

2365-2371 Kelly Avenue, Port Coquitlam

Frequently Asked Questions

Would this building be a shelter?

- No. This building would not be a shelter. These are long-term rental homes.
- Unlike shelters which offer free, temporary, emergency accommodation, residents of these homes would pay rent and sign a tenancy agreement.

Who would be living here?

- Residents would be community members living with mental health conditions.
- To be eligible for tenancy, applicants must:
 - Be low-income adults who are at risk of homelessness
 - Commit to ongoing involvement with a mental health support team
- Residents of this housing must be able to live relatively independently, with the availability of some on-site and off-site services. New View Society would work with each resident to ensure they have access to the services they need.
- Many of the potential applicants are currently living in unaffordable market rentals independently in the community and already access mental health services through New View Society. The opportunity to live in affordable housing can relieve financial stress and contribute to increased mental wellness.

What services would be provided to residents?

- Aligning with New View Society's mission, these homes would serve people who can live relatively independently, with the availability of some on-site and off-site services.
- Staff would be on-site 24 hours a day to ensure safe building operations, with overnight staff focused on building management and maintenance.
- Community-based mental health professionals would have access to the building to deliver services such as:
 - Life skills training
 - Mental health services
 - Skill development programs
- Residents would also have access to New View Society's Club House at 2050 Mary Hill Road, where they can access programs and services, such as skills development, tech support, employment service training, as well as volunteer and employment opportunities and social connections.
- New View Society plans to work closely with Fraser Health to ensure programming and services align with the needs of the residents.

Would drugs/substances be allowed on site?

- The use of illegal substances is not allowed at properties operated by New View Society.
- Residents would be assessed to ensure they are matched with the right services they need to live a healthy, stable life.

How would site safety and security be managed?

- BC Housing would apply Crime Prevention through Environmental Design (CPTED) practices throughout this development. This includes security measures such as fenced grounds, controlled access, 24/7 staffed reception, security cameras and lighting.
- We would share direct contact information for New View staff with neighbours. Housing staff would be on site 24/7 to ensure safe building operations and provide a point of contact. Staff commit to working with residents and the surrounding community on an ongoing basis to address any safety concerns quickly and collaboratively.

Would this housing cause safety and security issues in the neighbourhood?

- Affordable housing for people living with mental health conditions is an important part of community safety. This housing means there will be fewer vulnerable people living in insecure/unaffordable housing or sheltering outdoors. This increases people's personal safety and well-being and contributes to community safety overall.
- BC Housing has developed a wide variety of social housing across the Province. A great majority operates successfully without safety and security issues affecting the community. New View Society also operates similar housing in the region. All of these buildings operate successfully without safety and security issues affecting the community.
- Overall neighbourhood safety must be a collective effort. This is why we also work closely with partners who are best positioned to address safety issues beyond our housing sites. These include bylaw, law enforcement or other emergency services for whom public safety is their mandate.
- As in all neighbourhoods, in an emergency, neighbours should call 911 and wait for help to arrive.

How would complaints from neighbours be handled?

- We aim to keep lines of communication open throughout the development and ongoing operation of this housing. New View Society would investigate and respond to any community concerns about activities on the housing property and/or relating to housing residents. Staff would work to resolve any issues quickly and collaboratively.
- Upon addressing a community complaint, New View Society would report back to the community member on the outcome.