

YOUR VOICE. YOUR HOME. RESIDENT RECONVENING WORKSHOP: WHAT WE HEARD REPORT

February 11, 2021

Context

In May 2019, approximately 100 representative Burnaby residents and community members gathered for the Your Voice. Your Home. [Community Recommendations Workshop](#) at Maywood Elementary. At this workshop, residents worked together to increase their knowledge of housing trends and facts, build empathy for different needs and perspectives and, most importantly, create a series of actionable recommendations in the best interest of all Burnaby residents. These recommendations were presented to Burnaby's Mayor, City Council and members of the [Mayor's Task Force on Community Housing](#).

At the end of the workshop, residents were asked to suggest one member from their table to represent the perspectives of the group at the Your Voice. Your Home. Resident Reconvening Workshop, which would evaluate progress made by the City of Burnaby on community housing one year later. Although delayed by the COVID-19 pandemic, this workshop took place on **Thursday February 11th, 2021**.

This reconvening workshop brought together 13 Burnaby residents from the Community Recommendations Workshop to review progress on the residents' recommendations. The reconvening workshop provided a unique opportunity to close the loop on what was the City's largest ever public engagement process.

This *What We Heard Report* will be presented to the Mayor's Task Force on Community Housing at their own respective reconvening workshop on March 1st 2021, as well as to City Burnaby staff. It will also be communicated back to all participants of the Your Voice. Your Home. Recommendations Workshop and posted publicly on both the City of Burnaby's website and the SFU's Morris J. Wosk Centre for Dialogue's website.

This *What We Heard Report* was independently prepared by SFU's Morris J. Wosk Centre for Dialogue to provide an overview of participant input and discussions at the Your Voice. Your Home. Resident Reconvening Workshop. This report does not necessarily reflect the opinions of the Centre for Dialogue or the City of Burnaby.

Process

Workshop residents were joined by Mayor Mike Hurley, City staff and staff from the Centre for Dialogue.

This was a voluntary scope of work provided by the Centre for Dialogue, as part of its ongoing work to explore innovative and accountable practices in public engagement.

Attendees	Roles
Residents	To review and evaluate Burnaby's progress on implementing resident recommendations, receive updates from the City and represent the perspective of Burnaby residents.
City Staff and Mayor Mike Hurley	To present an update from the City regarding the progress on implementing resident recommendations, answer any technical questions and listen to residents' input and feedback.
SFU Morris J. Wosk Centre for Dialogue Staff	To host and facilitate the reconvening workshop as a neutral third party and to report on the resident input.

Agenda overview:

- Opening remarks and territorial acknowledgements
- Setting the context, objectives and workshop agenda
- Opening round: What is most top-of-mind for you today?
- Presentation from the City of Burnaby on the progress made on the resident recommendations
- Breakout group discussions:
 - Part one: Q&A with Mayor Hurley and City Staff
 - Part two: Discussion on the recommendations
 - Overall, how do you feel about the City's progress on the resident recommendations?
 - What specifically did you like and what specifically could be improved?
- Evaluation exercise and sharing collective results in real time
- Next steps and closing:
 - Closing round: What is the single best piece of advice you have for the City moving forward on these recommendations?

Summary

Opening round

The workshop started with the following prompt: “What is most top-of-mind for you today?” More than anything else, residents emphasized they were keen to learn more about the progress the City had made to date. Other comments/questions included:

- What are the City’s plans for amenities and infrastructure accompanying housing plans?
- What are the concrete, practical changes that have been made and what changes are still underway?
- What are the City’s accessibility policies to accompany its housing plans and policies?
- How can current Burnaby residents continue to live in the City without being forced to move?
- What are the policies to address the missing middle in the housing spectrum?
- What is the City’s approach towards laneway housing?
- What are the City’s policies and approaches to curb speculation in the housing market?
- How will the City balance its need to grow, while maintain its ‘small city’ feel?
- What are the City’s plans to increase available housing stock?
- How is the City approaching general affordability?

Breakout: Part one - Q&A

In advance of the workshop, participants received and reviewed the ‘Mayor’s Task Force on Community Housing Progress Report: Community Recommendations’ (see Appendix A). Residents were divided into 2 breakout groups. One breakout group was in conversation with Mayor Hurley and Lee-Ann Garnett, while the other had a discussion with City staff, David Clutton, Wendy Tse and Lily Ford. After 10 minutes, the groups switched.

Residents raised the following questions/comments (grouped into themes):

- Importance of maintaining neighbourhood livability with regards to infrastructure and amenities (e.g. sidewalks, community centres, schools, sewers, green spaces, food access, community gardens, raising chickens) to support growing density and sustainability
Residents highlighted:
 - The need to plan ahead to “future-proof” Burnaby’s infrastructure and facilities’ capacities as the City grows.
 - Mobility as a crucial consideration for a growing and ageing population.
 - The importance of social, community and wraparound services, especially for those living with mental health and addiction issues, to accompany growing density.

- Mobility and accessibility

Residents expressed concern regarding:

- The lack of sidewalks and accessible sidewalks in particular.
- The view that townhouses do give more density but do not work for wheelchair users. How is the City handling increased densification while ensuring mobility needs are met?

- Future public engagement opportunities and initiatives

Residents expressed interest in:

- Similar future public engagement processes to Your Voice. Your Home., on the topic of housing, as well as others.
- More opportunities for diverse forms of engagement, including: newsletters, open houses, etc.
- Staying engaged in the Your Voice. Your Home. process moving forward.

- Laneway homes, small scale in-fill and densification

Residents had questions regarding:

- Specific policy directions for implementation in comparison with other neighbouring municipalities that allow laneway homes, such as Vancouver and Coquitlam.
- Timelines for implementation of densification plans, including laneway home plans.

- The HOME Strategy, partnerships and collaboration with other levels of government

Residents would like to learn more about:

- Partnerships and collaboration with other levels of government and specifically how this work is shared. Which recommendations and projects can be completed by the City on its own and which require partnerships?
- How developers are proposing to build in the City and how the City is working with developers differently.

- Information and data availability

Residents recommended:

- A database or interactive map that is easily accessible online to track available housing stock, current and future developments as well as other housing data such as wheelchair accessible units.

Breakout: Part two - Discussion on recommendations

Prompting questions:

- Overall, how do you feel about the City's progress on the resident recommendations?
- What specifically did you like and what specifically could be improved?

Residents would like to see:

- More available data and information, including maps and neighbourhood plans.
- More opportunities for public engagement processes like Your Voice. Your Home., including opportunities to meaningfully connect, share different perspectives and interact with other Burnaby residents.
- Higher emphasis on livability and infrastructure to support densification.
- Continued progress on support for renters, especially when units are replaced.
- A more responsive and proactive approach (as opposed to a more reactive one).
- Greater acceleration on the housing file. Progress is being made, but there is still deep urgency to speed up work.
- Regulation of short-term rentals.
- Prioritization of mobility and accessibility.
- More shelters for people experiencing housing insecurity or homelessness.
- Support for renters during COVID-19.
- More protection of funds, to decrease City dependency on other levels of government, should housing priorities change at the Provincial and Federal levels.
- Safety for those who are not in 'traditional housing' – e.g. those who are living in cars, RVs, etc.

Evaluations

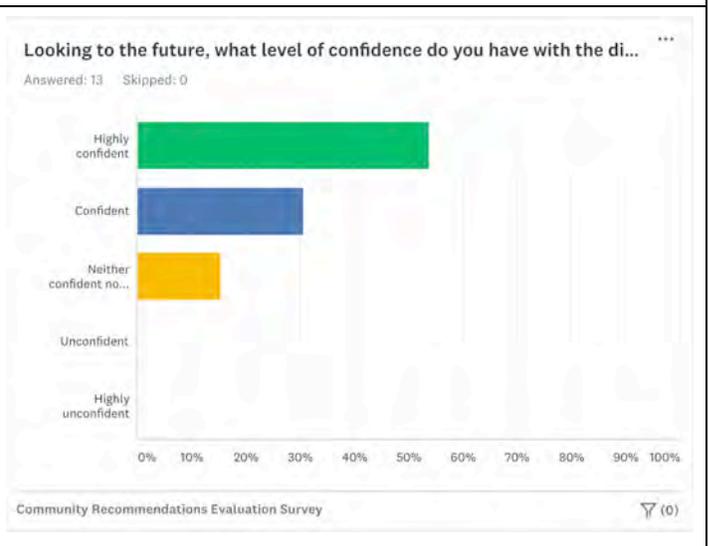
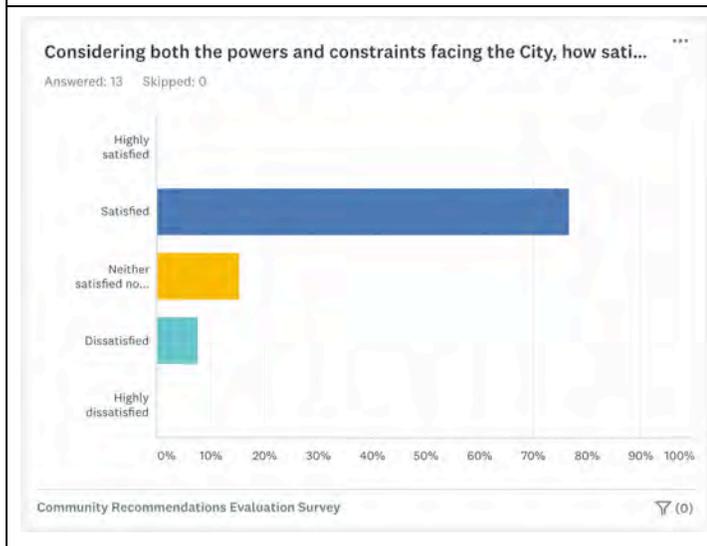
Participants completed two evaluation exercises. The first was conducted during the workshop with all 13 participants. Residents had to evaluate the City's work by answering two questions:

- Question 1- Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?
- Question 2- Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

THEME 1: Gently Densify Neighbourhoods to Increase Supply and Diversify

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?



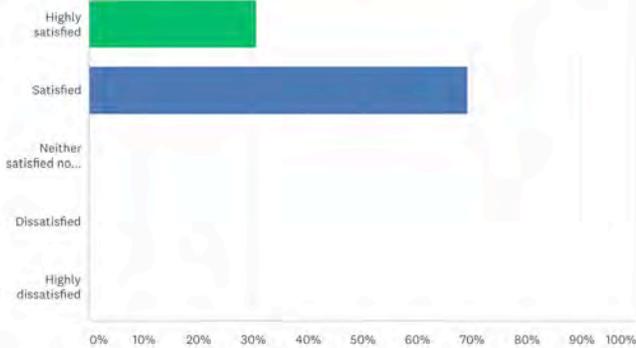
THEME 2: Create More Affordable Housing

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

Considering both the powers and constraints facing the City, how sati... ***

Answered: 13 Skipped: 0

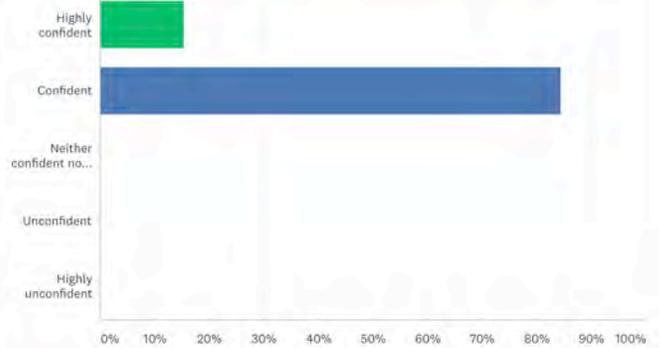


Community Recommendations Evaluation Survey

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Looking to the future, what level of confidence do you have with the di... ***

Answered: 13 Skipped: 0



Community Recommendations Evaluation Survey

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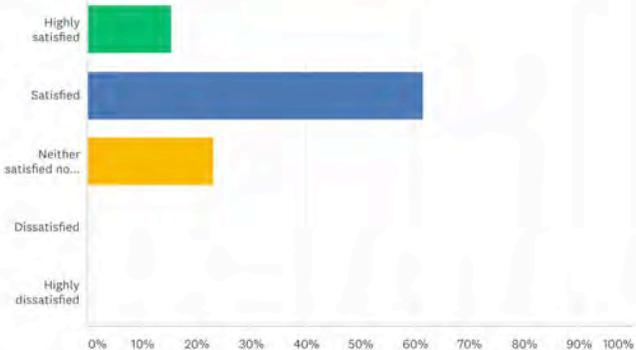
THEME 3: Expand and Invest in Partnerships

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

Considering both the powers and constraints facing the City, how sati... ***

Answered: 13 Skipped: 0

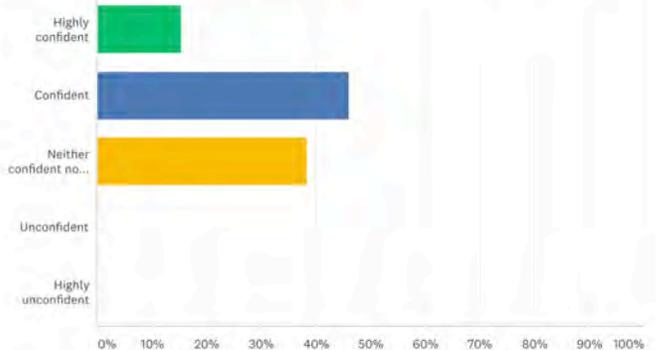


Community Recommendations Evaluation Survey

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Looking to the future, what level of confidence do you have with the di... ***

Answered: 13 Skipped: 0



Community Recommendations Evaluation Survey

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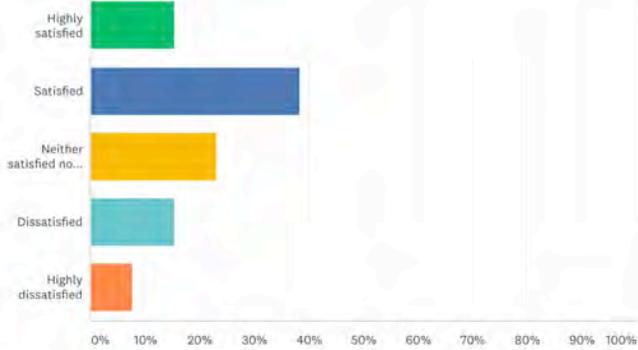
THEME 4: Ensure Livability as Communities Change and Grow

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

Considering both the powers and constraints facing the City, how sati... ***

Answered: 13 Skipped: 0

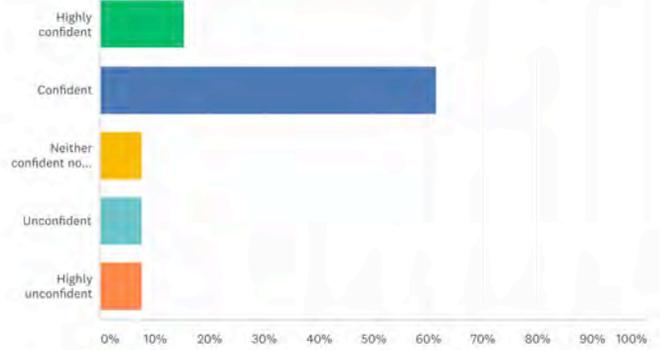


Community Recommendations Evaluation Survey

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Looking to the future, what level of confidence do you have with the di... ***

Answered: 13 Skipped: 0



Community Recommendations Evaluation Survey

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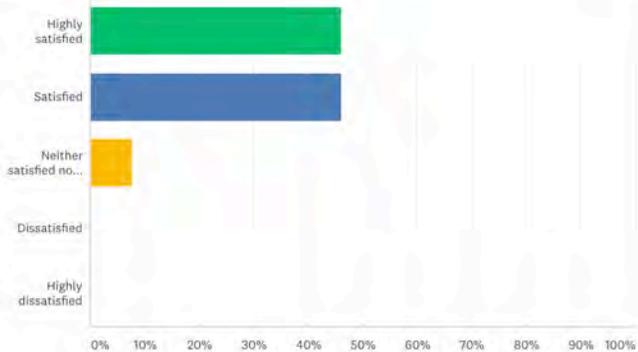
THEME 5: Increase Renter Options, Supports and Protections

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

Considering both the powers and constraints facing the City, how sati... ***

Answered: 13 Skipped: 0

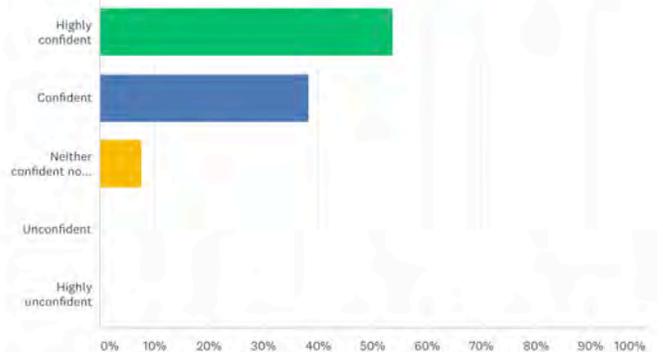


Community Recommendations Evaluation Survey

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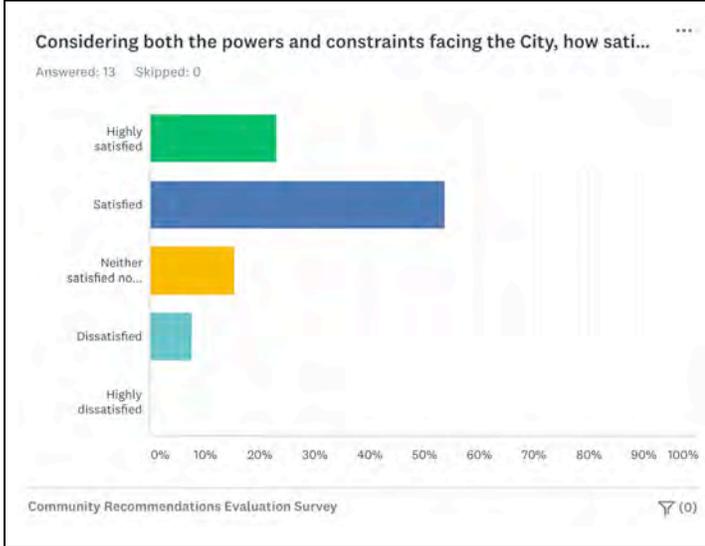


Community Recommendations Evaluation Survey

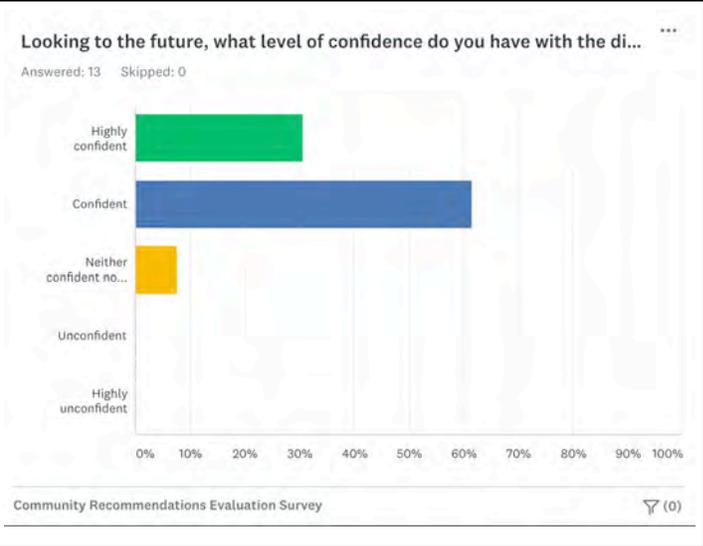
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THEME 6: Regulate Speculation and Empty Homes

Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?

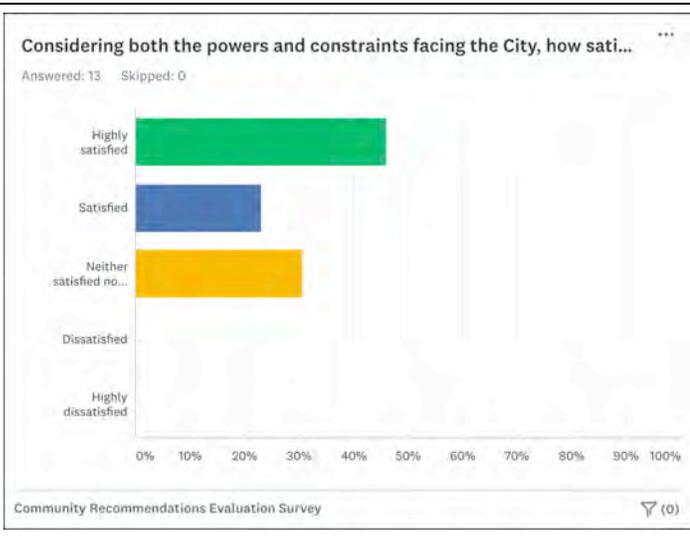


Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?

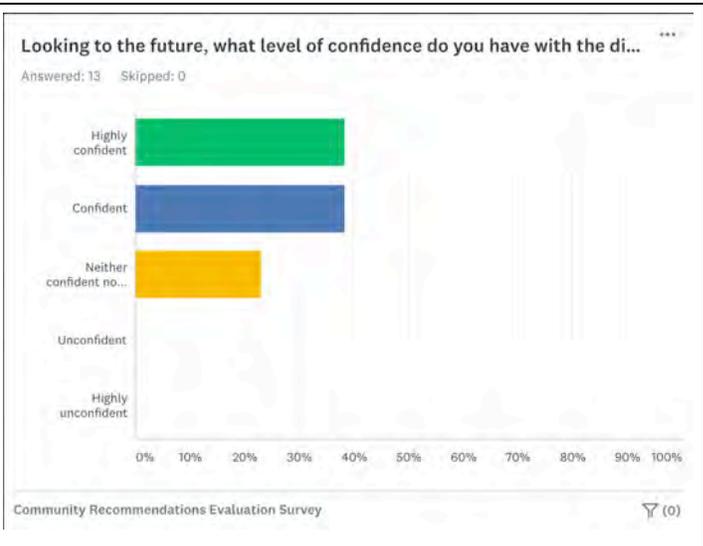


ADDITIONAL FINDING 1: Burnaby should take increased responsibility for affordable housing

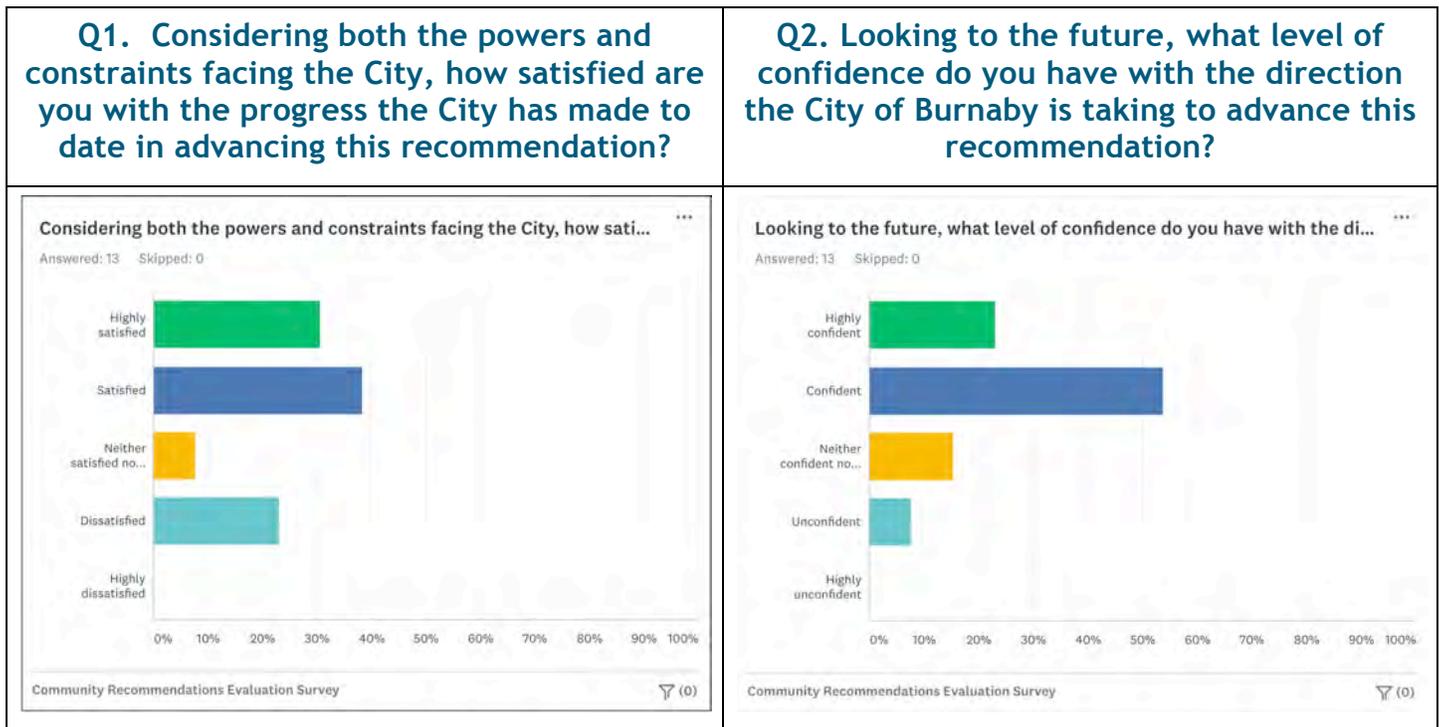
Q1. Considering both the powers and constraints facing the City, how satisfied are you with the progress the City has made to date in advancing this recommendation?



Q2. Looking to the future, what level of confidence do you have with the direction the City of Burnaby is taking to advance this recommendation?



ADDITIONAL FINDING 2: Burnaby should prioritize affordability benefits for most vulnerable residents



The second evaluation (exit survey) took place after the workshop and was voluntary. It provided participants with the opportunity to provide additional input and feedback. For additional information about participant experience, please see Appendix B.

Exit Survey: Total 10 responses

1. What are you most pleased to have seen in the City’s work to date to advance the resident recommendations?

Overall, participants were pleased with the work the City has done to date. Residents acknowledged a lot remains to be done and noted a sense of urgency to address housing issues, despite the long-term nature of these changes. **Specifically, participants were pleased to see:**

- The work has begun.
- The City is continuing its discussion with residents.
- The City’s commitment to developing affordable housing on 10 City-owned sites, signaling its commitment to residents.
- Increased renter protections, such as the implementation of the Rental Use Zoning Policy, the updated Tenant Assistance Policy and the Rent Bank.
- Protections for displaced renters.
- Additional rental units in new developments.

- New accommodation options for people experiencing homelessness.
- (Re)establishment of partnerships with senior levels of government.
- The City is beginning to explore strategies to regulate short-term rentals in ways that protect Burnaby renters.

2. What would you have liked to have seen done differently to advance the resident recommendations? Please include specific examples and detail, where possible.

Residents would like to see:

- Increased diversification of occupants in high-rise buildings, to reflect the diversity of Burnaby residents.
- Short-term support for low-income residents who make less than \$35,000 a year.
- Quick work to complete sidewalks.
- Clear definitions of affordability which are specific to Burnaby’s context.
 - Suggestion: Consider adopting multiple definitions of affordability for different housing types and community groups.
- Clear definitions of livability to make it easier to measure progress on resident recommendations in the HOME Strategy report.
 - Concern that replacing too much commercial space with rental units could negatively impact livability, especially if community services are displaced by expensive rental units.
- The City ensure long term livability as communities change and grow and that this long-term view is reflected in the Official Community Plan update.
- A visual map or guide available to residents showing where projects have started, even in their initial phases.
- More scenarios or specific examples to illustrate the themes in the report.

3. In your opinion, which recommendations (theme/finding) have seen the most progress? Please choose 2.

Of the ten participants who completed the exit survey, most considered that *Theme 3: Expand and Invest in Partnerships*, had seen the most progress. Followed by *Theme 2: Create More Affordable Housing*.

In your opinion, which recommendations (theme/finding) need the most attention and priority? Please choose 2.

Of the ten participants who completed the exit survey, most participants chose *Theme 2: Create More Affordable Housing* as needing the most attention and priority, closely followed by *Theme 5: Increase*

Renter Options, Supports and Protections. Conversely, Additional Finding 2: Burnaby should prioritize affordability benefits for most vulnerable residents was not selected by any participants.

Closing round

Residents expressed deep appreciation towards the City and workshop organizers for their work on moving the residents' recommendations forward. **Specific words of advice included:**

- Keep the conversation going with residents. Residents would like to see more similar types of engagement.
 - *“As a Burnaby resident, I found a lot of value on May 25, 2019 to sit down with other residents who had different perspectives from my own... this type of community consultation where we can talk with fellow residents is very valuable.”*
 - Engagement can make the process longer, but it also makes it more comprehensive and successful.
 - Suggestion to host another review in five years.
- Continue to be innovative and pursue new partnerships. Be brave and try new things. Look at what you can adapt. Don't do the 'same old'.
- Continue and strengthen the level of transparency moving forward. Create a space where residents can easily access the City's progress and housing information on an ongoing basis.
 - Residents have an appetite for more information, which more than often municipalities are reluctant to share. The City should feel good about sharing its progress, even if it's not 'fully-baked'. Resident want to hear about progress.
- Don't get hung up on trying to please all of us [residents]. Whatever you do, do it well!
- Even if a lot of the progress is dependent on grants and partnerships, it is better to do something, than nothing.

Conclusion

Mayor Hurley, City staff and the Centre for Dialogue would all like to express their sincere thanks to the 13 workshop participants for their leadership, commitment and support for the Your Voice. Your Home. process.

This report will be circulated to all participants of the Your Voice Your Home Recommendations Workshop and posted publicly on both the City of Burnaby's website and the Centre for Dialogue's website. This information will also be presented to the Mayor's Task Force on Community Housing at their reconvening workshop on March 1st 2021, as well as to City Burnaby staff. Lastly, this input will also support the upcoming HOME Strategy engagement process, which will begin in spring 2021.



Appendices

- **Appendix A-** Mayor's Task Force on Community Housing Progress Report: Community Recommendations
- **Appendix B-** Additional exit survey results- participant experience

Appendix A- Mayor's Task Force on Community Housing Progress Report: Community Recommendations



Your Voice. Your Home.
Meeting the Housing Needs of Burnaby Residents

MAYOR'S TASK FORCE ON COMMUNITY HOUSING

PROGRESS REPORT: COMMUNITY RECOMMENDATIONS



THIS IS 
**CLIMATE
ACTION**



HOW WE GOT HERE

On May 25, 2019, a diverse group of 97 Burnaby residents and stakeholders attended a full-day Community Recommendations Workshop at Maywood Community School, and outlined their top recommendations to tackle the housing challenges in Burnaby. These recommendations were shared with the Mayor’s Task Force on Community Housing (“Task Force”) to inform their decisions.

Through 2019, the Task Force engaged over 2,600 members of the public through the Your Voice. Your Home. process, the most people ever reached through a City engagement process. The Task Force outlined 18 recommendations and 10 quick starts to expand housing options and improve housing affordability for Burnaby residents. Collectively, the recommendations frame a new approach to housing, in which the City plays a more direct role in encouraging affordability and choice. Since the release of the Task Force recommendations in July 2019, the City has been making headway in refining and implementing the recommendations and quick starts.

The City continues to strive to listen to the voices of all residents to create a more inclusive and welcoming community. As such, this Progress Report provides an update on the City’s progress on delivering on the recommendations made by community members who attended the May 2019 Community Recommendations Workshop. To continue the conversation, the City is reconvening some participants from this workshop in February 2021 so that they may provide their feedback and input on the progress made to date, and provide additional insights and perspectives on their experience with housing in Burnaby.



KEEPING THE CONVERSATION GOING

Simon Fraser University’s Morris J. Wosk Centre for Dialogue fosters shared understanding and positive action through dialogue and engagement. As a trusted convener and hub for community initiatives, the Centre for Dialogue has engaged hundreds of thousands of participants to create solutions for many of society’s most pressing issues.

The process used to engage the community and stakeholders through the Your Voice. Your Home. process and Mayor’s Task Force on Community Housing was transformative in how the City works with members of the public to shape policy. To continue the City’s valuable connection with the community, the SFU Morris J. Wosk Centre for Dialogue has offered, in the spirit of contributing to the public good, to reconvene participants from the Community Recommendations Workshop to report out on progress on the Key Themes and Additional Findings from the Community Recommendations Report, in addition to hearing more from the community on the issue of housing.

PROGRESS + ACHIEVEMENTS

KEY THEMES

THEME 1 Gently Density Neighbourhoods to Increase Supply and Diversify Housing Types



PROGRESS TO DATE

Actions to increase the supply and diversity of different housing options have been incorporated into HOME: Burnaby's Housing + Homelessness Strategy, which is currently underway. This includes the allowance for small-scale infill housing, such as laneway housing and suites in duplexes, and medium scale infill options, such as townhouses and smaller apartments, in various areas in the City. Transition areas between lower density neighbourhoods and Town Centres are also being explored for a greater mix of uses and increased housing choices in close proximity to transit and amenities.

NEXT STEPS

A draft of HOME: Burnaby's Housing + Homelessness Strategy is anticipated to go to Council in Spring 2021, followed by public consultation. One of the priority implementation actions for 2021 is a Neighbourhood Infill Program to permit small-scale infill options, including suites in duplexes, smaller lots, and laneway homes.

THEME 2 Create More Affordable Housing



PROGRESS TO DATE

Ten City-owned sites, with a combined assessed value of over \$104 million, are currently undergoing expedited development approvals and/or funding application processes to facilitate approximately 1,500 non-market homes for low and moderate-income households. This effort has been in partnership with other levels of government and non-profit housing providers, in addition to multiple City departments coming together and using City resources, including the Community Benefit Bonus Affordable Housing Reserve, to better support these projects.

NEXT STEPS

The City and its non-profit housing partners are awaiting the results of funding applications submitted to other levels of government, including BC Housing and the Canada Mortgage and Housing Corporation. Should the applications be successful, approximately 1,150 new homes could begin construction in 2021. The City will also continue to seek opportunities to create more affordable housing, through HOME: Burnaby's Housing + Homelessness Strategy.

THEME 3 Expand and Invest in Partnerships



PROGRESS TO DATE

To ensure a mix of affordable homes are available and to respond to the needs of the residents of Burnaby, the City has partnered with other levels of government, non-profit housing operators and the private sector to encourage more affordable housing development. This includes a Memorandum of Understanding with BC Housing to formalize how the City and BC Housing will work together to develop affordable housing on six City-owned sites and one federal site in Burnaby. Through these partnerships, a variety of new housing options will be facilitated, including new co-operative housing, housing for Indigenous individuals and families, housing for women and children, seniors, and those who are homeless or at risk of homelessness. In addition, through the adoption of the finalized Rental Use Zoning Policy in March 2020, the City now encourages partnerships between the private sector and non-profits to deliver greater affordability in the City's rental stock. The City further continues to advocate for more funding from other levels of government for affordable housing development.

NEXT STEPS

The City will continue to build and strengthen its partnerships to help increase affordable housing options in the City. Additional actions to achieve this recommendation are included in HOME: Burnaby's Housing + Homelessness Strategy.



THEME 4 Ensure Livability as Communities Change and Grow



PROGRESS TO DATE

To better understand how Burnaby communities will change and grow, the City's Housing Needs Report, a new provincial requirement that requires all municipalities to project housing needs in the community, will be presented to Council for endorsement in February 2021.



NEXT STEPS

Livability is a central consideration in HOME: Burnaby's Housing + Homelessness Strategy. This includes actions to prioritize market and non-market rental in close proximity to transit and services, the provision of on-site and community amenities, and the creation of guidelines to improve livability for families and foster meaningful social interactions between neighbours. In addition, livability will be an important component of the upcoming update to the Official Community Plan, which sets the overall vision and long-term direction for the City.

THEME 5 Increase Renter Options, Supports and Protections



PROGRESS TO DATE

Efforts to better support renters are underway. The City's Rental Use Zoning Policy was finalized in March 2020, which requires new developments to replace demolished units and to offer these units at pre-development rents to displaced tenants. The Rental Use Zoning Policy further utilizes rental-only zoning to incentivize the provision of below-market rental units in new developments. The City is also proud to have one of the strongest rental protection policies in Canada with its update to the Tenant Assistance Policy in 2020 to strengthen supports and benefits to tenants who are displaced through the redevelopment process, including the provision of ongoing rent top-ups until replacement units are ready to be occupied. A temporary Burnaby Rent Bank was created at the onset of the COVID-19 pandemic with the support of City funding, and has since received provincial funding to become a permanent service for Burnaby renters who need a short-term loan to stabilize their housing.

NEXT STEPS

The City will continue to implement its rental policies to increase affordable rental options and ensure better supports and protections for Burnaby renters. Additional measures to support renters, including the creation of a Standards of Maintenance Bylaw, are outlined in HOME: Burnaby's Housing + Homelessness Strategy. In addition, the City continues to advocate for stronger protections for tenants to the provincial government.

THEME 6 Regulate Speculation and Empty Homes



PROGRESS TO DATE

In 2020, the City adopted a policy framework to restrict Short-Term Rentals in the City, ensuring long term rental housing was maintained for renters. The City also continues to seek ways to ensure homes are serving local needs, including using data from the provincial Speculation and Vacancy Tax to better understand housing trends in Burnaby.

NEXT STEPS

City Council is considering the bylaws that set out the regulation and enforcement program for Short-Term Rentals. If adopted by Council, the process and requirements for obtaining a Short-Term Rental licence will be available, and the enforcement and compliance program will begin. Additional actions to ensure homes meet local demand are considered in HOME: Burnaby's Housing + Homelessness Strategy, including more entry-level homeownership options, such as co-housing and row housing.

ADDITIONAL FINDINGS

ADDITIONAL FINDING 1 Burnaby should take increased responsibility for affordable housing



PROGRESS TO DATE

Based on this key finding from the community, the City has taken a central role in delivering affordable housing, including utilizing City-owned lands, using funds from the Community Benefit Bonus Affordable Housing Reserve to support projects financially, as well as expediting development approvals process for affordable housing projects.

NEXT STEPS

The City will remain an active partner in new affordable housing developments and continue to utilize City resources to increase the supply of affordable housing for the community. Actions to do this are included in HOME: Burnaby's Housing + Homelessness Strategy.

ADDITIONAL FINDING 2 Burnaby should prioritize affordability benefits for most vulnerable residents



PROGRESS TO DATE

With the draft Housing Needs Report completed, the City has a better understanding of housing needs and gaps for current and future residents. The key areas of need identified were housing for refugees and new immigrants, Indigenous households, youth aging out of care, families, seniors, women fleeing violence, people with intellectual and developmental disabilities, post-secondary students, homeless individuals, as well as accessible housing.

In 2020, the City fast-tracked approvals for an Emergency Resource Centre at 3860 Sperling Avenue, a shelter in which those who are homeless can stay and be socially distanced. The City is also working with BC Housing to develop an additional 43 units of supportive housing at 3986 Norland Avenue for those at risk of homelessness.

NEXT STEPS

The findings from the Housing Needs Report have been incorporated in HOME: Burnaby's Housing + Homelessness Strategy to ensure the proposed actions prioritize the most vulnerable residents in the City.

WHAT'S NEXT

HOME: BURNABY'S HOUSING + HOMELESSNESS STRATEGY



Building upon the success of the Task Force and the first two phases of Your Voice. Your Home., the City is now working on **HOME: Burnaby's Housing + Homelessness Strategy**, a comprehensive policy document that incorporates the Task Force recommendations and quick starts into a framework to address challenges and opportunities across the entire housing system, including reducing homelessness. This will be Burnaby's first housing and homelessness strategy.

HOME will identify specific action items and guide City decisions on housing for the next 10 years. A draft strategy is expected to go to City Council in spring, followed by public consultation.

Appendix B- Additional exit survey results- participant experience

Total number of workshop participants: 13

Number of survey responses: 10

1. The workshop process was well thought-out and implemented.
 - Strongly agree: 70% (7/10)
 - Agree: 30% (3/10)
 - Neither agree nor disagree: 0
 - Disagree: 0
 - Strongly disagree: 0
2. The overall workshop, objectives and context were clear.
 - Strongly agree: 60% (6/10)
 - Agree: 30% (3/10)
 - Neither agree nor disagree: 10% (1/10)
 - Disagree: 0
 - Strongly disagree: 0
3. There were sufficient opportunities for me to participate and express my views in a way that felt comfortable to me.
 - Strongly agree: 40% (4/10)
 - Agree: 40% (4/10)
 - Neither agree nor disagree: 20% (2/10)
 - Disagree: 0
 - Strongly disagree: 0
4. Overall, how satisfied or dissatisfied were you with your experience as a participant at today's dialogue?
 - Highly satisfied: 60% (6/10)
 - Satisfied: 40% (4/10)
 - Neither satisfied nor dissatisfied: 0
 - Dissatisfied: 0
 - Highly dissatisfied: 0