

Our Business Direction

Housing Matters BC, a housing strategy for British Columbia, provides the framework for the evolution of the housing sector, including the business direction for BC Housing. The strategy contains six goals, each of which is client-focused. BC Housing is the lead government agency ensuring the first four goals are met through a variety of programs and partnerships. Following are a number of initiatives we have underway in support of these long-term goals.

1 THE HOMELESS HAVE ACCESS TO STABLE HOUSING WITH INTEGRATED SUPPORT SERVICES

- Providing new supported housing through the *Provincial Homelessness Initiative*
- Expanding the *Homeless Outreach Program* and providing homeless rent supplements
- Enhancing the *Emergency Shelter Program*

2 B.C.'S MOST VULNERABLE CITIZENS RECEIVE PRIORITY FOR ASSISTANCE

- Delivering new supported and assisted living units through *Independent Living BC*
- Adapting and converting existing social housing units for those in greatest need
- Redeveloping aging and under-utilized social housing sites

3 ABORIGINAL HOUSING NEED IS ADDRESSED

- Building new homes through the *Aboriginal Housing Initiative*
- Delivering the *Aboriginal Homeless Outreach Program* and homeless rent supplements
- Improving capacity and relationship building with the Aboriginal housing sector

4 LOW-INCOME HOUSEHOLDS HAVE IMPROVED ACCESS TO AFFORDABLE RENTAL HOUSING

- Providing assistance through the *Shelter Aid for Elderly Renters* program
- Enhancing the *Rental Assistance Program* for working families

5 HOMEOWNERSHIP IS SUPPORTED AS AN AVENUE TO SELF-SUFFICIENCY

6 B.C.'S HOUSING AND BUILDING REGULATORY SYSTEM IS SAFE, STABLE AND EFFICIENT

Detailed descriptions of BC Housing programs as well as Housing Matters BC can be found at www.bchousing.org.

Our Business Direction (continued)

We are ensuring that we develop new units at the supportive end of the housing continuum in order to promote individuals' stability, self-reliance and independence. With the existing housing portfolio, we are ensuring that individuals or households with special housing needs will be given priority access to subsidized housing, and that provincially-owned subsidized housing will be renovated or redeveloped to better meet the needs of low-income households with special needs.

We are also taking steps to ensure that the delivery of new housing units as well as the management of the existing housing portfolio promote sustainability and mitigate impacts on the environment.

ENVIRONMENTAL SUSTAINABILITY AND SOCIAL HOUSING

BC Housing has a new sustainability strategy called *livegreen: A Housing Sustainability Action Plan* that outlines BC Housing's vision of being a leader in North America in developing and managing environmentally sustainable social housing. The plan's three main objectives focus on:

- Reducing energy consumption and implementing measurable sustainability improvements across social housing buildings and BC Housing's operations
- Engaging stakeholders, employees and social housing tenants in positive sustainability actions
- Setting an example that will encourage B.C.'s residential construction sector to practice sustainable construction and property management

In 2008/09, BC Housing will begin reporting on reductions in greenhouse gas emissions in its offices and public housing buildings.

Core Business Areas

BC Housing's core business areas are aligned to support our business direction established through *Housing Matters BC* and integrated within our performance measurement framework (see page 17). Highlights of 2007/08 activities related to our four core business areas are presented in the summary below.

OUR CORE BUSINESS AREAS – HIGHLIGHTS FOR 2007/08

Increasing Housing Options *to respond to gaps in the housing continuum. Where there are gaps in the existing housing continuum, BC Housing works to fill these either by creating new options or adapting existing housing to better meet the needs of vulnerable residents.*

- Delivery of 1,552 new supportive housing units under the *Provincial Homelessness Initiative*
- Established Memoranda of Understanding with the cities of Vancouver, Victoria, and Kelowna to expedite the development of new supportive housing
- Implemented new measures to break the cycle of homelessness including: i) opening emergency shelters 24 hours a day, seven days a week, and ii) expanding the *Homeless Outreach Program* to more than 40 communities

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- Acquired additional single room occupancy hotels and apartment buildings for a total of over 1,428 units to help preserve the supply of affordable rental housing
- Delivered 425 new independent living units under *Independent Living BC*
- Completed the first *Aboriginal Housing Initiative* development, Spirit-Bear Centre in Abbotsford
- Converted 197 subsidized units under the *Seniors' Supportive Housing* program to supportive housing units for low-income seniors who need some assistance in order to continue to live independently
- Provided 20,370 families and seniors with rent assistance through the *Rental Assistance Program* and the *Shelter Aid for Elderly Renters* program
- Approved funding for almost \$8 million for 14 innovative new housing projects through the *Housing Endowment Fund*

Maintaining and Administering Existing Housing *to protect and manage for the long term. We have a responsibility to ensure that existing subsidized housing is well managed and well maintained so that it is available for people in need well into the future.*

- Completed 449 modernization and improvement projects at public housing sites
- Completed 11 major modernization and improvement projects
- Carried out building envelope repairs projects at 16 housing sites
- Completed energy and water audits at 25 public housing sites

Providing Client Service *to ensure access to appropriate housing and services for vulnerable British Columbians. We are client-focused in delivering our programs and working with our housing partners.*

- Found suitable housing for more than 1,820 applicants in subsidized housing through the Housing Registry
- Responded to over 124,600 calls through BC Housing's inquiry line
- Increased participation in the Housing Registry by 20 societies

Delivering Services Cost-Effectively *through organizational excellence. We are accountable to British Columbians about how we spend taxpayers' dollars and work to ensure effective and efficient delivery of programs and services.*

- Improved our capacity to address the support needs of vulnerable tenants, and to more effectively match applicants with available units that meet their housing and support needs
- Implemented major IT system improvements
- Implemented BC Housing's "People Strategy" with a focus on employee engagement, leadership, succession planning, learning and growth