
# *Supported Housing in the City of Nanaimo*

## *Review and Analysis of Community Input*

**Katelyn McDougall**

[This report has been written by OfCity Consulting to express the articulated concerns of Nanaimo Citizens in regards to supported housing projects. This document is to be used to inform future research and survey development, if the City wishes to investigate these concerns again at a later date. Furthermore, this document can be used as to inform Council Members, city staff and local not-for-profit organizations with similar projects.]

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## 1.1. Executive Summary

The City of Nanaimo's Response to Homelessness Action plan identified three locations (Dufferin, Quaterway, Wesley) for supported housing projects. The City of Nanaimo later released a fourth location, Uplands drive, to the public. The release of the fourth location triggered various communications from citizens with concerns about these four locations. Many citizens sent emails to City staff and elected officials. These emails were later organized and given to the consultant for consolidation and review. The purpose of this review is to develop a summary of the concerns expressed by the citizens.
Other citizens resorted to social media, such as Facebook, to create a space for opinions and conversation or supported housing and public processes. OfCity Consulting has reviewed the emails and two Facebook pages to summarize and articulate these concerns of Nanaimo citizens.

Katelyn McDougall (now OfCity Consulting) had conducted similar research in the summer of 2011, structuring a survey to review community input focusing on the lived experiences of residents near the Bowen and Meredith social housing complex. The research findings indicated that the concerns voiced by citizens at public hearings from 2006 did not reflect what happened once the housing complex was occupied. In April of 2012 Katelyn McDougall presented those findings along with the proposal for the *Supported Housing in the City of Nanaimo:* review and analysis of community input project to the Social Planning Advisory Committee (SPAC).

The City of Nanaimo contracted the services of OfCity Consulting to complete the Review and Analysis of Community input in regards to the provision of supported housing sites in the City of Nanaimo. The scope of the project was to review both the citizen's emails provided to the Consultant by John Horn (Social Planner at the City) and to review the intent and content from related social media sites. The purpose of this review is to develop a summary of the concerns expressed by the citizens.

OfCity Consulting has reviewed the emails and the social media Facebook pages to summarize and articulate the concerns of citizens in Nanaimo related to the City of Nanaimo's Homelessness Action Plan. The emails and social media have been separated and analyzed as two different entities. This report is written by the Consultant to express these articulated concerns. This document will be used to inform future research and survey development if the City wishes to investigate these concerns again at a later date. Furthermore, this document can be used as a guideline to inform Council Members, city staff and local not-for-profit organizations when contemplating similar developments.

### 1.2. Methodology

The research has focused on two different means of communication and public discourse that directly reflect residents' opinions about supported housing for the homeless in Nanaimo. The email documents and the social media Facebook pages have been analyzed as two separate entities for the purpose of this report.

The Consultant was provided with a collection of emails sent by Nanaimo residents that had been accumulated by John Horn the Social Planner for the City of Nanaimo, Andrew Tucker the Director of Planning, and various other stakeholders, Council Members and elected MLAs. Most of the emails were sent between the dates of February 2011 and January 2012, with a notable influx of emails being sent between September and November of 2011. This influx of emails is in reaction to two things: The City releasing the Uplands supported housing site to the public (from an In-Camera session[1]) and; the City of Nanaimo's municipal election of November 2011.

Certain individuals expressed their concerns within multiple emails, or with duplicate emails to various people. For the analysis the Consultant has carefully reviewed the information in a way that all concerns are recorded per individual, but so that each individual is only counted once. If a resident expressed different concerns over multiple emails all concerns have been documented, but that person will only be counted as one respondent in the analysis.

In total there were 214 citizens who expressed their opinion through email. There were 174 emails considered void as they were duplicates sent by a respondent or only referenced an attached document[2]. All other emails were automated responses or the replies sent by either elected officials, city staff or other stakeholders, which were considered out of scope for the purpose of this research.

Two Facebook pages were also reviewed by the Consultant: *The Concerned Citizens of Naniamo* and *The Greenlight Project*. These were pages that had been created by local residents as a means to discuss supported housing. All the content was reviewed and summarized, with the number of followers documented for each page. The content posted on those pages has been analyzed to create a word cloud image. In the word cloud image the 50 most frequently used words appear in a cloud shape formation, where the most frequent of those 50 words appear larger than the other words.

[1] The In-Camera session referenced dates back to a Council meeting held in September 2010.

[2] The Consultant was not provided with any attached documents or other loose materials referenced in the emails.

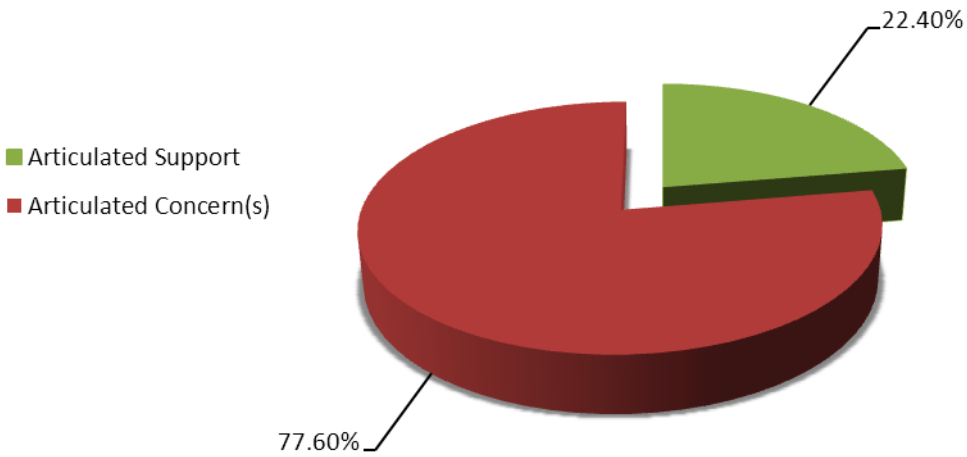
### 2.1. Findings: Email Concerns

The findings have been categorized into two categories: email concerns and social media discourse. This section of the report will focus on the concerns expressed in residents' emails.

In total there were 214 residents who sent email[3] to various city staff, stakeholders or elected officials. 22.4% (48 people) expressed that they were in support of various supported housing projects being built around the City of Nanaimo and 77.6% (116 people) listed concern(s) about supported housing projects.

Figure 2.1.1. shows an overview of citizen emails that either articulated support or concern. However, of the 77.6% who expressed concern(s) 18.67% did express that they were not opposed to helping the homeless get rehabilitated.

**Figure 2.1.1. Overview of Citizen Emails**

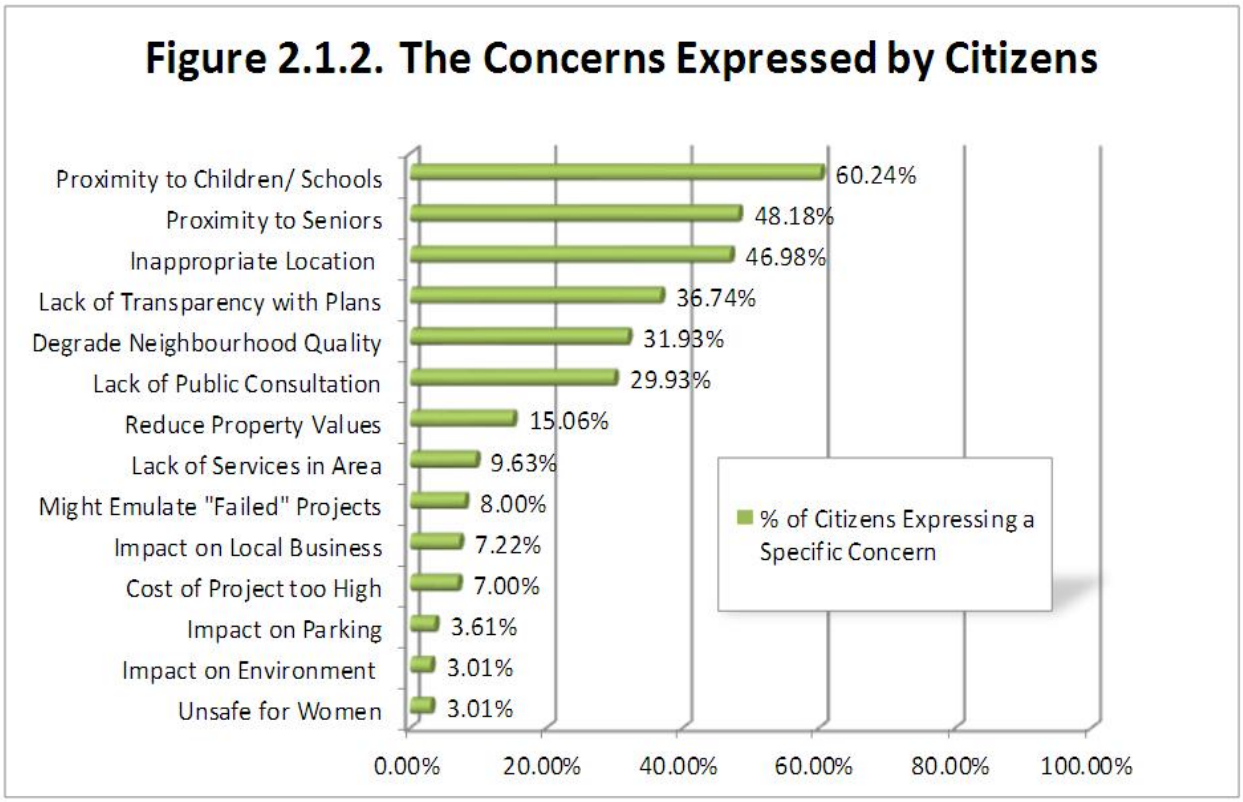



Though there was a myriad of concerns, the Consultant was able to identify 14 different categories of concern within the emails. Figure 2.1.2[4] is a breakdown of the concerns. The figure shows the frequency of concerns (in %) expressed by one or more of the

[3] In the batch of emails provided many of the residents had sent in more than one email, with either similar or identical wording.

[4] The list of concerns classified in Figure 2.1.2. has shortened titles in the axis. Full detail and name is provided below in the report.

residents within email batches. About 7.83 % of the concerned citizens were unclear in describing what their concerns were.




**Proximity to Children, Teens and Schools:**

The concern that was brought up most frequently was the proximity of supported housing to children, teenagers and to schools. 60.24% of those who expressed concern listed this as one of their reasons for being opposed to the supported housing projects. Some of the comments on proximity to schools, children and teenagers include:

**PROXIMITY TO CHILDREN, TEENS AND SCHOOLS**

60.24%

- "These housing facilities should be built in the industrialized areas of Nanaimo, no schools, no playground facilities, no families with children. Children are exposed to way too much these days."
- "The safety of our children is the main goal and to protect the quality of our neighbourhoods."
- "Is the cruise ship industry so important to the downtown that you would willingly sacrifice the safety of residents and their children?"
- "It is also next door to a high school and close to an elementary school. Hundreds of children will walk by the facility every day on their way to the Mall. I know because I see them every day. How will you guarantee the safety of all those people?""
- "Small children will NOT be safe; teenagers WILL be all the more susceptible to falling into a similar fate."

**Proximity to Seniors:**

The second most mentioned concern that was the proximity of supported housing to seniors and/or senior's facilities. 48.19% of those who expressed concern listed this as one of their reasons for being opposed to the supported housing projects. However, it was not necessarily seniors expressing these concerns themselves. Furthermore, this concern was often expressed in pairing with the concern of proximity to children. Some of the comments about supported housing sites being too close to seniors include:

## PROXIMITY TO SENIORS

48.19%

- "This area has a large concentration of seniors with them living in care homes, dementia homes and condo's if they still can. Easy targets."
- "It is upsetting not only to us the tax payers but an insult to those seniors who worked all their lives and paid taxes and saved money to be able to afford safe environment and not to get this in return."
- "Residents of the Senior Village will be subject to break-ins, thefts from their cars and harassment."
- "My 93 year old mother is a resident of Nanaimo Seniors' Village and I fear for her and other residents' safety and the safety of staff and visiting family members if the proposed building is constructed."
- "I assure you that Seniors Village security is weak at best and frankly it wouldn't be that difficult for a stranger to make their way into the complex and individual suites if they 'hung around' long enough."

**Inappropriate Location for Supported Housing:**

It is important to note that 46.98% of the residents expressed concern while suggesting that the site(s) were inappropriate, with some people mentioning that an alternative site might be more acceptable. Though this was expressed as more of an opinion rather than a concern, it is important to list, as it is thematic with most of the other concerns.

## INAPPROPRIATE LOCATION

46.98%

- "Please reconsider this site and move it somewhere farther away from vulnerable people."
- "There are alternative sites for the wet housing developments and I would suggest that the city takes a strong look at these and choose one that protects the children of today, as well as the children of the future."
- "There must be alternatives and we need to find them... no feasibility tests have been performed for these neighbourhoods"
- "My concern and belief is that the exact location is totally inappropriate."

**Lack of Transparency and Public Consultation:**

Another leading concern was that the City had not been transparent enough with their plans to introduce supported housing into the various neighbourhoods. 36.74% of the concerned citizens listed this as something they believed to be problematic and disconcerting. This concern is also directly connected to the concern about lack of public information and consultation (29.93%). Some of the comments about these concerns include:

## LACK OF TRANSPARENCY AND CONSULTATION

36.74% AND 29.93%

- "There has been many petitions with over 5000 names given to City Council on all three of these sites. Our City council and staff have been secretive and far less than transparent."
- "Council have not dealt with this proposal in an open and transparent way, nor in conjunction to the various bylaws governing such a proposed project."
- "At the same time as all of this was going on our City Social Planner, Mr John Horn was busy getting the land on Dufferin taken out of the Cemetery Act. Changing the designation of that land was never brought up at any one of the above meetings. There was no public consultation."
- "We urge Council to consider the questions we raise in this document and to consider the options for including the public and voters of Nanaimo in full consultation."
- "Who did the research into this in the first place and why is Central Nanaimo being targeted and ghettoized?"

**Degrade Quality of Neighbourhood Safety/Aesthetics:**

About 31.93% of the concerned citizens thought that supported housing would degrade the quality of their neighbourhood, either aesthetically or by reducing the level of safety. Again, this overarches some of the other concerns[5] but it is important to mention as it is a significant concern on its own. Some of the comments about degrading the neighbourhood quality include: (see next page)

[5] These include: reduced property values, safety for women, impact on local business and the environmental concerns.

## DEGRADE NEIGHBOURHOOD SAFETY/AESTHETICS

31.93%

- "There will be no tolerance for any behaviour that affects the quality of life or security of the surrounding neighbourhoods."
- "Wet Housing will increase the crime rate in our neighbourhood. Wet Housing will bring prostitution, vandalism, theft."
- "You need to prove to neighbourhoods that there will be no increase in crime, that property values will remain the same, that the safety issues we are worried about are unfounded."
- "I have extreme fear about crime and drug activity levels greatly increasing."

**Reduce Home Property Values:**

The risk of supported housing reducing home property values was mentioned by 15.06% of the concerned citizens. From the emails it would appear that this concern was more central to the mentality of residents in the north end of Nanaimo. Other citizens expressed concern for the value of other people's properties and homes, such as seniors or family members. Some examples of these comments include:

## REDUCE HOME PROPERTY VALUES

15.06%

- "I have been advised that the value of my home will decrease by as much as 30% if the proposed project is initiated. I will not be able to afford to sell my home and accept a promotion."
- "While we do not live adjacent to, or across from the site in question it never-the-less is near enough to most likely adversely effect the resale value of our property and especially those closer to it."
- "The north end typically has the highest property values coupled with the highest taxes in the city. How will you and the council members ensure property values remain constant?"
- "Wet Housing will drive property values down."

**Lack of Amenities or Services in the Area:**

Another concern of citizens was that there was a lack of amenities and services in the area, specifically in the Uplands area, to support the residents of a supported housing project. 9.63% of concerned citizens considered this to be problematic. This relates to the thought that the Uplands site location is inappropriate, as some suggested that the south end of Nanaimo be more appropriate for supported housing. Some of the comments about the lack of amenities include:

## LACK OF AMENITIES/SERVICES IN AREA

9.63%

- "There is next to no support in the north end for people who will need addictions services and counselling. Given the city's own statistics, these people will be the vast majority of the residents in the Uplands building and yet there is no plan to put any support services in the north in a timely fashion."
- "The people in that site will be far from supports such as food banks and mental health services far to the south of the city."
- "There are no homeless people currently in that area and there are, therefore, no programs or facilities in place for them."
- "It is also lacking positive, supportive amenities in the area, and there are easy crime targets."

**Risk of Emulating Other "Failed" Projects:**

Some of the concerned citizens (8%) referenced other projects that they perceived to have failed. The definition of failure seems to reflect a perception that the projects negatively impact nearby neighbourhoods. The projects most commonly referenced were the Warmland facility in Duncan and other sites in Kelowna and Kamloops. Therefore, the concern was that the sites in Nanaimo might emulate these ones with similar issues of crime, drugs, or vandalism in the area. Some of the comments that reference other projects include:

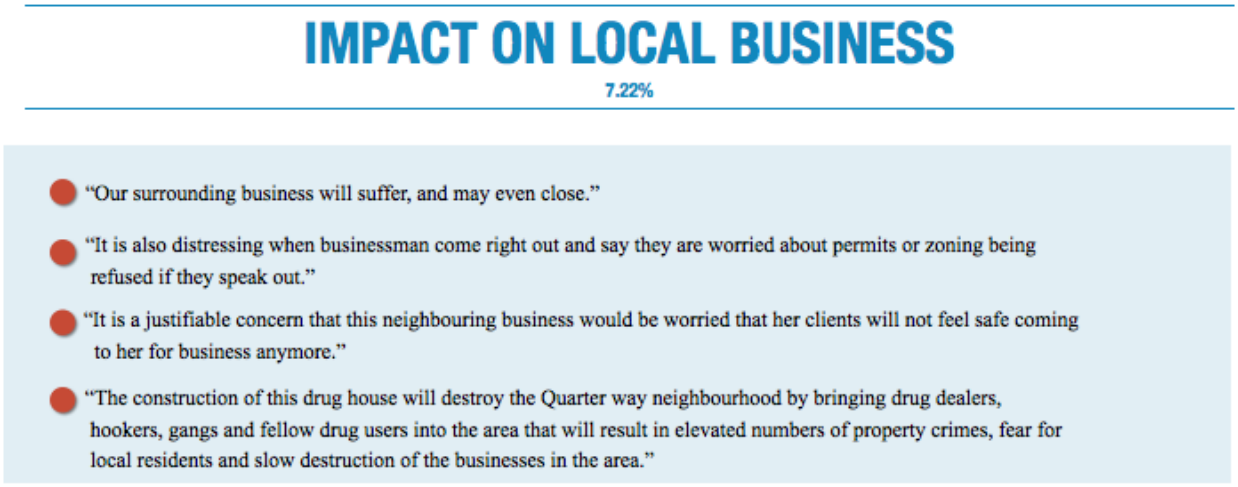
## REFERENCE OTHER FAILED PROJECTS

8%

- "This low barrier social housing project just plain old stinks! It is already causing problems in other areas of our city, in Duncan, etc."
- "Duncan's experience with Warmland house has been anything but re-assuring."
- "Have you seen the email from the resident in Duncan that lives by Warmland with the responses from the RCMP? If you haven't, let me know and I will send it to you."
- "Wet Houses have caused problems in Kelowna and Duncan, and are an unproven and ill researched method of dealing with the hard to house drug addicts, alcoholics, and mentally ill."

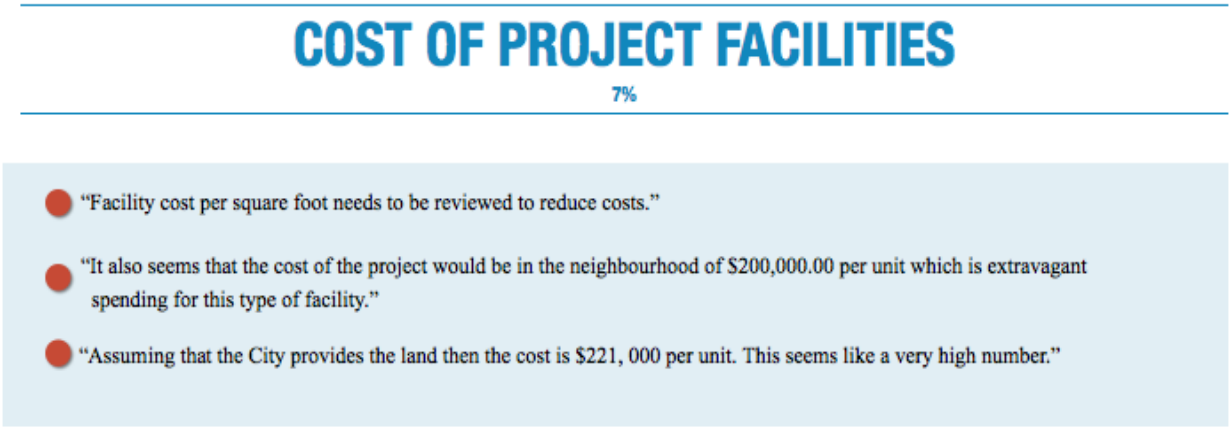
### Impact on Local Businesses:

Approximately 7.22% of concerned citizens listed the risk of impacting local business as a fear associated with supported housing being built. Part of this concern stemmed from the facility location being too close to liquor stores or pubs, and that therefore it would be mutually problematic for businesses and for the residents of the housing projects. Some of the other comments about impact to local businesses include:




### Cost of Project Facilities:

Around 7% of concerned citizens thought the cost of the supported housing facility was too high. This concern seemed to be based on varying sources of information. Some of the comments about the cost of the project facilities include:




### Impact on Available Parking in the Area:

3.61% of concerned citizens also expressed that supported housing might impact parking in the area. These comments mostly focused on areas with already limited parking[6], such as in the Nanaimo Hospital region. These citizens felt that parking was

[6] As suggested by the citizen's comments. This comment does not necessarily reflect the opinion of the consultant.

already an issue in their neighbourhood, and that adding supported housing would not help relieve the problem. Some of the comments about parking in the area include:

## IMPACT ON AVAILABLE PARKING IN THE AREA

3.61%

- "About 3.61% of the concerned citizens mentioned a potential increase pressure on parking as a problematic barrier. It seems that this concern was more important to residents of the Dufferin Hospital"
- "I would also like to raise the concern with the proposed wet house facility at the corner of Boundary and Dufferin, there will be a corresponding removal of approximately 15 parking spaces, this will add to the already congested hospital area residential streets."
- "A lot park on the street, as we have ongoing parking issues in this neighbourhood, which is a whole other story."

**Impact on the Environment:**

The impact on the environment was not a major concern, as it was only mentioned by 3.01% of the concerned citizens. The "environment" is used in reference to parks or other semi-natural settings nearby. The tone of these concerns is not so much an issue of sustainability, but more so access to safe and clean parks for the public. These comments include:

## IMPACT ON THE ENVIRONMENT

3.01%

- "My other concern is the impact on Bowen Park. The park, which is now one of Nanaimo's treasures, will become a haven for drug dealers. Parents will be frightened to let their kids play in the park or swim in the Millstone River."
- "I believe Bowen Park will accelerate its downward spiral."
- "It should have stayed a Cemetery or turned into a park where people could still go and visit the grave sites of their relatives in peace."

**Unsafe for Women:**

The concern of Supported housing being unsafe for women was mentioned by 3.01% of the concerned citizens. This concerned focused partly on the fact that the Supported housing facility would be near to either the hospital where there were many female staff working, or near seniors where elderly women might be an easy target. These comments include:

## UNSAFE FOR WOMEN

3.01%

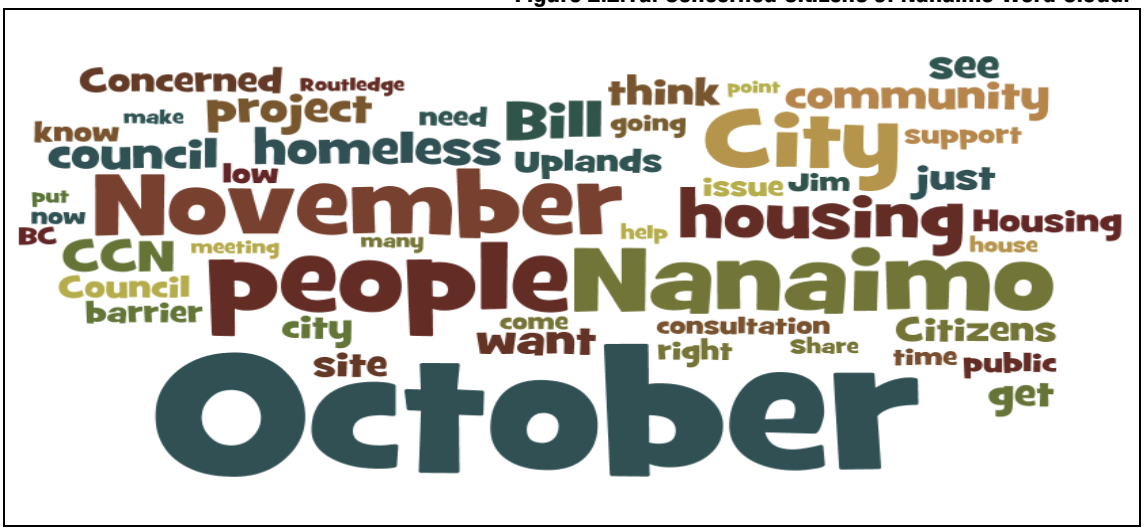
- "Safety of women at shift change working at the Hospital and our many care homes at night. Many of them are required to park out on the street."
- "I imagine that older women out alone could be quite fearful in these situations."

### 2.2. Findings: Social Media and Citizen Commentary

Section 2.2. of the report covers the findings and the analysis of the two social media Facebook pages. These Facebook pages were created and maintained by Nanaimo residents as a forum to express opinions and concerns about supported housing. The Green Light Project and the Concerned Citizens of Nanaimo represent two different ideologies. The Green Light Project page was a forum for individuals in support of housing projects for the homeless, whereas the Concerned Citizens of Nanaimo page was a forum to express concerns with either housing the homeless or public processes used to select the site(s). However, there was a point of convergence between the two groups. On both pages people expressed the need for better public process and public engagement strategies when it came to decision-making by the City. Another focus that was documented on both pages was the municipal election of November 2011 and the need to lobby candidates.

#### 2.2.1. Concerned Citizens of Nanaimo Facebook Page:

**Figure 2.2.1a: Concerned Citizens of Nanaimo Word Cloud.**

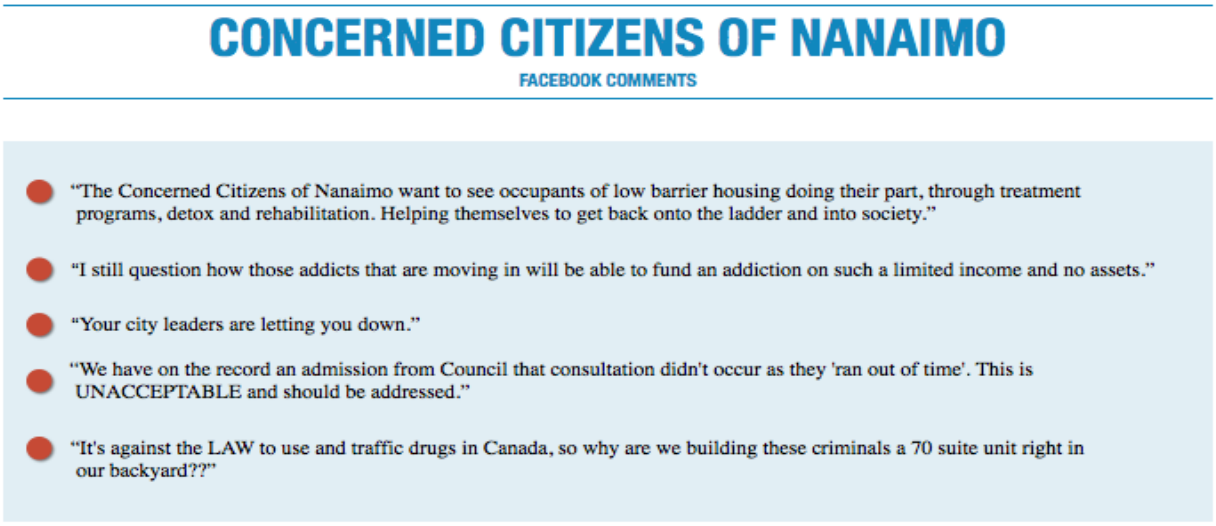


The Concerned Citizens of Nanaimo (https://www.facebook.com/concernedcitizensofnanaimo) joined Facebook on September 30, 2011 and currently has 252 'likes' or followers[7]. The objective of the group is made clear in one of the initial posts:

*"The Concerned Citizens of Nanaimo see low barrier housing, and the site at Uplands, as a poorly managed, poorly planned process with inherent flaws in its delivery. The City of Nanaimo has the opportunity to provide for the occupants of low barrier housing, with services, help and assistance. Simply giving them a 'safe place to shoot up' and inadequate services is exacerbating their addiction, not helping."*

The Concerned Citizens of Nanaimo page was used to post "*myths and facts*" sheets about the housing project at Uplands, to encourage people to get engaged in public consultation, and to call attention to City Council and the municipal election of November 2011. Above, figure 2.2.1 is a word cloud[8] analysis of the 50 most mentioned words from the Concerned Citizens of Nanaimo Facebook page.

The commentary and activity on this page focused on urging "*Council to freeze decisions on UPLANDS and undertake consultation with the community*." Overall, it would appear that the main intent of this page was to discuss concerns, encourage people to get engaged in public processes and to encourage citizens to vote in the municipal fall election of November 2011.




[7] As of August 2012.

[8] Here, the 50 most frequently used words on the Facebook page appear in a cloud shape formation, where the most frequent of those 50 words appear larger than other words. The world cloud does not include words such as "the" or "and" etc.

### 2.2.2. Green Light Project:

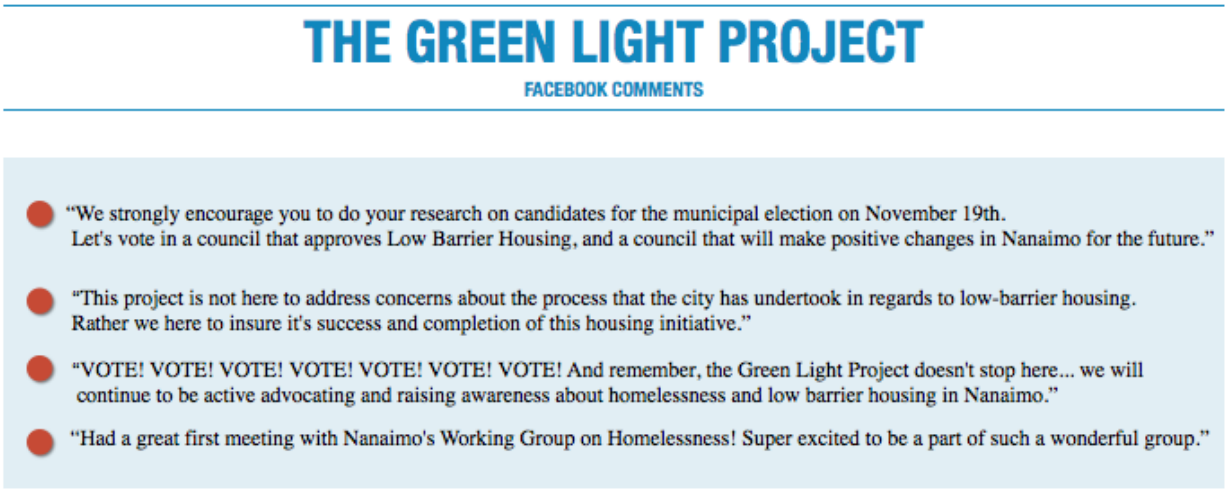
**Figure 2.2.2a: Green Light Project Word Cloud.**


The Green Light Project (https://www.facebook.com/supportgreenlight) joined Facebook on November 1, 2011 and currently has 388 'likes' or followers[9]. It would appear from the postings that the objective of this group was to provide an open public political discourse, including fact sheets, videos, news updates and political motivation to support housing projects that would help combat homelessness. Written under their general description the Green Light Project describes the group as "*Local Citizens grouping together to support Low Barrier Housing in Nanaimo. Vote at the upcoming election for a compassionate leap forward!*"

Similar to the Concerned Citizens of Nanaimo page, the Green Light Project also posted "*myths and facts*" sheets. Still, on many of the Green Light Project's postings additional commentary was made that primarily focused on the need for a better public process and more citizen engagement overall. One person commented about the Uplands site saying: "*The Uplands site was selected in secret in 2010 and announced by the paper in Sept 2011. Consultation would have involved obtaining public input in defining the project before finalizing it.*"

Figure 2.2.2. is a word cloud analysis of the 50 most mentioned words from the Green Light Project Facebook page. Most of the commentary made on this page was about the fall municapal election of November 2011, local political figures, or positive encouragement for supported housing.

[9] As of August 2012.




It is important to consider these sources in the overall analysis. First, the fact that more people are following or 'liking' these pages than sending emails to City staff is important to note for future engagement strategies. Also, the information provided by these sources may have influenced the opinion of citizens, as social media has become a powerful means for sharing information and creating discourse. Overall, the tone of discourse expressed within these two public social media groups reflect the concerns and support expressed in the emails.

### 3.1. Conclusion and Future Recommendations

The City of Nanaimo identified four locations for supported housing projects. Many citizens sent emails to the City staff and other elected officials about these locations. Other citizens resorted to social media, such as Facebook, to discuss and supported housing and public process. OfCity Consulting has reviewed the dialogue in both the emails and the two Facebook pages, and has summarized the concerns articulated by these citizens.

Within the emails provided to the Consultant 22.40% of residents expressed support while 77.60% of residents expressed concerns. Within the emails a myriad of concerns were expressed with a great range of emotion. The Consultant was able to identify 14 specific concerns during the analysis (see figure 2.1.2) these include:

- Proximity to children, teenagers and schools (60.24%);
- Proximity to seniors (48.19%);
- Inappropriate location (46.98%);
- Lack of transparency with plans (36.74);

- Degrade neighbourhood quality (31.93%);
- Lack of public consultation (29.93%);
- Reduce property values (15.06%);
- Lack of services in area (9.63%);
- Might emulate "failed" projects (8.00%);
- Impact on local business (7.22%);
- Cost of project too high (7.00%);
- Impact on parking (3.61%);
- Impact on environment (3.01%) and;
- Unsafe for Women (3.01%).

Many of these concerns were connected or overlapping mentalities. For example, many people thought the sites selected were inappropriate because the location was too close to children, seniors, or businesses. Similarly, the concern of degrading neighbourhood quality was often mentioned with other concerns about property values, parking, safety and the environment.

The Consultant has reviewed the two Facebook pages. Though The Green Light Project and Concerned Citizens of Nanaimo pages express the discourse of two different polarized opinions, there was some convergence between the two groups. On both pages people expressed the need for the City to be better with public process and public engagement strategies for decision-making. Both groups also focused on the municipal election of November 2011 and lobbying candidates.

In future, it would be of value to determine whether or not these concerns are realized. Therefore, the Consultant has designed two surveys[10] of different length and detail that correspond with the 14 different concerns outlined in this report. It is recommended that one of these two surveys be chosen and implemented in each of the four neighbourhoods[11]. The recommended time frame for implementing this research is at least two years after the supported housing projects have become occupied in each of those locations. The survey that is chosen will depend upon two things: first, the amount of funding available for research and public engagement, and second the level of analysis desired by the City. If all four sites implement the same survey a cross-analysis can be done. The benefit of a cross-analysis will be to compare the lived experiences of residents across the City of Nanaimo.

[10] See Appendix.

[11] Dufferin, Quarterway, Uplands and Wesley.

While some residents have expressed concern about supported housing projects in Nanaimo, others have acknowledged the potential these projects have to benefit the community at large. Until these projects are occupied and future analysis is completed, it is difficult to determine the validity of either argument. It is recommended that a better public engagement strategy be prepared in advance and used in future when making similar decisions. Well-run public engagement processes will ensure residents that their voice gets heard, and by doing so it might ease concerns similar to the ones identified in this report.

## Appendix:

### 4.1. Survey 1 (Short Version)

Sample Survey Cover Letter

(Date)
Dear Sir or Madam,

You have been selected to take part in a public perception survey. This survey requires the public participation as the City of Nanaimo is looking to better understand observations of neighbourhood quality in and around areas with supported housing. This survey was designed in response to concerns brought forth by residents in 2011. The purpose of analysis is to determine if those concerns have been actualized.

The following questionnaire will require approximately 10 minutes to complete. All information is confidential; please do not include your name. If you choose to participate in this project, please answer all questions to the best of your ability and return the completed questionnaire promptly by (method of return). Participation is strictly voluntary and you may refuse to participate at any time. If there are any questions you feel uncomfortable answering, please do not feel obligated to answer them.

Thank you for participating. The data collected will aid in addressing neighbourhood quality in Nanaimo. All data colleted will be analyzed in a report for Council. Completion and return of this questionnaire will indicate your willingness to partake in this study. If you have any questions or comments regarding this questionnaire please contact (Consultant), or (City Staff) at the City of Nanaimo.

Regards,

(Research firm)
City of Nanaimo

City of Nanaimo:
Neighbourhood Quality & Supported Housing

Please complete the following questions. Your input provided will help the City understand neighbourhood quality in Nanaimo. Your input is greatly appreciated.

## 1. Respondent Demographics:

**a) Gender:**

Male _____ Female _____ N/A _____

**b) Age:**

Under 19 ____ 19-39 ____ 40-59 _____ 60+ _____ N/A_____

**c) Is this your current residence?**

Yes____ No ____ N/A _____

**d) Describe your household composition (single, married, common-law, lone-parent, with family, etc):**

_____

_____

_____

## 2. Neighbourhood Context:

**a) Please indicate the neighbourhood that you identify living in or closest to:**

| | |
|---|---|
| **Quarterway** | |
| **Wesley Street** | |
| **Uplands Drive** | |
| **Dufferin Crescent** | |
| **None of the above** | |

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**b) Please check the box that corresponds with approximately how many years you have lived at your current residence:**

| | |
|---|---|
| **One year or less** | |
| **Two years** | |
| **Three years** | |
| **Four years** | |
| **Five years** | |
| **Six years** | |
| **Seven Years** | |
| **Eight or more years** | |

## 3. Neighbourhood Quality:

**a) Please rate how you feel about each of the following, in and around your neighbourhood:**

| | Very Good | Good | Okay | Bad | Very Bad | N/A |
|---|---|---|---|---|---|---|
| General Aesthetics | | | | | | |
| Property Values | | | | | | |
| Impact of supported housing on local business | | | | | | |
| General Safety (for yourself, children, seniors, etc) | | | | | | |
| Availability of Parking | | | | | | |
| Crime Rates | | | | | | |
| Neighbourhood Parks | | | | | | |

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**b) How often do you observed the presence of crime, drugs, prostitution, or vandalism in your neighbourhood?**

| | Often (Weekly) | Monthly | Occasionally (Once or twice a year) | Seldom | Never |
|---|---|---|---|---|---|
| **Crime** | | | | | |
| **Drugs** | | | | | |
| **Prostitution** | | | | | |
| **Vandalism** | | | | | |

**c) If you have lived in this neighbourhood for more than five years, how would you describe the trend in neighbourhood quality over the last five years?**

Improving ____ Getting Worse ____ Staying the Same ____ Haven't Noticed ____

**d) Are any of these categories of people at particularly high risk, or susceptible to negative influence, in your neighbourhood?**

| | Yes | No | N/A |
|---|---|---|---|
| **Children** | | | |
| **Teens** | | | |
| **Seniors** | | | |
| **Women** | | | |

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## 4. Supported Housing.

**a) Are you familiar with the supported housing facility in your neighbourhood?**

Yes ____ No ____ N/A _____

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**b) Did you live at your current residence before the development and opening of the supported housing facility?**

Yes ____ No ____ N/A_____

**c) Please rate how you feel about the following in relation to the supported housing facility in your neighbourhood:**

| | Very Good | Good | Okay | Bad | Very Bad | N/A |
|---|---|---|---|---|---|---|
| Residents | | | | | | |
| Staff/ Management | | | | | | |
| Building Aesthetics | | | | | | |
| Parking Availability | | | | | | |
| Facility Operations | | | | | | |

**d) Have you had concerns about supported housing in the past, specifically in regards to your current neighbourhood?**

Yes ____ No _____ Unsure _____ N/A_____

**e) If yes, do you still have concerns about supported housing in your neighbourhood?**

Yes ____ No _____ Unsure _____ N/A _____

**f) Do you feel that the operating society managing this facility is open to and inclusive of neighbourhood input?**

Yes ____ No _____ Unsure _____ N/A _____

**g) On a scale of one to five, one being of no impact and five being of significant impact, please rank how much you feel supported housing has changed your neighbourhood overall:**

| Level of Impact | 1(none) | 2 | 3 (some) | 4 | 5(significant) |
|---|---|---|---|---|---|
| On neighbourhood | | | | | |

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**g)Please use the space below for any other comments you may have related to neighbourhood quality and supported housing.**

End of Survey.

**Thank you for your time. Your input is valued!**

### 4.2. Survey 2 (Long Version)

Sample Survey Cover Letter

(Date)
Dear Sir or Madam,

You have been selected to take part in a public perception survey. This survey requires the public participation as the City of Nanaimo is looking to better understand observations of neighbourhood quality in and around areas with supported housing. This survey was designed in response to concerns brought forth by residents in 2011. The purpose of analysis is to determine if those concerns have been actualized.

The following questionnaire will require approximately 15 to 20 minutes to complete. All information is confidential; please do not include your name. If you choose to participate in this project, please answer all questions to the best of your ability and return the completed questionnaire promptly by (method of return). Participation is strictly voluntary and you may refuse to participate at any time. If there are any questions you feel uncomfortable answering, please do not feel obligated to answer them.

Thank you for participating. The data collected will aid in addressing neighbourhood quality in Nanaimo. All data colleted will be analyzed in a report for Council. Completion and return of this questionnaire will indicate your willingness to partake in this study. If you have any questions or comments regarding this questionnaire please contact (Consultant), or (City Staff) at the City of Nanaimo.

Regards,

(Research firm)
City of Nanaimo

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Please complete the following questions. Your input provided will help the City understand neighbourhood quality in Nanaimo. Your input is greatly appreciated.

## 1. Respondent Demographics:

**a) Gender:**

Male _____ Female _____ N/A _____

**b) Age:**

Under 19 ____ 19-39 ____ 40-59 _____ 60+ _____ N/A_____

**c) Is this your current residence?**

Yes____ No ____ N/A _____

**d) Describe your household composition (single, married, common-law, lone-parent, with family, etc):**

_____

_____

_____

## 2. Neighbourhood Context:

**a) Please indicate the neighbourhood that you identify living in or closest to:**

| | |
|---|---|
| **Quarterway** | |
| **Wesley Street** | |
| **Uplands Drive** | |
| **Dufferin Crescent** | |
| **None of the above** | |

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**b) Please check the box that corresponds with approximately how many years you have lived at your current residence:**

| | |
|---|---|
| **One year or less** | |
| **Two years** | |
| **Three years** | |
| **Four years** | |
| **Five years** | |
| **Six years** | |
| **Seven Years** | |
| **Eight or more years** | |

## 2. Neighbourhood Safety:

**a) How safe do you feel in your neighbourhood?**

Very Safe ____ Safe ____ Unsafe ____ Very Unsafe ____

**b) What makes you feel unsafe in your neighbourhood?**

_____

_____

_____

_____

**c) What would help improve safety in your neighborhood?**

_____

_____

_____

_____

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**d) Please rate how you feel about each of the following, in and around your neighbourhood:**

| | Very Good | Good | Okay | Bad | Very Bad | N/A |
|---|---|---|---|---|---|---|
| General Aesthetics | | | | | | |
| Property Values | | | | | | |
| Impact of supported housing on local business | | | | | | |
| General Safety (for yourself, children, seniors, etc) | | | | | | |
| Availability of Parking | | | | | | |
| Crime Rates | | | | | | |
| Neighourhood Parks | | | | | | |
| Sense of Community | | | | | | |

**e) How often do you observe the presence of crime, drugs, prostitution, or vandalism in your neighbourhood?**

| | Often (Weekly) | Monthly | Occasionally (Once or twice a year) | Seldom | Never |
|---|---|---|---|---|---|
| Crime | | | | | |
| Drugs | | | | | |
| Prostitution | | | | | |
| Vandalism | | | | | |

**f) Have you, or your property, ever been the target of crime in this neighbourhood?**

Yes ____ No ____ N/A ____

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**g) What do you feel the main source of crime in this neighbourhood is?**

_____

_____

_____

_____

_____

_____

_____

_____

## 3. Neighbourhood Quality:

**a) How would you describe the trend in neighbourhood quality over the last five years?**

Better____ Worse____ Stayed the Same____ Haven't Noticed ____ N/A____

**b) In a year from now, do you think this neighbourhood will be better, worse, or about the same, as a place to live?**

Better____ Worse____ About the same____Don't know_____ N/A____

**c) Are you aware of any formal community neighbourhood meetings held in your area?**

Yes____ No_____ N/A____

**d) If you answered yes, do you ever attend these neighbourhood meetings?**

Yes____ No_____ N/A____

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**e) Please indicate whether each the following statements, in your own opinion of your neighbourhood, is *mostly true* or *mostly false.* If you are unsure please note that.**

| | Mostly True | Mostly False | Unsure |
|---|---|---|---|
| The people in my neighbourhood are social and polite. | | | |
| Children, women and seniors are able to walk through the streets freely, without harassment or fear. | | | |
| Crime is more of a problem in my neighbourhood than in nearby areas. | | | |
| The parks and public spaces are well used and well maintained. | | | |
| My neighbours and I talk about community problems and how to solve them. | | | |
| If I have to be away from home I am comfortable leaving my home empty, knowing that it will be safe. | | | |
| Traffic and parking in the area is tolerable. | | | |
| The neighbourhood is kept clean. | | | |
| Businesses nearby do well and maintain regular customers. | | | |

**f) What could be done to improve the quality of your neighbourhood?**

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## 4. Supported Housing:

**a) Are you familiar with the supported housing facility in your neighbourhood?**

Yes ____ No ____ N/A _____

**b) Did you live at your current residence before the development and opening of the supported housing facility in your neighbourhood?**

Yes ____ No ____ N/A_____

**c) Have you had concerns about supported housing in the past, specifically in regards to your current neighbourhood?**

Yes ____ No _____ Unsure _____ N/A_____

**d) If yes, do you still have concerns about supported housing in your neighbourhood?**

Yes ____ No _____ Unsure _____ N/A _____

**e) Do you feel that the operating society managing this facility is open to and inclusive of neighbourhood input?**

Yes ____ No _____ Unsure _____ N/A _____

**f) Please rate how you feel about the following in relation to the supported housing facility in your neighbourhood:**

| | Very Good | Good | Okay | Bad | Very Bad | N/A |
|---|---|---|---|---|---|---|
| Residents | | | | | | |
| Staff/ Management | | | | | | |
| Building Aesthetics | | | | | | |
| Parking Availability | | | | | | |
| Facility Operations | | | | | | |

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**g) On a scale of one to five, one being of no impact and five being of significant impact, please rank how much you feel Supported housing has changed your neighbourhood overall:**

| Level of Impact | 1(none) | 2 | 3 (some) | 4 | 5(significant) |
|---|---|---|---|---|---|
| On neighbourhood | | | | | |

**h) Please use the space below for any other comments you may have related to neighbourhood quality and supported housing.**

End of Survey.

**Thank you for your time. Your input is valued.**