



May 13, 2019

Mr. Michael Angrove
Planner
Sustainable Planning and Community Development
City of Victoria
1 Centennial Square
Victoria, BC V8W 1P6

Re: 1900 Richmond Road – Proposed Senior's Care Community

Dear Mike,

The intent of this letter is to outline our response to Council's request to work with City Staff on 1) affordability and 2) retention of medical uses for our proposed senior's community.

To review, our proposed senior's care community consists of all memory care and assisted living. This means that all of our potential residents will have either physical impairments, or cognitive impairments, or both. This type of full care for seniors is in extremely short supply in virtually every municipality in Canada, including Victoria. Also, our proposed building would be governed by a Housing Agreement that ensures the building remains rental in perpetuity.

In terms of affordability, it may be useful for us to provide some detail and context as to how our senior's care communities serve our residents. Our communities' philosophy is to provide completely personalized care for our residents. We provide a spectrum of care that runs from "light" assisted living care, which might include assistance with bathing, medication management etc, right up to palliative care. Most of our residents have cognitive/memory issues, and need a moderate to heavy amount of care, and these needs change over time, sometimes rapidly. A resident could move in with us, only requiring an hour of care per day at that point, and within 6 months, could have progressed to needing 6 or more hours of care per day. As a result, our staffing levels are very high (in the area of 1 staff per 3 residents, where publicly funded communities are typically 1 staff to 10 residents) and we do not have any restrictions on the amount of care a resident can receive.

This changing nature of care required, and therefore changing care cost, makes it challenging to offer a "subsidized" rental rate for some residents. A resident may be able to afford the subsidized rate when they first move in, but as their care needs, and therefore costs, increase, they may have to move elsewhere, which is very disruptive to their lives. For this reason, we view subsidization for some residents as problematic, but believe we have a potential solution

to Council's request. We would like to propose that **we contribute \$1 million to the City's Housing Reserve Fund**, to be used as the City sees fit. We feel that this would be more impactful, and less problematic, than attempting to make subsidization of some specific residents work.

Regarding the retention of medical uses, again, some context may be useful. The current building at 1900 Richmond Road is an approximately 52 year old building that is at the end of its useful life. The single pane windows rattle and are drafty (our tenants tell us so) and we can't get replacement parts for the elevators, as they are too old. When we purchased the building in January 2019, the building was approximately 50% vacant. It is now approximately 70% vacant, and not all uses are medical; there is administrative space etc. This is not a thriving medical building. However, we do appreciate the desire to retain medical uses in the neighbourhood, and so are **willing to have the zoning uses restricted to "medical office" and "retail pharmacy" for the retail space on the ground floor of our proposed building.**

We hope that our proposals above on affordability and medical use retention are acceptable to Council. We welcome the opportunity at any time to discuss these items further, and to answer any questions that Council might have.

Best regards,

A handwritten signature in black ink, appearing to be 'KB', followed by a horizontal line.

Kate Milliken Binns
President & COO
Milliken Real Estate Corporation
778.628.7097