



July 7th, 2021

City of West Kelowna – Planning Department 2760 Cameron
Road
West Kelowna, BC V1Z 2T6

Jen.Kanters@westkelownacity.ca

To Whom It May Concern:

RE: TUP 21-03 2515 Bartley Road

Bylands Nurseries Ltd. acknowledges that the City of West Kelowna has engaged and discussed the Temporary Use Permit application, and plan for the proposed modular shelter site on Bartley Rd, in close proximity to the Bylands Garden Centre and other operations on Byland Rd. We appreciate the opportunity the City has provided for Bylands to provide feedback on this proposal. As one of the oldest businesses and largest employers in West Kelowna, and a large supporter of other local businesses (e.g. Gormans, Westbank Ready Mix, Kal Tire), we hope our voice is heard by Council.

We understand the community need for a temporary shelter site, fully respect the harm-reduction approach of the shelter, and appreciate the difficult position the CWK is in from a planning standpoint. However, **we do not support the placement of the shelter on Bartley Rd** due to the following concerns, which affect the shelter guests and staff, our business, and the community:

1. This shelter is located in a **highly industrial area with zoning appropriate for its current uses** (I4 industrial, gravel extraction). Although we understand that the proposal is for *temporary* rezoning, **the area is not suitable for residential or shelter**. We also feel that a 3 year period (potentially up to 6 years if renewed) is not temporary.
2. **As the City has noted, this location and the surrounding area is not ideal for the shelter guests for a multitude of reasons**, including:
 - Given the industrial nature of the area, there is little for the guests of the shelter to do during the day.
 - It is far away from community amenities and important services (Health Appointments, WorkBC, etc.) which are found in city centres (not industrial areas like the proposed site). The group will be very isolated and could feel even more marginalized.
 - Public transportation for the shelter guests will be challenging from the Bartley Road location. The key exchanges for buses in West Kelowna are Westbank and Boucherie Mtn. Our property will be directly between the bus exchange and the shelter, which will encourage trespassing.
 - It is unsafe for individuals to be walking around the Bartley Rd, Stephens Rd, and Byland Rd areas during the daytime or at night given lack of sidewalks and high traffic of heavy-duty trucks (e.g. cement, transport trucks).
3. If the proposed is approved, there will be two operational emergency shelters (Super 8 shelter and Bartley shelter) within close proximity to Bylands business operations. Since the inception of the Super 8 shelter, we have seen an increase in theft and vandalism. Although some of this burden is difficult to quantify, we have seen the following impacts (**netting at least \$30,000 in only one year**):
 - Paladin Security costs have doubled because of increased nightly patrols.
 - The Garden Centre has lost several thousand dollars to theft.

- We have spent an additional \$4,000 on a motion alarm system to deter theft and vandalism.
- Staff have spent countless hours collecting stolen items found stashed on neighboring properties.
- We have spent approximately \$5,000 on repairs due to break ins (replacing broken doors, windows, cut fences, etc).
- We have lost over \$5,000 in irreplaceable tablets and scanners that were designed only to work with the Bylands Nurseries Ltd. software.
- The Garden Centre had its loader stolen only to find it abandoned on another part of the property.
- Seasonal staff living on the property consistently report having to scare individuals off the property, which has the possibility of creating dangerous situations for all involved.
- **We met with CPTED in the winter when the issues started, and CPTED provided recommendations to our business for fencing and additional security, which would cost roughly \$170,000 to implement.** These costs would fall directly on our business to finance.

Given that the Bartley shelter will be closer than the Super 8 shelter and there will be no major roadway dividing Bylands and the facility, **we anticipate an even greater financial hardship than what we have already experienced from the Super 8 shelter.**

4. **Safety concerns with staff who work and/or live on site.** We have 36 seasonal staff who live on site at Bylands, including 10 females. In addition, the Garden Centre has 20+ female staff, many of which work longer or later shifts into the evening. Given this, there is concern with all of these workers that there may be temporary neighbours, which may put their safety at risk. We have had several staff mention that they would no longer be willing to work once it is dark out or when support is needed after hours.
5. Bylands Garden Centre is a retail destination for the entire valley as many of our customers come from throughout the Okanagan Valley, and beyond. Depending on season, an average 175 people per day (64,000 people annually) visit our location. This provides an opportunity for the City of West Kelowna to be showcased to thousands of people each year and we anticipate that having a temporary shelter nearby may **tarnish the City of West Kelowna's image**, which negatively affects the entire city.
6. There are major implications for our Garden Centre if the shelter is approved. In addition to the abovementioned security implications, we anticipate some **threats to the safety and security of our customers**. If there are shelter guests spending their time around the Garden Centre, the community may feel less welcome at the Garden Centre. This has a negative impact both on our business and the greater community.

Bylands has been a strong supporter of the West Kelowna community for decades and depends on the community in return. We appreciate your consideration of our perspective in this decision. Should you have further questions or concerns, please contact mikeb@bylands.com.

Sincerely,



Mike Byland
General Manager
Bylands Nurseries Ltd



Maria Byland
Owner & President
Bylands Garden Centre Ltd



John Byland
Owner & President
Bylands Nurseries Ltd