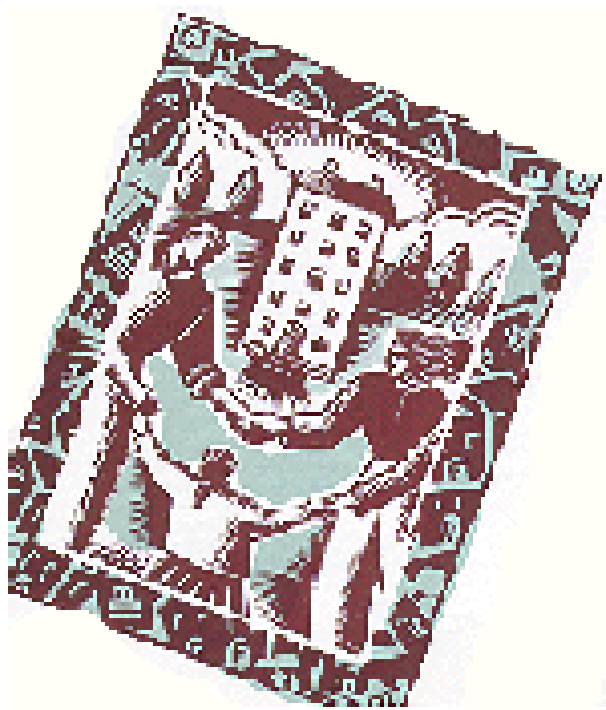# Toward More Inclusive Neighbourhoods

2014 Consolidated PDF Version of Six Guides

Acknowledgments

Toward More Inclusive Neighbourhoods is a series of guides that was prepared for the Housing Ministry, by CitySpaces Consulting Ltd. under the direction of the "NIMBY" Task Group:

The series was prepared to assist groups that are developing or acquiring non-market housing. The guides in the series are:

- Building Partnerships with Local Government
- Design Details Counts
- Gaining and Keeping Community Acceptance
- Property Values Unaffected by Non-Market Housing
- Sample Materials for Sponsors
- Check Out These Resources

2014 Update: The guides were originally available as online web pages but were put in PDF format in 2014 for ease of use. Apart from minor changes to format, the guides and content remain the same as the former online versions.

For more information, contact the:

Contents

Guide 1: Building Partnerships with Local Government

In 1995, The Ministry of Housing, Recreation and Consumer Services decided to look at the issue of community resistance to non-market housing. This resistance - NIMBY, as it is commonly called - greatly slows or prevents the development of needed affordable housing at the same time as it precludes neighbourhoods from being inclusive and welcoming to all British Columbians. It was quickly realized that there are very few resources for housing sponsors to use to understand and address NIMBY in British Columbia.

As a result, the Minister asked five people, including a municipal councillor, a realtor and three representatives of non-profit societies, to form a special task group. Working with an independent consultant, the task group was asked to learn from previous experience in order to produce practical tools to assist those working to develop or acquire non-market housing. Their work has led to the publication of a series of guides.

Role of Local Governments

Local government plays an essential role as a policy maker and a regulator on all aspects of the physical development of our communities. Wearing these two hats, B.C.'s municipalities and regional districts have had considerable influence on the location and design of non market housing throughout the province. This guide has been produced to assist housing providers in working with local government in the development process. The approval process varies throughout the province and housing sponsors are encouraged to investigate the various procedures unique to the community in which they are planning to develop.

What Local Governments are Saying - Advice to Sponsor Groups

Telephone and personal interviews were undertaken in 1995 with 46 local government representatives to learn more about non-market housing and the municipal approvals process. Almost everyone who participated in these interviews had first-hand experience with negative neighbourhood reactions to non - market housing proposals. In their respective roles as advisors and decision-makers, local government staff and politicians had seen a wide range of proposals for rezonings, development permits or variances - many had been successful, some had been turned down.

As a result of their experiences, local government representatives had a number of key observations and suggestions that will be of interest to housing sponsors as they approach the municipal approval process.

Do Your Homework

Take the time to find a site in a municipality where local government is supportive of affordable housing and then work closely with the land use and social planners on developing a good proposal. Learn from others - lack of success; not all municipalities are receptive to non - market housing at the time a sponsor is interested in developing or acquiring in an area. The result may not be worth the time and effort.

Choose the proposed site or group home purchase with care and considerable forethought. Even in communities where there is political support for non-market housing, don't assume that the proposal will be approved. If a rezoning or major variance is required, the project will have to stand on its own merits.

If possible, for family developments, choose a site that is prezoned as multi-family. Although the price may reflect the higher density, the process of rezoning a lower density site to a higher density may be lengthy and, ultimately, unsuccessful. If no prezoned site is available, look for a site that is in an area undergoing transition, being redeveloped or in a newly developing area.

For some special needs clients, a sponsor group should consider acquiring an existing building, or units in an existing building, instead of purchasing a detached home. Acquisition of an existing permitted use does not require a municipal approval process.

Be well informed on the municipality's expectations. If there are design guidelines in place that apply to the proposed site, these should be followed carefully.

Get to know the planners and engineering staff that will be reviewing your proposal. Continue to reinforce the public benefits of non - market housing as well as the need for this type of housing in their community.

Take time to understand the makeup of the advisory groups and decision-making body. Develop a presentation that is clear and concise, supported by facts. Don't give council any reason to turn down the proposal - anticipate and answer all their questions.

Communicate and Be Involved

Communicate your experience as a non - market housing provider. The chances of a successful approvals process are generally better if the sponsor group already has a good track record in managing nonmarket housing or is one that has been active in many aspects of community life, such as a service club, church group or other nonprofit local organization.

Take time to educate the decision makers about the need for, and public benefits of, non - market housing in their communities. Councillors receive all sorts of information and requests - make the effort to have your voice heard. This may mean individual phone calls, letters and meetings.

Request the opportunity to meet with the appropriate municipal committee(s) about housing needs of the client group. Volunteer in events that bring your group into contact with councillors.

Address Conflict

Developers of non-market housing should avoid an over-concentration of non-market housing in any one neighbourhood. While this may occur because land prices are more affordable, it has the long-term effect of stigmatizing the area. It may also lead to a backlash from neighbours who feel they have already taken their "fair share" and may be more resistant to future proposals.

Carefully consider the number of units in a multi-family development and try to provide for a mix of incomes, if possible. Developments that are sensitive to size and income mix are likely to be the most successful in integrating with the community, both from a physical and social standpoint.

Ensure that your design team carefully considers the physical characteristics of the host neighbourhood. Try to integrate rather than compete with the scale, form and materials of existing housing.

Take time to develop a good consultation process with the community and be prepared to make design modifications. Work with - not against - the community. Communicate the proposal in a positive way. Get the community behind a proposal. Bring advocates of non-market housing and residents of other non - market projects or group homes to the public hearing.

Make sure management issues are thought through adequately before the proposal comes forward. This is especially true for group home operations, where staffing and support are critical components.

Sponsors of a family development should meet with administrators at local schools before a development is proposed, to ensure that the school anticipates any extra space or other resources needed to accommodate new students.

Keep Up Good Relations

If there are conflicts with neighbours and the complaints keep coming to councillors, police or bylaw inspectors, it may make it more difficult for Council to approve the next proposal. All sponsors need to set up a good management program.

What Local Governments are Doing

In the 1995 interviews, local government representatives were also asked about actions their municipalities had taken to facilitate the development of non-market housing or what they might be receptive to doing in the future. The following points summarize their responses.

Many municipalities have adopted (or are in the process of adopting) policies in their Official Community Plans (OCPs) and neighbourhood plans that support a range of housing types and tenures. Many communities have pre-designated areas or sites for multi-family housing.

In larger municipalities, staff have been identified to work on housing, including providing assistance to non-market groups, particularly those which are in the start-up phase. Some municipalities have also established broadly-based advisory committees to comment on specific developments and planning policies that affect the housing market.

Very few municipalities have adopted prezoning policies for group homes or multi-family sites, or would be receptive to prezoning. Even with the opportunity to review proposals through a development permit approval process, municipalities are concerned that prezoning sites would amount to a loss of control. They are more receptive to comprehensive development zoning for larger redevelopment or newly developing sites, which could include a non-market housing use.

The City of Vancouver has developed a conditional form of approval for group homes which is reviewed on an annual basis this type of approach may be considered in other municipalities.

What More Can Sponsor Groups Do?

What more can housing providers and advocate groups do to encourage local governments to be supportive of non-market housing and receptive to new proposals? Depending on the community different strategies, or a combination of strategies, might be considered:

Volunteer as members of municipal social planning or housing advisory committees.

Participate in Official Community Plan (OCP) reviews. In 1992, the Municipal Act was amended to require OCPs to include policies on rental, affordable and special needs housing.

Write letters to councillors and staff to encourage the municipality to adopt policies that would make it easier to achieve planning approvals: prezoning, making municipally-owned sites available, setting up a land bank, using the 1993 (bonus zoning for affordable housing) amendments to the Municipal Act.

Organize a tour of local non-market projects for staff, councillors and advisory committees as part of an education program to raise awareness of the quality and type of housing and the benefits to residents being housed.

Encourage councillors to discuss housing issues on a regional level. If a regional growth strategy is being considered by a regional district, ensure that regional housing issues are on the agenda.

Keep councillors and planners informed about upcoming housing conferences sponsored by the B.C. Housing Ministry, Canada Mortgage and Housing Corporation, British Columbia Non - Profit Housing Association and national organizations - encourage them to attend.

When it comes to a specific proposal, develop a good consultation strategy before the public hearing and prepare your presentation effectively, anticipating as many questions as possible that might be raised by the public and decision- makers. (Note: another in this series of guides - Gaining and Keeping Community Acceptance - provides a number of specific suggestions for use in the consultation, approvals and post - occupancy period.)

Guide 2: Design Details Count!

In 1995, The Ministry of Housing, Recreation and Consumer Services decided to look at the issue of community resistance to non-market housing. This resistance - NIMBY, as it is commonly called - greatly slows or prevents the development of needed affordable housing at the same time as it precludes neighbourhoods from being inclusive and welcoming to all British Columbians. It was quickly realized that there are very few resources for housing sponsors to use to understand and address NIMBY in British Columbia.

As a result, the Minister asked five people, including a municipal councillor, a realtor and three representatives of non-profit societies, to form a special task group.

Working with an independent consultant, the task group was asked to learn from previous experience in order to produce practical tools to assist those working to develop or acquire non-market housing. Their work has led to the publication of a series of guides.

This guide turns its attention to physical aspects of a proposed development - neighbourhood context, site planning and building design. All three are key to securing municipal approvals and gaining neighbours' acceptance. Although the guide encourages housing sponsors and their design professionals to use the following material as a checklist, this is not meant to be a complete identification of all items to be considered.

Good Living Environments Make Good Neighbours

Preparing building or renovation for non-market housing is a large component of a project budget case, and professional architects and engineers are involved. In preparing their proposals, design teams are challenged to develop plans that will be good living environments for future residents, within the budget constraints of funding agencies.

The designers also have to develop plans that meet the approving municipality's regulations and design guidelines. In many communities around the province, multi-family development proposals are reviewed by an Advisory Design Panel, as well as by the planning and engineering departments.

One of the important findings of the task group's investigation was that site planning and building design can be critical to securing municipal approvals and gaining neighbours' acceptance of any non-market housing proposal. When neighbours are involved in a review of architectural or operational plans, they become better informed and may be more receptive to the development or group home. Neighbours' input may also be helpful to the designers.

Contact with the Neighbours

In some situations, neighbours may not want to be involved in a discussion on design because they are fundamentally opposed to the development or group home. In this event, the sponsor group should prepare a brief letter to be mailed or dropped off to neighbours which outlines some aspects of the site plan and building design - road access, play areas, landscape buffers, resident and visitor parking, fencing, exterior materials - that will be of interest to neighbours. If a colour sketch has been prepared, it should be included with the letter. Site plans and elevations are generally too difficult to read without the interpretative assistance of a designer and are not recommended for mailing.

Where neighbours are more receptive to an interactive discussion about the site plan and design, one or more meetings should be organized to bring the neighbours and the designer together to go over the preliminary plans in detail. Sponsor groups who have done this indicate that people are generally

reasonable in their comments and make positive suggestions. However, these groups also report that it is important to make sure that the neighbours understand there are budget restrictions that may limit flexibility. Depending on the circumstances, and particularly where the proposal may be controversial, it may be useful to have a third party councillor, planner, community leader - chair these sessions.

Many housing providers, builders and architects participated in ministry sponsored discussion groups during 1995. Some of the discussion covered the question of how successfully non-market projects do - or do not physically integrate with their surroundings and whether or not this has contributed to the acceptance of non-market housing. From this input and other research, there are a number of site planning and architectural details that should be carefully considered by the design team before plans are finalized and submitted to the municipal approvals process.

The following points to consider have been developed as a checklist for use by designers and sponsor groups developing housing within existing residential neighbourhoods. These points cluster into three areas neighbourhood context, site planning and building design/materials - but apply differently to new developments and renovations.

Building New Developments

Plans for any new development must take into account both the needs of the future residents and the relationship of the development to the surrounding residential neighbourhood. It will be important to engage an architect who is experienced in designing non-market housing. These individuals have usually been through public hearings and are familiar with the concerns often voiced by neighbours in connection with any new multi - family development.

Neighbourhood Context

Fitting into the character of the neighbourhood is important. Even though existing homes may be a mixture of different styles and ages, there are usually some common architectural or landscaping themes to draw on. Building setbacks, height and building character should respect existing adjacent development as much as possible. This isn't the time to try out the latest architectural style or fashionable colour scheme.

Wherever possible, new developments should relate to the street. Too often, new developments turn their back on the street with high fences or dense landscaping. This can reinforce the differences rather than the similarities between the development and the surrounding neighbourhood.

Designers should consider how the elevations facing the street can incorporate windows and doors that complement the existing streetscape. Greater building setbacks should be considered in preference to berms, dense landscaping or fences - unless that is in keeping with the existing character of the streetscape.

For vacant sites, significant environmental features should be preserved wherever possible and, where practical, incorporated into the design of the development - for example, large trees or rock outcrops. Before these features were part of the site, they were part of the neighbourhood.

In some situations, the vacant site has been used by neighbours as a pedestrian or bicycle short - cut to other locations -schools, transit, shopping areas. Loss of the shortcut may seriously inconvenience people. If at all possible, the design team should try to incorporate a walk - through. Ideally, this would be located at the perimeter of a site and fenced from neighbours. Issues related to maintenance and liability, however, would need to be clarified.

Site Planning

Considerable attention needs to be given to both privacy and overlook issues - separation distance between buildings, screening of storage areas and patios, appropriate landscaping. Concerns relate both to noise transmission (conversations, music, outdoor children's play, cars, garbage pick-up) and to overlooking of patio storage (bicycles, toys, miscellaneous items)

Play areas should be carefully located to make sure there are as few conflicts as possible for adjacent neighbours. A central location within a development should be considered.

Exterior lighting should be selected and installed with care. This is particularly important where neighbours' bedrooms are located near internal roads and parking areas of the development.

Many municipalities require high ratio parking, which leads to a high proportion of the site being paved. The resulting parking areas are generally unattractive and should be visually screened with appropriate landscaping.

In higher density neighbourhoods, investigate underground parking as an option. This should allow for a greater amount of usable open space.

Hydro boxes and garbage bins should be also be well landscaped. These items are often forgotten but can be an eyesore for both residents and neighbours.

Special consideration needs to be given to vehicle access and exits. Locating the driveway away from neighbours may not be possible in every case, but an effort should be made to find a location which has the least impact on neighbours. Garbage trucks and late night traffic are considered particular irritants by neighbours.

Building Design and Materials

Building materials should be familiar and, as much as possible within the constraints of budget, in keeping with the surrounding homes. This also applies to the colours of siding and trim. A conservative approach is suggested, particularly in infill developments.

Elevations which abut neighbouring properties should be given careful consideration. Blank walls are unattractive, especially if only one material is used. Consideration should be given to using more than one material or colour, adding a gable or using companion landscaping.

Consideration should also be given to the potential impact of the new building(s) on sunlight access for neighbours. For example, will the building overshadow well - established vegetable gardens, patios or south-facing windows? The impact on neighbours' existing views should also be taken into account.

Development signage should include the name of the sponsor and a contact telephone number. These two items can be discreetly added to the signage but are essential. Neighbours need to know how to contact someone to discuss their concerns. Where signs are not included, another method of informing neighbours is required.

Renovations

In many cases, renovations of group facilities will involve some changes to the exterior of the home. Since the existing neighbours have become accustomed to the appearance of the home and its grounds, any significant change will be of interest and possible concern.

Additions to the home should be thoughtfully planned along the same principles discussed for new developments. Items that should be considered are sunlight access, views, privacy and overlook. Elevations that abut neighbours should be attractive and, if appropriate, well landscaped.

Parking needs special attention. Because group homes often have several staff whose shifts overlap, may have their own van or small truck and often have guests, there may be a need for additional parking on-site. Spill-over parking onto the residential street can also be a problem. Additional on-site parking, however, may mean the loss of outdoor open space, patios or garden plots.

Depending on the type of group facility, noise can be a problem. Special consideration will also need to be given to the location of windows, doors and outdoor sitting areas to avoid problems.

Design Guidelines

With each year, more B.C. municipalities have developed guidelines for multi-family residential development. Some municipalities have developed quite comprehensive guidelines that apply to multi-family development in all areas; others have guidelines that relate only to developments in specifically designated development permit areas.

At the time a development is being considered, the sponsor group's designers should ensure that they have obtained all necessary material on the municipality's requirements and guidelines. An early meeting with the area planner is also advisable to ensure that there is a clear understanding of the municipality's expectations about the design of the development or renovation and to clarify which municipal staff and advisory bodies will be reviewing the plans.

Working With Planning and Engineering Staff

Where a rezoning is required, the proposal will be examined by both planners and engineers. Planners are generally concerned about building mass and design, site amenities and impacts on the neighbourhood; engineers will be concerned with issues related to sewer/water capacity, traffic access, parking and garbage arrangements. Conflicts can occur between planning and engineering objectives and sometimes their respective requests are difficult or impossible to satisfy within the project's budget or the constraints of the site. Should this happen in your situation, it will be necessary for your project manager or architect to take a lead role in addressing these issues and work closely with local officials to resolve outstanding technical matters.

Guide 3: Gaining and Keeping Community Acceptance

In 1995, the Ministry of Housing, Recreation and Consumer Services decided to look at the issue of community resistance to non-market housing. This resistance-NIMBY, as it is commonly called-greatly slows or prevents the development of needed affordable housing at the same time as it precludes neighbourhoods from being inclusive and welcoming to all British Columbians. It was quickly realized that there are very few resources for housing sponsors to use to understand and address NIMBY in British Columbia.

As a result, the Minister asked five people, including a municipal councillor, a realtor and three representatives of non-profit societies, to form a special task group. Working with an independent consultant, the task group was asked to learn from previous experience in order to produce practical tools to assist those working to develop or acquire non - market housing. Their work has led to the publication of a series of guides. This guide focuses on ways housing sponsor groups can work with the community, local government and nearby neighbours to overcome resistance and, ultimately, develop housing that has a lasting benefit to future residents and the community as a whole. Although the guide encourages housing sponsors to develop a "good neighbour" strategy based on an open, collaborative process, this is not the only approach, nor is it intended as government policy. Each society needs to make its own assessment of the approach that is best suited to its needs and resources.

A companion guide in this series, Sample Materials for Sponsors, contains materials which will also be of interest to groups as they put together a "good neighbour" strategy. These include a number of the most frequently asked questions regarding a proposed non - market housing project.

A Collaborative Approach is Favoured

Developing housing for people with special needs or low incomes can be a complex and challenging process. Just putting together a proposal for funding can be a formidable step. And coordinating the resources of all approval agencies and funding organizations takes tremendous energy and commitment.

Even the best proposals won't succeed if there is a lack of community support. Experience in British Columbia and elsewhere has shown that when a housing sponsor is planning to locate non-market housing in a largely owner occupied, lower-density neighbourhood, it is absolutely essential that time and resources be dedicated to working with the future neighbours. This applies equally to new family projects as well as group homes. While there are no guarantees that an open and collaborative approach will result in acceptance every time, it is almost inevitable that, if this isn't done, achieving approval and winning community respect will be doubly difficult.

In order to compile suggestions about positive ways to deal with community resistance, local government representatives, housing providers and neighbours of existing non-market housing developments were consulted through interviews, small group discussions and a survey. While there were divergent views, overall, there was a strong case made for an open and collaborative neighbourhood process.

Guide 4: Property Values Unaffected by Non-Market Housing

In 1995, The Ministry of Housing, Recreation and Consumer Services decided to look at the issue of community resistance to non - market housing. This resistance -NIMBY, as it is commonly called - greatly slows or prevents the development of needed affordable housing at the same time as it precludes neighbourhoods from being inclusive and welcoming to all British Columbians. It was quickly realized that there are very few resources for housing sponsors to use to understand and address NIMBY in British Columbia.

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This guide presents the results of seven property value studies undertaken by professional property appraisers as part of the task group's investigation.

Home ownership is perhaps the most significant investment made by any individual or family. All homeowners want to feel that their investment is secure and that, if and when they decide to sell their home, its value won't be negatively affected by their neighbours' properties. With high home prices, mortgage payments can consume a large proportion of a household's income, particularly in the province's fastest growing communities.

Nearly every rezoning, development permit or variance application evokes the claim that existing residents will see their properties devalued if a non-market development is allowed in the neighbourhood. Many local government politicians say that this is the most frequent concern at any public hearing. Too often, the discussion is based on speculation rather than fact.

A significant part of the task group's investigation involved looking at issues surrounding property values. Part of this work involved studies that examined the impact of five non market family townhouse developments and two group homes on the property values of surrounding homes. The five family projects had been subject to a contentious rezoning or development permit process; all had been criticized during the approvals period as being a negative influence on home prices in the area. One of the group homes went through a difficult permit approval process.

No Evidence of Negative Effects

In all seven cases, the appraisers found no evidence that the presence of the townhouse development or special needs group home negatively affected the sale prices of homes in the impact area. As can be seen from the summary of the property value studies, there were markedly similar patterns in each of the communities. House prices in the vicinity of the non -market project increased as much - and in some cases, more than - nearby areas of similar housing types and ages. There was no evidence of panic selling or extra - ordinary length of time on the market between the dates of listing and sale.

Tables 9 and 10 show the relative and absolute values of all seven projects. In five of the seven projects examined, despite a NIMBY factor, the average annual sale price increased more in the impact areas than in their control areas. Among the family projects examined, average annual price increases also exceeded the overall house price increases for the community as a whole in all but one of the projects.

Methodology and Selection of Developments

The appraiser's work program involved an analysis of the average prices of home sales within a pre-defined impact area, where value fluctuations, if any, would be expected to appear, in comparison with a nearby control area of similar sizes and types of homes.

The five non - market developments were selected through a review of all projects built under the Federal- Provincial Non-Profit Housing program. The criteria for selection were that the developments be:

- located in rapidly growing areas of the province (Lower Mainland, Vancouver Island, Okanagan); occupied for at least two years prior to the study;
- located in an area of primarily single detached homes of similar age, size, amenities and condition;
- located in an area where there were no other non-market projects or group homes in the impact or control areas; and
- subject to a contentious rezoning or development permit process.

The criteria for selection for the two group home projects were that they be:

- located in the Lower Mainland and on Vancouver Island;
- occupied for at least two years prior to the study;
- located in an area of primarily single detached homes of similar age, size, amenities and condition; and
- located in an area where there were no other non-market projects or group homes in the impact or control areas.

A short description of each non-market family development and group home, along with the results of the property values analyses, follows.

Pacific Court - Nanaimo

Pacific Court is a 34-unit family townhouse project in the Harewood area of Nanaimo which was first occupied in 1991. The project's sponsor is Pacifica Housing.

The impact area associated with Pacific Court was within the boundaries of Third Street on the north, Watfield Avenue on the east, Fourth Street to the south and Wakesiah Avenue to the west. Sixty-eight residences are located in this area. The control area is located immediately to the south of the impact area and has a similar housing mix, street improvements and amenities. There are 54 residences in the control area. Over the period of investigation, 58 sales were recorded - 29 in each of the impact and control areas.

From 1989 to 1993, average house sale prices increased by a total of 95.1 per cent in the impact area, and by 88.8 per cent in the control area.

In addition to analyzing the average sale prices of homes in the impact and control areas, the appraiser searched and examined repeat sales in the two areas. When examining repeat sales, the appraiser found that there was little variation between the average market time (37 days) and average price increase per month (1.8 per cent) in the impact and control areas. Using both methods, the appraiser was able to conclude that the non-market housing project did not have a measurable impact on the prices paid for nearby single detached residences.

TABLE 1
Pacific Court - Property Values Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1989	$62,000	$59,912
1990	$69,000	$63,480
1991	$90,000	$89,750
1992	$106,956	$89,250
1993	$120,929	$113,129

Source:
CitySpaces Consulting Ltd., derived from Non-Market Housing, Nanaimo, B.C.
R.E. Burnett Appraisals Ltd. August 1995.

Johnston Court - Surrey

Johnston Court is located in the Guildford area of Surrey at the western edge of a subdivision of single detached homes developed in the mid 1980s. Two market townhouse complexes are located to the north of Johnston Court.

For the purposes of this study, the impact area was limited to the 67 properties to the east of the project. The area selected as the control area is a 69-lot section of the neighbourhood two blocks west of the impact area. This area was chosen due to the constancy of prevailing conditions, including lot sizes, amenities and dwelling types and sizes.

There were 22 transactions in the impact area and 28 sales in the control area during the study period. Average sale price increases in the impact area were lower (+ 18.2 percent) than in the control area (+37.4 per cent) over the study period. This is primarily due to the fact that average house sale prices were relatively high in the impact area in 1991 since there was only a small number of sales, all of relatively higher-priced homes. When 1991 is eliminated, the average increase in the impact area was 18.1 per cent, while the control area was 17 per cent. The Surrey average overall during the same period was 13.3 per cent, which was surpassed by both the impact and control areas.

The appraiser concluded that average sale prices tended to increase at relatively the same rates in both the impact and control neighbourhoods during the study period. No significant effect was found on sale prices in the impact area due to the introduction of Johnston Court in 1993.

TABLE 2
Johnston Court -Property Values Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1991	$196,000	$169,750
1992	$196,250	$199,317
1993	$219,200	$212,544
1994	$231,750	$233,167

Source:
CitySpaces Consulting Ltd. derived from *Social Housing Market Impact Study.* Collingwood & Associates. August, 1995.

Margaret Heights - City of North Vancouver

Margaret Heights is located in a neighbourhood that has generally developed as a mix of newer and older strata titled townhouses, mixed age detached dwellings and semi-detached duplexes. The project, managed by Entre Nous Femmes, was developed in 1991.

The impact area was limited to the closest 57 single family dwellings, including the 26 semi-detached duplexes directly opposite the project on Rufus Drive and the 31 detached homes to the south and east of the subject site. The area selected as the control area is a 64-lot section of the neighbourhood one block to the north. This area was chosen due to its similarities with the impact area in terms of lot sizes, amenities and mix in housing stock, including similarly sized family homes.

Twenty-one sales took place in the impact area over the study period, with 22 sales in the control area. The overall increase in the study period was 29.2 per cent in the impact area, which closely parallels the 29.5 per cent increase for North Vancouver overall. Average sale prices in the control area did not increase over the period.

Several semi-detached properties on Rufus Drive sold after Margaret Heights was occupied. Prices did not seem to be negatively affected by the presence of the non-market project, as price increases were in excess of the North Vancouver market averages for the same period.

The appraiser concluded that average sale prices tended to increase at relatively the same rates in both the impact and control neighbourhoods, as well as in the overall North Vancouver area, during the study period. No significant effect was found on sale prices in the impact area due to the introduction of Margaret Heights in 1991.

TABLE 3
Margaret Heights -Property Values Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1990	$216,700	$305,600
1991	$226,100	$226,625
1992	$273,700	$296,500
1993	$279,900	$300,286

Source:
CitySpaces Consulting Ltd. derived from Social Housing Market Impact Study. Collingwood & Associates. August, 1995

Columbus Place - Kelowna

Columbus Place is a 46-unit townhouse project located in the Springfield area of Kelowna. The project, first occupied in 1990, is managed by Columbian Centennial Housing Society. The project is a mix of 40 family townhouses and a six-plex for physically disabled people. Homes in the neighbourhood average 1,000 - 1,200 sq.ft. and were developed in the 1970s and 1980s.

This study examines sales data within the three block impact area close to Columbus Place (61 properties) in comparison with sales in a control area of similar housing types and amenities (62 properties). The analysis indicates that average sales prices increased throughout the study period by a total of 71.5 per cent in the impact area. This compares with a total increase of 44.6 per cent in the control area.

In addition to comparative property value trends, the study also examined market exposure and price/list ratios in both the impact and control areas. The results indicate a very similar pattern in exposure time (impact = .80 months; control = 1.06 months) and a narrow range of price to list ratio (impact = .977; control = .962). There was no evidence of "panic" selling or concessions in prices paid within the impact area.

The appraiser concluded that, based on the statistical evidence examined on a month by month basis, the value of residential single family properties located in close proximity to non-market housing appreciated at more or less the same rate as the value of residential single family properties within the control area during the study period.

TABLE 4
Columbus Place - Property Values Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1988	$96,940	$98,625
1989	$96,500	$91,300
1990	$135,000	$107,200
1991	$130,300	$117,900
1992	$166,200	$142,600

Source:
CitySpaces Consulting Ltd. derived from *Market Study: Single Family Residential Property Values, Simpson/Wenric Court Neighbourhood, Kelowna, British Columbia*, Kent-MacPherson Appraisals. July, 1995.

The Hamlet - Victoria

The Hamlet is a 10-unit townhome project developed and managed by the Capital Region Housing Corporation. The infill site, previously owned by the City of Victoria, had been vacant before being developed as a non-market housing project in 1990.

In this study, the appraiser compared sales of properties in the immediate vicinity of The Hamlet with sales in the balance of the neighbourhood. A one-block radius of the subject project was considered to be the impact area, where value fluctuations, if any, would be expected to appear. There are 52 homes within this area. The appraiser then selected a control area surrounding the impact area which does not contain any other non-market project. In total, approximately 333 single homes are located in the control area. During the period of investigation, the average and median selling prices each year in the impact area were compared to the average and median selling prices in the control area.

From 1988 to 1992, average house sale prices increased by a total of 127.9 per cent in the impact area and by 111.5 per cent in the control area. The appraiser concluded that the research indicates that there was no negative impact on neighbourhood property values resulting from the development of The Hamlet.

<div align="center">

TABLE 5
The Hamlet - Property Values Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1988	$78,560	$84,144
1989	$98,386	$102,412
1990	$130,229	$126,633
1991	$147,580	$143,189
1992	$179,038	$177,922

Source:
CitySpaces Consulting Ltd. derived from *Property Values Impact Study, Family Townhouse Project, 2620 Shakespeare Street, Victoria, B. C.*
D.R. Coell & Associates Inc. July, 1995.

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Champlain House - Vancouver

Champlain House is located in the Killarney area of East Vancouver. The area was originally developed in the 1950s, primarily with 900 -1,200 sq.ft. bungalow homes. The lot sizes are larger than those in many East Vancouver neighbourhoods. Consequently, even though the existing dwellings have considerable remaining physical life, the trend is towards redevelopment of these properties with high quality new homes built to the maximum square footage allowable.

For this study, the impact area was identified as the closest 44 properties to Champlain House. The area selected as the control area contains 44 properties immediately east of the impact area. Both areas have similar lot sizes, amenities, and ages and sizes of dwellings. (Note: The new home sales were deleted from the samples, as they would distort the averages.)

During the study period of 1988 to 1992, average house sale prices increased by a total of 46 per cent in the impact area and by 50.3 per cent in the control area. By comparison, average house sale prices increased in East Vancouver for single family properties by 46 per cent during this period. The appraiser also examined three sales of properties immediately adjacent to the group home.

The appraiser concluded that average sale prices and average price per square foot values tended to increase at relatively the same rates in both the impact and control neighbourhoods during the study period. No significant effect was found on sale prices in the impact area due to the introduction of the group home in 1992.

TABLE 6
Champlain House - Property Values Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1991	$274,400	$293,187
1992	$307,750	$350,000
1993	$372,256	$389,714
1994	$400,000	$440,600

TABLE 7
Champlain House - Square Foot Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1991	$46	$47
1992	$53	$59
1993	$63	$66
1994	$67	$73

Source Tables 6 and 7:
CitySpaces Consulting Ltd. derived from *Social Housing Market Impact Study*. Collingwood & Associates. August, 1995.

Group Home - Esquimalt

This project is a group home for the mentally handicapped, located in an established neighbourhood of single detached homes in the Gorge neighbourhood of Esquimalt, a municipality located in Greater Victoria. The eastern portion of the area was developed in the 1940s and 1950s, while most of the balance of the neighbourhood was developed through in-fill subdivision in the 1970s and 1980s.The group home was constructed and first occupied in 1990 and has operated continuously since that time.

In this study, the appraiser compared sales of properties in the immediate vicinity of the group home with sales in the balance of the neighbourhood. A one-block radius of the subject project was considered to be the impact area, where value fluctuations, if any, would be expected to appear. There are 43 homes within this area (duplexes and waterfront properties were excluded from the analysis). The appraiser then selected a control area adjacent to the impact area which does not contain any other group home. In total, approximately 150 single homes are contained in the control area. During the period of investigation, the average and median selling prices each year in the impact area were compared to the average and median selling prices in the control area.

From 1988 to 1992, average house sale prices increased by a total of 104.3 per cent in the impact area and 75.5 per cent in the control area. The appraiser concluded that the research indicates that there was no negative impact on neighbourhood property values resulting from the development of a group home.

TABLE 8
Esquimalt Group Home - Property Values Comparisons

Year	Average Sale Price Impact Area	Average Sale Price Control Area
1988	$101,833	$118,911
1989	$127,975	$131,500
1990	$160,000	$142,283
1991	$193,800	$169,707
1992	$208,003	$208,656

Source:
CitySpaces Consulting Ltd. derived from *Property Values Impact Study, Group Home for the Mentally Handicapped, Esquimalt, B.C* D.R. Coell & Associates Inc. July 1995.

Increasing Values in All Communities

The two following tables present comparative information for the five developments and two group homes that were examined by the appraisers.

The first table shows the average annual price change (per cent) over the two years prior to and two years following occupancy. For five of the seven developments, the annual average increase actually exceeded the annual average increase in the control area. Among the family projects, average annual price increases also exceeded the price increases for the community as a whole in all but one of the projects studied.

The second table presents actual dollar values, showing the average price in the impact and control neighbourhoods during the year each of the developments was occupied and two years after occupancy. In every case, there was a substantial increase in the sale price of homes in the impact area between the time the developments and group homes were occupied and two years later.

From the market studies under taken by four appraisal firms in seven communities, the results demonstrate that non-market projects have not had a negative impact on the sale prices of nearby homes; in all cases, average sales prices have increased substantially since the non-market homes were introduced.

TABLE 9
Summary Table
Average Annual Sales Price Changes - Single Family Homes

Type of Housing Project	Year Occupied	Community	Area	Average Annual Price Change
Family **Pacific Court**	1991	Nanaimo	Impact Area	+18.4%
			Control Area	+17.5%
			Nanaimo Overall	+15.8%
Family **Johnson Court**	1993	Surrey	Impact Area	+5.8%
			Control Area	+11.2%
			Surrey Overall	+10.5%
Family **Margaret Heights**	1991	North Vancouver	Impact Area	+9.2%
			Control Area	+2.1%
			North Vancouver Overall	+5.3%
Family **Columbus Place**	1990	Kelowna	Impact Area	+15.9%
			Control Area	+10.2%
			Kelowna Overall	+11.6%
Family **The Hamlet**	1990	Victoria	Impact Area	+23.1%
			Control Area	+20.5%
			Victoria Overall	+13.3%
Elderly Mentally Ill	1992	East Vancouner	Impact Area	+13.6%
			Control Area	+14.6%
Adult Mentally Handicapped	1990	Esquimalt	Impact Area	+19.8%
			Control Area	+15.3%

Note: *Sales were examined two years prior to occupancy and two years following occupancy. Average annual price change relates to this period.*

Note: The average annual percent increases were derived by calculating the year-to-year increase, adding these, then dividing by the total number of years. An alternative method, calculating the per cent increase between the first and last years, results in slightly higher figures.

TABLE 10
Summary Table
Average Sale Prices - Single Family Homes

Type of Housing Project	Community	Area	Year of Occupancy	2nd Year After Occupancy
Family **Pacific Court**	Nanaimo	Impact Area	$90,000	$120,929
		Control Area	$89,750	$113,129
		Nanaimo Overall	$109,839	$152,023
Family **Johnson Court**	Surrey	Impact Area	$196,250	$231,750
		Control Area	$199,317	$233,167
		Surrey Overall	$207,114	$242,991
Family **Margaret Heights**	North Vancouver	Impact Area	$226,100	$279,900
		Control Area	$226,625	$300,286
		North Vancouver Overall	$260,050	$332,113
Family **Columbus Place**	Kelowna	Impact Area	$135,000	$166,200
		Control Area	$107,200	$142,600
		Kelowna Overall	$124,428	$159,009
Family **The Hamlet**	Victoria	Impact Area	$130,229	$179,038
		Control Area	$126,633	$177,922
		Victoria Overall	$160,743	$194,666
Elderly Mentally Ill	East Vancouver	Impact Area	$307,750	$400,000
		Control Area	$350,000	$440,600
Adult Mentally Handicapped	Esquimalt	Impact Area	$160,000	$208,003
		Control Area	$142,283	$280,656

Note: Sales were examined two years prior to occupancy and two years following occupancy.

Guide 5: Sample Materials for Sponsors

In 1995, The Ministry of Housing, Recreation and Consumer Services decided to look at the issue of community resistance to non-market housing. This resistance -NIMBY, as it is commonly called - greatly slows or prevents the development of needed affordable housing at the same time as it precludes neighbourhoods from being inclusive and welcoming to all British Columbians. It was quickly realized that there are very few resources for housing sponsors to use to understand and address NIMBY in British Columbia.

As a result, the Minister asked five people, including a municipal councillor, a realtor and three representatives of non - profit societies, to form a special task group. Working with an independent consultant, the task group was asked to learn from previous experience in order to produce practical tools to assist those working to develop or acquire non-market housing. Their work has led to the publication of a series of guides.

This guide contains several checklists and an introductory letter for use by housing sponsors as they prepare to develop or acquire non market housing proposals. The materials are intended to encourage housing groups to think about the type of materials that may be needed during the pre - development stage. They are not meant to be a complete checklist. Included in this guide are:

- A sample letter introducing the proposed project to neighbours;
- A number of the most frequently asked questions regarding a proposed non-market housing project;
- A checklist of items to be included in a media release;
- checklist of items to be included in a media advisory; and
- A checklist of items/materials associated with an open house.

Sample Letter - On Sponsor Society Letterhead

Sponsor groups are advised to take the opportunity at the beginning of a project to introduce themselves to their future neighbours. This sample letter can be customized to meet your own needs.

> ((Date))
> ((Personalized addressee, if possible))
> X
> X
> X
>
> Dear ((name if known, or a neighbourhood name)) (resident),
>
> We are writing to you today as a ((potential)) new neighbour. The ((society)) is in the process of purchasing ((describe land or home to be acquired)) to be used for ((purpose)). We are excited about this opportunity to provide much-needed housing and would like to invite you and your neighbours to work with us in finalizing our plans. We are confident that the proposed ((project/ home)) will be attractive and will fit well into the neighbourhood, and that its residents will make a positive contribution to your community.
>
> Our intention is to apply for a ((rezoning/ development permit/ variance)) in accordance with the requirements of the ((City/ Town / District of ABC)) within the next ((xx months)). Before we develop our plans any further, we would like to invite you to an informal meeting to talk about

the proposal and to look at some preliminary plans. Members of the society, our architect ((and other relevant groups /agencies)) will be on hand.

We hope you will be able to attend one of the two scheduled meetings:

 date date time time

location location

[Choose and modify A or B]

A - The ((society)) is well known in the ((city name)) area. We currently manage a ((number)) homes in a number) projects. Some of these may be familiar to you. We recently completed housing developments at address / name)) and (address / name)).[If applicable] The society is associated with (organization)) [e.g. service club, church, advocacy group], an organization that is involved in several community activities. A short description of the society is enclosed.

B - The ((society)) has recently been formed to facilitate the ((development acquisition)) of appropriate and affordable housing for ((client group)).We are a group of local residents and business people who are concerned about the lack of suitable housing in our community. A short description of the society is enclosed.

We look forward to meeting with you on ((date)) or ((date)). In the meantime, if you have any questions, or if you are unable to attend either of the meetings, please don't hesitate to call either myself at ((phone)) or ((person)) at ((phone)).

Sincerely,

((name))

Board President

Note 1: A one-page description (or brochure if available) about the society should be enclosed with this letter. It should cover the following: aims and goals of the society; length of time in community; other projects/homes and their addresses/photos; other activities society may be involved with; and contact name(s) and addresses.

Note 2: Ideally, this letter will be personally delivered by a representative of the society who, if given the opportunity, would engage in a short conversation with the recipient about the upcoming meeting. If no one is home, a brief note on the envelope -"sorry to miss you - would be appropriate. Areas with gated communities or limited access apartment buildings are more challenging. Contact with the resident manager may be needed to determine the best way to advise neighbours.

Frequently Asked Questions

Sponsor groups need to take time to anticipate the type and range of questions that may be asked by neighbours and local government councillors throughout the approvals process, and prepare a thoughtful and complete response. In some cases, this may require research into unfamiliar topics and setting up meetings with school administrators or traffic engineers. Ensure that sufficient time and resources are available to check out these details. They are important to the neighbours.

Although the exact questions will vary depending on the type of facility being planned as well as the local circumstances, most questions fall into one of six groups - the future residents, the municipal

approval, impacts on the neighbourhood, details related to physical design, the developer and operational concerns.

Note: A recent government survey found that property values were not negatively affected by non-market housing. For more details, review the guide "Property Values Unaffected by Non-Market Housing."

The Future Residents

- Who will live there?
- How many adults and children will there be?
- Will there be any single parents?
- How old will the children be?
- Will there be part-time or full-time staffing?
- How will the residents be selected?
- Will residents be disruptive?
- Will the residents come from our community?
- What procedures exist to deal with residents whose behaviour might disturb the neighbours?
- Can residents be evicted? If so, how will this happen?
- Will services be close enough for people who need them - transit, shopping, child care, medical facilities? If not, isn't this a poor location?
- Will there be adequate support for special needs residents to live in a community setting?

The Municipal Approval Process

- What types of municipal approvals are required?
- What can be built under the existing zoning? Wouldn't these uses be better or result in more attractive, appropriate buildings?
- What opportunities will there be for neighbours to identify any issues and concerns about the project?
- Will there be a public hearing? When? How will the neighbours be notified about the public hearing?
- Who from the municipality will be reviewing this proposal? How do we contact them?
- This area is already zoned for single family housing. Why should a rezoning be considered?

Impacts on Neighbourbood

- How will the local schools be affected? Space? Class size? Computers? Gymnasium? Learning assistance?
- How will parks and recreation centres be affected?
- How will property services such as sewer and water be affected?
- How much traffic will be generated? What impact will it have on neighbourhood roads?
- How will property values or the time it takes to sell property be affected? How can you be sure there won't be a problem when we decide to sell our home?
- Will there be any increased police presence in the neighbourhood?
- Could there be an increase in crime in the neighbourhood? How can you be sure there won't be?
- Neighbours now use the vacant property as a shortcut - will this be continued?
- This vacant property has always been used as a park - will there be any compensation for losing it?

- Will the development make any positive contribution to the neighbourhood?

Details of Physical Design

- New projects - What will it look like? What colours and materials are being suggested? How will this fit in with nearby properties?
- Renovations - What exactly will be changed? Is it compatible with the existing look of the house?
- How many homes will there be? What is the density in comparison with the adjacent area? Is this higher/lower than the proposed development?
- Will there be garages, carports? If not, how will parking be handled? How many resident stalls are being provided? Visitors parking?
- Does the parking provided meet the municipality's requirements? Is there a guarantee that all required parking will be on the site?
- Where are the accesses/exits from the project? How will they affect the neighbouring properties?
- What will the exterior lighting be like? Will it shine on neighbours' property?
- What will the landscaping be like? Will there be enough separation between neighbours? What will the fences look like?
- Will there be a children's play area? Where will it be in relation to nearby neighbours? Will the play area be adequate for all children living in the development?
- What other outdoor or recreation space is planned?

Developer and Development

- Who is building the development? What is the relationship of the society to the builder?
- What other projects/homes has the society been involved with?
- What guarantees are there that the sponsor will carry through on promises made? Can the project be sold to another group?
- Who is funding this project/home? How much subsidy will be going into the project?
- Why doesn't the developer/sponsor look for another parcel of land that is already zoned? Did the developer consider other properties? Why was this one chosen instead of the others?
- Who is the architect? Have they worked on these types of projects before? What other professionals will be involved?
- Who is the primary contact for this project and how can they be reached? Will the same person be available after the project/home is occupied?
- How will the neighbours' development and design concerns be addressed?

Operational Concerns

- How will the group home be monitored?
- How will neighbours' concerns be addressed after the development is built or the group home is occupied?
- Who will be the contact person for neighbours' concerns?

Media Release - Checklist

A media release can be a useful, practical tool for sponsor groups to communicate with the print and broadcast media and, in turn, with their audiences. Depending on the circumstances, a media release may be used to convey information about a proposed development, respond to comments made by others during the approvals process, or announce an upcoming event such as a project opening.

Some points to consider:

☐ Media releases are short and crisply written, in the range of 300 - 500 words.

☐ Releases should be produced on the society's letterhead. It should state that it is a media release, usually in larger or bolded text. Use standard letter-size paper. Double-spaced typing makes the text easier to read. Try to keep the release to one page. Complete it with "end of text" or the conventional "- 30- " of the media.

☐ Circulate to all print and broadcast media outlets in your community, ideally by fax. Find out the names of the journalists who will possibly cover the story. In some media outlets, there may be an individual assigned to the general subject of housing and urban development. Direct the release to this individual.

☐ Make sure the news release answers the key questions such as Who, What, When, Where, Why and How Much.

☐ Be absolutely clear why you are putting out a media release and what you are trying to accomplish. The release should be "newsworthy" or it is unlikely to be of interest to journalists. Not all news is controversial or "front page" material, however, but don't be reluctant about announcing special funding, the first residents' move-in, or an upcoming neighbourhood "open house." It's still newsworthy, especially for newspapers and radio stations that take a special interest in community news and events.

☐ Three components that must be in every media release include a release date, place of origin and contact person(s) for further information. Include a phone and fax number for the contact person(s).

☐ Introduce the media release with a headline - make this the first and central point of your release. Keep the key points to three or four. Pepper the release with facts and figures, as appropriate to the story.

☐ Use quotes which emphasize the point(s) you are making in the text. A board member would be a good person to use for a quote. Spokespersons from advocate or support groups are also possible candidates for quotes.

☐ Reinforce the message that you are a community - based sponsor group building or acquiring housing to meet specific needs within your community. Briefly mention the community benefits that will be realized.

☐ For releases where the sponsor group is responding to others' opinions or to misinformation that is circulating in the community, there is no advantage to initiating a war of words through the media. Stick to presenting your position and project in a positive manner. Correct misinformation with facts.

☐ Do not try to include too much background detail - stick to the key points. If there is additional context information that you feel is important, attach this as a separate "backgrounder." The backgrounder is the place to include details about the physical design of the project, funding arrangements and, if possible, an architectural illustration.

☐ Consider making follow-up telephone calls to individuals in the media to reinforce the messages in your news release. It's surprising how often faxes don't reach the intended person or get pushed aside if other stories are more newsworthy at the time.

☐ Don't expect the print and broadcast media to use the complete text of your release. Often, the news release will be used as a starting point for journalists, who will cover the story differently or, perhaps, use your material as part of a larger story.

☐ Copies of the media release should be circulated to your board, your project team and, as appropriate, to funding agencies and municipal staff and councillors. This helps keep them informed about the project.

Media Advisory - Checklist

In situations where a sponsor group is planning an event information meeting, neighbourhood open house, official opening - a media advisory (sometimes called a public service announcement) is very useful. The purpose of the advisory is to flag the attention of news outlets so they will do one or both of the following: send a news reporter or crew to cover the event and put a notice in their publication or broadcast in advance of the event. This "public service advertising" can be a great way to get your announcement out to a wide audience.

Some points to consider:

☐ Media advisories are very short, usually between 50 and 100 words.

☐ An advisory should be produced on the society's letterhead and should state boldly that it is a media advisory - use larger text or upper case letters. Use standard letter-size paper. Double-spaced typing makes the text easier to read.

☐ Circulate to all print and broadcast media outlets in your community, ideally by fax.

☐ The components that must be in every media advisory include when and where the event is being held, the main reason and basic format (i.e. ceremony to mark the official opening) and who to contact for more information. Additional information related to the event, such as parking availability, bus routes or access for the disabled, is also helpful.

☐ Do not try to include too much detail - stick to the essentials.

☐ Don't expect the media to use the complete text of the advisory. It is likely to be edited. Check the publication to see whether the information is correct.

☐ Copies of the media advisory should be circulated to your board, your project team and, as appropriate, to funding agencies and municipal staff and councillors.

Open House - Checklist

Open houses are the best way for your future neighbours to learn about your society and the proposed housing development or group home. It's also a good opportunity for your group and project team to hear first-hand about neighbours' concerns or suggestions.

Sometimes, there is very little opposition to a proposed development and an open house may be a friendly and informal way to exchange information. In other situations, an open house may be an opportunity for neighbours to rally against the proposal and express their concerns, fears or opposition. In both situations, it is essential that the sponsor group - and their project/design team - are well prepared for the event.

A companion guide in this series - Gaining and Keeping Community Acceptance - includes a more detailed discussion of the purpose and format of the open house. The following is intended as a checklist for sponsors.

One month prior to the open house

☐ Confirm purpose and objectives of open house.

☐ Decide on a date(s). Avoid obvious conflicts with holidays, major community events. Ensure sponsor representatives and project team will be available for this date(s). In some situations, you may want to ensure that funding agencies and municipal officials are available.

☐ Anticipate number of people to be invited, or who are likely to attend. Book an appropriate location. Consider schools, libraries, community centres and church halls.

☐ Book space for advertising (if appropriate to the size/nature of the project) in community newspaper(s).

☐ Arrange any special equipment such as slide projector, easels, flipcharts.

☐ Issue a media advisory.

Two weeks prior to the open house

☐ Circulate letter/notice to neighbours providing details make the notice easy to read, friendly and clear. Ensure there is a contact name and phone number.

☐ Place advertising (if appropriate) in community newspaper(s). Run the advertising one week and two weeks in advance.

☐ Make phone calls to key individuals, community groups, municipal officials

One week prior to the open house

☐ Issue a media advisory.

☐ Prepare meeting signage, finalize presentation materials, prepare feed-back forms, name tags and hand-outs. Presentation materials may include architectural materials, information about sponsor group, future residents. Hand-outs may or may not be appropriate at this time. If hand-outs are used, date all material.

☐ Hold a preparatory meeting with all sponsor representatives and project team members who will be attending. Discuss roles, potential questions, outcomes. Anticipate the most difficult questions that may be asked. Undertake additional research, if necessary.

☐ Make sure one or more members of the team are identified as official hosts. ' These individuals don't usually engage in detailed discussion but greet people and direct them to the appropriate person on the project team.

Day of open house

☐ Organize materials to be taken to the open house. This should include markers, tape, pencils and extra paper as well as presentation materials.

☐ Call members of your project team who will be at the open house to discuss last-minute matters.

☐ Arrive at the location at least an hour in advance to set up, more if there are many presentation materials. Bring along enough people to ensure that set up is complete at least half an hour before the event is scheduled.

☐ Set up a welcoming area. Ensure feedback forms are visible. Provide a box for people to drop- off their completed forms.

☐ Ensure refreshments (if being served) are ready; coat racks are available.

Day following the open house

☐ Issue a media release, if appropriate.

☐ Begin to record and analyze feedback.

☐ Be ready to respond to any public or media inquiries.

Week following open house

☐ Hold a meeting with project team to discuss the open house and to determine what follow-up will be taken and by whom.

Guide 6: Check Out These Resources!

In 1995, The Ministry of Housing, Recreation and Consumer Services decided to look at the issue of community resistance to non-market housing. This resistance - NIMBY, as it is commonly called - greatly slows or prevents the development of needed affordable housing at the same time as it precludes neighbourhoods from being inclusive and welcoming to all British Columbians. It was quickly realized that there are very few resources for housing sponsors to use to understand and address NIMBY in British Columbia.

As a result, the Minister asked five people, including a municipal councillor, a realtor and three representatives of non-profit societies, to form a special task group. Working with an independent consultant, the task group was asked to learn from previous experience in order to produce practical tools to assist those working to develop or acquire non - market housing. Their work has led to the publication of a series of guides.

Developing or acquiring non-market housing can be a long and challenging process. The Housing Ministry has frequently been asked what resources are available that might help sponsor groups prepare effective housing proposals for presentation to neighbours, local government staff and municipal councils. Newly formed non-profit groups and organizations in smaller and rural communities have less experience and are especially interested in learning about studies undertaken elsewhere.

Since the B.C. Non-Profit Housing Association (BCNPHA) was formed in 1993, there has been more support for groups that manage non-market housing throughout the province. Satellite workshops, an annual conference and a bi-monthly newsletter have resulted in much improved sharing of information. BCNPHA can be reached by mail at:

BC Non-Profit Housing Association
Suite 303, 3680 E. Hastings Street
Vancouver B.C. V5K 2A9
Tel: (604) 291-2600
Toll free within B.C.: 1-800-494-8859
http://www.bcnpha.ca/
Email: admin@bcnpha.ca

As part of the Housing Ministry's examination of NIMBY as it relates to non-market housing in low density neighbourhoods, an extensive review of resource materials was undertaken. The resulting bibliography includes 62 references to reports, journal articles, pamphlets and videos drawn from Canada, the United States and Britain. The bibliography is reproduced in this guide. Also included in this guide are annotated descriptions of 22 publications or videos. These annotations cover the objectives of the publication or video production, the methodology used, key findings and conclusions, and applicability to British Columbians. They are separated into print and video materials and presented alphabetically by author.

The materials cited and described in this guide can be found through the Housing Ministry, public libraries, and university resource centres.

"Not in My Back Yard" - Removing Barriers to Affordable Housing

Author	Advisory Commission on Regulatory Barriers to Affordable Housing Chairman, Thomas H. Kean
Year of Publication	1991
Subject Area	Regulatory barriers to affordable housing
Geographic Area	United States
Format	Report - 9 chapters plus appendices
Funding Agency/Source	United States Department of Housing and Urban Development
Primary Objectives	The 22 member Commission was established by the Secretary of Housing and Urban Development to catalogue government barriers to affordable housing, identify the sources of those barriers and propose changes to lower the barriers. The impetus for the establishment of the Commission was the acknowledgment that the regulatory environment had become a significant deterrent to affordable housing during the 1980s, with an increasing number of complex regulatory barriers being established at federal, state and local levels. The Commission's end goal was to find ways to reduce the cost of rental and ownership housing, thereby allowing more Americans to rent or purchase affordable housing.
Methodology	The year-long review included an examination of Federal housing and environmental regulations and State and local regulations regarding growth controls, zoning, approvals processes and building codes. A special team within the Department of Housing and Urban Development was established to support the work of the Commission. The Commission's work involved a call for submissions, meetings in several cities, review of relevant research and extensive discussions with federal, state and local officials.
Key Findings, Conclusions	The Commission concluded that the basic problem is the same in growing suburban areas and older central cities: because of excessive and unnecessary government regulation, housing costs are too often higher than they should and could be. However, the Commission also observed that there are significant differences between the specific regulations in suburban and central city locations. In the suburbs, the Commission found that exclusionary zoning, reflecting a pervasive NIMBY syndrome, was one of the most significant barriers. In the central city, there were fewer regulatory problems arising from NIMBYism and more from outdated building codes and lending practices of financial institutions. The authors discuss three root causes for excessive regulatory reform: conflict among competing public policy objectives, fragmented structure of government land use and development regulation, the NIMBY sentiment at the individual, neighbourhood and community levels. The authors identify the NIMBY syndrome as "often widespread, deeply ingrained, easily translatable into political actions, and intentionally exclusionary and growth inhibiting." The report contains a thorough discussion of the impact of NIMBYism on affordability, the personal basis of NIMBYism and its influence on local government policy and decision-making. The Commission identifies all three levels of government as having a role to play in

tackling these root causes. Thirty-one recommendations are presented under three main headings:

- The Federal Role: Stimulating Regulatory Reform
- Increasing State Responsibility and Leadership
- Working Together

Although the federal role is considered to be important, the Commission clearly points to the state as being the level of government that can best accomplish regulatory reform - for both constitutional and practical reasons. A number of recommendations relate to overcoming NIMBYism:

- providing model codes, standards and technical assistance to local governments;
- requiring local governments to prepare housing policy statements, subject to state review;
- providing state authority to override local barriers to affordable housing projects;
- providing state-established housing targets and fair-share mechanisms;
- encouraging/sponsoring conflict resolution;
- setting time limits on development approvals, reviews; and
- requiring local governments to include secondary suites, duplexes and triplexes as a right.

The authors also identify the importance of policy makers, communities and private interests working together to educate the public, build coalitions and convince elected officials to dismantle regulatory barriers. Recommendations include:

- educational programs at the local level;
- coalitions for regulatory reform;
- employers to recognize the importance of affordable housing and work to reduce barriers; and
- local governments to initiate community-based barrier-removal strategies.

A strategy for implementing the report's recommendations highlights the importance of disseminating the Commission's findings and recommendations.

Applicability for British Columbians	The document is a comprehensive examination of the impacts of government regulations on the cost of housing. NIMBYism is identified as one of three root causes leading to excessive and discriminatory regulations. It is an excellent context document, particularly for policy makers at the provincial and local levels. However, because of differences between the Canadian and U.S. constitutions and legislation, the specific recommendations are not entirely transferable.
Other Comments	The Commission hits hard on NIMBYism, making few concessions to local governments and community groups trying to balance the competing interests of affordable housing and community character. The recommendations call for a much stronger role for state governments by requiring local governments to make significant regulatory changes and overriding their policies and decisions when necessary.

The Effect of Locating a Group Home for the Mentally Ill on Neighbourhood Property Markets: A Case Study Approach

Author	Katherine Boydell, Anna-Marie Pierri, John Trainor
Year of Publication	1986
Subject Area	Impacts of group homes
Geographic Area	Toronto
Format	Report - 11 pages plus 10 pages appendices
Funding Agency/Source	Queen Street Mental Health Centre
Primary Objectives	The principal objective of the study was to address neighbourhood fears about declining property values when group homes are built nearby. The following research question was posed:

- does the presence of group homes for the mentally ill have a negative effect on surrounding residential property values?

Methodology	wo residential neighbourhoods with group homes were examined in urban and surburban Toronto. Two additional neighbourhoods with homes of similar sizes and social characteristics were selected as "control areas". The following four market indicators were used to analyze real estate data in the four neighbourhoods:

- number of property transactions;
- mean selling price;
- number of days on real estate market; and
- actual selling price as per centage of list price.

The researchers collected information from bi-monthly listings published by the Toronto Real Estate Board. A total of 148 sales in the group home (n = 83) and control areas (n = 65) were collected for one year pre- and post-occupancy.

Key Findings, Conclusions	The study outlined several findings of relevance to property value research:

- the rate of property transactions decreased after group home occupancy in all neighbourhoods, with the exception of the control neighbourhood in the suburban area;
- the mean sale price increased similarly between group home and control areas;
- the presence of a group home did not result in longer listing periods; and
- both group home and control areas in urban and suburban neighbourhoods received within five per cent of their asking price

The presence of a group home for the mentally ill seemed to have no effect in either the urban or suburban markets studied in Toronto. In fact, the authors suggest that the empirical evidence from their study indicates that property markets near group homes were strengthened rather than the expected outcome. They hypothesized upgrading sometimes occurs near group homes which may impact positively on surrounding properties.

Applicability for British Columbians	This study addresses the common fear that the presence of a group home will affect property values in residential neighbourhoods. Based solely on real estate analysis, the evidence demonstrates that property values are not affected by group homes. Because NIMBY is more prominent in fast growing areas of British

Columbia, the division of neighbourhoods by urban and suburban areas is one worth noting.

Other Comments The research paper is compact and readable. An abstract and conclusion summarize key information. The tables contain valuable data, but are hidden at the end of the document and are difficult to understand. The study is easily replicated since it is based solely on real estate analysis. Because community opposition is also directed at the fear of increased crime, further research on social attitudes would be useful.

Resolving Community Development Disputes: The Kamloops Experience

Author	City of Kamloops Planning Department
Year of Publication	1995
Subject Area	Conflict resolution - planning approvals
Geographic Area	City of Kamloops
Format	Council Report - 7 pages
Funding Agency/Source	City of Kamloops and CMHC ACT grant
Purpose and Background	This article describes a new approach being taken in Kamloops to resolving development disputes at the rezoning stage. In the early 1990s, the public became increasingly vocal in their opposition to construction projects. Notwithstanding a 1989 Official Community Plan which promoted infill and higher densities, many people were discovering that large amounts of prezoned property, which had been dormant for 10 years, were now being developed - often in their own back yards. Public hearings became tense and rigid proceedings. These difficult sessions prompted City planning staff to initiate several ad hoc mediations. Although these were largely successful, it was recognized that staff should not continue to function as independent mediators because of their unique role as advisors to City Council. Instead, staff designed a strategy to improve the public involvement process while increasing the potential for success for development projects - Assisted Dispute Resolution.
Key Components	In Kamloops, the mediation route is viewed as helpful in building a community consensus, increasing public awareness of development and planning issues, separating facts from emotions, reducing development costs and developing creative solutions to complex problems. It is also recognized that mediation can only assist the decision-making process, not replace it. The implementation of a mediation strategy took over two years. Initially intended as an activity of the Advisory Planning Commission, the group responsible for mediation of individual development disputes is now a separate, Council-approved group. The mediation process has been designed to be voluntary to the developers (a traditional rezoning process is the alternative). The application fee is nominal ($350), to encourage a greater use of the service. Mediators identify interest groups and issues, develop options and negotiate agreements. There are four key elements to the mediation process:
	• must be authorized by Council at the outset; • mediation may occur anytime prior to the Public Hearing, but not afterwards; • comprehensive report by the mediator replaces the traditional staff report with recommendations for or against; and • mediation is not binding on Council.
Applications for British Columbians	The mediation approach is relatively new and it will be some time before its efficacy can be determined. Nevertheless, it presents an innovative way of approaching difficult land use decisions and will be of interest to developers and sponsors of non-market housing in other British Columbia communities.

New Neighbours. How Vancouver's Single-Family Residents Feel about Higher Density Housing

Author	City of Vancouver Planning Department
Year of Publication	1986
Subject Area	Impacts of higher density housing
Geographic Area	City of Vancouver
Format	Booklet - 16 pages, including photographs and other graphics
Funding Agency/Source	City of Vancouver
Primary Objectives	The primary objective of this study was to find out what happened after a higher density development, built in a single-family area, becomes part of the neighbourhood. Two specific research questions were posed:
	• were pre-construction fears of existing residents realized? • are there ways to improve the fit between new and existing housing?
	If a good fit between new and older housing could be found, the research team felt that it would be possible to introduce more higher density housing into existing communities, thereby increasing housing choice and making more efficient use of existing services.
Methodology	Six higher density developments were selected for detailed study in various east and west side locations. Both market and non-market projects were selected. The research team then undertook interviews with residents of properties directly abutting the higher density developments (n = 44) and sampled opinions of people living one to several blocks away (n = 22). Impacts were probed through questions on design, landscaping, maintenance, privacy, parking, views, traffic, noise, people, property values and the prior consultation process. The study also involved a review of development permit drawings, site visits, and property assessment data as well as information from design/realty professionals.
Key Findings, Conclusions	The study had a number of major findings and conclusions: • people living one to several blocks away found the higher density developments had little or no impact; • neighbours who purchased since the project was built and people living near non-residential uses, such as shops, generally accepted higher density housing as part of the neighbourhood mix; • long-term residents living in single-family dwellings whose properties abutted a higher density development continued to be opposed to the development; • despite successful design efforts to help the projects fit into the neighbourhood, many respondents felt the project just didn't belong in the context of a single family neighbourhood - a perceived incongruence of lifestyles; • neighbourhood dissatisfaction with the public process preceding the development was common; • neighbours in more homogeneous areas were more concerned that the projects would have a negative effect on their property values; and • using assessment data, it was found that the proximity to the higher density developments had little or no effect on the overall pattern of land tenure, nor on property values.

Applicability for British Columbians Although the study was undertaken in the mid-1980s, the findings remain relevant today, particularly for those communities which are just beginning to experience intensification.

The three non-market projects studied were: Access Cooperative, Euclid Square (GVHC), and West 41st Project (UBC Non-Profit Building Society).

Other Comments This is the only municipally funded research study undertaken to date in British Columbia on the impacts of higher density housing in single family areas. Although the research is not specific to non-market housing, the findings and conclusions will definitely be of interest to developers, architects and non-profit societies associated with the development of non-market housing. The document is easy to read and attractively formatted.

Understanding and Overcoming the NIMBY Syndrome

Author	Michael Dear, University of Southern California
Year of Publication	1992
Subject Area	Siting of human services facilities
Geographic Area	United States and Canada
Format	Article - Journal of the American Planning Association, Vol. 58, No. 3, Summer 1992. 13 pages
Funding Agency/Source	The Robert Wood Johnson Foundation.
Primary Objectives	This article was written to add to the body of planning literature on the topic of NIMBYism and to inform planners about the nature of typical opposition arguments, the factors that determine community attitudes, and the range of alternative strategies available to them. The paper examines these topics in terms of planning for human services clients, including those who are developmentally disabled, ex-offenders and substance abusers, AIDS sufferers, and the homeless.
Methodology	The essay forms one part of a larger study on community acceptance of controversial facilities conducted in 1989 and 1990. The core of that study consisted of site visits and interviews in 11 cities, including Toronto. The study also included a thorough literature search and an analysis of community relations programs in some cities not included in the site visits.
Key Finding, Conclusions	The author presents findings and conclusions in three themes:

The author presents findings and conclusions in three themes:

- Understanding Community Opposition
- Factors Determining Community Attitudes
- Alternative Approaches to Community Relations

In discussing **community opposition,** several features are highlighted:
- there has been diminished public sympathy for people who are disabled and disadvantaged; at the same time,
- there has been a movement to deinstitutionalization, restructuring of welfare and the collapse of federally assisted affordable housing programs;
- each local incident of locational conflict follows a three-stage cycle:
  - conflict emerges, with opposition generally confined to a small, vocal group living very near the proposed development
  - battle lines are solidified and the debate moves into a public forum; opposition becomes more rational and objective
  - conflict resolution may occur but is often long and sometimes inconclusive; victors tend to have more staying-power.
- opposition arguments cluster around three specific concerns: threat to property values, personal security, and potential decline of neighbourhood quality;
- opposition tactics include speaking out at public hearings, neighbourhood petitions, letter-writing campaigns - vigilante action is rare but may include damage to property, arson and verbal/physical abuse; and
- the closer residents are to an unwanted facility, the more likely they are to oppose it - from two to six blocks away, neighbours' interest/awareness decline to the point of indifference.

With respect to **factors determining community attitudes**, the authors identify the following as being important:

- some clients are more welcome than others - some differences are easily tolerated (physical disabilities, frail elderly), others are somewhat accepted (mentally retarded, mentally ill), while others are not well accepted (ex-offenders, people with alcohol and drug abuse histories, AIDS patients);
- some facilities are more welcome than others - facilities such as schools and nursing facilities are most welcome, while facilities such as shelters for homeless people, drug treatment centres are less tolerated. Most unwelcome are facilities such as a correctional centre or garbage landfill;
- there are six dimensions of a facility that influence community perceptions - type, size, number, operating procedures, reputation of the sponsoring agency, appearance;
- homogeneous neighbourhoods (socially, physically) are less tolerant of change, siting of facilities - the more affluent tend to be less welcoming; and
- "saturated communities" - where there is a concentration of facilities - expect to be and should be treated differently than communities not yet hosting facilities.

The following key points are made with respect to **approaches to community relations:**

- community relations should be part of every proposal; a determination must be made for each proposal whether to approach it on a collaborative basis or a more autonomous basis;
- approaches have changed over the past 30 years, shifting from an autonomous approach in the 1960s to a collaborative approach in the 1970s and 1980s - the 1990s may be characterized by a return to a more autonomous approach to facility siting owing to recent federal legislative initiatives;
- there are three basic approaches to be considered:
  - community-based strategies (education, outreach, advisory boards, concessions and incentives to communities)
  - government-based strategies (licensing, zoning, civil rights, mediation)
  - court-based strategies (litigation)
- a post-entry communications/outreach program should be considered, particularly for those facilities where approvals have been conditional and/or community support is vital for client integration and socialization.

Applicability for British Columbians Although the research focuses on the American experience, this essay and the in-depth research study from which it was distilled present an excellent analysis of the nature of NIMBYism and the factors which influence the acceptance of a human services facility.

The essay may be particularly interesting to housing professionals, societies and service providers who are considering the development of a contra-NIMBY strategy. Both community-based and government-based strategies are reviewed. The author notes an emerging trend in the United States toward less community collaboration, owing to the passage of important anti-NIMBY legislation including the Fair Housing Amendments Act (1989) and the Americans with Disabilities Act (1990).

Other Comments Dr. Dear has undertaken a number of large-scale research projects in the area of social planning and has written widely on the subject of NIMBYism. He is a professor of geography and urban and regional planning at the University of Southern California.

Impacts of Social Housing, Final Report

Author	Ekos Research Associates Inc.
Year of Publication	1994
Subject Area	Impacts of social housing - family projects
Geographic Area	Canada - Vancouver, Ottawa, Montreal, and Halifax
Format	Report - 70 pages plus four appendices
Funding Agency/Source	Canada Mortgage and Housing Corporation
Primary Objectives	The four principal objectives of this research study were to identify:

- concerns of residents in neighbourhoods with social housing projects;
- the impacts, positive and negative, of social housing projects on residents, neighbourhoods and market values of nearby properties;
- specific causes of impacts using a case study approach; and
- measures which CMHC could take to minimize negative effects of social housing projects.

Methodology	Fifteen housing projects were selected for study in four cities - Vancouver (4), Ottawa (4), Montreal (5) and Halifax (2). All 15 were family projects; there were no special needs projects included in this study. A telephone survey was conducted with residents living near a social housing project and in a "control area" in the same neighbourhood but some distance from the project. The survey questionnaire had 556 respondents; 60 per cent lived near one of the housing projects. Respondents were asked a number of questions regarding:

- satisfaction with their neighbourhood;
- concern about neighbourhood changes;
- awareness of social housing project;
- acceptance of social housing;
- factors influencing their acceptance of social housing;
- perceived impacts of social housing;
- prior knowledge of the project (notice, accuracy, involvement);
- satisfaction with prior consultation process; and
- residents' information needs.

To test for the impact of a social housing project on property values, the consultants undertook an analysis of average selling prices for homes close to the projects in comparison with a "control group" further away.

The study also involved a file review of the 15 projects and a follow-up interview to gain an understanding of what transpires during the early planning and construction of social housing projects.

Key Findings, Conclusions	The study concluded that most people are concerned about the quality of life in their neighbourhoods and do not have major concerns related specifically to social housing. Social housing is a source of concern only to the extent it is seen as having a negative impact on particular aspects of community life that are already important.

In general, respondents were most concerned about crime, safety for women and

children and vandalism - the most important finding was that the levels of concern are not related to the proximity of residents to social housing projects. There were also concerns about changes in the character of the neighbourhood and the levels of community spirit.

With respect to social housing, the study found there was a high degree of awareness of social housing. The most serious concerns expressed were:

- property values - almost half believed that social housing projects have a negative impact;
- concentration of projects in specific areas;
- project design;
- physical appearance and upkeep of the project; and
- uncertainty associated with poor communication about the project before and during implementation.

The property values analysis did not support the belief held by almost half of the study respondents. None of the statistical models that were used showed statistically significant findings of differences. The consultants concluded that there is no positive or negative impact on property values as a result of exposure to social housing, regardless of market area or proximity to the project.
In conclusion, the authors identify several issues that affect public acceptance of social housing for further consideration by CMHC:

- there is underlying public support/goodwill for social housing;
- an open and thorough consultation process is very important to public acceptance;
- better public information/education is required;
- public perceptions about property values are exaggerated or erroneous-need to dispel false ideas;
- need to pay more attention to concerns regarding crime, vandalism and safety;
- Canadians favour strong and healthy communities - need to tap into support for community-building with social housing as one component;
- actual impacts are not as great as the levels of concern expressed;
- over-concentration of social housing projects in neighbourhoods will undermine goodwill; and
- appropriate design is critical.

Applicability for British Columbians To date, this is the only major study which examines both the perceptions and the actual impacts of social housing on a Canada-wide basis. The four projects in Vancouver were: Lions Kingsway Terrace, Coleopy Park, Rose Hill Townhomes and West Coast Community Homes Society. There is a brief description of the project included in Appendix C.
Overall, the survey results for Vancouver projects were similar to those of other cities. However, questionnaire responses were somewhat stronger for two aspects of the survey:

- respondents living near social housing projects were particularly concerned with how the character of their neighbourhood had changed in the previous two to four years;
- respondents living near social housing projects indicated their acceptance of social housing would be increased by a number of factors, including compatible design, adequate parking, limited number of projects per neighbourhood, limited size of projects, project housing people similar in background/lifestyle to host community.

Other Comments This is a well-designed and executed research study from which housing proponents can derive both comfort and useful information.

The format of the document makes it somewhat difficult to get at the key findings, particularly for the large sample survey. There is no executive summary or highlight of the findings/conclusions.

Evaluation of Property Value Impacts: Non-Profit Housing Summary Report

Author	Ekos Research Associates Inc.
Year of Publication	1989
Subject Area	Impacts of non-profit housing on property values
Geographic Area	Ontario - Toronto, Ottawa, and North Bay
Format	Report - 66 pages plus five appendices
Funding Agency/Source	Ontario Ministry of Housing
Primary Objectives	The primary objective of the study document is the true impact of non-profit development on property values. A secondary objective is to examine the perception of neighbours regarding the impact of non-profit housing projects on the quality of the neighbourhood.
Methodology	The study involved a comparison of the selling prices of properties surrounding non-profit housing projects with the selling prices of a matched group of houses not having a non-profit housing project. Pre- and post-occupancy sales data were examined and an analysis of variance statistical test was undertaken. The sample of 51 projects was drawn through a random process in three urban centres - Toronto, Ottawa and North Bay. An average of 22.5 dwellings were identified per project within the primary impact area, and an average of 22.3 dwellings in the comparable area.
	To examine the perceived impacts, level of acceptance and satisfaction with consultation associated with the development approvals process, the researchers distributed a questionnaire of near neighbours and residents of a control group. A 21 per cent return was achieved.
Key Findings, Conclusions	The researchers concluded that non-profit housing projects had no overall negative influences on the property values of the neighbouring property. With respect to the perceived impacts of non-profit housing by neighbours, the research team concluded:

- people living close to a non-profit project are more likely to have concerns regarding parking, street noise and overall satisfaction than those not living close to a non-profit project;
- about 60 per cent of respondents perceived the impact on property values to be negative; and
- about 35 per cent reported that the presence of non-profit housing had been considered to be a negative factor in their decision about purchasing -6 per cent reported this as a positive factor.

Regarding the acceptance of non-profit housing, the authors concluded:

- people living close to a non-profit project are no more or no less likely to have a higher or lower level of acceptance than people not living in the immediate area of the project;
- over 73 per cent of renters were willing to accept more non-profit housing in their neighbourhoods, compared with about 23 per cent of homeowners; and
- homeowners were less likely to be positively influenced by measures taken to increase acceptance (e.g. compatible design, adequacy of parking).

In response to questions regarding the public consultation process, the researchers found:

- about 60 per cent of the respondents were dissatisfied with the public consultation process - only 15 per cent were satisfied; and
- although respondents were dissatisfied with the consultation process, only 36 per cent reported that "better information" would increase their level of acceptance.

Applicability for British Columbians The non-profit projects that were the subject of this research were built under the same federal-provincial programs as non-profit housing constructed in British Columbia in the same time period. Because of this, the study should be considered as a very good reference for developers and sponsors of non-market housing in British Columbia faced with neighbourhood concerns regarding property values.

Other Comments The sample size for the property values impact study was quite large as variance analyses were undertaken on 51 projects in three communities. Similarly, the sample for the neighbours surveyed was large, with 1,808 questionnaires distributed in total.

Choosing Our Future: Greater Vancouver Urban Futures Opinion Survey, Technical Report

Author	Walter Hardwick, Raymond Torchinsky, Arthur Fallick
Year of Publication	1990
Subject Area	Public opinion - urban issues and attitudes, including housing
Geographic Area	Greater Vancouver Regional District
Format	Report - 118 pages plus map appendix
Funding Agency/Source	Greater Vancouver Regional District
Primary Objectives	The primary objective of this survey was to solicit public opinion about the attitudes of Greater Vancouver residents towards a range of economic, social, mobility and lifestyle issues and to compare the results with those of a similar survey conducted in 1973. Two components of the study are of particular interest in the context of housing NIMBY - Community Life and Built Environment.
Methodology	The survey involved face-to-face interviews with 1,053 GVRD residents, supplemented by 238 telephone interviews. The sampling strategy was chosen to obtain as representative a sample as possible at both the regional and sub-regional scale. The questions were divided into seven separate sections: • attitude response (65 statements); • community and regional issues (54 items); • regional environment (seven questions); • transportation patterns of the respondent; • housing situation/history of the respondent; • employment status/occupational history of the respondent; and • household characteristics. The GVRD was divided into 16 sub-regions in order to investigate spatial response variation. Key demographic variables were also recorded to allow the researchers to explore other significant differences in responses. Results from 143 variables contained in the survey are presented under six sub-headings: • Environment; • Community Life; • Mobility; • Built Environment; • Managing Growth; and • Governance.
Key Findings, Conclusions	The report presents the findings of the survey in a comprehensive manner. Those items most related to Housing NIMBY were: • seventy-five per cent of respondents agreed that a diversity of lifestyles should be encouraged in the city. Conversely, in response to the statement "attempting to mix lifestyles in any one part of the city only leads to friction", 63 per cent disagreed. However, of interest, higher than average responses

to this statement were recorded by men, residents of single family homes and people in the 55 to 64 and over 65 age groups;

- the issue of housing affordability was ranked 10th among the community and regional issues, with 80 per cent of respondents rating it as either very important or critical. Those expressing the most concern were residents of Burnaby North, households in multi-family housing and those aged 65 and over;
- providing assistance to homeless people ranked 14th overall, with women and people living in Langley rating it significantly more important;
- more than 65 per cent regarded housing densities as being very or critically important, and roughly the same proportion agreed with the statement that future housing should be built at higher densities on the site of current housing rather than on existing open land;
- seventy-five per cent were prepared to have *affordable* housing in their own neighbourhood - a higher than average response for affordable housing "in my neighbourhood" was found in Vancouver Centre, Surrey North and Maple Ridge. In response to a question on low *income* housing, 50 per cent were prepared to have it located in their neighbourhood.
- there were significant gender differences among the respondents. The top eight issues for which women expressed significantly higher ratings were: - providing assistance to the homeless
  - affordable housing - provision of welfare
  - housing for the elderly where they desire
  - air pollution from industry
  - day care protecting agricultural land
  - affordable housing for the first time buyer
- there was enormous variation among the 16 sub-regions and no consistent patterns emerged. The authors conclude that the old dichotomies of core-periphery, east-west and city-suburb are no longer generalizations that provide unambiguous conclusions; and
- the 1990 survey largely reaffirmed the principles of the 1973 Livable Region Strategy.

Applicability for British Columbians   This survey's results related to housing will be of particular interest to social housing developers and housing providers in the Lower Mainland, although the findings may also be useful for other communities. The large size sample and rigorous research methodology used by the research team resulted in a survey which was quite representative of the various sub-regions and social groupings that make up the urban population.

Relatively strong support for affordable housing and low income housing being located in "our own neighbourhood" was indicated. Although, overall, there was a good level of support for diversity of lifestyles in the city, there was some indication of lesser support among men, people living in single family homes and older age groups.

For interested readers, reference should also be made to those portions of the survey related to Community and Family Life and, in particular, to the spatial patterns of response related to issues of crime, homelessness, and welfare.

Other Comments   This is an important indicator of public opinion on a wide range of urban issues. The housing/built form sections provide a general context - and some valuable support - for groups contemplating the development of non-market housing.

Supportive Housing: Neighbourhood Fears and Realities

Author	Sharon Hill et al.
Year of Publication	1994
Subject Area	Neighbourhood opinions about supportive housing
Geographic Area	Toronto
Format	Report - 44 pages, including four appendices
Funding Agency/Source	Program in Planning, University of Toronto

Primary Objectives The objectives of the research were threefold:

- to solicit neighbourhood opinion about a variety of issues after supportive housing was built;
- to make comparisons between the three projects surveyed; and
- to compare results of the survey with a previous Supportive Housing Coalition (SHC) case study in 1991.

Methodology Three of the 34 operating Supportive Housing projects in Toronto were selected for the research - Landsdowne Avenue, Kingston Road and Queen Street East. The three apartments were chosen because of their differences in design and location. They were located in areas of mixed commercial, single family and multi-family neighbourhoods.

Face-to-face interviews were carried out with residents located close to and near the buildings. It was decided that residents located closest to the building may have greater sensitivity to impacts and, therefore, they were sampled at a higher rate. Those residents living within 30 metres of the buildings are defined as "inner ring", and those between 30 and 120 metres from the buildings are defined as "outer ring. The following residents were surveyed:

- Landsdowne - inner ring n = 2 1; "outer ring" n = 89;
- Queen - inner ring n = 3; "outer ring" n = 46; and
- Kingston - inner ring n = 45; "outer ring" n = 74.

The survey asked questions about a number of issues regarding:

- neighbourhood quality of life;
- familiarity with SHC buildings;
- design of SHC buildings;
- external features such as parking;
- noise or disruptions associated with the SHC building;
- safety concerns;
- familiarity with SHC tenants; and
- general household characteristics.

Key Findings, Conclusions

The study gave a brief description of the three Supportive Housing Coalition projects. Kingston Road was assumed by SHC and, therefore, received little resistance at time of occupancy. Queen Street East included an extensive door-to-door consultation prior to occupancy and received almost no opposition. Landsdowne Avenue received the greatest amount of opposition in the planning stage. The research identified a number of issues:

- only 55 per cent of inner ring and 30 per cent of outer ring residents were familiar with the SHC building, leading to the conclusion that the SHC building was not seen as distinctive;
- nearly 75 per cent of residents did not recall seeing anyone from the buildings, and over 90 per cent did not know anyone in the SHC buildings, suggesting that tenants have a low profile in the neighbourhood;
- eighty-five per cent of respondents reported no problems with noise or disruption associated with SHC buildings;
- eighty-one per cent of all respondents expressed no concerns for safety in their neighbourhoods as a result of the existing SHC buildings;
- over 70 per cent of respondents gave positive responses about the attractiveness of the SHC building;
- there was inconclusive evidence whether the existence of the SHC buildings caused parking problems in the neighbourhood;
- only 3 per cent of all respondents felt that the building maintenance was inadequate; and
- the presence of SHC buildings did not appear to negatively influence quality of life.

The report concludes with a list of recommendations to increase community acceptance of social housing projects. These include:

- ensuring a high level of building maintenance;
- renovating existing buildings seems to develop good neighbour relations with the community, since the building is already somewhat established; and
- paying attention to location and design since they are key factors. Edge locations were found to elicit a more neutral response from neighbours since they may be perceived to be not in a particular neighbourhood. Design features which are sometimes overlooked are location on the block, building orientation on the lot, the placement of exits and entrances, and distribution of open play space.

Applicability for British Columbians

This study has particular relevance to urban areas. Non-market housing projects are often located in mixed land use areas. These urban areas offer access to transit, shopping and lower property values.
The case study approach is one which could be easily duplicated in British Columbia. Information has been gathered on a project-by-project basis and gives some background information of individual neighbourhoods.

Other Comments

The report, although well presented, has one shortcoming. The projects selected were ones with design or location merits and therefore are not the best examples for NIMBY research. Two of three projects had had very little community opposition and, therefore, conclusions about the strategies for overcoming NIMBY at the pre-approvals could not be drawn.

Community Acceptance of an Emergency Shelter for Youths in the City of Victoria

Author	Daphne R.Kotila
Year of Publication	1989
Subject Area	Community acceptance of special needs housing
Geographic Area	City of Victoria
Format	Thesis - University of Victoria, Department of Geography. 236 pages.
Funding Agency/Source	N/A

Primary Objectives This thesis discusses the reaction of neighbours towards the establishment of a 10-bed emergency shelter for youths in the City of Victoria. The project was developed in a "climate of opposition" and, for this purpose, lent itself to an in-depth investigation of residents' attitudes towards the shelter and its clients. The author considered this research to be important for two main reasons:

- understanding neighbours' attitudes is important in determining the re-integration of sheltered care residents into community life; and
- understanding neighbours' attitudes is important to planners and politicians in anticipating the potential conflict situations arising from the siting of a community care facility in existing neighbourhoods.

Metodology The author's research included interviews with government personnel and non-profit agencies, content analysis of local news media reports, and a review of relevant reports to develop a context for the project. Subsequently, the author undertook a survey of 126 people living in the vicinity of the project, including nine original objectors to the project. The questionnaire contained a wide range of situations on:

- living conditions; and
- pre-establishment and post-occupancy reactions.

Key Findings, Conclusions The survey revealed a number of findings:

- more than 50 per cent of the respondents were totally unaware of the facility, with awareness of the shelter declining significantly beyond two city blocks;
- a high degree of resident support, both pre- and post-occupancy, was found in close proximity to the shelter;
- eight of the nine original objectors changed their views about the shelter in the post-occupancy period;
- there were only marginal differences with regard to demographic influences on neighbours' attitudes - seniors, females and renters were least likely to have unfavourable opinions; and

- there was a strong relationship between the degree of familiarity with disadvantaged client groups and attitude towards the shelter.

In conclusion, the author found that the initial opposition of a vocal minority of residents to the shelter rapidly dissipated once the facility was occupied. The formerly heated issue became a non-issue.
The author concludes that a knowledge of residents' attitudes has become increasingly important in making development-related decisions and makes several recommendations for further consideration:

- involving neighbours early on in the development process;
- introducing "as a right" zoning without distance-spacing controls;
- providing municipal licencing to ensure operational "performance";
- neighbourhood representation on sponsor advisory boards; and
- joint planning to bring about a fair-share allocation of residential facilities.

Applicability for British Columbians The research focuses solely on one project and examines it on a micro scale. While individual case studies such as this cannot be generalized with any confidence to other communities, it presents insights into the nature and intensity of community reaction to a specific care facility. Since the study is one of very few in-depth research studies undertaken on residents' attitudes to special needs housing in British Columbia, it should be of interest to housing sponsors/developers contemplating a similar type of project.

Other Comments This thesis contains an extensive bibliography, with an emphasis on articles and reports dealing with mentally ill, and other hard-to-house, client groups.

A Property Values Case Study: an Analysis of the Effect of Non-Profit Housing on Neighbouring Residential Property Values

Author	Larry Smith & Associates
Year of Publication	1992
Subject Area	Non-profit housing impacts on neighbouring residential property values
Geographic Area	Region of Peel - Mississauga, Brampton and Caledon
Format	Report - 42 pages plus 5 pages appendices
Funding Agency/Source	Regional Municipality of Peel, Ontario
Primary Objectives	Four objectives were identified for the study.

- to determine if non-profit housing has any effect on property values of neighbouring low density residences;
- to determine if distance from a non-profit development is a factor in property value impact;
- to identify if a pattern emerges for the timing of any property values changes which may take place; and
- to compare results of the study with perceptions of the local real estate industry and its clients.

Methodology	Four case studies were chosen from among the Region of Peel's Housing portfolio using a "worst case scenario" approach. These included two in Mississauga, one in Brampton and one in Caledon which had the greatest potential for affecting neighbourhood property values. The variables chosen for selection were:

- developments of a larger size (the smallest development selected contained 81 units);
- non-profit buildings immediately adjacent to low-rise residential neighbourhoods;
- family unit buildings; and
- projects which had encountered neighbourhood resistance.

Similar neighbourhoods without non-profit developments were selected as control neighbourhoods. Sales data for residential units sold within the designated areas were collected and analyzed. The dates used for analysis were starting from when the residents first learned about the development to approximately two to three years after the site had been completed and occupied. Real estate data was gathered from the Toronto Real Estate Board database, TEELA listings, and other information provided by the Brampton and Mississauga Real Estate Boards and a Caledon real estate representative. The criteria used to analyze the data included the following:

- date of sale registration;
- type of residential dwelling;
- new sales versus resales;
- area of sale; and
- sale price.

The analysis to determine the effect of non-profit housing on neighbourhood property values was completed at two levels: the neighbourhood (macro) and individual properties (micro). At the macro level, average neighbourhood

property values were established and comparisons made between areas with non-profit developments and areas without. At the micro level, analysis was undertaken to determine if there was any effect on resale prices immediately adjacent to non-profit developments.

Finally, the survey of local real estate agents occurred in March 1992. A total of 2,600 surveys, or an 8.3 per cent response rate, was received from realtors in Brampton, Caledon and Mississauga. The purpose of the survey was to gather information on the opinions and perceptions of real estate agents and their clients regarding the effect of non-profit housing on neighbourhood property values.

Key Findings, Conclusions

The general conclusion of the property analysis was that property values in the low density neighbourhoods studied did not change due to the existence of the non-profit housing developments. The number of transactions was not mentioned; however, the overall conclusion at the macro and micro levels was that there was no relative decrease in property values in three of the sample neighbourhoods. In fact, in one instance, property values actually increased for a while. The fourth case study had results which were inclusive. Property values did decrease slightly; however, the development of a 60,000 sq.ft. retail plaza across the street may have had more of an impact than the non-profit housing. One factor revealed by the study was that there were a number of property turnovers in the vicinity of non-profit developments. However, the data was inconclusive as to whether the value was affected in homes in the first one or two properties next to the non-profit housing development.

Despite a low return rate for the realtors' survey, the following results are interesting:

- almost 90 per cent of both realtors and their clients believed that non-profit housing has a negative or extremely negative effect on surrounding property values.
- when comparing perceived impacts by housing form, both realtors and their clients felt that the greatest impact is by apartment buildings greater than three stories.
- a total of 87 per cent of those surveyed believed that it is more difficult to sell homes in neighbourhoods with non-profit housing.
- in examining the types of educational tools available to explain about non-profit housing, realtors chose brochures and newsletters over other choices such as seminars, videos, mass media, or open houses.
- in responding to the question of whether realtors and their clients knew the difference between non-profit, Ontario Housing Corporation and private sector buildings, 78 per cent of realtors believed that they knew the difference but only 24 per cent of agents felt that their clients knew the difference.

Applicability for British Columbians

This is one of the few property value studies completed in Canada. The case study method of examining potential impacts on properties in the neighbourhood with non-profit housing is useful in examining macro and micro level impacts. The real estate agents' survey is particularly useful in examining attitudes about non-profit housing. Since realtors are in the "front line" of selling homes, this study demonstrates that more education is needed to overcome the stigma of non-profit developments negatively impacting property values.

Community Impact Study: The Effect of Locating Correctional Group Homes in Residential Neighbourhoods, Executive Summary

Author	John MacNeil and Bruce Kappel
Year of Publication	1986
Subject Area	Impacts of correctional group homes
Geographic Area	Metro Toronto, London, and Ottawa
Format	Report - 18 pages plus 5 appendices
Funding Agency/Source	Canadian Training Institute
Primary Objectives	The primary objectives of this research study were to identify:

- impact of correctional group homes on neighbourhood property values;
- impact of correctional group homes on the rate of criminal offences; and
- attitudes and perceptions of neighbourhood residents regarding property values, crime rate, residential character, child safety and group home location preferences.

Methodology	Eighteen neighbourhoods were chosen in three cities - Metro Toronto (10), London (4), and Ottawa (4). Experimental areas were determined in neighbourhoods with one group home which had been in operation for at least two years. Control areas were located within one mile of an experimental area and had comparable socio-economic and physical factors. The sampling design to test propositions about property values, crime rates, and neighbourhood attitudes included the following:

- *property values - 4,447* transactions were included in the sample. In the three cities, information was collected on sale price and number of transactions using Multiple Listing Services (MLS). In Metro Toronto, additional information on asking price and length of time on the market was available using records from the Toronto Real Estate Board. Various time frames were analyzed over a four year period - one year before and one year after, one year before and two years after, two years before and two years after.
- *crime rate* - Local police records were used to compare the rate of criminal occurrences between experimental and control neighbourhoods. Specific offences examined were murder, assault, theft, robbery, fraud, prostitution, narcotics, and rape. The information was available at the Police Patrol District level in Metro Toronto, but not available in London or Ottawa.
- *attitude survey* - 1,696 out of 5,646 individuals responded to a 20-minute telephone interview in Toronto (n = 3,907*),* London (n = 895*),* and Ottawa (n = 844*).*

The 40 question survey canvassed specific attitudes about the effect of group homes on neighbourhoods.

Key Findings, Conclusions	The study presents the findings by the three categories of research:

1. **property values** - Comparisons were made between "all" experimental versus "all" control neighbourhoods, and experimental versus its "matched" control neighbourhood.

- the overall conclusion was that the presence of a group home may affect property values in the neighbourhood. However, because several experimental neighbourhoods experienced increased property values compared to control areas nearby, and because the results differed in the three cities, the conclusions are not predictable.
- experimental neighbourhoods were more likely to experience higher selling prices two years after opening when comparing "all" neighbourhoods. Experimental neighbourhoods were also *50* per cent more likely to experience a positive change in "matched" neighbourhoods. However, when using a one year after opening time frame, control neighbourhoods were more likely to experience a positive change in both "all" versus "matched" neighbourhoods.
- no consistent pattern was evident when comparing experimental and control neighbourhoods in length of time on the market. An increase was observed in number of days on the market for all neighbourhoods.
- there was no evidence of a relationship in the number of real estate transactions in an experimental versus control neighbourhood
- neighbourhoods with group homes received a decrease in actual versus list price in Metro Toronto. However, sellers obtained 92 per cent of their asking price. No mention was made of control neighbourhoods, so it is difficult to determine if the information was a market or a group home influence.

2. **crime rate** - The crime rate appeared to have a similar relationship in both experimental and control areas in Metro Toronto.

3. **attitude survey** - The survey analyzed differences between those who were aware of the presence of a group home and between respondents who lived in experimental versus control neighbourhoods.

- only 11 per cent of respondents were aware of a neighbourhood correctional group home.
- aware residents were more likely to be tolerant of impacts on property values, crime rates and location preference than unaware residents.
- aware residents were less likely to be tolerant of impacts on residential character and child safety.
- there was less than a five per cent difference in attitudes towards property values, crime rates, residential character, child safety and location preference between experimental and control neighbourhoods.

Applicability for British Columbians	This comprehensive study has significant value for those dealing with a NIMBYsituation in British Columbia. Correctional group homes are often the most controversial type of land use within a residential area. The establishment of correctional group homes is increasing as the utility of community integration of adult and youth offenders is recognized.
	This is the only study identified which explicitly deals with correctional facilities. The strength of the study is that it addresses attitudes as well as empirical evidence regarding property values and crime rates. The evidence about property values and crime rates demonstrates that the presence of group homes does not have any conclusive impacts on surrounding neighbourhood.
	Only 11 per cent of the residents were aware of correctional group homes in their neighbourhoods, which suggests that the facilities have a low profile. Attitudes were similar between experimental and group home areas. There is still a significant perception that correctional group homes will decrease property values, increase crime, decrease child safety and decrease residential character, which suggests that those establishing group homes will need an extensive public education process in order to overcome community opposition.
Other Comments	This is a key report in the field of NIMBY research. The report represents a readable and well-balanced summary of the larger companion document.

The Effects of Subsidized and Affordable Housing On Property Values: A Survey of Research

Author	Macro A. Martinez
Year of Publication	1988
Subject Area	Impacts of low and moderate income housing
Geographic Area	United States
Format	Report - 42 pages
Funding Agency/Source	Department of Housing and Community Development, State of California
Primary Objectives	The primary objective of this work was to identify and summarize significant research studies undertaken in the United States on the subject of the impact of affordable and subsidized housing on property values. The authors intended that the document be used by planners, city officials, housing developers and affordable housing advocates in countering or defusing the argument that property values will be negatively affected by new projects.
Methodology	The investigators identified 15 key studies dating from 1963 to 1986. Eleven deal with the effects of subsidized housing, one with the effects of group homes and three with the effects of manufactured housing.
Key Findings, Conclusions	Of the 15 studies, 14 reached the conclusion that there are no significant negative effects from locating subsidized, special-purpose or manufactured housing near market housing. Only one example found evidence that subsidized housing had an adverse effect on the values of adjacent non-subsidized housing. The communities studied were varied and the methods used by the researchers were quite diverse. Most studied price changes between test areas and corresponding control areas.
Applicability for British Columbians	Of the 15 studies reviewed, three are considered of particular interest to British Columbia readers:
	- Sedway and Associates. Impact of Affordable Housing on Property Values. Prepared for the Ecumenical Association for Housing. California. 1983. The study area for this research was Marin County, a higher income community immediately north of San Francisco. - Elizabeth Warren, Robert Aduddell, Raymond Tatalovich. The Impact of Subsidized Housing on Property Values: A Two-pronged Analysis of Chicago and Cook County Suburbs. Prepared for the Centre for Urban Policy, Loyola University of Chicago. 1983. This comprehensive study examined socio-economic variables and property value impacts of four types of public subsidy and four specific subsidized housing projects over a 10-year period. - William Rabiega, Ta-Win Lin, and Linda Robinson. The Property Value Impacts of Public Housing Projects in Low and Moderate Density Residential Neighbourhoods. *Land Economics, Vol 6,* No. *2,* May 1984. This paper studied the impacts of public housing in Portland, Oregon. Small low-rise family projects and medium-rise seniors projects were used to evaluate the impacts on predominantly single family neighbourhoods.
Other Comments	The introduction to the report identifies some techniques that may facilitate local approval of subsidized housing projects:

- subsidize only some units within a development;
- choose initial tenants carefully;
- talk openly about socioeconomic and ethnic expectations;
- begin working with neighbourhood groups early in the process, and take their sentiments seriously; and
- try to locate community-minded leaders who could help establish a broad consensus of community support.

Correlates of Community Opposition to Community Residences for Mentally Retarded Persons

Author	Marsha Seltzer, Boston University
Year of Publication	1984
Subject Area	Community opposition to proposed group homes
Geographic Area	Boston
Format	Article - American Journal of Mental Deficiency Vol. 89, No. 1. 8 pages
Funding Agency/Source	N/A
Primary Objectives	The paper identifies several research questions related to community opposition:

- does the presence of public education affect community opposition?
- how do community residences that encountered opposition differ from those that did not?
- how do community residences that received community support differ from those that did not?
- does the timing of disclosure about the group home affect the level of opposition?

Methodology	The 43 community residences surveyed in Boston represent 86 percent of all such operating facilities in 1980. The facilities were evenly distributed between lower and middle class neighbourhoods. The data was collected by telephone interviews with executive directors asking questions about the following variables:

- characteristics of the residents;
- characteristics of the staff;
- characteristics of the facility;
- characteristics of the neighbourhood;
- history of public education conducted; and
- history of community support and/or opposition.

Specific to the present NIMBY study, the research measured community opposition by asking if different types of resistance had been encountered. The measures of opposition included protest letters, testimony at public hearings, telephone calls to public officials and several other variables not identified. The level of opposition was computed into an Opposition Index by counting encountered opposition.

Similarly, the parallel measure of community support was computed by asking if any of 11 types of support was encountered. These included favourable testimony at a public hearing, help received by the residence from neighbours, invitations to staff members and residents to participate in community activities and other unidentified variables.

Key Findings, Conclusions	The research used multivariate analysis to determine the relationship between the six identified characteristics. The following represent the most significant findings relevant to NIMBY research:

- group homes which had conducted public education programs were more likely to encounter opposition and greater types of opposition;
- the 21 out of the 43 group homes which experienced opposition were more

likely to be in areas of higher property values;

- the 35 out of 43 group homes which had received community support were more likely to have board members from the neighbourhood, and were in neighbourhoods with a lower proportion of homeowners;
- opposition was most likely to occur if the community learned about the planned group home during the six month period before it opened. Moderate opposition was encountered if the community learned about the group home more than six months before opening and least opposed when learning of the residence after opening; and
- the research identified that over half of the group homes had encountered some opposition compared to one third of group homes in the past.

Applicability for British Columbians Although this study is dated and a U.S. example, it does offer some relevance for British Columbia. This is the only research identified which examines the relationship between types of opposition in communities. The study confirms problems stated by planners and housing providers in overcoming community resistance. Although it is widely accepted that public education and involvement are necessary for community acceptance, the timing and type of information appear to be crucial. In addition, planners and officials may opt to distribute group homes "fairly" across municipalities, but may have greater success of community acceptance if the location is in a lower income neighbourhood.

Other Comments This research raises some controversial issues related to community opposition. It is difficult to conclude whether this research would have similar results in British Columbia.

The paper is the only research examined which represents a housing provider's point of view towards community opposition. It would be useful to compare the attitudes of executive directors of group homes and neighbourhood residents.

Megaphone for Dissent: A Study of the Effect on a Neighbourhood of the Public Process for Re-Zoning

Author	Terra Housing Consultants Ltd.
Year of Publication	1995
Subject Area	Neighbourhood opinions about post-occupancy impacts of a social housing family project
Geographic Area	Vancouver
Format	Report - 10 pages plus 10 page appendix
Funding Agency/Source	BC Real Estate Foundation
Primary Objectives	The main objectives of this report are threefold:

- to document neighbourhood opinion about the consultation process during the pre-approvals stage;
- to identify the level of support/opposition during the approvals stage; and
- to survey post occupancy attitudes of neighbours surrounding the social housing project.

Methodology	The research team used two data sets for analysis. These included:

- the rezoning records and correspondence for the Wilson Heights United Church housing project kept by the City of Vancouver; and
- telephone interviews carried out with neighbours located within the original notification area surrounding the housing project.

A professional public opinion research company was hired to carry out telephone interviews. A random sample of 175 out of 649 homeowners within the original notification area surrounding Wilson Heights Manor were called. Eighty-two interviews were completed with individuals who had lived in the area before the project was built and were familiar with the project. Several factors were explored during the interviews, including:

- neighbours' level of support for the project pre- and post-occupancy,
- method of objecting or supporting the project during the approvals stage;
- level of support relative to the distance from the project; and
- opinions about the impact of the project on neighbourhood crime, traffic, noise, parking and schools.

Key Findings, Conclusions	Regarding the original level of support and opinions about the public process for Wilson Heights Manor, there were several findings:

- the main reasons for objection to the project from the 23 per cent who were opposed were: changing physical character of the neighbourhood; increasing density; increasing parking congestion; and decreasing property values;
- forty-five per cent of residents contacted expressed that there wasn't sufficient public consultation on the project;
- most respondents did not participate in public meetings during the consultation process. Those who were opposed were 2.7 times more likely to participate.
- there was no observable relationship between level of support and distance from the housing project within the notification area; and
- those living outside the notification were more willing to express positive

written support for the project, while those inside the notification area were more like to express written opposition to the project.

Several findings of the study relate to post-occupancy impacts:

- more than 50 per cent of the respondents contacted were unaware of the project;
- after the project was built both strong support and strong opposition declined. The level of support declined from 20 to 13 per cent, the level of opposition declined from 23 to 11 per cent while those expressing neutral opinions increased from 57 tp 76 per cent; and
- about 75 per cent of residents indicated that Wilson Heights Manor has had either a positive or no impact on the surrounding neighbourhood.

Applicability for British Columbians Wilson Heights Manor is a mixed family and seniors' non-profit housing project operated by BC Housing Foundation in Vancouver, B.C. This in-depth case study offers a micro-scale analysis of community acceptance of social housing pre- and post-occupancy. Although the findings may not be transferable to other projects in B.C., they do give an indication of public opinion of non-profit housing.
One area for further study recommended in the report is the current public consultation process. The researchers noted that, although Canadians are generally supportive of social housing, broad support often becomes focused opposition during the approvals process. The public consultation process for Wilson Heights Manor had the effect of magnifying opposition.

Community Impact of Group Homes for Mentally Ill Adults

Author	Otto Wahl, George Mason University
Year of Publication	1993
Subject Area	Impacts of group homes for the mentally ill
Geographic Area	Northern Virginia
Format	Article - Community Mental Health Journal, Vol. 29, No. 3. 13 Pages
Primary Objectives	The primary objective of the research paper was to identify community attitudes towards group homes on issues other than property values. The issues were related to crime, safety and neighbourhood appearance.
Methodology	Forty-one residents of two group home neighbourhoods and 39 of two control neighbourhoods responded to questions about how a group home had affected or may affect their neighbourhood. Questionnaires were delivered door-to-door to homes within two blocks of the experimental and control neighbourhoods. The questionnaire included the following items:
	• general attitudes about community care for mentally ill persons; • presence of a group home in the neighbourhood; • attitudes about the impact of the group home on traffic, home sales, safety and children's discomfort for those who were familiar with the group home; and • attitudes about expected impact of the group home and expected satisfaction for those who were not aware of a group home in the neighbourhood.
Key Findings, Conclusions	The study identifies several findings: • thirty out of the 41 residents of the experimental neigbbourhood were aware of the group home; • only four of the 30 residents aware of the group home were dissatisfied with its presence. However, some residents expressed further dissatisfaction with the process of the group home being established, although they were not dissatisfied with the group home itself; • twenty-one of 33 residents in control neighbourhoods expressed greater fears about "distressing incidents", compared to one out of 27 residents aware of group homes in experimental areas; • seventeen of 33 residents in control neighbourhoods thought that the group home would affect property values negatively, compared to five of 25 residents aware of group homes in experimental areas; and • other significant differences between the two groups were related to home sales, neighbourhood crime, resident safety and children's experience. In all cases, those who had been in contact with group homes do not express the opposition and fear as seen by the control neighbourhoods.
Applicability for British Columbians	The research design of this study is one well worth repeating in British Columbia. Many studies which examine community opposition may identify variables between those who are aware and those who are unaware of group homes. However, these numbers are not always used in calculations, which may mask the perceived versus actual impacts on neighbourhoods. In this instance, the residents who were aware of the group home were used as the n value in the experimental neighbourhoods. Those residents who were aware of group homes were significantly less likely to express negative impacts. This confirms that the major obstacle in developing group homes is in overcoming perceived fears and prejudices.

Other Comments Although the results of the study were positive, the researchers did mention that added comments to the survey sometims suggested that residents had not completely accepted the presence of the group home in the community. Furthermore, the residents discussed minimal contact with the group home and its occupants.

Meeting Housing Needs and the NIMBY Syndrome

Author	Jay White and Bill Ashton
Year of Publication	1992
Subject Area	Impacts of market and social housing - family projects and group homes
Geographic Area	Atlantic Canada
Format	Report - 68 pages plus a 13 case studies appendix
Funding Agency/Source	Rural and Small Town Research and Studies Programme/CMHC
Primary Objectives	The primary objectives of this research were to identify: • concerns of residents in neighbourhoods with "innovative" housing; • profile the planning and political processes involving controversial projects; • the breadth of NIMBY in the public participation process; and • the underlying motivations of NIMBY activism.
Methodology	Thirteen case studies were selected for study in 11 Atlantic Canada communities. A qualitative approach was used to document the "not in my backyard" syndrome which occurred. Personal and telephone interviews were held with planners, sponsor societies and other actors in the municipal approval process. Part of the purpose of the New Brunswick study was to document the NIMBY syndrome in a rural environment. The case studies undertaken were ones in small towns such as Sackville and Shediac, or in urban fringe areas such as those near Moncton, Halifax and Dartmouth. Although the geographic area of a neighbourhood may be an entire town, such as in a smaller setting, the issues are similar to those in a large urban centre.
Key Findings, Conclusions	The study concluded that one of the main factors in finding a solution to NIMBY is recognizing that actors and reactors perceive issues from differing perspectives. NIMBY is a result of the social or "human" dynamics inherent in any modification to the physical environment where people live. Five types of NIMBY objections presented as being common in disputes are: • process - objections related to criticism of land use regulations and the public participation process; • project - objections which comment on the physical characteristics of the proposal; • presage - objections which are largely speculative in nature and cannot be confirmed or supported with evidence such as lowered property values; • pretext - comments which seem to indicate that the issue was not exclusively related to the project itself, but to prior conditions in the community; and • prejudice - objections which are clearly or implicitly aimed at the occupants of a proposed housing project. Many comments were made about the underlying assumptions and values of those responding to non-market housing moving into the neighbourhood. These include the following: • NIMBY is both a social and an economic response to perceived threats about the social character or the potential impact on property values. • NIMBY most often occurs in a clearly defined residential area. • the media can play a large role in NIMBY disputes by polarizing divisive controversies. • the public participation process which occurs during the approvals period can make it more difficult to achieve success in establishing non-market housing.

- there is an ongoing ideological tension in liberal-democratic society between individual freedom of choice and the potential infringement of the rights of others.
- planning philosophy sometimes ignores evaluating how successful stated planning objectives were after the housing projects were built.

Several suggestions were made to reduce community resistance when developing non-market housing projects. It was recognized that no single solution existed for minimizing NIMBY. However, the following were posed as attitudes to adopt:
- regard NIMBY as a natural outgrowth of a community's ongoing debate about its housing needs rather than as an abnormal "infection" of the body public;
- being aware of community housing requirements based on affordability, demand and choice will help prevent intolerant, reactionary NIMBYism.
- housing providers must be prepared to demonstrate that their proposal is going to contribute somehow to the common good of the community.

Applicability for British Columbians   Although the purpose of this study was to document NIMBY in a rural or small town environment, the lessons learned can be applied to many situations in British Columbia. One of the major benefits of the research is its focus on underlying assumptions and motivations of private citizens, planning staff and elected officials. Understanding these assumptions is a key to overcoming community resistance.

Other Comments   One of the outcomes of this research is the production of a small booklet "NIMBY: Guidelines for Action, Managing Housing Related Disputes". The booklet is written to provide housing providers and others with effective ways of overcoming NIMBYism.

Going Home: Neighbourhood Housing for People with Special Needs

Producer	Portland Cable Access
Year of Publication	1995
Subject Area	Development of group homes for people with special needs
Geographic Area	Portland, Oregon
Format	Video VHS format, 18:00 minutes
Funding Agency/Source	City of Portland, Bureau of Housing and Community Development and Community Development Centre

Primary Objectives The principal reasons for video production were:
- to break down common fears and stereotypes about people living in special needs group homes;
- to educate about the need and benefit of special needs housing; and
- to demonstrate the strategies which the City of Portland initiated to create good neighbour guidelines.

Description The video is part of the City of Portland's public education process to develop "fair housing,". Portland responded to changes in the federal housing code by initiating a "location policy" and developing "strategies for fairer housing". Along with several supporting documents, the video examines special needs housing in the Portland area. Four group homes are presented in the video:
- Ryles Centre;
- Troy House;
- S & L Start Program; and
- Ujima Project.

The video adopts a personal approach to present views about housing by project residents, neighbours, community business leaders, group home managers, social service agency members and city staff. Myths about crime and property values are dispelled as neighbours explain their initial fears and how these were not realized once residents moved into their community. The video presents all aspects of the group homes - surrounding community, physical appearance inside and outside the residence, and interviews with residents themselves. One of the strongest features of the video is the ending; clips about "what housing means to them" are faded back and forth between group home residents and community members, each echoing similar comments.

Key Findings, Conclusions The case-by-case study in the Portland area is relevant for developing group homes in British Columbia. The four case studies are discussed below:
- Ryles Centre - developed a "good neighbour plan" even though they didn't have to. Ryles held open houses in the community. The society even signed a contract with their neighbours to say how they would fit into the neighbourhood and how the neighbourhood would fit with them. Group home members discussed how they felt safe in the community and how the group home provided a sense of family for them.
- Troy House - five unrelated adults with mental illnesses live in Troy House. Neighbours in the middle-class neighbourhood were initially concerned about Troy House moving into the community. The resident manager explained that people living in group homes need cushioning from poverty, neglect, abuse, and all the things that they were in touch with on the street. Open communication between the community and the group home has resulted in good relations.
- S & L Start Program - Five individuals released from a nearby mental institution are housed in a 30 complex apartment building. A resident

manager and support specialists provide services to the residents. Several neighbours make positive comments about the residents.

- Ujima Project - Several women recovering from substance abuse are housed in the Ujima Project. Previously, those that had completed treatment programs for substance abuse had nowhere to go. The project provides the opportunity to integrate into the community by creating independence. The women have their own apartment; some even have children living with them.

Applicability for British Columbians

The Portland example is one of the few surveyed which addressed the crime and safety concerns of surrounding neighbours. The video attempted to normalize the fears by showing that for many group home residents, fear and personal safety were also concerns. Many aspects of the video were about reducing the myths and stereotypes of group home residents by showing the residents as real people with similar ideas about housing and community. Broader goals of Portland's "fair housing" policy are not covered in the video; however, the case study approach of four communities in the city is effective in presenting the "real" impacts of special needs housing.

The Race is On: Community Responses to our Housing Challenge

Producer	International Image Conversions
Year of Publication	1988
Subject Area	Housing intensification
Geographic Area	Toronto
Format	Video VHS format, 29:50 minutes
Funding Agency/Source	Metropolitan Toronto Planning Department
Primary Objectives	The principal reasons for video production were:

    • to outline ways of increasing affordable housing in existing residential neighbourhoods; and
    • to educate the public about the need for affordable housing.

Description
The video is based on the experiences of several neighbourhoods in Toronto developing affordable housing. Several key players in the housing question are evident in the video - ratepayers groups, city staff, developers, provincial granting authorities, and housing clients. A theme emerges around the concept of a race. Over 160,000 affordable housing units are needed between 1986 and 2000. The level of urgency is exemplified by a metaphoric race taking place at a local track with all players taking part.

Key Findings, Conclusions
The video demonstrated four ways of achieving housing intensification:
- infill on smaller sites within existing neighbourhoods, such as vacant or underused land;
- building apartments over stores;
- redevelopment of larger sites; and
- conversion of existing dwellings to accommodate additional living space.

There were several findings which relate specifically to NIMBY:
- there is a perceived myth that intensification will lead to overcrowding. However since many older, single family neighbourhoods formally housed more residents, intensification more likely leads to a similar neighbourhood density as before;
- demographics and housing preference are affecting the availability of affordable housing as households get smaller and need a greater number of units;
- strict and inflexible zoning controls may intensify opposition by increasing the number of unsuitable secondary suites;
- most of the neighbourhood opposition was directed at reservations about the unknown or change. Neighbours feared that homeowners would move out of the community, property values would fall, the street would deteriorate, and parking problems would increase; and
- neighbourhood opposition is to be expected with all redevelopments since a site has meaning for residents, no matter how dilapidated.

Applicability for British Columbians
Although this video concentrates on market affordable housing, the issues surrounding housing intensification are ones which also affect the development of non-market housing. The issues of reservations about change, fear of the unknown, negative impacts on neighbourhood amenities and parking problems are often quoted as reasons for community resistance when developing non-market housing.

Affordable Housing

Producer	Caper Film & Video
Year of Publication	1992
Subject Area	Development of affordable housing
Geographic Area	Peel, Ontario
Format	Video VHS format, 17:00 minutes
Funding Agency/Source	Region of Peel
Primary Objectives	The principal reasons for the production of the video were: • to educate the public about the need for affordable housing; and • to outline ways that affordable housing could be incorporated into communities.
Description	The video examined the experiences of Peel Region, a fast growing area surrounding Toronto. During 1992, research was undertaken to develop strategies to increase the supply of affordable housing. The video was a result of the public education campaign. The video proceeded with a polished combination of contrasting housing solutions with "personalized" stories of housing need.
Key Findings, Conclusions	Housing affordability was addressed as the need to provide housing for all needs, such as: • young families or singles just starting out on their own; • single parents; • recent immigrants: • seniors; and • special needs such as mental illness. The video emphasized the need for affordable housing being located in individual neighbourhoods so that residents were not forced to move away from their home community. Two issues related to NIMBY raised in the video are: • the need to provide a variety of housing options within neighbourhoods; and • using both market and non-market solutions to address housing affordability.
Applicability for British Columbians	The video does not address the issue of NIMBY, but does demonstrate a variety of housing needs and solutions. Because the Region of Peel is a fast-growing area with many suburban neighbourhoods, the examples given are applicable to British Columbia situations. Further application is the inclusion of market housing in addressing housing needs. Since neighbourhoods often raise similar objections to non-market and market housing, strategies addressing both types of housing are needed.

My Neighbour, My Friend

Producer	TV Hamiliton Cable 14
Year of Publication	1989
Subject Area	Development of social housing
Geographic Area	Hamilton-Wentworth
Format	Video VHS format, 31:24 minutes
Funding Agency/Source	Social Housing Action Committee

Primary Objectives The principal reasons for video production were:
- to educate the public about the need for social housing;
- to outline a variety of housing types which meet social housing needs; and
- to reduce common myths about social housing residents.

Description The video examines non-profit housing in the Hamilton-Wentworth area. A comprehensive approach to non-profit housing was taken, including interviews with provincial authorities, municipal staff, developers/contractors, and housing residents.

Key Findings, Conclusions Several aspects of NIMBY were addressed in the video:
- dispersing "core need" residents across projects rather than concentrating within one area both increases community acceptance and successful integration;
- municipalities and provincial bodies can aid the development of non-profit housing by ensuring that a supply of land is available;
- public education about the need for social housing should include the following comments:
  - that most homeowners today couldn't afford their present homes; and
  - as homeowners age through the life cycle, their housing needs will change and a range of housing types in their communities would be helpful;
- creating community benefits for surrounding neighbourhoods, such as the incorporation of daycares, increases community acceptance; and
- early involvement with neighbourhoods reduces community anxiety.

Applicability for British Columbians This video takes a personal approach to reducing neighbourhood opposition of non-profit housing. Both low-income family and special needs housing are addressed. The video is useful at both demonstrating the need for non-profit housing and addressing community concerns.
Recent research by Ekos (1989) is incorporated by visually presenting key findings that address the following:
- physical appearance;
- property values;
- amount of socialization;
- visual privacy; and
- overall satisfaction with the neighbourhood.

The experience in Ontario provides a useful comparison for British Columbia. The video concludes that future rates of inflation, taxation and speculation in the private housing market will continue the demand for non-profit housing.

Affordable Housing: Be a Part of the Solution

Producer	Omni - Video
Year of Publication	1992
Subject Area	Non-profit development of affordable housing
Geographic Area	Vancouver
Format	Video VHS format, 15:40 minutes
Funding Agency/Source	Wilson Heights United Church

Primary Objectives The principal reasons for the production of the video were:
- to demonstrate, using a case study, how non-profit groups can develop affordable housing; and
- to educate the public about the need for affordable housing.

Description The video follows the pre-approval and post-occupancy stages of Wilson Heights Housing's development in Vancouver. The idea of developing non-profit housing spawned from the desire to do something for members of the neighbourhood surrounding Wilson Heights who were not able to afford adequate, suitable housing for their needs. The church minister and board members met with housing consultants, a developer, city planners, and provincial/federal granting agencies to plan how to implement non-profit housing.

NIMBY became an issue as the housing development became a reality. The major concerns identified were:
- parking;
- impact of children on local schools;
- traffic; and
- property values.

Church members canvassed the local residents door-to-door within a three-block radius to invite them to neighbourhood meetings. Fifteen units of affordable housing were eventually built in Wilson Heights.

Key Findings, Conclusions Some comments about the specific development of Wilson Heights housing include:
- several residents expressed opposition throughout the development phase but did change their minds once the housing was built;
- using a housing consultant aided in the success of project implementation;
- staying within budget was a concern when making plan changes to satisfy local residents;
- building a mixed use development for seniors and low income families helped to increase community acceptance; and
- church members did their homework on knowing local zoning controls and funding requirements, which aided in the approval stage of development.

Some general comments about the development of non-profit housing include:
- currently, there are over 7,000 people in need of social housing in the City of Vancouver. The biggest need is from single parent families and seniors. When housing becomes unaffordable, tenants either move further away or choose inadequate, crowded living space.
- several factors, such as the increase of Vancouver's land prices, federal government cutbacks to the non-profit program, conversion of apartments to condominiums and demolition of established family homes, will further erode the number of affordable housing units.

Applicability for British Columbians

This video is of particular interest to non-profit groups developing affordable housing.The experience of Wilson Heights demonstrates that, although there may be continued opposition, having a knowledge of requirements, support of a housing consultant and community presence can overcome obstacles.

This video has two further applications to the development of non-profit housing in British Columbia:

- because the video is based on the experiences of a non-profit group in the Lower Mainland, direct comparisons may be made in other areas of British Columbia; and
- providing a combination of housing types may increase community acceptance of non-profit housing. Wilson Heights combined seniors and low income families housing in one project. Granting authorities may wish to try innovative approaches to overcome opposition.

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