

Tenant Assistance Plan

The Tenant Assistance Plan and appendices must be submitted at the time of your rezoning application, and should be submitted directly to housing@victoria.ca. Please contact your Development Services Planner with questions or concerns.

Date of submission of Tenant Assistance Plan to Housing Policy staff: February 15, 2022

Current Site Information

| | |
|---|---|
| Site Address: | 50 Douglas Street, Victoria, BC V8V 2N8 |
| Owner Name: | Amica Mature Lifestyles Inc. |
| Applicant Name and Contact Info: | James Milliken - Milliken Real Estate Corporation 100 - 2489 Bellevue Avenue, West Vancouver, V7V 1E1 Cell: 778-994-4482, Email: jmilliken@millikendevelopments.com |
| Tenant Relocation Coordinator (Name, Position, Organization and Contact Info): | Shelly Pendlebury, Regional Director, Amica Senior Lifestyles Email: S.pendlebury@amica.ca, Phone: 604-754-7555 |

Existing Rental Units

| Unit Type | # of Units | Average Rents (\$/Mo.) |
|--------------|------------|------------------------|
| Bachelor | 52 | |
| 1 BR | 42 | |
| 2 BR | 8 | |
| 3 BR | | |
| 3 BR+ | | |
| Total | 102 | |

Current Building Type (check all that apply):

- Purpose-built rental building
- Non-market rental housing
- Condominium building
- Single family home(s), with or without secondary suites
- Other, please specify:

Seniors Supportive Living

Rights and Responsibilities of Landlords and Tenants

The rights and responsibilities of landlords and tenants are regulated by the Province and is set out in the [Residential Tenancy Act](#).

The City of Victoria's [Tenant Assistance Policy](#) is intended to supplement the Residential Tenancy Act and offer additional support for tenants in buildings that are being considered for redevelopment. To review the full Tenant Assistance Policy and supporting documents, please refer to the City of Victoria's [website](#).

POLICY APPLICATION

If your plans to redevelop this property will result in a loss of residential rental units AND will require tenants to relocate out of the existing building(s), please submit a Tenant Assistance Plan with your application.

Do you have tenant(s) who have been residing in the building for more than one year, at the time when application is submitted? Yes No

If yes, tenants are eligible for support. Please complete the full form.

If no, please skip to and complete Appendix A: Occupant Information and Rent Roll.

When completing this form, please refer to the Tenant Assistance Policy guidelines for Market Rental and Non-Market Rental Housing Development. Please note that the form includes the required FOIPPA section 27(2) privacy notification which should be communicated to tenants.

| <p>APPLICANT:</p> <p>Please complete the following sections to confirm the details of the Tenant Assistance Plan:</p> | | <p>CITY STAFF:</p> <p>Did applicant meet policy?</p> |
|---|---|--|
| <p>Compensation</p> <p>Please indicate how you will be compensating the tenant(s). Please specify whether option 1 or 2 will be provided, and whether at existing rents or CMHC average rates. (See Policy Section 4.1 or 5.1)</p> | <p>Current Residents will be given the option to move to:</p> <ol style="list-style-type: none"> 1. Amica Oak Bay - 1900 Richmond Road 2. Amica Somerset House - 540 Dallas Road 3. Amica at the Gorge - 994 Gorge Road W <p>Residents can move into the new suite within the same residence neighbourhood/ care type at the same rent w/ standard annual increases (Care costs not included). The TAP outlines what is owed to each resident depending on how long they have been a resident, but we have chosen to offer everyone the same opportunity of subsidized rent, which is far beyond what is required in the TAP.</p> | <p>Yes</p> <p>No</p> |
| <p>Moving Expenses</p> <p>Please indicate how the tenant(s) will receive moving expenses and assistance. Please specify whether option 1 or 2 will be offered. (See Policy Section 4.2)</p> | <p>Amica pays all moving costs for residents moving out and for those who chose to execute the Right of First Refusal and return to the new Douglas House.</p> | <p>Yes</p> <p>No</p> |
| <p>Relocation Assistance</p> <p>Please indicate how the tenant(s) will receive relocation assistance, including the staff responsible or whether a third-party will be involved. (See Policy Section 4.3 or 5.3)</p> | <p>Each resident will have a personalized and customized move out plan, beginning with 1:1 meetings with each resident and their family to find out where they want to move. While we would like to get started with negotiations, our residents needs can change week to week. Amica has experience relocating tenants, so once we have feedback from the City of Victoria regarding the timing of our redevelopment application, our Relocation Coordinator Shelly Pendlebury will formalize a plan to speak with residents and families. Ensuring clear communication regarding dates and timing is essential to keeping our residents calm and comfortable.</p> | <p>Yes</p> <p>No</p> |
| <p>Right of First Refusal</p> <p>Please indicate whether the applicant is offering right of first refusal to the tenant(s). Please indicate your reasoning. (See Policy Section 4.4 or 5.5).</p> | <p>Current Douglas House residents will have the right of first refusal for moving back to Douglas House - can move into the new suite within the same neighbourhood/ care type at the same rent they are currently paying at (Oak Bay, Somerset or the Gorge)</p> | <p>Yes</p> <p>No</p> <p>N/A</p> |
| <p>Tenants Requesting Additional Assistance</p> <p>Please indicate whether tenant(s) have requested additional assistance above policy expectations, and specify what additional assistance will be provided. (See Policy Section 6.0)</p> | <p>Amica will determine residents needs during 1:1 meetings with residents and families. Amica residences follow the same rules and regulations, so residents can expect the same policies and expectations.</p> | <p>Yes</p> <p>No</p> |

APPLICANT:

Please complete the following sections to confirm the details of the Tenant Assistance Plan:

| | |
|---|--|
| <p>How and when did you inform tenants of the rezoning or development application? (Please refer to Policy Section 3.4)</p> | <p>November 8, 2021: Town Hall was held at Douglas House with current residents to outline redevelopment proposal. November 9, 2021: Notice was sent to residents and families outlining what was discussed during the November 8th Town Hall. (Please see attached) November 22, 2021: Public Consultation Meeting being held at the Victoria Edelweiss Club (5:30pm -8:30pm November 22nd and 1:00pm - 3:00pm on November 23rd) November 30, 2021: Town Hall was held at Douglas house and Milliken Developments made a presentation about the proposed redevelopment with resident and families (notice and summary that was sent to resident and families attached)</p> |
| <p>How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)? (Please refer to Policy Section 3.4)</p> | <p>Douglas House is an occupied seniors residence so our residents and staff communicate daily. Our redevelopment proposal is a topic of interest throughout Douglas House and residents are constantly enquiring about updates. The General Manager is fully informed about our application and is constantly updating residents and families. Staff are doing a great job keeping everyone informed and have been given my cell number incase they receive questions they can't answer. Amica is being completely transparent and all residents and families have been provided a direct line of communication to voice their questions and concerns.</p> |
| <p>What kind of resources will you be communicating to your tenants and how will you facilitate tenants in accessing these resources? (Please see the City's website for a list of resources)</p> | <p>Given the age and vulnerability of our residents communication will be directed through the Douglas House Manager and staff. We will ensure residents and families are kept up to date throughout the entire process and ensuring residents comfort and safety is Amica's top priority.</p> |

Other comments (if needed):

FINAL Tenant Assistance Plan Review - [For City Staff to complete]

Application reviewed by Rory Stever (City Staff) on February 15, 2022 (Date)

Did the applicant meet TAP policy? Yes ✓ No N/A

Staff comments on
final plan:

The applicant has met the policy requirements by providing compensation in the form of subsidized rent to all tenants that are being displaced as a result of the development. In addition, the applicant has gone above and beyond the policy by offering the tenants the right of first refusal at the previous rate for moving back into the development and offers the tenants three options to move into assisted living at their current below market rent.

This is a unique application given the type of housing under the tenant assistance policy, but the applicant has met and in some cases exceeded the policy.