

April 28, 2025

Natalie Gerritsen, Senior Planner
Community Development
City of West Kelowna
3731 Old Okanagan Hwy
West Kelowna V4T 0G7

Sent via email: natalie.gerritsen@westkelownacity.ca

Dear Natalie,

Re: Rental Protection & Tenant Relocation Assistance Policy, and Manufactured Home Park Redevelopment Policy (P24-08)

We understand that the proposed Rental Protection and Tenant Relocation Assistance Policy and the proposed Manufactured Home Park Redevelopment Policy are to replace Council's existing Manufactured Home Park Redevelopment Policy (2008) and mitigate potential impacts of redevelopment to City residents. These policies have been reviewed from a Healthy Built Environment and Healthy Community Development lens.

We commend you for the inclusion of the Tenant Relocation Coordinator position, as it should ensure a more equitable approach is taken to support displaced residents.

Cross-Policy Comments

Upon reviewing both above-mentioned policies, we have identified the following areas that present opportunities for refinement:

- To close a potential loophole in the policy, we suggest that the definition of "Eligible Tenant" be strengthened to prohibit Applicants from renovating tenants prior to the rezoning process (i.e. including timing protections with eligibility dates).
- To avoid potential bias in favor of the Applicant, we recommend that the Tenant Relocation Coordinator be an independent third-party contractor or company, that is not an employee of the Applicant's company.
- Tenant Relocation Plan could be strengthened by explicitly stating that the Tenant Relocation Coordinator can aid Eligible Tenants in accessing the information articulated

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- section 1.e of the Rental Protection and Tenant Relocation Assistance Policy /section 2.1e of the Manufactured Home Park Redevelopment Policy (i.e. providing not only instructions, but also direct assistance with accessing resources).
- To ensure transparency about the type of support the Tenant Relocation Coordinator can provide each Eligible Tenant, we recommend elaborating on section 2.2d / section 2d, accordingly, to include:
 - o Details on what type of supports are available to Eligible Tenants be articulated both in verbal and written form, to each Eligible Tenant – including and not limited to section 2.2h / section 2h, – regardless of if the Eligible Tenant attends the tenant information meeting.
 - To improve the equity of these policies and ensure appropriate support for those most in need within the community, we suggest the addition of examples to section 2.4e / section 4c (i.e. to include examples such as legal knowledge translation, and support accessing and navigating technology).

Comments specific to the Manufactured Home Park Redevelopment Policy:

We have identified a few areas where clarification or further attention may be beneficial:

- Section 4 appears to be a repeat of section 2.4a & d within the Rental Protection and Tenant Relocation Assistance Policy, therefore may not accurately meet the needs of those who reside in a Manufactured Home Park, especially if the Eligible Tenant currently owns their unit. In particular, the section 4 appears to assume the displaced mobile homeowner intends to transition to rental housing.
- Section 5 neglects to articulate a financial compensation formula for homeowners. Many mobile home parks in West Kelowna are aging and likely possess limited market value. Transitioning these residents to alternative forms of homeownership or into the rental market – without significant financial support – could predispose them to homelessness due to significant financial strain, ultimately affecting their health and well-being.

To improve the equity of this policy, we also recommend including the following section from the Rental Protection and Tenant Relocation Assistance Policy:

- 2.4b: moving expenses based on bedroom size.
- 2.4c.ii: financial compensation for pad rent in accordance with resident tenure using a similar formula.

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Interior Health is committed to working collaboratively with the City of West Kelowna to support healthy, sustainable land use planning and policy creation. Please feel free to contact me directly if you have any questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Osborne', with a stylized flourish above the name.

Tanya Osborne
Community Health Facilitator

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CWK P-24-08 Referral Comments

Introduction

Thank you for referring West Kelowna's proposed Rental Protection and Tenant Relocation Assistance Policy, and Manufactured Home Park Redevelopment Policy to the RDCO for our comments. To conduct our review, we have looked to the BC Residential Tenancy Act as well as the Central Okanagan's Regional Growth Strategy, Regional Housing Strategy, and Regional Housing Needs Assessment. Together, these documents address the core themes of social responsibility, inclusive governance, housing, and economic resilience. Overall, we find West Kelowna's proposed policies to align with the key objectives and policies within these related provincial and regional planning documents. Additionally, we scanned similar policies in other jurisdictions throughout BC, including Vancouver, Victoria, and the City of Kelowna. Some thoughts and recommendations on potential content you may wish to include in the draft policies is included in the recommendations section below.

Policy Alignment Summary

- **BC Residential Tenancy Act:** The proposed policy aligns with key objectives and requirements within the BC Residential Tenancy Act, specifically related to tenant relocation assistance programs, tenant relocation plans, and enhanced protection measures for renters.
- **Regional Growth Strategy (RGS):** The proposed policies are in alignment with several policies in the RGS, including Section 3.2.1, 3.2.2, 3.2.6, and 3.2.10. The most relevant is section 3.2.6 Our Housing, which speaks to the need to improve the range of housing opportunities in our region to meet our social and economic needs. Specifically, Policy 3.2.6.4 guides Central Okanagan government partners to "build capacity within the region to advance affordable housing initiatives and increase the amount of transition and supportive housing within the region."
- **Regional Housing Strategy (RHS):** The Regional Housing Strategy (RHS) was developed to establish a shared commitment to regional housing, identify opportunities where resources can be pooled to have more impact, gain momentum for collective action, advocacy, and advance partnerships. West Kelowna's proposed policies specifically align with and help advance Objective 4 of the RHS, which speak to developing regional best practices to regulate and protect rental housing stock and facilitate the development of affordable housing.
- **Regional Housing Needs Assessment (RHNA):** The Regional Housing Needs Assessment was used to guide policy development for the Regional Housing Strategy. Housing needs have been reassessed throughout the region with the development of Interim Housing Needs Reports, as required by the 2023 provincial housing legislation. The RDCO is currently developing a Regional Housing Needs Summary which will look at the resulting regional housing needs of the combined

IHNRS. In so far as West Kelowna's proposed policies are designed to facilitate the onboarding of much needed housing, while supporting tenant relocation and mitigating impacts on existing tenants, we see the policies as aligned with the Regional Housing Needs planning framework.

Recommendations for Consideration

The following recommendations are provided for consideration of further opportunities to limit tenant displacement while promoting inclusive housing opportunities for all. As the Regional District is making strides towards inclusive housing policies that limit tenant displacement, improving rental protection measures can be achieved through numerous measures. For example, the Cities of Vancouver and Victoria obtain similar, enhanced levels of tenant compensation for displacement on behalf of the landlord including: a lump sum of money and/or free rent based on the length of time lived in the rental unit, compensation for moving cost and assistance, help finding another place to live, and the ability to exercise the right of first refusal, to return to the new or renovated building at 20% below market rents.

Overall, the referral is a good first step towards policy development and enhancement for rental and tenant protection. While policies are important for setting guidelines that govern decision making, it is recommended that this can be developed into a bylaw at a later point in time, which can provide better enforcement and regulation to the specific protection measures indicated. For example, in reviewing the City of Kelowna's procedures, the planning department is drafting the creation of a new Tenant Protection Bylaw, which regulates the city's requirements for financial compensation, financial assistance, and notice. Also, Kelowna's drafted bylaw noted the requirement of a compliance report prior to the issuance of a building or demolition permit. This would be important to include, as it ensures the proper steps and measures for tenant protection are taken, and in compliance with the provincial tenancy standards. Ultimately, it is important that policies and bylaws display uniformity and continuity for development procedures as such, which can ensure that protection measures across each member municipality within the Regional District are consistent.