements. Enforcement measures would include civil proceedings, prosecution under the *Offence Act*, bylaw offence ticketing, and other measures as prescribed by regulations on any land subject to a permit.

### What do Tenant Protection Bylaws do?

With the recent amendments to the *Community Charter*, TPBs can now apply to tenancies that are ended by "redevelopments", defined as:

- *“to demolish residential property for the purpose of constructing a new structure on the parcel on which the property was located; or*
- *to partially demolish residential property to the extent that one or more rental units within the residential property are completely and irreversibly destroyed” (section 63.1, Community Charter).*

TPBs would require owners of residential property to give tenants one or more of the following:

- *“notices or information with respect to a redevelopment, a proposed redevelopment [or other matters as outlined in the TPBs];*
- *financial compensation for the termination of tenancy agreements;*
- *financial or other assistance to find and relocate to comparable replacement units;*
- *the opportunity to exercise rights to enter new agreements for the rental of comparable units in property in which owners have an interest” [also known as the “right of first refusal”] (section 63.2(1), Community Charter).*

TPBs made for the above purposes may do one or more of the following:

- *“provide for the nature and extent of compensation and assistance, the manner in which it is determined, the manner in which it is given to tenants and the period in which it must be given;*
- *define the characteristics of comparable replacement units;*
- *require owners who have, or will have after redevelopment, new units available for rent to offer to rent those units to tenants*
  - *in priority to other persons, and*
  - *at a rental rate that is less than the rate provided for under an applicable zoning bylaw or housing agreement” (section 63.2(2), Community Charter).*

### Tenant Protection Bylaws and the Residential Tenancy Act

TPBs do not replace the rights and responsibilities of landlords and tenants under the *Residential Tenancy Act* (the “Act”). Local tenant protection bylaw supports are in addition to tenant protections under the Act. The Act applies to a broader range of no-fault evictions, whereas the TPB applies to cases of redevelopment where the rental units are irreversibly destroyed resulting in the displacement of tenants. However, if a tenant is entitled to receive financial compensation under the Act as well, this amount would be deducted from the amount of financial compensation or financial assistance provisioned in the TPB (section 63.3, *Community Charter*).

### **Other Considerations:**

#### Rationale for a Tenant Protection Bylaw

The City currently has very limited means to enforce the Tenant Relocation Assistance Policy. There is a likelihood that some of the City’s existing purpose-built rental buildings could bypass the rezoning process when developing, as many of the existing rental developments in the Town Centre area are zoned RM-2 and RM-3 which permits redevelopment up to 6 storeys [for RM-2 zoned lots] and above [for RM-3] (Attachment A).

Introducing a TPB would close the enforcement gap by applying tenant protections beyond rezoning-triggered developments, strengthen safeguards for tenants as redevelopment pressures increase, provide clarity for developers, renters and property owners, and help mitigate housing precarity, as highlighted in the City's Housing Needs Report (2024), which identified a need for 2,000 new affordable units over the next 20 years, half of which must be affordable rentals.

Through financial assistance, rent banks help renters move beyond their immediate crisis through loans and grants (non-repayable). Over the fiscal year between April 1, 2023 and March 31, 2024, the Maple Ridge Rent Bank supported 69 households with loans and grants totaling \$108,478 in financial assistance. These applicants report that over 61% of their income goes to shelter costs, reflecting extreme core housing need. Data from the profile of applicants suggests that many are single and often living with a disability, and a quarter of the applicants are single parents with children. About half of the applicants identify as BIPOC or Indigenous and a third of applicants are older adults over 50 years old (Attachment C).

### Balancing New Development and Tenant Protections

Going forward, the growth and development of established areas in the City will inevitably result in more tenant displacements. This will likely disproportionately impact equity deserving groups and the most vulnerable within the community, as only purpose-built rental buildings often provide the greatest affordable housing options for those on fixed and lower-incomes. While it is acknowledged that tenant compensations can place a financial burden on a development's viability and impact the affordability of new units, developers also stand to benefit from the financial gains that result from the redevelopment at higher densities than that which exists on the property. Tenant protections offer the much-needed safety net for displaced tenants to find alternative options and to mitigate the potential for homelessness. Alongside, the City could continue to focus on and encourage the supply of new non-market rental housing in the coming years, acknowledging that results will be seen over the long-term.

### Tenants in Manufactured Home Parks

In addition to the provincial protections under the *Manufactured Home Park Tenancy Act*, the City's [Manufactured Home Park Redevelopment Tenant Assistance Policy](#) (Policy 6.27, 2023), which is triggered by a rezoning application for the subject property, can provide other safeguards tenants facing displacement due to redevelopment (Attachment D). Specifically, it addresses situations where tenants own their manufactured homes but lease the pads on which they are situated. For tenants who rent both the home and the pad, the Tenant Relocation Assistance Policy would apply. For the seven manufactured home park sites across the City, upon redevelopment, all these sites would require a rezoning application for which the City's existing policies would apply.

## NEXT STEPS:

This work advances the City's overall housing affordability initiatives including a new rental replacement policy and other initiatives to increase non-market and below-market housing units in Maple Ridge. It will be supported by the anticipated release (in Spring 2025) of comprehensive guidance from the Province relating to the new Bill 16 tools provided for tenant protections; to date only interim guidance has been released (September 2024).

Subject to Council's feedback and direction, staff will use the City's existing policies as a basis for creating a Tenant Protection Bylaw for Council's consideration. Staff will: explore the feasibility of designating a city-wide tenant protection development permit area, including requirements to comply with all or part of the tenant protection provisions in the TPB; work with other internal departments to ensure that enforcement tools and potential penalties serve as effective deterrents; and continue to engage with the development industry to share information in support of implementation. To establish these requirements, amendments to the Official Community Plan (OCP) may be necessary but could be incorporated as part of the OCP update work planned for later in 2025.

## CONCLUSION:

With new legislative tools available through Bill 16 (2024), Maple Ridge has an opportunity to strengthen tenant protections by developing a Tenant Protection Bylaw. This would build on the City's existing policies, better supporting tenants facing displacement due to redevelopment and ensuring the City can enforce protective measures. Staff seek Council's direction to move forward with drafting the bylaw for future consideration.

"Louisa-May Khoo"

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Prepared by: Louisa-May Khoo, Community Planner 2

### Attachments:

- (A) Map: Purpose-Built Rental Buildings and Manufactured Home Parks in Maple Ridge
- (B) [Maple Ridge: Tenant Relocation Assistance Policy](#) (Policy 6.32)
- (C) Maple Ridge Rent Bank Report
- (D) [Manufactured Home Park Redevelopment Tenant Assistance Policy](#) (Policy 6.27)

## Report Approval Details

|                      |                                                                                                                                                                                                                                                                                                                          |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Document Title:      | Update on Tenant Protections_TPB.docx                                                                                                                                                                                                                                                                                    |
| Attachments:         | <ul style="list-style-type: none"><li>- Attachment A - Map_Rentals and Mobile Homes.pdf</li><li>- Attachment B - Tenant Relocation Assistance Policy .pdf</li><li>- Attachment C - Maple Ridge Rent Bank Report.pdf</li><li>- Attachment D - Manufactured Home Park Redevelopment Tenant Assistance Policy.pdf</li></ul> |
| Final Approval Date: | Feb 27, 2025                                                                                                                                                                                                                                                                                                             |

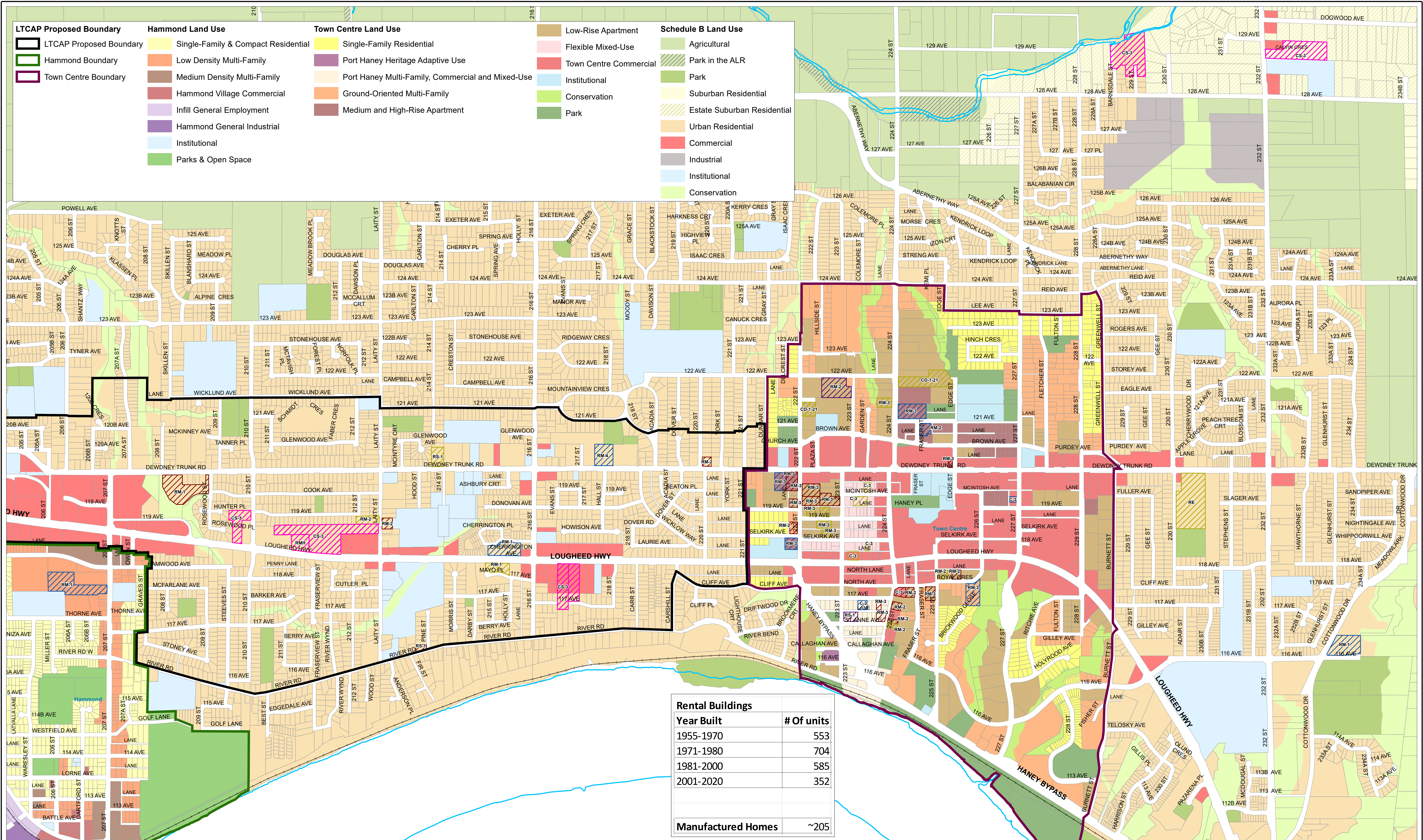
This report and all of its attachments were approved and signed as outlined below:

Amanda Grochowich, Manager of Community Planning

James Stiver, Director of Building, Development and Planning

Carolyn Mushata, Director of Legislative Services and Corporate Officer

Scott Hartman, Chief Administrative Officer



**LTCAP Proposed Boundary**

- LTCAP Proposed Boundary
- Hammond Boundary
- Town Centre Boundary

**Hammond Land Use**

- Single-Family & Compact Residential
- Low Density Multi-Family
- Medium Density Multi-Family
- Hammond Village Commercial
- Infill General Employment
- Hammond General Industrial
- Institutional
- Parks & Open Space

**Town Centre Land Use**

- Single-Family Residential
- Port Haney Heritage Adaptive Use
- Port Haney Multi-Family, Commercial and Mixed-Use
- Ground-Oriented Multi-Family
- Medium and High-Rise Apartment

**Schedule B Land Use**

- Low-Rise Apartment
- Flexible Mixed-Use
- Town Centre Commercial
- Institutional
- Conservation
- Park
- Agricultural
- Park in the ALR
- Park
- Suburban Residential
- Estate Suburban Residential
- Urban Residential
- Commercial
- Industrial
- Institutional
- Conservation

| Rental Buildings   |            |
|--------------------|------------|
| Year Built         | # Of units |
| 1955-1970          | 553        |
| 1971-1980          | 704        |
| 1981-2000          | 585        |
| 2001-2020          | 352        |
| Manufactured Homes |            |
| ~205               |            |

Scale: 1:7,000

**Manufactured Home in Mobile Parks**

- 1955 - 1970
- 1971 - 1980

**Rental Buildings >5 Units Built Before 1980**

- 1955 - 1970
- 1971 - 1980

**Rental Buildings >5 Units Built After 1980**

- 1981 - 2000
- 2001 - 2020

**Purpose-Built Rental and Manufactured Home Parks**  
PLANNING DEPARTMENT  
  
FILE: RentalsAndMobileHomes4\_Zoning.mxd  
DATE: Feb 13, 2025  
BY: DT

# POLICY MANUAL

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <b>Title: Tenant Relocation Assistance Policy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Policy No: 6.32</b><br><br><b>Supersedes: March 7, 2018</b> |
| <b>Authority:</b> <input checked="" type="checkbox"/> <b>Legislative</b> <input type="checkbox"/> <b>Operational</b><br><br><b>Approval:</b> <input checked="" type="checkbox"/> <b>Council</b> <input type="checkbox"/> <b>CMT</b><br><br><span style="margin-left: 300px;"><input type="checkbox"/> <b>General Manager</b></span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Effective Date:</b><br><br><b>September 26, 2023</b>        |
| <p><b>Policy Statement:</b></p> <p>All development applications for properties, which currently contain five or more purpose-built rental housing units, that propose a:</p> <ul style="list-style-type: none"> <li>• Rezoning;</li> <li>• Adoption of a heritage revitalization agreement;</li> <li>• Strata conversions of previously occupied buildings; or</li> <li>• Change to rental units secured through an existing Housing Agreement with the City;</li> </ul> <p>shall provide the following measures:</p> <ol style="list-style-type: none"> <li>1. Proof of early and ongoing tenant communication that:             <ol style="list-style-type: none"> <li>a. Notifies tenants of the intent to redevelop the property (the notices to end current tenancies are not to be issued at this early stage);</li> <li>b. Provides information on the development application process and timelines involved and identifies opportunities where tenants can provide input to the City;</li> <li>c. Outlines the Relocation Assistance Plan</li> <li>d. Identifies the process for providing supports to tenants and other information and resources, including, but not limited to, all rights and obligations as outlined under the <i>British Columbia Residential Tenancy Act</i> and the Residential Tenancy Branch;</li> <li>e. Includes a consultation meeting with existing tenants to be held within two weeks of confirmation of a complete development application by the City, with opportunities for tenants to voice comments about the development application.</li> </ol> </li> </ol> |                                                                |

2. A Relocation Assistance Plan which shall include:

- a. A Tenant Relocation Coordinator to assist and support tenants through the relocation process.
- b. A list setting out the name of each current tenant, the current unit type (1 bedroom, 2 bedroom, etc.), the size of each current unit, the unit number currently rented by the tenant, the length of current occupancy, and the rent the tenant currently pays (including damage deposit, pet deposit and utilities, as applicable);
- c. Provision of a right of first refusal to current tenants to rent a unit in the new building if the proposed building is to be a purpose-built rental building or contain secured rental units, with rents that are at least 20% below the average rents for the City of Maple Ridge as per the CMHC Rental Market Report for the previous year. If the current rents are higher than the proposed 20% below average rent, then the right of first refusal may be provided at the current rental rate;
- d. A summary of financial compensation to be provided based on length of tenancy. This compensation may take the form of free rent, lump sum payment, or a combination of both:
  - 0 to 5 years = 3 months' rent;
  - 6 to 10 years = 4 months' rent;
  - 11 to 15 years = 6 months' rent; and
  - 16 + years = 10 months' rent
- e. Moving assistance to be provided on a dwelling unit basis. Tenants may select one of two options paid for by the proponent:

Option 1: Flat rate compensation based on unit size:

  - Studio / One bedroom = \$1,000
  - Two bedroom = \$1,250
  - Three bedroom plus = \$1,500

Option 2: Provision of an insured moving company, within the Metro Vancouver region.
- f. A commitment that each tenant will be given a minimum of four months' notice to end the current tenancies, and that such notice will be served only after the date of Final Approval by Council.

3. A Tenant Relocation Coordinator shall be:

- a. A third-party resource, funded by the proponent, with input from City staff to ensure policy measures are implemented accordingly;
- b. Responsible for providing assistance and support to tenants navigating the relocation process, including finding alternative housing for impacted tenants; advocating on behalf of tenants for resources and liaising with appropriate

agencies; and facilitating communication between tenants, the proponent and City staff; and

- c. Help to identify tenants that may require additional support, and on a case-by-case basis, adjust the level of support required;

**Prior to proceeding forward to Council, the First Council Report must include:**

1. Copies of all early and ongoing tenant communication, including minutes and an attendance list of the applicant-led consultation meeting;
2. A commitment by the applicant to uphold and implement the Relocation Assistance Plan.

**Prior to receiving Final Approval:**

1. Regular updates on the progress of the Relocation Assistance Plan must be provided to the City at each stage of the application process as the application progresses.
2. A final tenant assistance report must be provided to the City which outlines the names of current tenants; whether the tenant was accommodated in the new building; the total financial compensation provided per tenant; and copies of all communication provided to the tenants.

**Following Final Approval:**

1. Provision of four months' notice, only after the date of Final Approval by Council.

**Purpose:**

To ensure that existing rental tenants are not impacted or displaced as a result of proposals to redevelop properties with purpose-built rental housing, through a rezoning application, heritage revitalisation agreement, strata conversion of a previously occupied building, or change to rental units secured through an existing Housing Agreement with the City.

This Policy Statement applies to all existing purpose-built rental buildings, or a collection of buildings, with a total of five or more purpose-built rental housing units, excluding those secondary rental market units that were not originally purpose-built to be rental units (such as condominiums) or other buildings, structures or uses that comprise fewer than five dwelling units (such as duplexes, triplexes, fourplexes, secondary suites, detached garden suites, temporary residential uses, or accessory employee residential uses). This policy does not apply to developments that are permitted outright under the Zoning Bylaw.

**Definitions:**

**Purpose-built rental** means a residential building that is not subdivided by strata plan, and in which all or a portion of the dwelling units have been purposely built and/or secured through a Housing Agreement to be rented or leased under a tenancy agreement for either periodic or fixed-term tenancies as defined under the Residential Tenancy Act.

**Key Areas of Responsibility:****Action to Take**

To require applicants proposing a rezoning, heritage revitalisation agreement, or strata conversion of a previously occupied building that would redevelop properties with purpose built rental housing of five or more units to provide the measures outlined in this Policy Statement.

**Responsibility**

Planning Department



# Maple Ridge Rent Bank Report

## BACKGROUND

An eviction prevention and housing stability resource, rent banks offer financial assistance (most commonly in the form of an interest free loan), referrals to a wide range of other services and vital support to help renters move beyond their immediate crisis.

The Maple Ridge Rent Bank began operations in December 2020 with funding provided by the [BC Rent Bank](#). It was noted that while most municipalities within Metro Vancouver had a rent bank there were no services being offered to renters within the Maple Ridge area. Purpose Society, having a strong reputation of operating a rent bank in New Westminster and Burnaby, was approved for funding to begin operations in Maple Ridge.

## PROGRAM OVERVIEW

Rent banks are an innovative eviction prevention resource for low-to-moderate income renters who face a temporary crisis that threatens to destabilize their housing and may result in homelessness. The program is designed to address the specific needs of individuals who may not qualify for short-term loans from mainstream financial institutions due to employment gaps, lack of references, or systemic barriers. By offering accessible loans and referrals to community and government benefits, rent banks provide a compassionate, dignified, and respectful alternative to traditional or high-interest lending institutions.

The Maple Ridge rent bank works closely with agencies such as Work BC, non-profit organizations, credit counselling, and provides referrals to food security, government benefits, legal advocacy, housing subsidies and mental health/addictions. Rent bank staff advocate for the needs of renters through liaison work with government ministries, and often support in tenant-landlord relations.

### Eligibility Requirements:

- 19+ or emancipated minor
- Renter in the city
- Owing less than \$3500 of rent or utilities
- Experienced a temporary, unexpected financial crisis
- Canadian citizen, landed immigrant, permanent resident or visa to work in Canada
- Proof of capacity to repay a loan while managing ongoing household expenses
- [Low to moderate income household](#)
- Free from undischarged bankruptcy

Renters can apply for assistance [online](#) or directly through our office. After an initial screening around eligibility, a renter may be asked to provide 2 pieces of ID, proof of residency, proof of income, three months of bank statements and other documents to confirm their specific circumstances.

## IMPACT

### Housing Stability

In 2021, BC Rent Bank completed an impact survey that looked at whether assistance provided by rent banks successfully supported people to stay housed. It found that 94% of respondents either maintained or improved their housing situation. 61% said they would have faced homelessness had they not received assistance.

### Cost Effectiveness

In December, BC Rent Bank released a report entitled, [Why Eviction Prevention Matters](#) that looked at the social and economic value to renters and government when evictions are avoided. The report took data from 2023/2024 and demonstrated how rent banks have saved renters and taxpayers an estimated \$27.5 million by preventing costs related to eviction and housing loss. This program's cost-effectiveness is stunning: **every dollar invested in this program yields \$5 dollars in savings**, and more importantly, provides people with the peace of mind in knowing their housing is secure.



## Eviction Prevention and Housing Support

BC Rent Bank developed a Client Management System (CMS) in 2021 that allows for online applications, case management, but also provides comprehensive reporting on the program.

Figure 1 shows that 649 applications have been received online since April 2021, usage/month, and that renters are self-reporting they are spending 61% of their income on shelter costs. It should be noted this is double what CMHC has defined as a household in [core housing need](#).

As of March 2024, the rent bank has provided 81 loans and 86 grants to renters in Maple Ridge. (Grants are non-repayable with funding provided by Reaching Home).

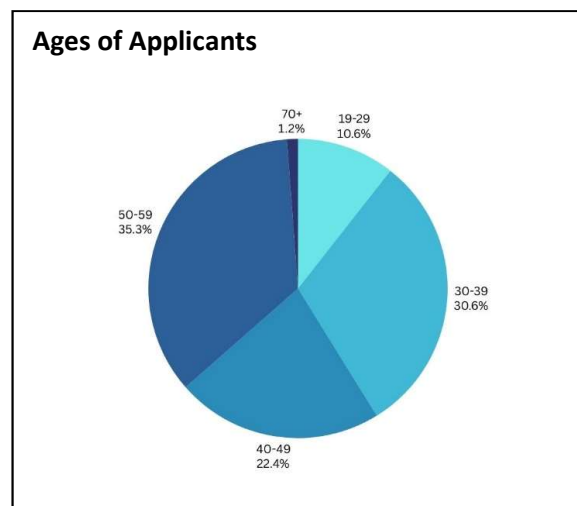
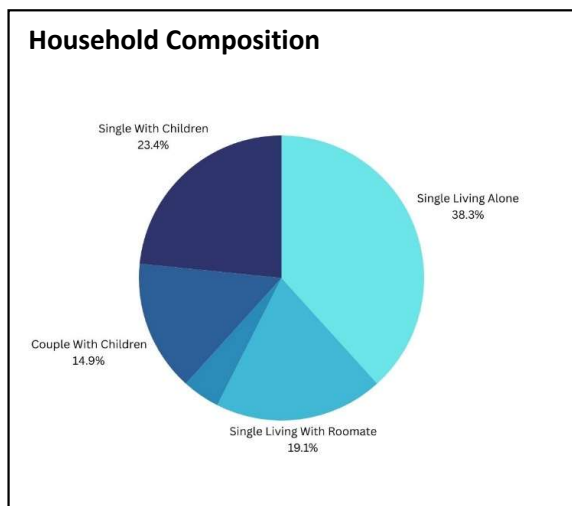
In the last fiscal year (April 1, 2023 – March 31, 2024), the rent bank supported 69 households by providing 26 loans (\$41, 855.88) and 52 grants (\$66, 622.18) totaling \$108, 478 in financial assistance.

## Tertiary Benefits

Evictions are not only expensive they're disruptive. Renters regularly communicate that having support to stabilize their housing provided benefits beyond the maintenance of their housing. Examples include maintaining custody of their children, focusing on addiction recovery, recovering health wise before returning to work, alleviating stress and worry, reducing anxiety around provision of basic needs, and many other benefits.

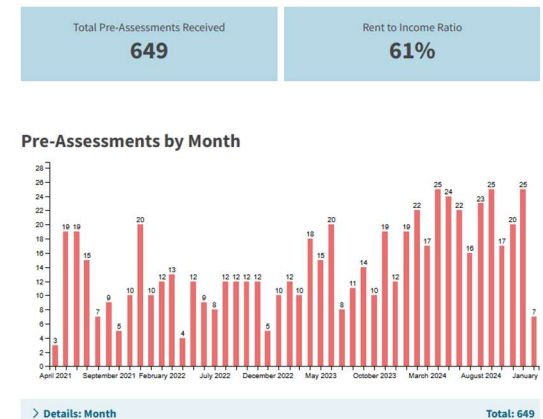
## Demographic Data

Here are infographics showing interesting data around rent bank applicants from last fiscal year.



Perhaps more interestingly are the income sources and levels of those coming to a rent bank. For example, we know that **76.6%** of rent bank applicants have reported an annual income of less than **\$40 000**.

Figure 1

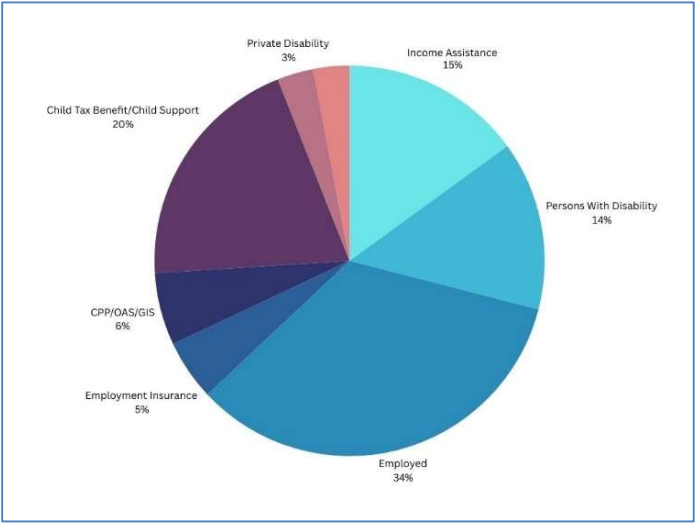




As the diagram to the right illustrates only **34%** of applicants have identified either part time or full-time employment as their sources of income.

Since April 2021, based on a voluntary demographic survey, the following is reported for Maple Ridge applicants:

- **51.3%** - Identify as having a disability
- **46%** - BIPOC applicants
- **8%** - Indigenous applicants
- **33%** – Report illness/medical as cause of crisis
- **23%** - Report experiencing violence or prefer not to answer



**Funding**

In 2019, BC Rent Bank was established with funding from the Government of BC to support the growth of community-based rent banks. Since then, the government’s contributions towards the rent bank system are one-time grant allocations and are not part of ongoing funding. They are intended to support operational costs of local rent banks, while public and private funding is needed to support loan capital going out to renters. To date BC Rent Bank has supplied 100% of the funding needed to operate the Maple Ridge Rent Bank. On average, BC Rent Bank provides 65% of a rent bank’s operating budget.

Increasingly, we’re seeing municipalities recognize the value of investing in a local rent bank. The City of Victoria and the City of Nanaimo have recently approved funding of \$110 000 and \$150 000. The City of Burnaby and New Westminster have given annually \$35 000 to \$45 000 to support the program going back as far as 2017. Municipalities are creatively securing funding for these programs despite difficult financial times through their affordable housing fund, their operating housing reserve fund, or through revenue generated by their online accommodation platform.

**Proposed 2024-2025 Annual Operating Budget**

The Maple Ridge rent bank is currently seeking funding to support loan capital costs to operate the rent bank. These are funds that will go out directly in the form of interest- free loans to renters to prevent an eviction, maintain utilities, or helping a renter gain access to housing.

| Operating Expense                  | Description                                                                                     | Budget       |
|------------------------------------|-------------------------------------------------------------------------------------------------|--------------|
| Staff salaries (mercs & benefits)  | 1 full time case manager, part-time finance staff component and part-time supervisor component. | \$90,112.08  |
| Office Space                       |                                                                                                 | \$15,726.00  |
| Administration costs               |                                                                                                 | \$14,698.40  |
| Total Operational Costs            |                                                                                                 | \$120,535.46 |
| Loan Capital                       | Interest free loans for rent, utilities, pet and deposits                                       | \$120,400.00 |
| Total Annual Cost (Fiscal 2025/26) |                                                                                                 | \$240,935.46 |

# POLICY MANUAL

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <b>Title:    Manufactured Home Park Redevelopment<br/>Tenant<br/>Assistance Policy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Policy No: 6.27</b><br><br><b>Supersedes: March 6, 2018</b> |
| <b>Authority:</b> <input checked="" type="checkbox"/> <b>Legislative</b> <input type="checkbox"/> <b>Operational</b><br><br><b>Approval:</b> <input checked="" type="checkbox"/> <b>Council</b> <input type="checkbox"/> <b>CMT</b><br><br><input type="checkbox"/> <b>General Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Effective Date:</b><br><br><b>September 26, 2023</b>        |
| <p><b>Policy Statement:</b></p> <p>Rezoning applications that propose the redevelopment of properties used as manufactured home parks should include the following measures:</p> <p><b>1. A Rezoning Application must include:</b></p> <ul style="list-style-type: none"> <li>a. Proof of early and ongoing tenant notification of plans to redevelop the property, including a consultation meeting with existing tenants early in the process with opportunities for tenants to voice comments about the rezoning application: <ul style="list-style-type: none"> <li>i. notifies tenants of the intent to redevelop the property (the notices to end current tenancies are not to be issued at this early stage); and</li> <li>ii. provides information on the development application process and timelines involved and identifies opportunities where tenants can provide input to the City.</li> </ul> </li> <li>b. A Relocation Assistance Plan that includes; <ul style="list-style-type: none"> <li>i. a Tenant Relocation Coordinator to assist and support tenants through the relocation process;</li> <li>ii. a professional appraisal of the site’s housing stock and its feasibility for relocation to a new site;</li> <li>iii. a qualitative survey of residential housing preferences, including an assessment of the ability of tenants to secure accommodation in the proposed new development, and</li> </ul> </li> </ul> |                                                                |

- iv. where residential development is proposed, affordable housing options on the subject site with opportunities for tenants to continue their tenancy there.
- c. A commitment to hire a Tenant Relocation Coordinator to assist tenants impacted by the rezoning application by;
  - i. identifying at least three comparable alternative housing options for each current tenant, that are preferably in Maple Ridge;
  - ii. advocating on behalf of tenants in accessing available subsidies and programs;
  - iii. help to identify tenants that may require additional support, and on a case-by-case basis, adjust the level of support required;
  - iv. liaising with appropriate agencies; and
  - v. providing updates to the municipality on the progress of the Relocation Assistance Plan.

**2. Prior to proceeding forward to First Reading, the report to Council must include:**

- a. Proof of all early and ongoing tenant communication, including minutes and tenant comment forms from the applicant-led consultation meeting;
  - i. identifies the process for providing supports to tenants and other information and resources, including but not limited to, all rights and obligations as outlined under the Manufactured Home Park Act;
  - ii. includes a consultation meeting with existing tenants held within two weeks of a confirmation of a complete development application, with opportunities for tenants to voice comments about the development application.
- b. Where a tenant owns the housing unit, a commitment to provide compensation measures which will include but are not limited to:
  - i. the applicant assuming responsibility for the disposal of structures considered to be at the end of their useful life, or where the tenant chooses a different housing tenure;
  - ii. financial compensation, based on length of tenancy. This compensation may take the form of free rent, lump sum payment, or a combination of both:
    - 0 to 5 years = 3 months' rent;
    - 6 to 10 years = 4 months' rent;
    - 11 to 15 years = 6 months' rent; and
    - 16+ years = 10 months' rent

- iii. moving assistance to be provided on a dwelling unit basis. Tenants may select one of two options paid for by the proponent:

Option 1: Flat rate compensation based on unit size:

- Studio / One bedroom: \$1,000
- Two bedroom: \$1,250
- Three bedroom plus: \$1,500

Option 2: Provision of an insured moving company, within the Metro Vancouver region.

- iv. provision of a right of first refusal to current tenants to rent a unit in the new building if the proposed building is to contain secured rental units, with rents that are at least 20% below the average rents for the City of Maple Ridge as per the CMHC Rental Market Report for the previous year. If the current rents are higher than the proposed 20% below average rent, then the right of first refusal may be provided at the current rental rate;
- v. provision of a right of first refusal for tenants wishing to purchase a unit in the proposed new development at below market value, with the option to use the compensatory amount as a down payment on a new unit. The amount below market value to be determined through the redevelopment process and secured via a Housing Agreement.
- vi. compensation payments based on the greater of professionally appraised values, assessed values, or \$20,000.
- vii. two years eviction notice, effective from the date of Final Approval for the Rezoning Application.
- c. Where a tenant rents or leases the housing unit, a commitment that the measures established by Council Policy No. 6.32 – Tenant Relocation Assistance Policy – will be satisfied.

### **3. Prior to Receiving Final Approval:**

- a. Regular updates on the progress of the Tenant Relocation Assistance Plan are to be provided as the application progresses. Staff will evaluate the tenant assistance plan for compliance and its merits in meeting tenant needs, and will include this measure as part of the criteria for a favourable recommendation for Council's consideration.
- b. Prior to receiving Final Reading, the applicant must:
- i. demonstrate compliance with the conditions of the tenant relocation plan (have either completed these requirements or submitted securities

in the amount of the required compensation measures to ensure honouring these commitments).

- ii. Demonstrate acceptance from tenants with regard to relocation packages.
- c. Register on title a restrictive covenant requiring the owner of land parcel to:
  - i. Provide all tenants of land parcel a notice via personal service of the intended change of use converting all or a significant part of the manufactured home park to a non-residential use or a residential use other than a manufactured home park at least 24 months prior to the change of use;
  - ii. Provide the City with a statutory declaration 12 months from date of the notice to all tenants referenced in (i) that all tenants were served with notice of intended change of use;
  - iii. stipulate that upon completion of (ii) above and any additional requirements set out by Council, the City may proceed to issue the necessary permits and approvals required by law for the change of use; and
  - iv. upon obtaining all the necessary permits and approvals required by law, comply with the requirements to provide notice to end a tenancy agreement under Section 42 of the Manufactured Home Park Tenancy Act, as amended from time to time.

**Purpose:**

The Manufactured Home Park Redevelopment Tenant Assistance Policy is intended to supplement Provincial regulations (the Manufactured Home Park Tenancy Act) in providing assistance to tenants at risk of displacement due to the potential redevelopment of manufactured home parks within the City of Maple Ridge. Compensatory measures outlined in this policy pertain to tenancy agreements where the manufactured home pad is rented but the dwelling itself is owned by the tenant. In instances where tenancy includes the rental of the housing unit, Council Policy No. 6.32 – Tenant Relocation Assistance Policy – will apply. This policy will be triggered by a rezoning application for the subject property.

**Definitions:**

Manufactured Homes and Manufactured Home Parks are defined in the Maple Ridge Zoning Bylaw.