

DATE OF MEETING July 5, 2021

AUTHORED BY DAVID STEWART, SOCIAL PLANNER

SUBJECT RENTER AND LANDLORD EXPERIENCE SURVEY

OVERVIEW

Purpose of Report:

To provide Council with a summary of the results from the renter and landlord surveys conducted this spring.

BACKGROUND

The City of Nanaimo conducted three online surveys related to rental housing in Nanaimo. The surveys were open for approximately three weeks from 2021-APR-21 to 2021-MAY-12:

1. Renter's Experience Survey;
2. Landlord Survey; and
3. Short-Term Rental Survey.

Surveys were promoted through press releases, social media, cross REIMAGINE Nanaimo promotion, and stakeholder mailing lists (including to REIMAGINE subscribers, property management companies and apartment building owners). Paper surveys and online survey links were also delivered to ten rental apartment buildings located throughout Nanaimo.

During phase one of the REIMAGINE process, over 35% of questionnaire participants noted they could not easily find housing that suits their needs, while over 55% supported prioritizing affordable housing as a top social priority. Supporting affordable rental housing was frequently mentioned throughout the engagement process. The surveys build on the feedback gathered through REIMAGINE Nanaimo Phase 1 by allowing for more in-depth understanding of the challenges and opportunities Nanaimo renters and landlords currently experience. Staff will use the survey results to inform policy development.

Furthermore, conducting the renter and landlord surveys fulfils a recommendation of the Health and Housing Action Plan (HHAP) endorsed by Council on 2021-FEB-22. Given the opportunity to target the same groups of people for feedback, the surveys were run concurrently with a survey on short-term rental accommodation bylaw changes. The short-term rental accommodation project initiated in 2020 is an action of the Affordable Housing Strategy (AHS). The results of this survey will be included in a separate report to Council.

DISCUSSION

The City of Nanaimo's vacancy rate (October 2020) is currently 1%, well below the 3 to 5% vacancy rate typically considered for a healthy rental market. The results of the renter and

landlord surveys are what would be anticipated from a rental market with a low vacancy rate, coupled with increasing gaps between income levels and housing affordability for some sectors of the community. Generally, renters noted a lack of available rental housing and indicated those available are often unaffordable. The majority of landlords get many applicants for their rental units; they often have challenges finding tenants they consider suitable.

Landlord Survey

There were 394 responses received for the landlord and property manager survey. A visual (infographic) of the landlord survey highlights is provided as Attachment A with a more detailed summary of responses provided as Attachment B.

The vast majority of those responding to the landlord survey were landlords with one or more units to rent (92%) versus property managers managing other people's property (2%) or those that both rent their own property and work as a property manager (6%). The majority indicated that they rent out a secondary suite (59%) and/or a single-family dwelling or duplex (50%). A smaller proportion (12%) of landlords indicated they own or manage a multiple-family apartment building or buildings.

Finding suitable tenants was a challenge for 45% of the respondents; however, only 4% of those respondents indicated this was due to a lack of applications. 31% of landlords stated they receive too many applications, and noted they considered many of the applicants "unsuitable" (39%) or had missing or inadequate references (37%). Only 16% of landlords indicated they have challenges keeping tenants. When asked to identify the top three challenges they face in keeping and managing tenants, the landlords chose the following three issues in order:

1. Ending tenancy/ challenges with the *Residential Tenancy Act*
2. Damage to Property; and
3. Tenants paying rent on time

While 17% of the responding landlords indicated some or all of their tenants currently receive rental support, 50% indicated they are not interested in renting to tenants that receive rental support from government or non-profit service providers. The remaining 33% indicated they are interested in learning more about rental support programs, and through the survey, were directed to a BC Housing link for more information.

Landlords were also asked, "What could the City of Nanaimo do to support landlords while encouraging rental housing?" Responses included the following frequent themes:

- Support a more collaborative approach between renters, landlords, and the City
- Provide information and resources for landlords and renters
- Manage Short-Term Rentals (comments both to allow and restrict STRs)
- Advocacy for changes to the *Rental Tenancy Act*.
- Tax/ utility breaks for rental housing
- Increase density
- Provide a "good tenant" list/ renter registry
- Support authorization of illegal suites: reduce building and zoning restrictions for legalizing a suite
- Support more affordable housing

Renter Survey

There were 465 eligible responses to the renter survey, with 397 completing all questions in the surveys. An additional 68 respondents indicated they are not renters and as such were not eligible to complete the renter survey. A visual (infographic) of the renter survey highlights is included as Attachment C, with a more detailed summary of responses provided as Attachment D.

The majority of renters (76%) responding to the survey experienced challenges in finding rental accommodation in Nanaimo, with nearly all identifying high rent (95%), and lack of available rentals (86%) as top barriers to finding rental accommodation. In addition, a lack of pet-friendly rentals (67%) was also noted as a barrier to finding rental accommodation and also mentioned frequently in the survey comments.

The majority (78%) of renter survey respondents noted they spend more than 30% of their household income on rent, with 28% spending more than 50% of their income on rent. Rental affordability experts, including the Canadian Mortgage and Housing Corporation and BC Housing, recommend renters pay no more than 30% of their income on rent. The intent of this 30% threshold is to allow the renter's remaining income to be available for other basic living expenses. The survey results show that the majority of survey respondents do not have affordable rental rates based on their income levels.

Family Rental Housing

Of those that responded to the question on number of children in the renter survey, 101 (24%) have one or more children (under 18 years old) living with them. A summary of responses from renters with children is included as Attachment E.

More of the respondents with children indicated they have experienced difficulty finding rental accommodation (85%) than those without children (73%). Lack of family-friendly rentals was mentioned as a barrier to finding rental housing by 23% (78/397) of the total survey respondents. Many of the respondents with children mentioned the lack of yard space and nearby amenities for children as important. Anecdotally, these comments may have been influenced by an increased priority placed on having outdoor play space as part of housing due to COVID social distancing limits.

The Affordable Housing Strategy supports encouraging larger two- and three-bedroom units appropriate for larger and/or extended families within new multi-unit residential developments.

The survey results will inform the development of a Family-Friendly Housing policy, which is a short-term goal within the Affordable Housing Strategy. This work has been initiated as part of Staff's 2021/2022 work plan.

Accessible/Adaptable Housing

Forty (12%) respondents noted they have had difficulty finding a suitable rental as "available rentals are not suitable to my abilities". Within the comments, a number of respondents shared their experience about facing barriers to finding housing as a person with a disability.

Developing a policy that requires a minimum percentage of residential units as part of a rezoning application to be either accessible or adaptable is included as a medium-term goal of the Affordable Housing Strategy and is included within Staff's 2021/2022 work plan. Accessibility means creating a home that is user-friendly to people of all ages and abilities, whereas adaptability means thinking ahead during the construction of the house to ensure it can easily be accessible later if required.

CONCLUSION

The results of the renter and landlord survey will be used to inform the REIMAGINE Nanaimo policy review, which will also align with the development of Family-Friendly Housing and Adaptable/Accessible Housing policies, as well as other Affordable Housing implementation actions going forward. |

SUMMARY POINTS

- The City of Nanaimo conducted surveys to hear from both renters and landlords regarding their experience with rental housing.
- The survey results are consistent with what would be expected in a rental market in which the demand for rental housing exceeds the supply, and where the rental rates are unaffordable for the income levels of renters.
- Survey results will be used to inform the REIMAGINE Nanaimo policy review and align with the development of Family-Friendly Housing and Adaptable/Accessible Housing policies.

ATTACHMENTS

ATTACHMENT A: Landlord Survey Highlights
ATTACHMENT B: Landlord and Property Manager Survey Response
ATTACHMENT C: Renter Survey Highlights
ATTACHMENT D: Renter Survey Responses
ATTACHMENT E: Renter Survey - Families with Children

Submitted by:

Lisa Bhopalsingh
Manager, Community Planning

Concurrence by:

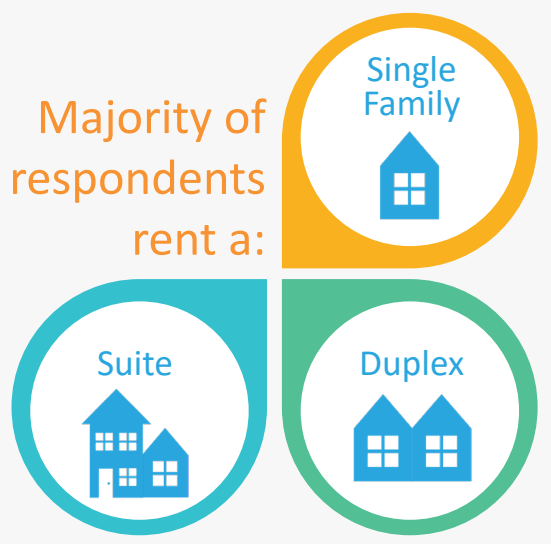
Bill Corsan
Director, Community Development

Dale Lindsay
General Manager, Development Services

LANDLORD EXPERIENCE SURVEY HIGHLIGHTS



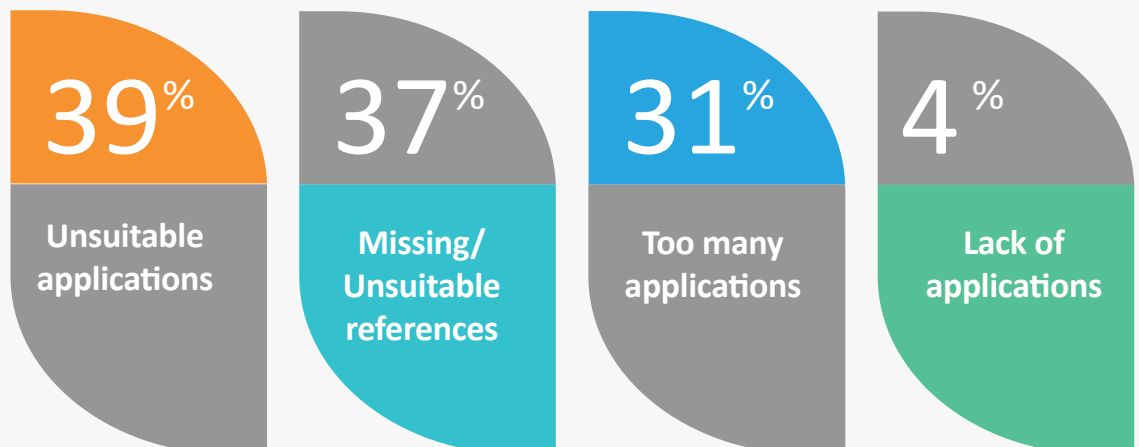
The Nanaimo Landlord Survey provided an opportunity for landlords to provide their input on the challenges and opportunities on renting in Nanaimo. The survey was open from April 21st to May 12th with 394 responses received. Below are key highlights of the survey.



TOP CHALLENGES



RENTAL SUPPORT

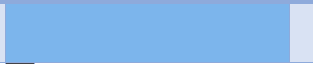



ATTACHMENT B

Landlord and Property Manager Survey Response


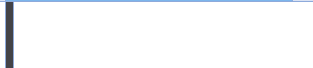
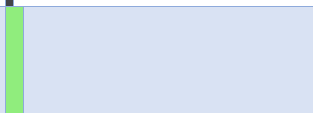
1) Do you own or manage one or more rental properties in the City of Nanaimo?

Respondents: 394

Choice	Percentage	Count	
Yes	90.86%	358	
No	9.14%	36	
Total	100%	394	



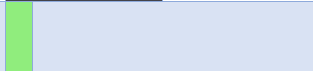
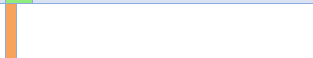

2) Do you rent property you own or do you manage rental property on behalf of a client?

Respondents: 243

Choice	Percentage	Count	
I own rental property (landlord)	91.77%	223	
I manage rental property owned by someone else (property manager)	2.47%	6	
Both (I own both rental property and manage other rental property on behalf on someone else)	5.76%	14	
Total	100%	243	

3) Which of the following types of rental housing do you own or manage? (check all that apply)

Respondents: 243

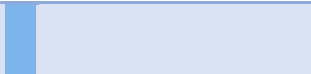


Choice	Percentage	Count	
Secondary suite	59.26%	144	
Single Family Dwelling or Duplex	50.21%	122	
Small apartment or townhouse (less than 10 units)	8.64%	21	
Large apartment (10 or more units)	3.29%	8	
Other	7.00%	17	
Total	100%	243	

#	Other
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1	10 bedroom rooming house
2	condo
3	townhome
4	condo
5	Carriage (Laneway) House
6	Carriage house
7	Manufactured Home Park
8	Commercial building
9	Carriage house/cottage
10	Mobile home
11	10 bedroom rooming house
12	student dormitory
13	Own a single townhouse in a small complex
14	condo
15	Rooming house
16	a condo

4) Do you, or have you ever considered renting out some or all of your units as short term rentals? Please also consider completing the City's short-term rental survey found [here](#).

Respondents: 243

Choice	Percentage	Count	
Yes, I currently own or manage short term rental property	9.47%	23	
No	57.61%	140	
None of my rentals are currently rented as a short term rental but I am considering it	32.92%	80	
Total	100%	243	

#	Yes, I currently own or manage short term rental property
1	I rent Short and Long term

2	We have an upper floor STR and a lower floor LTR
4	student only

#	No
1	We have a Suite and rent it on a month to month basis
2	More turnover equals more wear and tear on properties
3	Too much hassle
4	Too much work
5	But I have considered this
6	We always look for long term tenants.
7	No
8	I rent to both my children and their spouses
9	Too much work
10	Considered it, but insurance too costly.
11	But I have considered it.
12	Cleaning and dealing with new people seems like more work than finding good long term clean respectful tenants.
13	Too much hassle.

#	None of my rentals are currently rented as a short term rental but I am considering it
1	really poorly written answers
2	Considering as student housing
3	I was renting one house as short term rental but decided to change to long term.
4	I don't see us going down that road.
5	I prefer to rent long-term, but know the restrictions around short-term are fewer. I am comforted to know that if I can't carry on renting long-term, I could switch to short-term, rather than having to sell my home.
6	Would consider if tenants were to move
7	I am considering solely due to the high risk of renting under RTB regulations.
8	Previously rented as suite
9	I did in the past, but not now and no plans to resume

10	I have rented out as short term rental when I had no tenancy, but currently have long term renter.
11	It's tempting, but I'm concerned about how that would affect my neighbourhood.
12	I had an Airbnb that the city asked us to take it down from the market and that we have no intentions of renting as a long term. We would rather not rent than risking the damages.
13	i am considering short term, as it allows me to inspect the units more frequently between tenants and limits my exposure to negative outcomes from tenants who refuse to pay or who damage the property.
14	Used to be short term rental
15	I have rented short term but the last one has stayed 4 years
16	I rented two rooms in my home on AirBnb before COVID

5) Do you typically experience any challenges FINDING suitable tenants for your rental accommodation?

Respondents: 243

Choice	Percentage	Count	
Yes	45.27%	110	
No	54.73%	133	
Total	100%	243	

#	Respondent	Yes
1	15	horrible tenants, STR would be much better
2	28	Multiple poor tenants when rented long term
3	41	Finding good tenants who pay rent & dont destroy the place
4	45	No rental history, no valid references, unemployed, multiple unrelated persons applying
5	48	Criminal record checks, people who are loud, don't pay rent
6	73	It's easy to find tenants, but hard to find ones who live up to their obligations.
7	137	They lie on the applications then rtb dont help landlords with bad tenants
8	141	Seems as its a better deal for the landlord
9	174	Trying to find reliable people who will care for their place.
10	211	I have tried having two tenants and have had to evict them, they destroyed and trashed my suite, created a poor quality of life for me and my husband due to constant noise and issues. We will not do long term rentals again as

		landlords have such limited power under current RTA rules. The suite now sits vacant.
11	225	In the past I have had challenges with people destroying property, as well as not paying rent on time, or at all.
12	242	Because the tenancy act is so highly weight in favour of tenants instead of a balance and both Tennant AND landlord, long-term rentals are very risky so it's critical to find a tenenat who will treat the property kindly
13	243	It's is difficult to find suitable tennants
14	252	Too many unsuitable candidates
15	372	Always
16	383	Finding the right fit for a suite in our own home.
17	404	But - it is my fault. I get conned by applicants who lie like carpets and who have primed their references to lie. Part of the problem is created by offering below market housing.
18	429	Quality is unpredictable
19	447	They suck. Various reaosns
20	468	It is nerve-wracking trying to find suitable tenants to live in our home. The law is set up for renters without a lot of supports for landlords.
21	505	So many horror stories about bad tenants makes us leary of looking
22	576	I would have left my unit empty or sold the unit if I had not heard from a former colleague who was looking.
23	588	We sold one of our rental properties as we couldn't take the capital loss of all the damage from tenant after tenant.
24	604	No as much this year but over the past we have had a lot of ppl arrange to view and then not show up. We havd had roommates of 4 request viewings of a 1 bedroom and people with criminal records for property crime etc apply. Finding good people that will not dmg your property is a lot of work.
25	606	Many are not suitable.
26	638	When the housing demand is low, it is more difficult to find tenants
27	698	damage of premises upon vacating
28	718	a significant number of people have mental health challenges. Also, I can no longer do a credit check so get tenants who are late paying rent, or don't pay

#	No
1	Use a property manager
2	Application process and credit check helps eliminate problematic tenants
3	But in the past we did. Not hard for past 3 years.

4	Demand is significantly outpacing development of rental housing.
5	Always have multiple applications
6	So much more demand than supply.
7	Very easy us but seems competitive for renters
8	But I don't try to find tenants any longer as we do not rent the suite
9	No
10	I rent to my children and their spouses
11	No
12	lots of demand
13	i've had the same tenant for 11 years. the rent is so low compared to current rents, that they will never leave.
14	If I have a two month window I can find really good renters
15	Family
16	Advertise through student housing or through our own contacts.
17	Just started in 2020. Same tenants still here.
18	no problems

6) What challenges do you face in finding suitable tenants for your rental accommodation?
Check all that apply.

Respondents: 226

Choice	Percentage	Count	
Lack of applications/ response to advertisements	3.54%	8	
Too many applications to deal with	30.53%	69	
Unable to check references/ references don't check out	37.17%	84	
Advertising available units	0.44%	1	
Majority of applicants are not suitable for my rental(s) (please explain)	39.38%	89	
Other (please comment)	29.65%	67	
Total	100%	226	

#	Majority of applicants are not suitable for my rental(s) (please explain)
1	explain
2	Too many people for the space
3	Space and noise concerns
4	We have 1bdrm suite - Families with 2+ children and/or friend groups all with multiple pets. Refusal to abide by non-smoking rule, do not want to sign for utilities and have demanded we provide wifi FREE
5	Not wanting pets, children, smoking
6	don't pay, damage property
7	Pete, smokers, unemployed
8	I have well maintained units in a family oriented subdivision and need to ensure the renters are a fit for the neighborhood
9	Unable to afford
10	There are still a lot of rough people as potential tenants in nanaimo.
11	Most applicants want have pets and we allergic
12	smokers/pets
13	Most applicants have previous issues with landlords thats why they are moving
14	Have had to spend enough fixing items broken by bad tenants with no recourse through the bullshit RTB
15	Drugs, parties, smoking, excess pets (4+) in a no pets suite. Unsuitable for a family oriented house
16	Rent out my basement suite so finding people who I can co-live with is challenging.
17	Income not verifiable.
18	I get more unqualified applicants than qualified applicants. Its not always a problem, but I am mostly looking for people with stable jobs/income with earnings high enough that I wont worry about their ability to pay rent. Its too hard to evict people if things aren't working out, so I am very careful on my tenant selection.
19	People with pets
20	They don't have references or history of being a responsible tenant
21	See comments in point 6
22	Out of a pool of 20 applicants only a couple will be suitable
23	Many smokers, large families, and more than one pet
24	Too many occupants under one rental agreement.
25	Too large a family, no reliable source of income to pay the rent. No references.

26	high risk of an unstable or violent tenant that cannot be evicted.
27	applicants on disability or income assistance
28	At times we have had too many people for the unit trying to rent. For example a family of six wanting to rent a two bedroom unit.
29	Drug users, pot smokers, jerks
30	small only good for one or two people
31	So many low income applicants looking for the Gov to pay for portion of their rent and want to move entire families into a unit that is meant for one person
32	There are a lot of applicants, and people are desperate. While my suite could be described as a microsuite, I have applications from couples (ad specifies 1 person only). Additionally, I get replies from obvious scammers (ie get the same reply but with slightly modified details and a different email).
33	One of our rentals is very affordable but very small; we often get families applying for it.
34	Suite not suitable for couples or families - it is only 600 - 650 square feet.
35	Unemployed or underemployed
36	Often groups of lower income people apply. I want a family, I do not want this configuration of people.
37	Too many people for property size
38	My ground floor suite is on a very busy street with no fenced yard so is not suitable for families or most pet owners.
39	Smoking, drinking, Uncared for pets, damage to properties and landscapes,
40	Drug users, pot smokers, criminals
41	I expect to have to vet applicants.
42	Family members are allergic to pets living in the same home; hard to find reliable, honourable renters
43	Many asking to move in with extended family members, too many people for too small of a place
44	Hoarders
45	I rent a one bedroom and a small study. Typically we have people applying with too many family members, 2 adults and 2 kids. The space isn't big enough.
46	Applicants wanting more than two residents to rent out space allocated for two people. People wanting to have pets.
47	Their applications indicate that they've not read the instructions or when I look them up on Facebook I see drugs, guns, partying type pictures.
48	Limited parking, applicants have too many vehicles.
49	low quality tenants.
50	A significant number of applicants are groups of 3-5 unrelated adults whereas I prefer to rent to a family unit due to insurance requirements.

51	People without jobs are applying
52	Our rentals are no pet, no smoking. We have ppl with pets contact us anyway. Or we have families of 6 try to rent our two bedroom condo...
53	They do not read the ad/do not provide required info/are generally disorganized and unreliable
54	Smokers, pet owners or jobless
55	Bad rental past & often provide false information
56	Pets, no past rental experience, partying
57	downtown close to tracks
58	Smokers, pet owners, my rental is not overly sound proof so I have to consider that
59	The house & property are in a nice area and need tenants that will take care of the property.
60	not suitable for a family as the unit is small
61	Pets
62	they have pets, or smoke, or seem mentally unstable
63	Too many kids or animals
64	pets

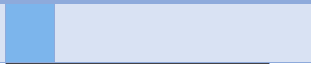
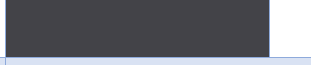
#	Other (please comment)
1	we deal with the hard to house and some are too hard for our level of supervision.
2	I don't have issues finding suitable tenants
3	Tenants seem suitable but suck afterwards, then can't get rid of them
4	Use a property manager
5	Hard to verify they will be good tenants - ie pay rent on time, keep the unit in good condition etc
6	Unstable lives, social issues, lack of respect for their neighbours or the complex/property. Don't pay on time.
7	Strict rules related to the rights of tenants and inability to remove them if they are not good tenants.
8	Younger tenants with limited respect for other people's property and peace and quiet
9	I don't
10	no issues to date - references are stellar
11	We only rent now to people we know or have a connection with
12	Unverifiable references, no access to rental history

13	Laws protect tenant rights over landlord rights and the risks of strange tenants who don't pay rent or aren't respectful is too high. I make way more money in short term. The rent raises don't even cover half my property tax raises
14	Tenants lying on application about their past rental history, getting friends to lie for them as references.
15	We have not had challenges so far
16	The biggest challenge is responding to all the inquiries and scheduling viewings. We end up showing the houses to numerous people we know immediately we would never rent to.
17	no challenges in finding tenants
18	Haven't had difficulty in finding suitable tenants
19	Lack of resources available for finding good tenants
20	As we are not a property management company, individuals are not comfortable allowing us to perform a credit check, and providing numerous references and personal information, etc.
21	no problems finding tenants
22	see previous question
23	Lack of response when asked to complete standard RTB application prior to scheduling a showing
24	It is tricky to deal ADs on FB because some people are mean there.
25	None
26	None
27	No challenge. Lots of good renters.
28	Don't have issues usually
29	Difficulty assessing the appropriateness of different tenants
30	No challenges.
31	Worry and stress, because RTA means it's so difficult to get rid of a bad tenant.
32	No issues
33	After negative experiences we no longer wish to rent out suite
34	we haven't had challenges
35	I get many people interested because I allow pets
36	I rent to my children and their spouses
37	word of mouth only
38	Not an issue
39	Ensuring their references are accurate

40	I use a management company
41	Family or friends only
42	see #5
43	No major issue
44	In the past, ive had many who initiate conversations, but dont follow up and even miss showings without notice.
45	Many people are dishonest about their intentions, habits, like smoking.
46	none so far
47	Finding is not the issue
48	In periods when there is lots of rental accommodation, we have sometimes settled for less suitable tenants - and always regretted the decision. Now we advertise by word of mouth only, via previous tenants and friends.
49	The Hassel of evicting tents, even when the eviction is for failure to pay.
50	difficult to judge compliance
51	applicants cannot afford the rent i have to charge to pay for the alleged value of my properties
52	None
53	ive owned my principle residence for 10 years. the tenants downstairs have lived here for 11 years. my separate rental home has the original owner renting back off me until he finds a place to move to.
54	depends on the season
55	We have young children, and we are particular about who we rent to. We prefer to rent to students, though this has been a challenge during Covid.
56	It it challenging to find a good fit, the vetting process is very important
57	Unable to confirm past rental history
58	Could see finding suitable renters a problem
59	1st & only tenants from word of mouth.
60	Nearly every tenant that I have rented too has damaged my property. The last one did 30 Thousand worth of damage.
61	No problems
62	Not a problem at this time, word of mouth mostly
63	No problem getting appropriate tenants
64	None

7) Do you typically experience any challenges KEEPING suitable tenants for your rental unit(s)?

Respondents: 238

Choice	Percentage	Count	
Yes (please comment)	15.55%	37	
No (please comment)	84.45%	201	
Total	100%	238	

#	Yes (please comment)
1	drugs, booze and mental impairments
2	Keeping them is the challenge. Too difficult to get rid of bad tenants
3	Lots of tenants have life changes like separation which results in tenant not paying, causing damage etc
4	Transient tenants due to university
5	Super long arbitration waits (4 months to get a problematic tenant to leave)
6	In areas nearer central nanaimo and country club there is increasing levels of crime that deters tenants from being in the area
7	Changes in relationship status
8	The good ones always move on
9	Tenants can be high maintenance and demanding of better conditions after moving in.
10	Breaking lease agreements
11	Tenants are usually temporary and move on. So there is a turn over every couple of years on average.
12	Small secondary suite where people want something larger
13	Tenant circumstances change and they leave
14	not right now. Tenants are GOLD, but we have had horrible tenants in past. Which is why we do short term in our suite at our house. These people treat the accommodations differently. With more respect. And don't take on ownership attitude.
15	last one she didn't even live there and had her friends using it as a flop house
16	my rentals are typically rented by students, young people, life transition tenants so there is inherent turn over
17	Turnaround is often annual which isn't ideal but not too bad
18	Challenging people, late on rent
19	students/short term

20	Renters moving away for school or to purchase own home
21	Some tenants
22	renters cannot afford the rent i have to charge to pay for the alleged value of my properties
23	drugs and alcohol
24	So far tenants have been less than one year, it may be realated to younger tenants in their 20's
25	mental health issues
26	Unfortunately people lie about their situation and provide bogus references that say they are a good tenant that will keep the place clean as well as yard. See comments to the question above.
27	Good starter suite families grow out of
28	Rent became too expensive for them
29	Only due to covid restrictions and concerns
30	employment changes

#	No (please comment)
2	Most of our Tenants have been long term Renters or have rented with us until they've bought their own homes
3	Keeping rent reasonable and fixing issues quickly has made it less likely for a tenant to move on.
4	Not a hard yes or no, but I have had to evict a few for reasons stated in the previous question.
5	Tight rental market, most want to stay
6	Current tenants are all 3 or more years
7	I am responsive and fix things immediately, I am flexible if the tenants can't pay the entire rent on the due date, I ensure the units and property are well maintained
8	I have enough applicants that I have good options
9	Usually only move to their own purchases or because of job change
10	Generally over 2 years
11	We had the same tenant for 6 years
12	We have never had issues keeping tenants that were a good fit
13	Our properties are high quality with reasonable rents
14	Market rent goes up faster than I am allowed to increase to current tenants. As a result people are discouraged from moving, as similar accommodations will cost more.
15	Out of our 8 rental houses only one has turned over in the last year. Most have been in place for over 2 years.
16	WHEN I find a good tenant, they stay for a long time, which is what I want.

17	Although a basement suite is not the best living situation so has higher turnover.
18	We have evicted at great time and expense and emotional stress our last two tenants.
19	I have had the same tenants since I purchased the property four years ago with no problems that we couldn't resolve together.
20	Long term renters in place
21	Careful selection and a genuine effort on my part NOT to raise the rent
22	See response in point 6 above
23	Once suitable tenants are found, they do tend to stay long term
24	Family
25	I keep the place well maintained, its in a good location, and I keep the rent reasonable.
26	Never an issue
27	I am very careful about my tenants and they are often very long term. I will let my property sit vacant for as long as it takes to find the right fit.
28	We have one unit that is rented furnished for a two separate renters sharing. This has been an ongoing issue finding and then keeping renters. That said in our other more regular units we are able to keep suitable renters. I believe this is because we spend quite a bit of time screening our renters. We also live quite close to our rental units which was a deliberate decision.
29	Have had the same tenants for 3 years
30	Good tenants stay till their circumstances change, and they need to move on.
31	Once we find a good fit, tenant normally stays for several years
32	Nope, we set the rent low and are super fussy about who we take. People only leave if life events happen (ie moving in with another person)
33	Current tenants are 9yrs and 4yrs living in suites.
34	It used to be more difficult but better in the last year
35	I've always rented below market so tenants tend to stay.
36	Once a suitable tenant is settled they seem to stay long term (3 plus years)
37	There is too much demand
38	I've had a few tenants stay for less time than they expected, but wasn't a problem.
39	With due diligence good renters are likely to stay
40	Good tenants usually stay for years, until they need to move on.
41	No problems at all
42	Unless the RTB Forces me to keep a tenant who is not meeting terms of lease or negatively affecting residents or community

43	Hard to find a rental so they are happy to be there.
44	No issues. We are responsive and charge affordable price for the unit.
45	We have very good tenants right now.
46	Keeping the tenants happy is the key
47	First tenants were there for 3 years. Family tragedy ended the tenancy, or they would still be there. They were wonderful people. As are our current tenants.
48	My hoarding tenants would have never left. We had to move back into the house and repair severe damage to the house
49	I've only been a landlord for one year
50	I rent to my children and their spouses
51	We brought the home 2 years ago and have only had 2 changes. The current tenant has been in for 1.5 years. And we hope to keep her.
52	No issue
53	not a concern
54	Our renter has a 3 year lease agreement
55	We had two different tenants before switching to short term rentals.
56	We have been lucky in that the rental is in a desirable location and fairly new
57	Family
58	Usually tenants stay for a couple of years
59	my GOOD renters are amazing and loyal and appreciate their fair rents .
60	We have not been landlords for longer than 2 years
61	Rarely, but sometimes
62	Have only rented out for 3 years, 2 tenants in that time.
63	not yet
64	Not keeping getting them to leave
65	Tenants are usually easy to find and happy to stick around
66	Tenants always love our accommodation, we keep the rent affordable and the property is well maintained and with fenced lawn & garden.
67	No, I am a conscientious landlord and address issues quickly.
68	I treat my tenants well and prices are fair
69	average 1-4 years stay
70	All of the suitable tenants have remained for a couple of years until they have moved out of Nanaimo.

71	We meet with the prospective tenants. Ask to see ID to make sure they are who they wrote on application. We do thorough reference checks.
72	All tenants secured have stayed for an average of 1.5 years
73	I have been lucky with the tenants I have had and have, for the most part they have been respectful
74	I'm trying to keep good tenants, by even reducing their rent
75	in this market, people have nowhere to go, so its really easy for a landlord to keep tenants.
76	Strict screening to have mutually respecting tenants for the properties
77	We normally rent pretty quick as demand is high
78	The rent is reasonable
79	Typically people want to stay.
80	We lost a great tenant due to COVID-19. She was a VIU student, but her program went online. So she went back to the mainland.
81	I work with my tenants; keeping the unit in good repair and often allowing extra time for a tenant to make payment.
82	Not yet - early days - 1 year
83	Have had same tenant for 8 yr.
84	I thoroughly do background checks on prospective tenants
85	Too soon to tell. Still have 1st tenants residing in my suite.
86	not yet
87	We don't expect them to stay a long time but some do.
88	Tenants are happy, the ones that move usually do so for work
89	No
90	In the current market tenants don't want to leave. The prices go up very fast so tenants who have been with us for a year would have to pay much more if they rented a different suite of the same size.
91	I charge low rent and keep my rentals in very good shape.
92	Rentals are in demand but the tenant is protected way more then my property and I can't raise rent with my property taxes so I loose more and more money every year

8) Which of the following are the top 3 challenges you face in keeping and managing tenants for your rental units?

Respondents: 212

	Biggest challenge	Second largest challenge	Third largest challenge	Total
Tenants paying their rent on time	29.91% (35)	26.50% (31)	43.59% (51)	100% (117)
Damage to property	33.33% (45)	42.22% (57)	24.44% (33)	100% (135)
Ending a tenancy/ challenges with the Residential Tenancy Act	44.44% (64)	33.33% (48)	22.22% (32)	100% (144)
Noise (i.e.: noise complaints from other tenants, neighbours)	35.44% (28)	35.44% (28)	29.11% (23)	100% (79)
Uncivil/ Criminal behavior	27.42% (17)	32.26% (20)	40.32% (25)	100% (62)
Other	46.94% (23)	18.37% (9)	34.69% (17)	100% (49)

9) Tell us more about any challenges you have faced in keeping and managing tenants.

Respondents: 146

#	9) Tell us more about any challenges you have faced in keeping and managing tenants.
1	Concerned my Rene at will leave because of increased threats from homeless people around the building.
2	hard drugs cause disruptions and danger to others, alcohol abuse and people unable to get along in a shared house.
3	laws restricting rent increases means having to sign fixed term leases and turn over the suite to get market rent
4	I have so far only had positive experiences renting the suite in my house
5	One tenant became too demanding of our family, weird expectations. One never paid rent on time.
6	Damage, theft, extra tenants moving in after rental agreement.
7	Their loss of jobs
8	Trying to have Tenants keep utility use reasonable as WE/Landlords pay the HYDRO bill and since it is included with the RENT Tenants will abuse this. It is an extreme hassle too trying to figure out household use of Hydro & Utility use per month.
9	It is impossible to recover financial damages incurred by the tenant. Even if a judgment goes against a tenant in a dispute, in 20 years I have not recovered a single cent from judgements.
10	Tenants moving extra people in and out. Noise. Having rcmp called on tenants. Lots in place to protect tenants and little to protect landlords.
11	need options to keep income coming in to pay my bills.

12	The RTA website has a lot of info but it's hard to know what the steps are and getting timely support is difficult. I will also restate that it's hard to find ones who live up to their obligations. Unstable lives, social issues, lack of respect for their neighbours or the complex/property. Don't pay on time.
13	Covid protocols and entering homes
14	Late rent and just wrecking the place
15	Drug use in unit which is a family home - drugs caused tenant to be incoherent and nearly cause a fire. Specified in agreement to not allow drugs, but tenants do anyway (not marijuana. Hard recreational drugs are the issue).
16	none
17	I have had tenants that damaged the property and didn't pay the rent and then skipped out
18	Nothing too major yet
19	The rtb wait list for arbitration is unreasonable, served a tenant notice for 2 months and took 7 months.
20	none - but would stop renting our suite if we experiences any challenges
21	It is really hard especially during COVID to evict problem tenants who harass other tenants if they pay rent on time. As there is no where for people with issues to go, the RTB does not view lightly efforts to evict nuisance tenants even when other tenants leave to avoid them.
22	Landlords really have no power when a tenant breaks a lease. Colleagues stories about problem tenants not paying rent, or damage or noise with no possible recourse for us makes us very apprehensive with our LTR and dissuade us from renting our upper suite as an LTR
23	the government imposing restrictions on normal increases even when our maintenance and taxes still go up
24	The bad tenants, don't pay their rent then after great expense we are able to get them out they leave no forward address and a huge mess and damage that we have to pay for., and res. ten. are NO help!
25	Threats from people with nothing to lose. "Evict me and I'll pour concrete down the drain."
26	Our place is currently vacant and we will rent out short term because it's more money and more reliable people that I can read reviews about before they use my place. I also don't have to share my home 100% of the time (I have a toddler and the suite is on the lower level and we're concerned we would be too noisy for someone full time)
27	Being taken financially for her right to quiet enjoyment even though she was constantly calling me out to deal with little petty items meanwhile her horses were bulldozing over fences to eat on the otherside because she wouldn't feed them
28	Drugs, parties, excess pets, unclean property, excess people in the suite (one bedroom with 4 adults and a child), damage, using the including laundry as a laundry service to make money, failure to pay rent.
29	We haven't had problems so far. We manage them ourselves
30	Tenant being unruly or uncivil causing disturbance to neighbours.
31	After notice of eviction for non payment of rent, the process takes too long, especially if the tenant disputes it.

32	Tenants not putting out the garbage getting over run with extra garbage has been the biggest issue over the years. Also not properly recycling and leaving the yard covered in dog shit.
33	Tenants in general do not look after a rental property so maintenance costs can be high
34	There are so many people with mental health issues with nowhere to go for help.
35	Governmental termination of landowner/landlord right to enforce terms of tenancy agreements, raise/collect rents, and being forced to act as a lender to tenants allowed to be in arrears.
36	Our basement suite is low height and not soundproofed. We'd need a large investment to improve this in our century-old house.
37	Noise, drug use, moving in with or getting pets during the tenancy that were not agreed to
38	We've been lucky. I treat my tenants with respect. I give gifts at Christmas and throw a big tenant appreciation BBQ every summer. I pay for food and non-alcoholic drinks.
39	Dealing with bc tenancy branch is extremely frustrating. The arbitration process is highly favored to renters and arbitrators are unfair and rude to landlords.
40	Tenant change over is expensive and while you can ask intentions they change/tenant doesn't have to abide.
41	1. Following the guidance of RTB information officer does not mean you could win the dispute. 2. It is impossible to get the money from tenants even I won the disputes.
42	Boulevard and open ditches in the 21st century of a developed country
43	Making it affordable with property tax rates.
44	Long term is not feasible with property tax for secondary homes
45	I do not face any of these challenges with my tenants.
46	None
47	no challenges
48	Paying for the tenants huge water bills
49	The only challenge I have had is in the place not being cleaned properly when tenants leave.
50	Long term tenants in the past have done thousands of dollars of damage to our rental units. We are fortunate now to have great tenants in our rental house but will not rent out our relatively new suite to long term tenants. We do short term there. And have done short term at our residence suite for 12 years. Never any problems. When the BC RTA changes so that it fairly supports both landlords and tenants then we may change, but we have worked hard for what we have
51	With the suite being attached to our house, safety is a priority for us. We have considered short term rentals as we aren't stuck with a violent or antisocial renter for as long as is required under the residential tenancy act.
52	We know focus on renting to retirees who tend to be a bit more demanding but take much better care of their units and are quicker to let us know of issues which we want. In the past we had the typical challenges with people not taking care of units, not letting us know of issues developing until they were critical and having issues paying rent on time.
53	No rent increases for 2 years. Cost keep going up but my revenue does not.

54	Tenants not being honest about the number of pets
55	I was a Property Manager previously & the biggest issues were Tenants who knew how to work the Tenancy Act for their favor (extend evictions). Or Tenants doing midnight moves & damaging property. Also, dispute resolutions can take a long time for hearings to be held (4 months).
56	Drug user, drug dealer, ruined the house.
57	Too much noise partly because sound-proofing in the suite is not the best
58	Posting it blind is hard, people lie on applications, they want to move multiple people into a small suite and honestly it's hard to trust anyone these days. We hope to look for a renter through someone we know.
59	The tenancy act limits landlords ability to increase rent during covid and to deal with problem tenants. These challenges are a large reason why there are fewer landlords and thus less rental properties available on the market.
60	I didn't list it as a challenge above, because it's not a problem, per se. But my current tenant does not pay her rent on time. It didn't work for her. Now she pays it in 2 installments, that match her paycheques. It's slightly more to manage, and required me to have a bigger buffer in my income/outgoing account, but I feel like most challenges can be solved with compromise
61	market rental rates are high meaning that rent often exceeds what renter is able to pay; cost of mortgage and property maintenance requires that rent be at market rate
62	Managing disputes between tenants in same home/ different suites
63	1) managing parking on our street; 2) tenants understanding their lease
64	When there were less people looking the options were less great.
65	We've actually been quite lucky. We had some international students who were so filthy we had to pay \$750 to cleaners, and one who unplugged a fridge full of food (then left for two weeks, huge mess and had to replace fridge).
66	Above choices reflect current situation. Past issues have included non-payment of rent/utilities.
67	Tenants feel someone else (landlord) should manage every poor relationship between tenants, every complaint and ensure safety of children from other children in complex
68	Tenants have too many rights and want to fight you with the RTB. It may be their home but the landlord owns the property. One tenant thought it was fine to move in her dtr and fiancé because they were homeless. We advised she couldn't do that and she filed a complaint. Another tenant was evicted through no fault of ours, or hers, it was a bylaw issue. We offered her reduced rent and assistance and she filed a complaint with the RTB and then abandoned it. I have many more examples....
69	So far so good
70	Difficult to get tenants to keep property neat and tidy - have hired lawn care as tenants do not mow grass. Tenants not getting rid of garbage. Tenants keeping unlicensed vehicles on property despite being asked not to do so.
71	Agreeing to length of rental
72	I am very careful about who I rent to as we live above them so I have not had any challenges.

73	No challenges. I charge under market rent and am an excellent landlord, and tenants act accordingly.
74	The rental laws are too one sided. The recourse against bad tenants is way too slow once proven and the damage continues for months prior to getting them out.
75	Not paying rent on time, leaving a lot of trash, dealing drugs, damaging the property, stealing lamps, curtains, etc.
76	8 is a poorly-worded question. I don't have any of these problems. Some minor damage, high costs of building and maintaining the suite, worry and stress over any new tenant.
77	Tennants haven't paid on time, references don't check out, people damaging property, people not following tenancy agreement
78	Lack of consistency in Arbitrations. Tenants "rights" always seem to trump legislation. If a Tenant misses deadlines they are invited to re-apply for another hearing, if a housing provider misses a deadline, dispute is thrown out without leave to re-apply. Not an equitable forum for housing providers who bear ALL the risk.
79	Nothing that I can't handle, but I find that I need to accept problems like being shorted on last month rent and repairs that exceed the damage deposit. Lately, pet have contributed significantly to the damage so no more pets. I will be livid if City follows SPCA advice and makes discriminating against pets like a human rights issue.
80	We have been extremely lucky and have always had good tenants.
81	You have such little rights as per the Residential Tenancy Act in terms of how to manage sound volumes, etc. that we no longer wish to rent. We have had negative after negative experience doing-so.
82	We haven't had challenges in keeping and managing tenants.
83	Hoarders. Extreme damage to my house.
84	NA
85	I rent to my children and their spouses.
86	When we brought the property there was a current tenant. They smoked and had people coming over at all hours, the cops were called multiple times and we lost upstairs renters due to their behaviour. We ended up trying to end tenancy and it was difficult as arbitration took months. There was drug abuse.
87	we have kids who are noisy
88	Not an issue
89	impossible to evict anymore for most ongoing challenges, this becomes a huge management problem for me
90	Noisy, disrespectful, messy
91	Tenants who move other people in, not paying rent on time and leaving the property a complete mess upon move out. Also moving out 5 days late.
92	Haven't had any yet
93	Rental controls during Covid-19
94	I haven't had any challenges so far

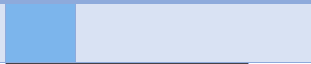
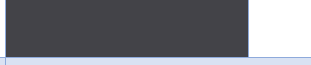
95	N/A
96	over all it's been good but I've had a couple of tenants who have resorted to criminal behaviour. "Midnight moveouts" being the final straw.
97	None
98	The junk that people buy and dont maintain, discard.
99	The BC Residential system is out of control. They allow initially 'good renters' who have become violent and drug dealers to stay , not pay rent and continue destroying property, as the landlord (and other renters) deal with the damage violence and danger. The RCMP's hands are tied, have been a life saver for me and went above and beyond (especiloly female corporals) to make the building safe and get the temant(s) finally out. Covid made it 100 times worse. I finally sold my one 8-unit of income
100	I have not faced challenges in keeping or managing tenants. I charge reasonable rent and communicate with tenants, recognizing that it's their home.
101	The rights of tenants are extremely weighted in their favour
102	Asking them to help curb utilities usage (like leaving lights on at night) when they aren't paying for utilities.
103	there are two absentee landlord rentals on either side of our home which have both had repeated visits from bylaw officials and police. the answers above refer to those experiences.
104	We had to evict because tenant got a dog, against park rules, we evicted, they didn't leave. RTA has you apply for a hearing, 90 days later they will give you a court date, 30 days after this, they will evict....so tenant has now had the dog, destroying yard, dwelling for 6 months.
105	Rent increases do not keep up with the ever rising costs of taxes, insurance etcetera. Given my tenants are treated well and I follow the rules this restriction is likely going to force me to sell the property and invest in another mechanism as the return on investment is diminishing over time. I am now receiving about 2% on the money I have invested and I can do significantly better elsewhere. This probably means the rental properties will shift to a home owners.
106	A tenant, who on writing acknowledged she was far behind on rent and because one of the eviction notices (I served one for failure to pay and one for repeated late payment) had an incorrect day (I had accidentally added an extra day for them to move out). Because of that mistake, the RTB made me start the process again. I ended up being the tenant to leave. It took 4 months and I ended up loosing a month's rent.
107	late rent, no rent--though working full time, ignoring eviction notices, overstaying,, junk left behind, damage to property
108	I have had multiple tenants who have caused significant damage and would not pay, brought in pets that weren't allowed, made excessive noise resulting in neighbours being hostile, parking in front of neighbour's property resulting in complaints from neighbours, tenants who swear and are aggressive, etc.
109	renters cannot afford the rent i have to charge to pay for the alleged value of my properties
110	Hoarding is very frequent, leaving us with on 10-18 loads of dumpsters. Lying bout pets. Lying about how many occupants. Subletting. Drug abuse. Mediating family and roommate fights.
111	I have had a few tenants who make constant requests to update things or replace things that aren't broken or are minimally damaged but still function. I don't want to lose good tenants so I often end up putting more time and money into the rental than into my own home.

112	The RTB laws are terrifying for landlords. If you somehow rent to an unsavory person who destroys your unit, you can't get them out!! The laws favour the tenant's rights so severely I don't blame people for wanting the flexibility that come with short term rentals over having to deal with the RTB laws.
113	I have only had one tenant fall behind in rent over the last bit, I am trying to be supportive and don't want to evict him, but at the end of the day I also have bills to pay. He has been responsive and I am still hopeful that he can eventually catch up.
114	Stoners smoking weed in the unit despite being told no smoking
115	Some tenants just don't respect the property they live in. And damage deposit usually useless and can't cover even small issues.
116	with minimal supervision some tenants make it
117	Raising the rent to cover the hydro which is included in the rent
118	None
119	i have been lucky and had smooth interactions with my tenants. the ones in my home used to pay rent late, but then i found out they were contributing to a savings account and using me to cover their shortfalls as if i was a bank so i put a stop to that immediately and haven't had an issue since.
120	CoVID regulations for a community with shared space
121	We haven't had any major challenges with tenants at this point
122	Tenants not cutting the lawn
123	People aren't particularly respectful, i.e. listening to music loudly late at night or not abiding by house rules (designated parking spots, no smoking on premises, etc.)
124	Overall it is always a challenge to find people that are a good fit, the vetting process is very important. We look for people who are punctual, proof of income, can have a good conversation and seem responsible, pets are always considered with an interview.
125	N/A
126	So far, we haven't had any issues with tenants.
127	RTB is very tenant biased and landlords have ridiculous restrictions regarding giving notice, no control over what goes on within your own property
128	Mental and physical health issues belonging to others shouldn't really be in the realm of management.
129	I can see where there would be problems, especially during COVID times, however do not have these concerns at this time.
130	We have a great tenant, but she often needs reminding that the 1st of the month is here! Sometimes makes extra requests, e.g. can we find here a place to plant a veggie garden and provide hoses etc. for watering.
131	No challenges. I maintain my home and tenants are happy
132	N/A
133	We usually have very good tenants.

134	As stated above most tenants have lied saying they are respectful of the rental unit and will not do damage and keep it clean as well as yard maintenance. Tenancy branch only protects the tenant not the landlord.
135	Tenants are late with payments.
136	Haven't had any challenges in the past 6 years. I've had great tenants
137	lying on applications, false references, damage and smoking on premises. Hard to evict, RTA rules are against landlords, violent threats on person when taking back home.
138	Alcohol or drug problems
139	We have had no challenges, all tenants have been reasonable
140	They know they don't have to pay rent, as its so hard to evict for non payment of rent
141	I've struggled with roommates not getting along, tenants complaining about noise from neighbouring units (normal noise like kids)
142	Sometimes tenants lie in order to get the rental. They sign a one year lease, and then end the lease a few months later. It's a lot of work and money preparing a suite, putting up ads, ending a tenancy, finding good tenants, getting good tenants settled in.
143	We rent to students Sept to May. Always cautions to ensure that they are going to be moving out in May. We use the suite over the summer for family
144	Mostly we have had good tenants who have just expanded their family and need larger space.
145	Not enough rights for landlords
146	Smoking issues, concerns with dogs owned by tenants

10) Has the COVID-19 health pandemic impacted your tenants ability to pay rent on time?

Respondents: 234

Choice	Percentage	Count	
Yes	22.22%	52	
No	77.78%	182	
Total	100%	234	

#	Yes
1	some have not been able but most have paid on time
2	Many have been late through the pandemic
3	Yes
4	Lay offs at beginning of covid
5	very few
6	Mostly
7	No.
8	CERB was sometimes late, their income/work was also disrupted.
9	Some took advantage but most of the ones who were impacted were not essential workers or had ability to work during closures
10	Affected ability for tenant to move
11	But not as bad as we thought it would.
12	Somewhat
13	I stopped renting during the pandemic.
14	For the first couple of months of the pandemic only. Back to normal now.
15	Blah blah
16	several tenants used subsidies, 1st month was late. Also at least one tenant has paid late and said it was because his work was affected by covid-19.
17	Yes.
18	Some payments delayed
19	No impetus for them to pay on time as eviction not possible
20	Lowered rent a few months to help
21	I had a tenant do a midnight move, saying they had lost their job and couldn't afford to stay.

22	Minimally
23	Late rent asked for reduction.
24	During the summer of 2020 our tenant lost work and couldn't afford to pay
25	Yes
26	Tenant was laid off. I lowered the rent so that they could pay.
27	They were laid off and short \$1000 on rent one month
28	tenant works in the food service industry
29	some
30	To some extent. Most tenants in this situation do follow through with repayment plans.
31	Y
32	I also reduced the rent for a year because of Covid.
33	Waiting for subsidy.
34	one month they paid half the rent.
35	One of my son's was finishing school during the pandemic and was unable to find relevant work for over 8 months
36	And I reduced the rent
37	Briefly, pre-CERB
38	to one or two only
39	Some have asked for extensions
40	Occasional disruption and cause for leniency
41	for former tenants. Current tenant has paid on time.
42	One tenant lost their job temporarily and asked for a rent extension (in advance of rent being due)
43	your survey is broken
44	some are late paying and will catch
45	many students are struggling
46	But it was finally paid
47	Tenants have needed extra time
48	It has
49	restaurant hours were cut way back for one tenant and he was not organized to apply for financial help.

50	A tenant utilized BC Housing rent supplement
51	unable to pay full rent

#	No
1	Our tenant has a job unaffected by Covid.
2	Answer required
3	No problem thus far
4	Not currently renting
5	No
6	it has not
7	No
8	No
9	No
10	Rent has always been paid on time
11	No
12	No
13	No
14	B
15	Not at all
16	Did not rent our suite because they said no one could be evicted during a pandemic and we couldn't risk have another drug user around our children
17	none at all
18	No
19	It hasn't.
20	No
21	no issue
22	No
23	Have received payment on-time so far
24	We have had tenants pay on time thankfully
25	no

26	no
27	no
28	But it would have if our tenant was still here
29	No
30	No
31	No they are both employed
32	Not yet
33	N/A
34	We have elected not to rent at this time given the above problems
35	No
36	Have strong jobs.
37	no
38	No
39	All paid up
40	No
41	If they've lost their job, they've found another one. There are lots of jobs in Nanaimo BC but the hourly pay is way too low for the cost of living in Nanaimo. Tenants pay the majority of their income to rent and utilities.
42	no
43	Tennant works retail and has experienced no job loss
44	Both tenants have continued to pay.
45	No
46	We don't have tenants at this time
47	Thanks to CERB and the BC rent subsidies
48	No
49	No
50	They have all paid on time or very close to on time
51	No
52	No
53	They have paid on time

54	No
55	Not at all
56	They normally pay on time. The problematic tenant's issue is not about paying rent, but thieving her roommate, damaging my property, and lying on the court.
57	No
58	No
59	Has not
60	-
61	no
62	no
63	Tenants pay their rent on time.
64	no
65	no
66	No
67	No it hasn't
68	No. It has given everyone Lots of money.
69	No
70	both of them are working
71	Tenant is on pension.
72	Government subsidized
73	No
74	It has affected my ability to cover the mortgage. Can't raise rent but my bills go up. Will eventually sell if it continues
75	We've been lucky our tenant works in the health care industry and hasn't lost her job.
76	no
77	my tenant happens to pay on time, but if she didn't I would be in a challenge
78	Her job has remained the same
79	No
80	no
81	We are lucky, they've all been able to pay.

82	Current tenant is on disability so rent is automatically paid.
83	No problems
84	No
85	No.
86	no
87	The rental benefit was used by two of our tenants.
88	No missed rent
89	Hasn't been an issue
90	no
91	No
92	Not an issue for me.
93	no
94	Government helped.
95	I have long term and they are abiding by all my covid rules
96	No
97	Tennant seem to have all the protection. My bills have increased, I am as vulnerable to job losses as the Tennant yet no help for me
98	most are retirees or working in resource industry
99	No issues
100	Had no renters during COVID
101	Haven't had an issue receiving rent
102	Our current tenants always pay on time.
103	Hadn't impacted any of my tenants
104	It has not
105	No
106	They have paid
107	no
108	No is no
109	not a problem
110	No



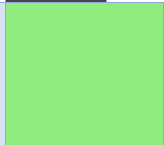
111	it has not affected my tenant
112	Our tenant has a job unaffected by Covid
113	so far so good
114	Essential workers
115	We had moved to short term rentals before covid
116	no
117	They are still working
118	no
119	Jobs weren't impacted
120	No
121	Tenant works on health care
122	It has not affected ability to pay rent
123	No
124	no
125	We waived 1 month rent at the start of the pandemic though the tenants didn't request it.
126	No
127	no
128	No
129	No Impact
130	no
131	They have continued to pay up to now, though their situation may change this month.
132	No.
133	were working full time
134	no
135	no
136	the government helps them, not the landlords'.
137	Rent has always been paid on time.
138	It did not
139	No

140	We have received payment as usual from all of our units.
141	They have paid just fine
142	Only one tenant needed to use the subsidy from the provincial government to help cover rent while they were laid off from work, but once the subsidy stopped were able to continue paying rent on time
143	No
144	No
145	No
146	Not at all
147	Mostly no. one tenant used the government assistance for a brief period. but otherwise no changes.
148	Discounted rent for covid plus BC rental support for tenants
149	no issues
150	No
151	All have jobs unaffected
152	Our tenant had to move home with the arrival of the pandemic.
153	no
154	no
155	All tenants have full time jobs or are in school
156	One tenant left because of COVID-19. But the rent has always been on time.
157	Hmmmm
158	Not yet
159	Tenant has never had a problem paying her rent.
160	No
161	My tenants are retired with appropriate income for rent.
162	Payment has been received
163	have been employed
164	No
165	None
166	no so far
167	Na

168	Everyone is up to date
169	all paid on time
170	no
171	No
172	My tenants haven't missed payment
173	They've either been able to pay rent, or have applied for the rent subsidies
174	no problems
175	Never had a problem collecting rents
176	We stopped renting our suite
177	We evicted our tenant in February 2020 to Renovate and haven't put it back on the market

11) A number of non-profits (such as John Howard and the Canadian Mental Health Association) and government organizations (such as BC Housing and the City of Nanaimo) offer rent supplements. Do any of your tenants receive rental support from a government or organization? Would you be interested in learning more about how you can partner with BC Housing and/or a local non-profit to host tenants receiving rental support.

Respondents: 232

Choice	Percentage	Count	
Yes, some or all of my tenants currently receive rental support paid directly to the landlord	17.24%	40	
My tenants do not receive rental support from government or non-profit organizations but I would be interested in learning more about this program	32.33%	75	
No, I am not interested in renting to tenants that receive rental support from government or non-profit service providers	50.43%	117	
Total	100%	232	

#	Yes, some or all of my tenants currently receive rental support paid directly to the landlord
1	most are receiving Social Assistance
2	Except it's not paid directly to me.
3	We also currently support housing for John Howard clients
4	We have tenants receiving BC Housing, John Howard etc supplements.
5	None of our current tenants do but a past tenant did. That tenant was our worst tenant experience and it makes us not excited about trying this again.
6	They have received support, but not at the moment.
7	Not paid directly to me
8	Would rather have market tenants.
9	I did have 1 tenant that was on disability.
10	Not currently, but I rented one of my houses to a refugee family for years who received various gov supports.
11	very few
12	Our previous tenants that were not great had support from BC Housing. Current tenant does not receive rental support. I unfortunately would say I'm not interested in renting to tenants that receive it. We had lots of trouble trying to relocate the tenants, as the bc tenancy act didn't

	allow us to remove them for months even though we were losing good tenants due to complaints.
13	Received, in the past
14	Salvation army
15	Some government support paid to tenant, not to me.
16	One tenant used to receive support, but no longer needed it by the time they moved on
17	Yes, one tenant has disability send me the rent directly.
18	student loads
19	Welfare rent directly to us with most roomers
20	Previous tenant was indigenous and wanted us to tell the band that the rent was higher so she could pocket the difference

#	My tenants do not receive rental support from government or non-profit organizations but I would be interested in learning more about this program
1	I have the information. It does not change our reluctance
2	They do not receive and I am not interested in learning. If that's part of their rent then fine.
3	I am the support because government initiatives suck
4	one tenant has enquired about receiving rent supplement
5	We have rented in the past, and been scammed by tenant (they were collecting rent from agency instead of us)
6	None of the three options in this question apply to me. I WOULD rent to someone who receives support but none of them do currently.
7	I would consider this if there was intervention possible if issues develop with the tenancy. Otherwise, I would join what I suspect is the majority of landlords in not selecting marginal tenants.
8	I know about the programs
9	I only have one unit, and that person will be there for a long time.
10	I think that my rental unit would be too large and expensive for any of these programs.
11	There should be another Answer option here, as this form does not describe a common situation: Several of my tenants have received rental support, but it is paid to them and not to us directly.
12	My tenants do not receive rental support, however I am not objecting to renting to people who receive support.

#	No, I am not interested in renting to tenants that receive rental support from government or non-profit service providers
1	horrible responses! whoever wrote this survey should be re-trained or let go
2	As Seniors we have no ability to care for or look after persons facing challenges
3	These are the worst of the worst tenants. Why would any landlord want them.
4	Unbalanced risk.
5	It's a risk on payment that I can't take. I have to pay my mortgage
6	Right because that always works and the people that come along with those programs definitely care about the land lords hard earned property q
7	We have had issues in the past with tenants receiving support
8	These are great programs, just not applicable for our rental properties.
9	I only rent to people who are working, and if they lost their job during covid, they have taken it upon themselves and found another job.
10	I have zero interest in renting to someone who is receiving any government assistance. Unfortunately I can't share walls with someone who isn't living a similar lifestyle and keeping similar hours to my husband and I as working professionals and new parents.
11	My concern is a lack of respect for my property with this income bracket.
12	1. I don't have the knowledge to judge if they could manage their living without damage my property. 2. I don't know how to protect myself while dealing with people who have mental health issues.
13	I would never consider. I have done it before on multiple occasions and have been stung every time.
14	Absolutely not. Not in a million years. They would be terrible tenants guaranteed.
15	No
16	Absolutely not!!!
17	Extra hassle with extra concerns.
18	double taxes to anyone checking this box!
19	Too great a liability as a landlord, and no ability under the Residential Tenancy Act to remove problematic tenants.
20	I live alone and have a superior rental suite & am dependent on the income.
21	I have tenants with dementia, mental health issues and have disappeared and left their stuff in the apartment, and who were subsidized through John Howard. I simply don't have the background to know how to deal with all these issues. Being a landlord is a second job and I have full-time work too and a family. The mental energy and time needed, the financial costs when things seem to invariably go wrong, are simply too much for me. Nanaimo needs SUPPORTED housing, not just affordable housing.

12) What could the City of Nanaimo do to support landlords while encouraging rental housing?

Respondents: 186

#	12) What could the City of Nanaimo do to support landlords while encouraging rental housing?
1	Make sure the rental buildings are safe. Our biggest cost increase to the condos fees is for security.
2	create an district that will welcome densified supportive housing by re-zoning under utilized core properties currently industrial zoned and because of noise and dust can't operate. The rezoned area would allow other activities to run with police oversight in this zone.
3	Offer incentives to be a landlord
4	Stop raising taxes so aggressively for useless road destruction on Metral/ front st etc, stop raising the cost of garbage user rates- have doubled in the last few years. Poor management/ top heavy organization. typo in the question also-
5	Not to limit rent increases while increasing municipal fees & taxes beyond what landlords can raise rents to cover costs
6	Reconsider extra costs to landlords (having to pay higher city fees for water, sewer, garbage etc). I pay higher fees than my neighbours even though in total there are less people in my home including tenants. This could deter people from renting their secondary suites. Consider a tax advantage or other to incentivize renting out of secondary suites
7	Advocate for change to RTA.
8	The provincial government has enacted a freeze on rent increases, and once this freeze is over, rent increase limits are likely to be tied to inflation (~2%). However, the City of Nanaimo continually increase property taxes WELL above this. As landlords, we will not be able to sustain this for much longer and are looking at selling our single family, pet friendly, rental houses (which there are limited of in the city) and then they will likely be pulled out of the rental market all together.
9	Lower Property taxes. Lower user fees. (Water sewer garbage) Increased costs force me to raise rents when I don't want to.
10	Discouraging short term tentals
11	Make it an absolute BUILDING CODE requirement that each SUITE has a separate HYDRO meter or separate utility meter installed so that Tenants are billed directly for their Utility use. It is an extreme hassle every month trying to balance Tenant & Landlord Hydro & utility use. When hydro is included in the rent (as most houses have 1 panel so Landlord gets the bill Tenants overuse this as they do not have to directly pay for it.
12	Have consequences for tenants who don't pay. It's so risky to be a landlord as the tena cy board is so geared in favour of tenants that landlords can be out giant sums of money
13	Data base for keeping records from landlords about tenants. Similar to how Airbnb lets you rate your experience. It could go both ways. Also change the secondary suite guidelines to make it easier to make suites legal to avoid illegal suites and thus earning tax from that profits. Currently restrictions to create a suite in an existing property are too expensive and time consuming. Bring back authorized suites
14	allow the owner to rent the property the way that makes sense and meets laws.
15	Make more demands of developers to include off street parking. This should include both residential and multi-unit properties. City streets are becoming more and more congested with

	parked cars. City council seems to think that in ever increasing population will mean fewer cars. This couldn't be further from the truth. More people equals more cars. Having a secure place to park should be a priority.
16	I'm not sure actually as I understand the regulations to be provincial. Only thing that comes to mind is that they could provide some guidance for landlords and tenants with navigating that system, particularly with dispute resolution.
17	Parking for building tenants where parking is not offered. With high rents it's hard for tenants to pay additional fees for parking in private lots
18	The reason I went Short term on some suites is how hard it is to get rid of bad tenants. The allowable rent increases do not keep up with property tax garbage hydro cost increases.
19	It seems hard to evict someone through the tenancy branch when they breach the tenancy agreement.
20	give them a break on secondary suite costs
21	Ensure that landlords and tenants have equal rights and that when tenants are not paying or damaging landlord property the landlord can act in an expedited way
22	Reduce red tape.
23	Lay off of unauthorized suite enforcement, especially in long standing rentals. (Mine is legal but just saying)
24	Better Rtb response, otherwise it's too much of a risk to rent and have the risk of rtb arbitration taking way too long.
25	give landlords rights - in the current climate for landlords, we have no rights. If we have any problems - our rental will no longer be available for rent
26	Bc tenancy act is a joke. It only protects tenants. Good landlords are not protected
27	It would help in cases where owners have rented out single family homes to nuisance tenants for the city to assist in having them correct behavior. One idea could be to provide support in contacting the owners of the properties. Really hard for the city to intervene in civil or tenancy issues but the offer is most welcome.
28	A very difficult question as the provincial landlord tenancy act is very tilted in favour of the tenants. This results in less people wanting to be or stay landlords.
29	be more supportive of landlords esp family owned not a rental business
30	Have a list of good tenants(earned points from landlords) and help landlords track bad tenants to collect for damages. Also lobby rtb %to better support landlords.
31	Advocate for a provincial renter's registry listing complaints where the RTB found for the landlord.
32	Level out property taxes to rent increases.
33	Give them the rights to their own land back. Remember some of us make the choice to rent our dwellings its not a must. Therefore its only going to become harder to unlock more rentals when the oversight is being determined through a lense of simply sympathizing with the down trodden renter.
34	Fire most new city councilors as their pet initiatives have little to no alignment with mine.
35	Lower taxes and user fees
36	Tax breaks for long term rentals

37	Make it easier for secondary rentals, better transparency about municipal requirements for rental properties
38	Landlords need to have more legal support to keep their home from getting damaged and have the ability to have tenants pay for unnecessary damages.
39	Nanaimo has a housing supply problem which is a result of significant demand and a broken development process.
40	Reduce taxes as an incentive and means to reduce rents.
41	A
42	Remove sq/ft restrictions and 2 bedroom limit on secondary suites. Allow, where appropriate, secondary suites and carriage houses on the same property.
43	More supply of reasonable priced rental units on the market
44	Change the zoning of the entire south end east of Albert street to multi family to promote densification which will increase rental supply downtown.
45	Incentivise long term rentals by offering comparative tax benefits
46	Ensure there are ways to get rid of tenants who are involved in criminal behavior or are causing problems in the house. More people who work in tenancy/landlord agencies to access if there is a need for advocates on both sides.
47	Give more rights to landlords dealing with poor tenants
48	Landlords cannot legally increase rents. Governments and goods/service providers should have been mandated to freeze all their price increases as well.
49	Keep turning a blind eye where enforcement of authorization is concerned. Of course safety is important but the one thing missing from our authorization is a second parking spot. Yet we live downtown where car ownership a) is not needed and b) is not the kind of thing that a basement suite renter owns.
50	Advocate for improved landlord rights under provincial legislation. The rights between landlord and tenant are heavily favourable to the tenant, so much so after two nightmare experiences for non payment of rent, destruction of a brand new suite (on two occasions) breaches of the tenancy agreement it took hiring legal counsel to get them out. We will also never recover the legal costs or costs to remediate the suite from the damage and months on end of stress and suffering.
51	Lower taxes for rental property
52	Set up a rental pool where landlords/rentals could be prescreened, matched with prescreened applicants. Perhaps subsidize (the current amount is inadequate) people at risk, that have a good support system, trying to transition to being self sufficient. Must have some kind of insurance to cover the landlords and their property, to make it worthwhile taking a risk on someone.
53	Allow more rental properties to be built. It's not my job to tell you how. You have highly qualified staff for that.
54	Lobby for a more balanced approach in the tenancy act
55	Send all the bums on a 1 way trip back to where they came from (mainland)
56	Support us with poorly behaved renters.

57	Not really a municipal problem - people need to follow the rules and respect one another and each bothered property (required by both landlord and tenant)
58	Reduce utility (user) rates for secondary suite
59	It would be nice to have a kind of insurance that pays the burden by the fled tenants.
60	Pay for minor items such as boulevard for old people while I pay to keep them out of old age home.
61	Subsidy to landlords for long term rentals
62	Some sort of tax break. No extra fees for large garbage cans.
63	Property tax discount if house is fully rented.
64	Freeze property tax increases when the rent is not allowed to increase annually.
65	Give you a break on taxes just because you own a second house does not make you wealthy , only trying to set up a better future for my kids
66	help vet potential renters with background checks
67	Pressure on Government to provide affordable housing. It is not my responsibility to do that. We work hard for what we have.
68	Offer rebates on property taxes for legal secondary suites. Offer property tax credits for secondary suites that accommodate people who are chronically underserved - for example, for installing accessibility features so that a tenant with a disability could live in that secondary suite.
69	Direct deposit to landlords through rental supports
70	The RTB recognizes non-compliant rentals. They make up a significant portion of the rental market in most cities. I would have another unit available if my basement height was 0.5" higher. It is insane that there is perfectly good accommodation and a willing landlord, but the laws do not allow me to rent that space as a standalone unit without tens of thousands of dollars of cost to raise the house an inch. The City needs to loosen its restrictions and take a more holistic approach to rentals
71	There seems to be a general misconception that all landlords are terrible to their renters, raising rents illegally and so on. I don't know about other landlords but I know all our renters believe we are more than fair and easy to work with. It would be nice if the city supported a more collaborative approach between landlords, renters and the city.
72	Stay out of it and the market decide. If you want "affordable rentals" they have to be subsidized. We live in a Canadian paradise you cannot have enough housing ever in Nanaimo. Shelters, apartment's or single family they will always be full.
73	Better incentives for landlords to keep renting out their property, better access to resources for landlords
74	Applying authorized suites to any home that meets safety standards, not just homes that had suites pre-dating Feb 2005.
75	Clean the city from criminals, drug users. Support the landlords during evictions. Get rid of speculation tax. It makes owners sell their rental properties, as there are not many good tenants.
76	Reduce or eliminate property tax of landlords who rent their suites or provide assistance for upgrades in suites

77	Every possible rule supports the Tenant but not the landlord. Bills increase and all the risk is taken by the home owner. Legislation over the covid period has hurt landlords. The city needs to look after the people who take the risks and invest in Nanaimo. As a home owner and landlord, current Legislation (building homeless secan establishments near private residence properties)and even discussed legislation (removal of single unit only zoning) is causing me to consider moving all my assets out
78	work with the government to have a rental body that helps landlords deal with disputes in a timely fashion. Currently arbitration dates are 5 to 6 months away. Some of these could be dealt with if the city had provincial government workers hired specifically to deal with landlord/tenant issues for Nanaimo only.
79	Hard for the municipality to do anything when province guides the rental tenancy act.
80	stop air b n b
81	Make it clearer how to make a suite legal; Make it so I can have someone come by and give me tips towards that without risking my ability to continue renting my suite; Why is there double fees for things like garbage when our total household and amount of garbage is much less than many other non-suite houses? I would love tips on conflict resolution, noise-proofing, etc. I always end up googling around, and the info I find isn't neccesarily relevant to BC or our Nanaimo environment
82	be consistent with enforcement of STRs and clear on where they are permitted; this will help provide stability in the rental market and discourage landlords from converting long term rentals to STRs
83	Tax benefits, discounts in city fees, any other incentives to not sell rental. With long term tenants and rent freezes we no longer make enough in rent to cover all costs, and are unable to increase rent to cover.
84	Allow more than one secondary suite on a property.
85	Supply more City sponsored housing if they want lower income housing available.
86	Help to facilitate authorization of illegal suites (not sure how, though).
87	There needs to be a counter-balance to the RTB regulations that overwhelmingly assume wealthy landlords and tenants who must be protected. Some tenants take significant advantage of this.
88	Supporting and allowing a wider variety of secondary suites, supporting the construction of suites and do this in a timely manner
89	Provide more support to landlords when there is a dispute.
90	Continue to be supportive of secondary suites.
91	I hear many complaints about rents increasing from people I meet. Insurance and taxes keep going up in cost. Rents need to increase to cover these costs. Stop raising taxes!
92	Frankly, landlords aren't really the ones that need support. We should be able to manage on our own.
93	Allow more supply. We do not have a rent problem in Nanaimo we have a supply problem. In order to stabilize the rental market the city needs to increase supply. This is a simple supply/demand problem.
94	Allow for increased supply (prices will drop), more short term rentals, alternative housing (e.g. tiny homes)

95	making it easier to be considered a legal suite
96	Encourage building more low income rental units. I don't know if containers could be stacked around an inner garden. I think we need to develop more cooperative housing in the future where people look out for each other.
97	Ease restrictions on secondary suites, advocate with province for RTA
98	Allow up to one RV per property, if the property is suitable, as a secondary rental. At the very least, allow this on properties that could contain a carriage house but do not currently. We need more supply of housing more than anything else. This would also greatly assist property owners with high mortgages.
99	Have the provincial government re-visit the landlord/tenant laws and create a positive growth in units available by making the investment in such units respected and protected.
100	Make an easy tenant's check on city website. Help with evictions.
101	Until the regulations for rentals change, not many landlords want to rent and not be able to remove them if they damage our property
102	I cannot have another legal suite on my property - City made me sign a restrictive covenant. How silly in this terrible crisis. I want to make a legal suite in my downstairs. I have the space! This is a ridiculous covenant.
103	Allow Air BnB. Provide a database to check and see if Tennants have caused issues elsewhere. Stop this dictating of rental price freezes. The landlord takes 100% of the risk and recieves no support. Get rid of the drug addicts plaguing Neighborhoods before investors move out.
104	Policy and By-law changes that allow for increased density per parcel. Taxes, permits, development fees continue to increase while rent controls and the current rent freeze puts considerable downward negative pressure on investment return. Provincial and City policies are making it unattractive to provide housing as a private business. Continued Government intervention and rent controls will ensure that the Province is the majority rental housing supplier.
105	Make changes to the Building Permit Process so that it supports rather than inhibits repurposing existing housing for rentals. Nearly all the houses on my block in the Old City have rental suites, but few are legal because the renovations required for the permitting process are prohibitively expensive. Repurposing is one of the only two ways that affordable housing can be provided - the other is off market and that costs the City money.
106	More protection for landlords and emphasis on home-owner rights (I realize a lot of this out of scope for the city), and also more flexible availability for short-term rentals, such as VRBO and AirBNB.
107	I'm not sure there is much the city can do.
108	Lobby to have more supports for landlords.
109	Giving the landlord more power to run their business. Tenants have all the rights!
110	Tax breaks if rent is kept to a reasonable level. I don't know. Rents are atrocious, we keep ours well below what we could get.
111	Stop handcuffing rental rates and more rights given to get rid of bad tenants.
112	Reduce property taxes for well maintained, long term rentals

113	Don't be so restrictive on where carriage houses can be built. Encourage and allow more low density MF developments (2, 3, 4 plexes). Also stop giving neighbourhood groups so much power, they don't represent the neighbourhood, just themselves.
114	I think the tenancy laws need to be reviewed. Right now there are not that many rights for the landlord. We found it very difficult to navigate our situation and know our rights. It was our first time as a landlord and realised that it is very difficult to remove someone even if they are causing nuisance to other tenants and neighbours. And breaking smoking, drug and noise rules. City of Nanaimo may want to think about opening a contact line that landlords can call to know their rights.
115	zoning laws to encourage more suites eg tiny homes, additional units on larger lots
116	Improve the process of building permis
117	encourage more responsible renters, renters that have a job and respect for the property
118	as you have no power over the tennancy act, or the provicial restrictions there is nothing
119	My margins are so small that I now have to leave the property management company I used to make up for building repairs , taxes and the freeze on rents.
120	Let landlords evict with greater ease. Stricter laws about pets and tenancy.
121	Create a database of bad tenants. Help landlords evict drug dealing tenants.
122	Make it easier to evict tenants who are late for rent, making clean up upon move out mandatory.
123	Make it aser to evict is lease agreements are broken
124	Make it easier to evict undesirable tenants
125	Ensure that the organizations that offer wage subsidies are professionally run. I've had fabulous experience with John Howard and a negative experience with SOS.
126	Don't wait decades to amend the bylaw, allow TINY HOMES to be built? As of now a carriage house can only be built on a corner lot or over an area of 800. Reduce this requirement of land size and allow people to densify their existing properties to alleviate the housing crunch.
127	Go back to having the landlord be at choice to renew or not renew his lease, thus, having the same right as the tenant.
128	Not sure
129	Make change in the laws that allow criminals to not get evicted, share the name of these criminals so when we get a police check done, their preious histpry is made available to the landlord..
130	Educate landlords about residential tenancy regulations, provide rental incentives. Create deterrants (licensing, taxes, etc.) for short-term rentals like airbnbs.
131	Perhaps provide a platform through which appllcatns would have to go
132	We put in a legal suite; however, the permitting process and cost to build can be barriers for some people to take on a project like this. It would be interesting to look into the feasibility of a program that incentives legal secondary units (e.g., analyzing the permitting process from the lens of a homeowner, laneway initiative, contractor and subcontractor partnerships with unemployment services to upskill people, etc.).

133	Impose rent controls and provide more affordable housing stock
134	My suite has helped first time tenants who did not have established credit, so the rent was all inclusive. Now I am stuck with the last increase of utilities, and ever increasing provincial property tax, but unable to raise rent due to covid. This suite is my main source of income.
135	remove redundant development permit requirements for projects of four units and under. wake up, catch up and keep up with available legislation and code regulation which minimizes the need for excessive parking, sprinklers and seismic upgrades to existing buildings.
136	Stand for landlords and work to resolve the RTA pro tenant, small landlords can't afford to have their properties destroyed.
137	Education for both tenants and landlords about what resources are available to them when something unexpected happens.
138	Advocate to the provincial government that rent increases are too tight and evicting poor tenants is far too lengthy of a process.
139	Petition the Provincial Government to end the rent freeze. If my costs exceed my rental income I have to sell which will potentially take the place off the rental market
140	Encourage and monitor rentals in single family dwelling neighbourhoods.
141	Unfortunately it is not the city of Nanaimo, it is the RTB and their hostile attitude towards landlords that makes many of us not want to bother anymore.
142	fairness to landlords with a mortgage helper, cannot afford lawyers for tenant disputes, tenants take advantage,
143	More supports for dealing with problem tenants. Compensation for damage. Parking is a big problem - require more parking on property, limit how many vehicles a household can park on street, limitations on RV parking on street, limitations on large trucks/vehicles on the road (most aren't necessary for employment and are environmental disasters anyway)
144	ensure our city is designed in a walkable way - see the "not just bikes" youtube for more details - https://www.youtube.com/channel/UC0intLFzLaudFG-xAvUEO-A
145	Offering more support to remove tenants out of our properties. Remove tenant's rights to take over the properties we work hard to own and pay for. Damages that are higher than the value of the damage deposits should be legally the tenants debt to pay.
146	It would be helpful if the City could provide grants or something of that nature to landlords who want to create legal suites. I have a full house and was interested in separating it into a top and bottom suite but when I contacted the City the steps involved made it cost prohibitive. So instead of providing housing for two families, I am only able to provide housing for one.
147	Make it easier to evict problem tenants . it should be if someone doesn't pay their rent in a reasonable amount of time say a week or 2 they should be out either the following week or by the end of the month at latest not be able to sit in your house racking up bills for months then to have additional costs to hire bailiff not to mention covering any additional expenses relating to damages to the unit.in my experience this is a major concern for most landlords
148	Faster recourse for people who aren't paying rent or who are damaging the property or violating the tenancy agreement
149	Change secondary suite laws a bit to make it easier for homeowners. Im sure there are a lot of "illegal" suites that have been shut down over minor infractions that could have been overlooked. I write this but I do not know the stats or if it is true. But I am imagining this is a concern and would open up some rental space. Also, change bylaws to allow tiny homes or carriage houses on properties that already have a basement suite.

150	My issues are with the BC Tenancy act, not with the City. It would be amazing if there were incentives provided to landlords to encourage them to improve their rental properties while rent increases are so limited.
151	When looking at affordability, I am hopeful that the city of Nanaimo can consider allowing for 3 doors per single family property as they do in Vancouver. It might be a way to increase productivity on properties as prices continue to increase and help lower the need to raise rents to keep up with the rise in costs.
152	Make it easier to be able to get rid of bad tenants
153	Let landlords evict bad tenants that doesn't pay their rent for more than 2 months. BC tenancy branch case resolution is too slow.
154	1st ask this question! allow 2nd suites and carriage homes where there is low impact. Zone more rooming house lots
155	Quit raising taxes while the government of bc stops landlord's from raising rents inline with the cost of living
156	If you want to encourage rental housing you should open up some more land to build on. there are literally zero lots for sale in nanaimo. why not encourage developers to get moving on land? i am subdividing 3 lots into 6 right now and the city is the biggest hurdle to that success. charging ridiculous money for the DCC, making me install 150 grand worth of underground utilities, paving, sidewalks etc. and taking 2 years to approve it through council. and you ask what you could be doing to help?
157	More support for landlords in terms of balancing powers when dealing with tenants who falsify information in applications. Incentives for offering spaces for rental
158	Provide tax or utilities incentives to lower the costs if property is rented.
159	Remove the one sided legislation that vastly favours tenants
160	Not sure
161	The City needs to require the construction of purpose-built rental housing with each approval for multi-family development. Good rental housing should take many forms (apartments, townhouses, etc.), and should be incorporated within EVERY neighbourhood. We need a diversity of housing options, and our neighbourhoods would benefit from a diversity of socio-economic backgrounds.
162	Offer information to applicants about how applying for rental is like applying for a job. Landlords should also have info available about how to vet for their ideal tenants.
163	I believe there are old laws around subleasing parking spaces in parking lots?
164	Have a reduced property tax rate or some sort of incentive to rent
165	Maybe create a web page with tips, rental questions, support, additional information, etc.
166	The issue is the Provincial RTB, tenants can totally trash a suite and you still can't get them out or get the money back for all the damage
167	Increased property taxes with minimum to no allowable rent increases makes me want to sell the place - which would put a few people out on the streets since they are paying well below the going rate. I'm not certain what the city can do about it, though
168	It is difficult to maintain a rental when rent increase freezes are in effect and allowed increases are significantly below the city property tax increases.

169	Unsure
170	N/A at this time
171	The city should support landlords if they need to evict a tenant due to not paying rent or damaging the property. I think people are becoming more hesitant to provide rental space in their homes because they don't get support from law enforcement or local government if there is a problem.
172	Should assist landlord with tenants that are abusing the system by making a motion for the Province and Tenancy branch to put in place realistic assistance to landlords.
173	Make it easier for landlords to end agreement if renters damage property or do not pay.
174	Allow development of rental units
175	A list of problem tenants to check before renting
176	Help protect landlords from terrible tenants.
177	More roomhouse zoning
178	pressure Victoria to make it easier to evict tenants that do not pay rent ontime.
179	Incentives to those who have long term rentals (tax grant)
180	Realize that not all landlords are big corporations with hundreds of properties. Many have a few properties that provide supplemental income and a flexible schedule. Also, tourists want short term rentals, so if Nanaimo values tourist dollars, we need to have the opportunity to provide short term rentals via AirB&B and the like.
181	I've been doing reading on homelessness, its causes and solutions. We need to follow a model like "Housing First". Expecting private citizens who have taken the financial risk and sacrifice to buy rental property, to provide for people with mental health issues, is a way for the federal, provincial and city governments to pass the buck on their responsibility to provide for people with mental health challenges. Nanaimo needs to build SUPPORTIVE housing, where there is staff available 24/7.
182	Tax incentives for rental space
183	Give breaks on property tax if rental is long term
184	Protect my property and ensure civil behaviour. Allow rent to increase proportionately to property tax increases. Not allow tenants to not pay rent and not be evicted. Help evict people faster when needed
185	Being a liaison/resource for landlords to better understand terms of the BC Tenancy Branch
186	consider prorating the utility fees to the number of people living in the home - make it easier to build a legal suite - contractors take advantage, provide more support around affordable conversions to rental units. give a tax break for landlords that provide high quality accommodation to tenants requiring government support

13) Any other comments you wish to add?

Respondents: 108

#	13) Any other comments you wish to add?
1	Allow site specific rooming house use to densify and increase supply of the most affordable permanent housing. The same model with increased levels of supervision can accommodate most. Only those individuals that can't exist in that environment require institutional care. For the past 10 years we have been operating as a ten bedroom rooming house supplying utilities, internet, house phone, cable, free laundry with rents of \$385/mo to \$457.
2	Tenants have more rights than landlords at this point, that is the reason there are many landlords getting away from the business
3	really poorly written survey- you could get a free MBA intern from VIU to do a much better job at having objective responses instead of this
4	This problem is caused by the difficulties in getting rid of bad tenants.
5	City needs to raise in costs and stop downloading on the citizens...ie: fiscal responsibility is non existant on counsel.
6	Need more affordable rentals.
7	Tenants now have the ability to totally take over a house and a LL has no recourse but IS responsible. Tenants can party, do damage/drugs/bring in pets & friends and a Landlord has no recourse to their own property yet has the entire responsibility. Not worth it anymore.
8	No
9	City council should stick to running the city. I own my property and the choice is entirely mine as to how I decide to utilize it.
10	Morelos income housing for seniors and families is highly demanded in our communities. With no rent controls tenants rents are often unmanageable
11	The challenges I have had as a landlord are not solvable at the city level. I would sell my rental houses in this market but I have tenants that are counting on me for a place to live. If they leave I will likely not do long term rentals again.
12	The rental market is insanely priced, with rents higher than an average household mortgage payment. There should be some sort of cap for the market so people can afford their rent
13	Rental properties are a big investment on the part of the landlord and the landlord should have some respect for providing suitable housing for families in this city
14	Am VERY concerned that landlords have NO rights and NO legal avenues to evict a problem tenant. We, and many others, are watching this situation closely.
15	Not being able to raise rents to meet inflation and costs of maintenance means many landlords seek alternate avenues such as STR's to make ends meet, or do not even attempt to rent. Way too much risk for many potential landlords who care about their property, neighbours, and neighbourhoods.
16	Help landlords and they will help the good tenants. Without help to enforce rules they will just sell these rental units, who needs this kind of headache. Support the suites and owners of 1 or 2 places, they all add up, if not the large rental co. will totally control the market, and they are just about making MORE money
17	There are more edge cases where fixed-term contracts are necessary. EG: "I wish to sell this house vacant in 1 year."

18	The island is becoming one of the most desirable places in Canada. Its not going to be affordable for everyone that wants to be here. For those of us that have ground our nails to the bone working to secure a piece of it becomes very insulting when you try and force us to play into your plans of growth at the homeowners expense.
19	Every time the city raises taxes, I raise rents
20	If a business licence will be required (in the future) I will shut down my rental unit.
21	There is no option to select no challenges in question 8
22	At this time, we have decided to stop renting our property due to the above issues.
23	We rent to students who are well behaved and appreciate our property
24	As an employer in the region (and a landlord), the lack of supply of housing is a significant issue for staff we are hiring. This problem will not be solved overnight and in my opinion, the only way it will get solved is for housing development (all kinds) to out pace demand for 5-10 years. If this doesn't happen, rental rates will only continue to rise, which will put more pressure on low income residents in our community.
25	A
26	I would like to see sound insulation as a requirement for newly constructed secondary suites and for renovated ones where the drywall between suites is removed.
27	Huge demand for rental units is driving prices too high. Need more supply.
28	Don't bother with the short term rental regulations. It will cost you more than it's worth. With the prices you get for long term rentals these days I think a lot of people will decide the short term gig is not worth the extra bit of money.
29	Build rental housing/social housing/co-op housing to help those underemployed folks get off the streets.. Lower the cost of living in Nanaimo so they can actually have a good life on the wage they get.
30	we would like to invest in and manage more rental units, but with the difficulties dealing with problem tenants we are simply afraid.
31	Perhaps Nanaimo city council should roll back taxes and freeze their own wages and expenses to pre-covid levels yet provide the same level of services as before, without any hope of revenue increases for at least another two years, and even then, increases should not exceed those which landlords are allowed. Sound fair?
32	Yes. One BIG attractant to having short-term rentals over long-term is the risk factor. The insurance coverage and client/owner "ratings" by companies like AirBnB are a much better system than the Tenancy board for landlord protection of property. A municipality may have some say in regulation of short-term rentals but it's too bad that they can't have more input into helping the provincially-regulated residential tenancy act. Long-term renting is so much more risky.
33	Regular folks with space to rent who can afford not to rent it out, will choose not to rent it to avoid the stress, hassle and risk and stress caused under the current provincial regulatory framework
34	Support a Guaranteed Basic Income, as well as more cohesive mental health support.
35	Make landlords repair or remodel to safety standards. You know the ones I'm talking about.

36	This city has so much potential. We need to clean up. Rcmp must enforce loitering and public intoxication laws and the judges need to hand out some sentences that have teeth. Too many re offenders. Too many second chances. We're tired of paying for these bums.
37	I have had fairly good success with my rental properties and with the tenants. I treat them well and they treat me well.
38	None
39	Sometimes people can't find housing for a non-housing related issue. Support and education for those hygiene, respect, etc circumstances may assist
40	The rental market is very risky with the unfair RTB system which over-protects the bad tenants. The burden cost by the bad tenants not only pushes more landlords out, but also transfers to the majority of good tenants, thus worsen the rental affordability.
41	As a young family working hard to keep a second home for retirement and education fund for children , it becomes very hard to afford taxes each and every year
42	Secondary suite in my home has been a short term rental for 12 years. There is a huge demand for this as people come here for short term work contracts, school, etc. I do not do Air B and B (nightly. Before Covid it was minimum a week - with Covid, it is minimum a month. Most people stay for 3-4 months. Some 6. Our rental house is rented full time in the house and the suite there is rented short term - same thing. We have never had complaints. We are responsible owners and have worked hard
43	whenever property taxes go up I have to charge more for rent to cover the cost, sometimes we can't increase rent per RTB.
44	Too. Much. Red. Tape. Getting anything approved takes 18 months. That is 1.5 years of stable housing that is not on the market for people, because the plans for a carriage house (or lifting a house 1") sit in approval hell for 15-20 months.
45	Gov't needs to subsidize for affordable rentals. The market can't as its too expensive to build.
46	There are more than enough rentals here, there are too few suitable tenants.
47	No
48	I'd like to see the City work more closely with not only the government organizations but the university to ensure students are able to find suitable short term housing as well. I'd be keen to support student short term housing.
49	stop air b n b
50	Thank you for doing this! I rented for years and years, so have a solid idea of what kind of landlord I want to be (and not be). My heart breaks at the "market" rate for renting (also buying) - how are we all supposed to live together under these conditions? I don't want to end up like Vancouver. Please don't let developers only build expensive luxury condos, please encourage condos with inexpensive finishings and buildings with all or a portion dedicated to rentals.
51	no
52	We have great tenants, and are ok with continuing to rent and not cover our costs at this time, but with increases to expenses and being unable to raise rent it would be the first thing to go if we were to have financial problems.
53	I think everyone's doing a pretty good job, it's a tough situation.

54	Current tenant/friends disregard COVID-19 protocols (I'm 65 so at risk), hoarding, unauthorized alterations to suite, moved in boyfriend - repeatedly after break-ups - over my objections. The rent includes utilities. Police have warned me about the boyfriend.
55	Any net addition to the housing stock is positive.
56	I have more examples of tenants refusing work men into the house for work, unreasonable responses from tenants. We finally sold as owners who wants to rent when the landlords don't have support from the rental board? There is a shortage of housing for exactly this reason. I can provide you with names of landlords who no longer rent.
57	no
58	Many of the challenges that are of major public concern (renovictions, etc) have much more to do with large rental groups, and or buildings. I would caution lumping homeowners who rent out suites in with large properties. It is unlikely that 'one size fits all' solutions will be appropriate.
59	Very difficult to keep up with increasing costs such as insurance, taxes etc when rental increases are so controlled .
60	no
61	See #12. In our housing crisis, which is only going to get worse, it is unconscionable to stick with antiquated bylaws that forbid living in RVs on suitable properties. We need bylaws that reflect the reality of our times, not an idealistic rigidity based in the past.
62	Improve the protection for the Landlord's property so it is attractive to build rental units. Removal of bad tenants should be quick and easy, not negotiated.
63	There's a lot of rental units. There are not many good tenants. Clean the city, discourage criminals and druggies from coming here, and all will be good.
64	I want to provide another legal suite. You will not allow it!
65	I am pleased with what the City and Province are presently rolling out in the form of off market affordable rental housing. However, adding a little to the Building Permit Department's budget to support applicants personally and financially with repurposing existing housing to provide affordable rentals is needed.
66	I don't necessarily think landlord need support. It is a privileged position. However, the city need to take more responsibility in providing the correct.m building stock that lends itself to community and affordable/sustainable living. I have a lot to say about this. Not enough room here. Maybe we need to regulate developers to require their buyin for sustainable development? Maybe this is a thing, but the houses going up at first and wakesiah do not speak to that. Lots of bad development.
67	We have a great legal suite available that could be used to support the rental market, but because of a lack of landlord rights and the negative experiences we have had (where we were powerless to protect our own home) it sits vacant.
68	Honestly, I hate charging high rent for tenants. We charge well under market value and I still think it's high. That said, we are on a knives edge of affording what we have. The only way we could afford housing for ourselves was to have renters, so it's ultimately a precarious position for everyone. I'm sure this info doesn't offer any path forward but it's our situation. Make of it what you will.
69	Allowing 3 or more units per residential lot, would help big time with this crazy rental market. Tenants and landlords would be happy alike.

70	Please disregard my answers in question 8. We have had no challenges with tenants. But I couldn't skip the question, which makes this questionnaire very biased. Not all tenants are bad. We have had wonderful tenants. I am a landlord but my sympathies are more often with renters. The rents in this town are ridiculous and avaricious. If there is some way to keep them down, it would be best. Landlords can't expect a regular income from one or two properties, it is an investment.
71	We may be selling all four of our properties and getting out of the rental game. It's too much risk for us as owners.
72	Schedule D asks for waaaaaaay too much to add 0.1 FAR to a building. Duncan as an example gives 0.2 FAR just for allowing 30% affordable rentals, in Nanaimo this gets you 4/10 points in 1/3 categories for Tier 1).
73	Right now it seems the bc tenancy agency is swamped. Maybe there is a way for CON can help alleviate some of that build up by providing mediation.
74	we charge below-market rent because we have an ideal tenant
75	No all good
76	The rent freeze really hits landlords that have been charging lower rents.
77	As a simple landlord with a single one bedroom to rent I find it difficult to maintain economic neutrality with the condo. Strata fees go up, taxes go u, utilities go up but you can only increase rent by 3% a year. So every year we put more money out of pocket into our investment.
78	Guidelines online to outline what is proper tenant behaviour. Some folks tend to bend the rules - so it suits them - more specific mandates online can help establish legal/ethical framework
79	We are reluctant to rent our property to anyone we do not know. We would consider short term rentals if we were assured we could set the timeframe and still be able to see the tenant leave at determined end of lease.
80	no
81	Don't wait decades to amend the bylaw, allow TINY HOMES to be built? As of now a carriage house can only be built on a corner lot or over an area of 800. Reduce this requirement of land size and allow people to densify their existing properties to alleviate the housing crunch.
82	No
83	There are some very nasty landlords that evict tenants "for upgrading" and then raised the rents sometimes even double. The rest of us give up because we cannot raise rents very year at a decent cost of living rate and give up. So Affordable housing is definitely a big factor in solving the problem. Perhaps a surplus in empty units will also bring more competition and lower new rent rates in new bldgs.
84	I think the system is ridiculously weighted in favor of landlords. I the three levels of government need to coordinate to end housing insecurity once and for all. If it means my unit no longer turns a profit because there's so much cheap housing, that's wonderful. End this circus already.
85	We are seniors looking for renters who would also help with housekeeping, maintenance and cooking. Very difficult to find suitable people.
86	perhaps inefficient in eyes of staff, meeting our current housing needs with many small developments is a viable alternative to relying on the Windley, Westmark and IWCD's of the world.

87	Want more rentals, offer landlord insurance to help out simple homeowners protect their homes from tenants. Currently if a tenant pays rent, you are facing a 6 month process that may or may not result in the tenant leaving.
88	I loved being a landlord and have a great relationship with my tenants but sadly will likely get out of this line of investments as there is too much red tape and restrictions in favour of tenants that it just doesn't make practical sense as an investment.
89	Speak to the RTB about instituting an escrow account where renters who have started arbitration would pay rent into. If the RTB sides with the renter, they would get the money, if the landlord won, the landlord would receive the funds from escrow. If the renter failed to pay, the BC supreme Court would issue the writ to the landlord to take position of the house immediately.
90	a more balanced approach, equal rights to landlords
91	ensure our city is designed in a walkable way - see the "not just bikes" youtube for more details - https://www.youtube.com/channel/UC0intLFzLaudFG-xAvUEO-A
92	Tenants who don't pay should be removed from the property more easily. The banks don't care that we don't have the money to pay the mortgage, do they?
93	I rent out a higher end home and the rent reflects that which helps attract professionals who treat the property as their own. I tried to rent to students once and they damaged my home significantly (more than the damage deposit) and I had constant issues with police and bylaw. Due to a change in my insurance I can no longer rent to unrelated adults (thankfully). I feel for landlords who don't rent out nice/large homes so the rent is cheaper which attracts less suitable tenants.
94	No
95	Tenants' rights are more protected then landlord's here in BC. Couple more issues and I'll probably stop renting my house.
96	Great city with a lot of effort to support homeless. We have more than our share because of our services and our climate. Private sector construction of units designed to house the "hard to House" is needed.
97	We are seeing a ton of apartment buildings that are rental only. this is not ideal for nanaimo. you now have hundreds of rental units controlled by one owner or REIT. do you think they are going to lower the rents to fill vacancy? not a chance. when you have a monopoly on the rental units, you set the prices and wait. we need to have apartment buildings that people can buy and actually own. not rent. DLX on 3rd is a fine example of units for sale that are affordable.
98	Please build rental housing
99	I am no longer a landlord, just too much hassle and too much work and money fixing the damage left by the tenants.
100	If my rent amount does not cover property taxes, strata fees, and maintenance then I will consider short term rental as an option.
101	None at this point.
102	Since my first tenants are still occupying my rental suite, some of the questions did not apply to my situation.
103	I have owned a rental duplex for almost 20 years and unfortunately even after doing reference checks the rental units have been damaged by 80% of tenants. It is hard to find tenants that respect the landlords property. I owe a short-term rental property and which I have been operating for over 20 years and I have never had a problem with damage or uncleanliness. I do

	not think that Landlords of monthly rental units should be restricted to do change to short-term rentals.
104	The Ministry does not take any responsibility for clients who move from place to place losing govt damage deposits and taking rent direct off clients files after the first rental payment, then landlords get hung with the rent loss.
105	Look to Medicine Hat, Alberta, where homelessness has been pretty well eradicated. Regional Housing First in BC, and Trieste, Italy. I would love to volunteer to be on a citizen's committee looking into solutions for Nanaimo.
106	Instead of housing the homeless in hotels, try to limit people that are on the verge of homelessness by renting hotel rooms for an affordable rate to those that can't get a long term rental
107	It isn't worth my property on wear and tear from even a respectful tenant. I make more money and do much less damage as a short term rental.
108	Landlords need greater motivation, community pressures, and education to understand why they need to think beyond personal needs related to rental housing, and more fully consider community needs.

RENTER EXPERIENCE SURVEY HIGHLIGHTS



The Nanaimo Rental Survey provided an opportunity for renters to provide their input on the challenges and opportunities on renting in Nanaimo. The survey was open from April 21st to May 12th with 533 responses received. Below are key highlights of the survey:

HOUSEHOLD INCOME SPENT ON RENT

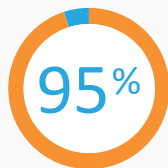


79% respondents spent **more than 30%** of household income on rent

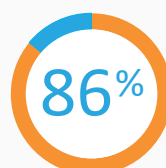
28% respondents spent **more than 50%** of household income on rent

76%

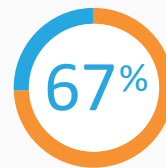
respondents experienced difficulty finding rental accommodation



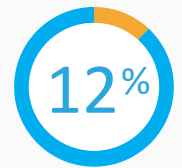
respondents identified **cost of housing** contributing to difficulty finding housing



respondents identified **lack of available rental** contributing to difficulty finding housing



respondents identified **lack of pet friendly rentals** contributing to difficulty finding housing



respondents identified **rental housing not suitable to my ability** contributing to difficulty finding housing



58%



HAPPY WITH
RENTAL
ACCOMMODATIONS



42%

58%

Unhappy with
size of rental

56%

Unhappy with
rental cost

41%

Unhappy with
condition of
rental

27%

Unhappy with
relationship
with landlord

20%

Unhappy
with location
of rental

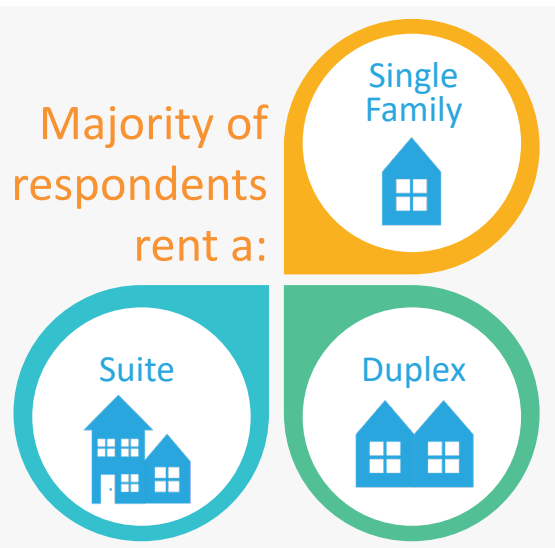
8%

Unhappy with
accessibility

LANDLORD EXPERIENCE SURVEY HIGHLIGHTS



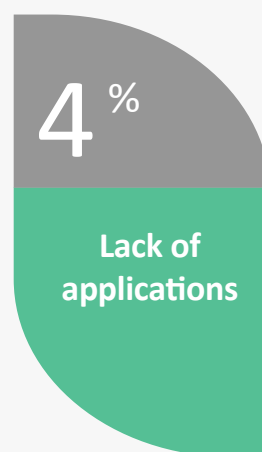
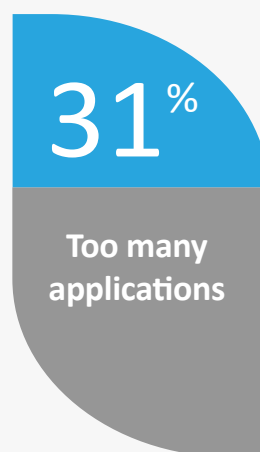
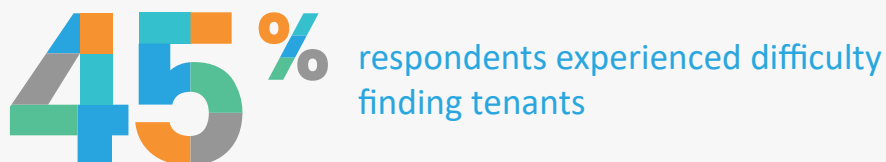
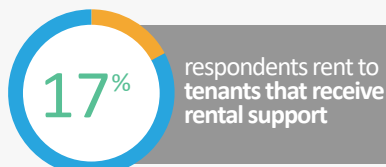
The Nanaimo Landlord Survey provided an opportunity for landlords to provide their input on the challenges and opportunities on renting in Nanaimo. The survey was open from April 21st to May 12th with 394 responses received. Below are key highlights of the survey.



TOP CHALLENGES

- 1 respondents identified **ending the tenancy/ challenges with the residential tenancy act** as a top challenge in keeping and maintaining tenants
- 2 respondents identified **damage to property** as top challenge to keeping and maintaining tenants
- 3 respondents identified **tenants not paying rent on time** as top challenge to keeping and maintaining tenants

RENTAL SUPPORT




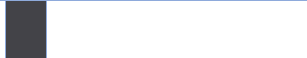
ATTACHMENT D

Renter Survey Responses

Renter Experience Survey Questions


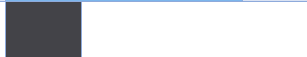
Are you currently a renter in the City of Nanaimo?

Respondents: 533

Choice	Percentage	Count	
Yes	87.24%	465	
No	12.76%	68	
Total	100%	533	


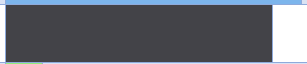
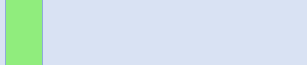
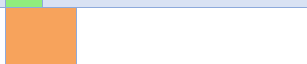


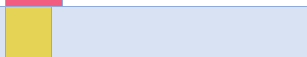
Have you experienced difficulty finding rental accommodation in Nanaimo?

Respondents: 460

Choice	Percentage	Count	
Yes (go to question 3)	75.87%	349	
No (skip to question 4)	24.13%	111	
Total	100%	460	

Have any of the following contributed to you having difficulty finding rental accommodation in Nanaimo (check all that apply)?

Respondents: 345

Choice	Percentage	Count	
Cost of rentals	94.78%	327	
Lack of available rentals	85.51%	295	
Available rentals are not suitable to my abilities (ie: wheelchair accessibility)	11.59%	40	
Lack of family friendly rentals available	22.61%	78	
Lack of pet friendly rentals	66.96%	231	
Few or no suitable rentals available near transit or services	18.26%	63	
Other (please comment)	14.49%	50	

Available rentals are too small for my household	30.43%	105	
Total	100%	345	




















#	Other (please comment)
1	do not get called for a viewing, too many applicants applying for the same rental; discrimination against those on disability
2	Property management companies cherry pick and require complete applications, too much personal information prior to even viewing. Ardent, Widsten et al are screening out certain demographics and discriminating
3	Having children makes it difficult to find a place
4	Not an apartment person. I don't drive. We want to get a dog. Partner and I are both in restaurant industry. Not making big wages even when we have jobs. Too much competition. All these things work against us
5	We know we are lucky in finding our rental because our professional degrees made us the best candidate. Competition is so tight that folks without professional titles likely lose out repeatedly.
6	Overall quality of repairs and maintenance. Often rental units are reno'd fast with cheap products. These cheap patch jobs always result in further damage. Which often leads to renovations and endangerment of the tenants health. A good example is that my tub/shower was not caulked, which resulted in mould damage. That I had repaired professionally at my cost for my health and safety.
7	Racism
8	lots of older run down apt buildings not kept up - unhealthy
9	No smoking outdoors anywhere
10	affordability for two adults and two kids is not reasonable need 3-4 bedroom units under 2000 /mth w/ a household earning \$14 /hr each adult for a total of 160 hours. Childcare is not affordable, nor is rising costs of utilities, groceries etc and looking after the basics for two young children.
11	Rentals are too high in cost compared to income
12	Young working people are getting squeezed out if opportunity to rent because theres not enough places. Soon we'll be like Vancouver there will be no affordable place for the next generation to live because of affordability and availability. Please limit the short term rentals or there wont be anywhere for the next generation to live.
13	lack of rentals willing to rent to students (ie. requiring a one year lease or proof of employment)
14	Only reason I am in Nanaimo is lack of availability in smaller communities North of Nanaimo (Lantzville/Qualicum/etc.) - Have to choose 'Best' of what's available vs fulfilling my own needs/wants
15	Landlords requiring you to sign things not covered by the RTB
16	Transit and affordability rank highest

17	This city is FUCKING expensive for zero goddam reason and it is unlivable or approaching that point. I make 18 dollars an hour and you have stupid fucks charging thousands for a single room.
18	A place that I can have peace and quiet when I'm trying to get a good night's rest
19	Lack of parking and storage
20	Parking for more than 1 vehicle
21	no available rentals
22	ROOMMATES being a fucking problem.
23	Rental scams
24	Rental scams
25	People discriminating against disabled even though home is wheelchair accessible
26	Many landlords buying houses to flip, speculators.
27	There should be more subsidized housing units for Persons with Disabilities.
28	safety concerns, concerns about guaranteed longevity of rental
29	Lack of housing for people not employed
30	Far too expensive for this city, we should be paying near Vancouver pricing in this city. Lack of units due to short term rentals as well.
31	Being a student single mom
32	People don't want to rent to young people
33	Not senior friendly
34	Lack of rentals available accommodating to couples
35	Lack of low income, clean affordable housing projects
36	the rental market is out to lunch
37	difficult to find rentals on the north end
38	difficult to find clean, affordable rentals
39	Need non-smoking rental that really is 100% no smoking.
40	rentals now going to people who can afford to pay more than advertised rent
41	competing with hundreds of other applicants
42	Lack of availability to view properties when I work a 9-5 job
43	Lack of standardized location for listings, makes searching tedious
44	Can't find a place I can afford, actually stuck in limbo at the parent home. Thinking of moving off island to find affordable housing and big enough space.

45	I need subsidized housing
46	need proximity to family, need large living room
47	Near current school
48	No reliable source of rentals; many scams on sites such as Craigslist
49	Terrible condition of property
50	some places don't have elevators

What part of the City do you live in? (to view a map, [click here](#))

Respondents: 421

Choice	Percentage	Count	
Dover	3.33%	14	
North Slope	0.71%	3	
Pleasant Valley	1.66%	7	
Rutherford	5.94%	25	
Long Lake	3.80%	16	
Hammond Bay	4.99%	21	
Linley Valley	2.61%	11	
Departure Bay	8.55%	36	
Northfield	3.56%	15	
Newcastle/ Brechin	5.23%	22	
Townsite	9.98%	42	
Westwood	1.90%	8	
University District	5.94%	25	
Harewood	9.03%	38	
City Centre (Old City/Downtown)	15.91%	67	
Protection Island	0.48%	2	
South End	3.33%	14	
Chase River	4.51%	19	
Other (please comment)	8.55%	36	



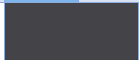
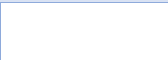

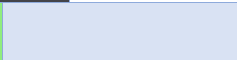


Total	100%	421	
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#	Other (please comment)
1	East wellington
2	Diver's Lake
3	Country Club Uplands
4	Diver Lake
5	Hospital
6	Cedar by the Sea
7	Diver Lake
8	BEBAN Park area
9	Latimer
10	6975 Island Hwy N. - Not on map but closest to Dover Community
11	Uplands
12	NANAIMO, SUBD. B
13	Cathers Lake area
14	Diver lake
15	Cedar
16	Rock City
17	Country club
18	South Wellington
19	Hospital area
20	Gabriola
21	Country club
22	Diver Lake
23	Diver Lake
24	Uplands
25	Diver Lake
26	Brannen Lake, Jingle Pot

27	Jinglepot
28	Hospital
29	Diver Lake
30	Tenth street
31	Diver Lake
32	Hospital
33	Diver Lake
34	Terminal
35	Terminal
36	Bowen Road/Dufferin Areqa

How long have you been at your current address?

Respondents: 422

Choice	Percentage	Count		
Less than one year	23.46%	99		
1 to 3 years	42.65%	180		
4 to 6 years	21.33%	90		
more than 6 years	12.56%	53		
Total	100%	422		

How many bedrooms is your rental?

Respondents: 419

Choice	Percentage	Count	
I rent a single bedroom in a larger house or suite	8.35%	35	
Boarding or lodging (I rent a room and food is provided)	0.24%	1	
Studio/Bachelor	3.58%	15	
One bedroom	29.12%	122	
Two bedroom	35.80%	150	
Three or more bedrooms	22.91%	96	
Total	100%	419	

What type of rental accommodation do you live in?

Respondents: 421

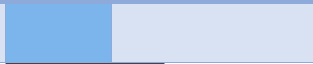

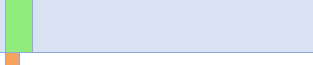


Choice	Percentage	Count	
Apartment	32.54%	137	
Townhouse/ Duplex	13.30%	56	
Single Family House	21.38%	90	
Secondary Suite (inside a house)	25.89%	109	
Detached carriage house (secondary suite located outside the main house)	1.19%	5	
Other	5.70%	24	
Total	100%	421	

#	Other
1	Fourplex
2	condo apartment
3	4 plex
4	Father in laws trailer
5	Flats, one bedroom one level units side by side
6	Mobile home

7	Top Floor of house
8	Renting from my mom
9	My boys work and cant find a simple place to rent and start their life and families because nanaimo is so far behind at accommodation for the next generation of young families and young workforce.the government of nanaimo must know this. Please give hope for the next generation. I have lived in nanaimo since 1981 and there was always rentals but in the last 10 years it has turned into a crazy rush to find a place when 200 or more people are trying to rent the same place. Before there was maybe
10	4-plex
11	Victorian mansion built in 1893
12	Suite in a house
13	none now
14	Basement suite
15	Basement suite
16	Mobile
17	Manufactured Home
18	Manufactured Home Park
19	Suite in mixed commercial/residential buidling
20	Trailer
21	I don't rent, it's free, but not at all comfortable. Been on BC Housing Wait list for several years now
22	Subsidized housing
23	Moble Home
24	living with my mom, sleep on the couch



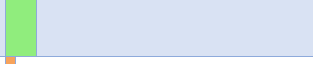


How many adults (18 years or older) are currently living in your household?

Respondents: 422

Choice	Percentage	Count	
One	33.89%	143	
Two	50.71%	214	
Three	8.53%	36	
Four	4.27%	18	
More than Four	2.61%	11	
Total	100%	422	


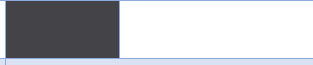
How many children (less than 18 years old) are currently living in your household?

Respondents: 420

Choice	Percentage	Count	
None	75.95%	319	
One	10.71%	45	
Two	9.76%	41	
Three	3.10%	13	
Four	0.00%	0	
More than four	0.48%	2	
Total	100%	420	

Does the size of your current rental meet the needs of your current household?

Respondents: 420

Choice	Percentage	Count	
Yes	63.57%	267	
No	36.43%	153	
Total	100%	420	



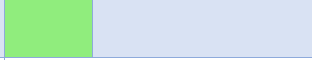
#	No
1	1 bedroom meets our needs but a bonus office or den would be an asset. Or more storage space/closet.
2	Satisfactory but would benefit from storage/closet space as well as an office or den
3	Office/den is being used as a bedroom
4	Don't want to live with father in law but can't find anything else
5	We soon need to move kids to separate rooms but also need a guest room to accommodate grandparents who help with child care.
6	Too small and the bedroom is ridiculously tiny. It only fits a bed, nothing else. Living room is too small for a regular couch. Etc etc etc.
7	Work from home doesn't help
8	too small, no storage
9	Each adult has their own bedroom but three kids, aged 14, 11, and 8 (mixed genders) share one bedroom
10	No storage or guestroom
11	I need a 2 bedroom for myself as son
12	Very small
13	Overcrowded and 2 are trying to rent but nothings available
14	No storage units available - Have to rent 1 Bedroom + Den (Den is specifically used as storage closet and otherwise would not be needed)
15	Slightly too small
16	It prevents us from fostering children in need and the single tiny washroom is not enough for 3 people with chronic health issues
17	No but I tolerate it
18	We have a second child on the way
19	Size is good, but lack of storage and windows makes our outdoor gardening lifestyle hard
20	Not enough bedrooms
21	i dont have a rental no more im homeless
22	Too many bedrooms, It's harder to find 1 bedroom than 2 bedroom.
23	The bedroom situation is unsafe for me to separate my daughters and the room is too small to share resulting in the baby still being in my room
24	No yard for busy 7 year olds
25	No because we want a cat.
26	very small

27	Too small
28	I work from home and would prefer a larger space
29	Barely, for now. But family is expanding.
30	There is a lack of storage space, the shared spaces are small, and there is no communal room for gatherings/projects.
31	Need a 3 bed
32	304 square ft.
33	Need another bedroom
34	Need a den/office
35	I wanted to downsize but two bedrooms are more money
36	Would prefer one extra room
37	baby on the way
38	Too small
39	All our partners moved in to our household at the start of the pandemic, doubling our household size
40	We have been paying \$ 120 a month for 5 years for a storage unit. We have no garage, barely a yard, limited storage.
41	There is a lack of proper storage.
42	Would prefer 2 BR
43	we are making it work but a 2 bedroom or 1 bedroom plus den would fit best
44	could be a little larger
45	Had to condense down from our 2 bedroom in another city
46	need home office space
47	My son comes and stays with me.
48	Barely
49	Since Covid I have had to convert the den space to an office. And I have always had to pay extra for a basement storage unit.
50	There is no storage for our belonging and not enough parking but sq/f is fine
51	Too small
52	I work full time from home and 1/4 of my small living room is my "office"
53	Had to dispose of furniture to fit into the smaller space
54	It is far too small, no exterior access, everything is broken

55	I would take a two bedroom but I am patient so I will wait. I love to sew so this is too small.
56	Too small, not enough bedrooms, not big enough to put kitchen table, etc.. no linen closet
57	too small


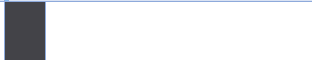


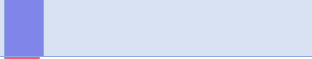

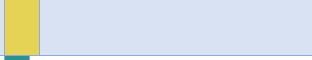
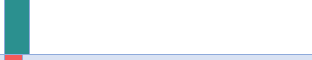
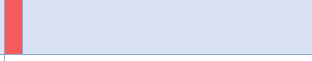
What percentage of your household income do you spend on rent?

Respondents: 420

Choice	Percentage	Count	
0 to 30%	21.19%	89	
30% to 50%	50.95%	214	
more than 50%	27.86%	117	
Total	100%	420	

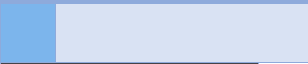
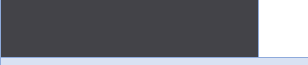
How much do you spend on rent each month?

Respondents: 420

Choice	Percentage	Count	
less than \$400	1.43%	6	
\$400 to \$799	13.10%	55	
\$800 to \$999	12.86%	54	
\$1,000 to \$1,200	24.05%	101	
\$1,201 to \$1,399	12.38%	52	
\$1,400 to \$1,599	11.19%	47	
\$1,600 to \$1,799	10.95%	46	
\$1,800 to \$2,000	8.10%	34	
more than \$2,000	5.95%	25	
Total	100%	420	

Has the COVID-19 health pandemic impacted your ability to pay rent on time?

Respondents: 393

Choice	Percentage	Count	
Yes	17.56%	69	
No	82.44%	324	
Total	100%	393	

#	Yes
1	Harder to find sustainable work
2	I lost my job we got some short term help from a subsidy. But it didn't cover very much. I still couldn't catch up on bills. Now I have to pay my rent in two shots every month and the second one is always after the first. My credit is shot from not being able to pay on time, so I have no overdraft protection. It's a wonderful cycle.
3	but mostly because cost of groceries and services has gone up and were forced to take out high interest loans to juggle which just makes the whole situation worse. but its better than being evicted w/ a 10 day notice because we cant pay rent in full.
4	I have just been paying whatever I can afford every paycheck
5	I recently moved to a 'more affordable' apartment to save \$100 monthly - Have had to negotiate payment plan with landlord on multiple occasions at previous rental - stayed there less than 8 months and had to break lease to find more suitable arrangement
6	It's stressful at time when we don't get enough hours to work. But the rent has to be paid in full. Flexibility would have helped.
7	I was laid off and things continue to get more expensive in this coastal shithole
8	Suppressed work hours.
9	Viewing the home and availability
10	As the rent is more than half my income I run into situations if I get sick with anything that I can't afford to pay all my rent and end up having to play catch up later. My landlords are good to us and we are lucky with them.
11	I have had to ask family to lend money
12	Only for about a month
13	Lost my job due to health issues affected by covid
14	I rent from family and they have been forgiving.
15	job loss
16	Rents increased
17	Everything is more expensive

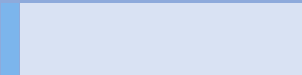
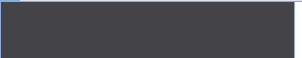
18 Living expenses have increased on everything

#	No
1	lucky to maintain employment
2	Only because I have recieved government assistance. If I had not received assistance, I would possibly become homeless.
3	Essential worker
4	Not an option
5	Because it is a priority for me to be able to pay on time. Rather, the compromise is for my food instead.
6	Other than taking away my job
7	Not yet, very possible in next few months
8	But! Loss of wages and cutbacks at work have made budgeting very difficult
9	We are fortunate. My wife still has a secure job.
10	Not yet.... but could easily soon
11	I'm on social assistance due to health issues
12	Easy to pay rent but theres no availability for the next generation to start a life
13	I am in low income housing
14	Work full time remote
15	Not yet but it will soon.
16	My disability pension hasn't changed
17	We have disability income thankfully steady
18	I'm lucky
19	Work changed to work from home
20	I am an essential worker
21	I'm an essential worker @NRGH
22	I have had help from my family.
23	On disability
24	CERB paid my rent and not much else
25	But has come close

26	I'm in a fortunate situation that I have been renting from my parents so they were lenient, unfortunately my case is uncommon
27	Have savings for rent but unemployed student looking for work
28	Essential worker
29	Essential workers
30	Work in health care
31	Privileged enough to have to work during COVID
32	I'm still employed
33	N/A
34	I was working from home pre-pandemic, so my job was thankfully unaffected
35	PWD disabilities
36	I was able to get CERB quickly

A number of non-profit and government organizations (such as BC Housing) offer rent supplements for those that qualify. Do you currently receive rental support from a government or non-profit organization?

Respondents: 417

Choice	Percentage	Count	
Yes (please comment on the rental support you currently receive)	6.00%	25	
No	94.00%	392	
Total	100%	417	

#	Yes (please comment on the rental support you currently receive)
1	SAFER
2	RAP
3	Disability
4	safer
5	SAFER
6	Disability Assistance
7	SAFER

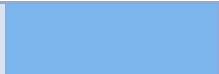

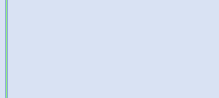
8	Disability since year 2002 that's when I legally became an adult
9	SAFER
10	SAFER
11	200.00
12	PWD, E.I.
13	ffordable housing(NAHS) BC PWD
14	SAFER
15	Rental assistance
16	BC rental assistance
17	Bc housing
18	seniors subsidy
19	SAFER
20	Subsidized housing
21	Safer program
22	Government
23	Rental subsidy NRJHS
24	BC Housing
25	disability

#	No
1	and it's i before e in receive.
2	Don't know about it
3	Don't qualify because of PWD
4	I would need it if my father in law didn't own his trailer outright and he made us pay more rent
5	Do not qualify for RAP or SAFER.
6	we don't qualify.
7	This answer is broken, saying I didn't answer if I clicked yes
8	I do not qualify (Make too much income to qualify)
9	I donot know about it.

10	I'm going to apply if I'm eligible
11	Due to disability assistance, we don't qualify for that support. BC housing is not readily available, especially near busses and groceries.
12	Do not qualify.
13	Will look into it
14	I just applied
15	That program has ended and I apparently make too much anyways
16	Wait lists are so long its LAUGHABLE you mention this.
17	I am on disability
18	I'm a student
19	I used to though when the kids were younger
20	We checked into BC Housing etc and found we don't qualify.
21	Rent from parents, they are lenient
22	Just over the amount
23	I am on Prov Disability
24	I Recieved rental assistance when I was a single mom and going to school. I didn't qualify when I worked fulltime. This was about 7 years ago. I could not imagine trying to find housing. We have tried buying but it's insane out there. So since my rent has hardly increased in the last 5 years we are staying put.
25	There are no rent supplements for single people without children.
26	feel shame if we appled
27	Some say don't apply or won't accept application because of their long waitlists
28	I make too much money apparently



In January of 2021, in partnership with BC Rent Bank, Service Canada (Reaching Home), the United Way and the City of Nanaimo, the Nanaimo Region John Howard Society launched the Nanaimo Regional Rent Bank. The Rent Bank can offer a short term loan for rent or essential utilities to low-income residents in Nanaimo, B.C. who are experiencing financial challenges. Were you aware of the BC Rent Bank service in Nanaimo?

Respondents: 418

Choice	Percentage	Count	
No I was not aware of the Rent Bank before this	67.94%	284	
Yes, I am aware of the Nanaimo Rent Bank but have not used the service	31.58%	132	
Yes, I am aware of the Nanaimo Region Rent Bank and have previously contacted them or used the service	0.48%	2	
Total	100%	418	



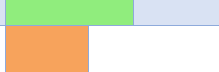



Are you happy with your current rental accommodation?

Respondents: 421

Choice	Percentage	Count	
Yes	57.72%	243	
No	42.28%	178	
Total	100%	421	

What about your current rental accommodation are you currently unhappy with (check all that apply)

Respondents: 177

Choice	Percentage	Count	
Rental cost	55.93%	99	
Size of rental	57.63%	102	
Condition of rental	40.68%	72	
Relationship with the landlord	26.55%	47	
Location of the rental	19.77%	35	
Physical accessibility/ adaptability (ie: rental is not suitable for my physical abilities)	7.91%	14	

Other (please comment)	39.55%	70	
Total	100%	177	

#	Other (please comment)
1	I want to live alone, but can't afford to
2	Shared billing
3	We have been fighting to get our landlord to make repairs. We have tried to look for another rental but everything is too expensive and too small.
4	He just put the house up for sale
5	My landlord changes rules all the time and says if I don't like them I can move , the rules always benefit her and me
6	Yard and landlord access to the rental are not family suitable
7	landlord is retiring into house soon. again,men have to move. it is increasingly difficult due to age and disability. a landlord can kick a tenant out at any time. no one has security in their home any longer.
8	Harassment and threats by neighbours.
9	Don't want to live with my father in law
10	plumbing and pest conic issues
11	Pet policy
12	Neighbours are a nightmare, landlord will not spend money to upgrade as if wr leave, they can rent for double
13	I work in Qualicum Beach
14	needles in backyard
15	Lack of yard for my kids, pre covid this was not as big of a deal as it is now.
16	NEW DEVELOPMENTS HAVE NO PARKING. EVERY HOUSE HAS A SUITE BUT CAN ONLY FIT TWO CARS IN DRIVEWAY DESPITE THERE BEING 4 PLUS CARS PER HOUSE. ROADS ARE TO NARROW AND OVER RUN
17	slum lord, I've been trying to get them in to do repairs for water damage and other stuff outside the home since last November when water was coming in.
18	I live with my Mom and I'm 31
19	No soundproofing between upstairs and landlords upstairs are very loud.
20	Landlord has untrained dog that roams around our yard and barks constantly.
21	Had to rush out of previous rental property due to affordability - did not have suitable time to look at multiple rentals - had to accept first available rental that I could afford - Would not have chose to live in Nanaimo

22	Landlord sold the home so we are being evicted with nowhere to go
23	Threat to health and safety: Fires, sewage flooding from above, damaged floors and electrical plugs, water damage in closet and bathroom, smoking, drugs and partying in building, break ins and mail theft have been recent issues. No ability to use an ebike due to no elevator or storage space.
24	My rents low as I have lived there so long and I feel sometimes I'm being pushed to leave
25	Crime and theft
26	It's a true bsmt suite so it's dark & depressing
27	We save as much as possible and can't afford a home here.
28	No pets allowed
29	Fear of renoviction
30	forced to move so it can be demolished for condos
31	Poor build quality, can hear the tenant's in the main suite press buttons on microwave.
32	Having to move each year due to houses being sold
33	My unit is not pet friendly.
34	Pets not allowed
35	No privacy, could be evicted them moment the house sells.
36	smoking.safety
37	My landlord is going to be selling in the next 6-12 months, and it is hard to live with a roommate as a single parent
38	Lack of kitchen and outdoor space
39	In order to not only survive, but thrive, I need subsidized housing with consideration of environmental sensitivity.
40	safety issues in neighbourhood
41	EXPENSIVE!
42	Rent prices are way above reasonable levels for the size of the space. New 1 bedrooms are going for 1200 to 1300, it's insane.
43	Noise from landlords occupying the main house
44	poorly insulated doors ant problems, moisture issues with carpet spending \$ on mold prevention and heating room to dry it out, cant open window because of outdoor moisture in air, cant open blinds as its in front of busy walkway so sacrifice light and plants and fresh air for privacy and moisture prevention, less than 10mins hot water available cant even take a bath, bad smell around this area of nanaimo sometimes
45	No laundry facilities and no outdoor space
46	I don't feel safe living with others who are active in their addictions.

47	Neighborhood safety
48	No independence
49	Selling the property
50	anti-pet policy
51	lack of maintenance
52	The amount of pot smokers in the building, a non-smoking building
53	Too noisy, can't sleep here
54	Suppose to be a non-smoking, no-pet, senior friendly apt-but it isn't. Having a difficult time with allergies, odours, and noise.
55	Downstairs suite has domestic fights and police are always there, also house going up for sale May 1
56	not able to find something else
57	Not pet friendly
58	Landlords taking advantage of historically low vacancy to break tenancy laws without tenants feeling like they can dispute, for lack of other options
59	It's not big enough and very uncomfortable living
60	No cats allowed
61	no common rooms to socialize even tho many are seniors but not all
62	No sound proofing/ stairs to get in and out
63	No fenced yard or dogs allowed
64	no sound barrier from upstairs tenants
65	Children can not share room anymore
66	Homelessness proximity to Labeix - our neighborhood is unsafe now compared to 5 years ago
67	Noise
68	Prefer not to disclose
69	Our strata council has fined us for noise complaints that we feel are very unfair. In particular, we have been fined for our 20 month old daughter making too much noise during the day even though she is not doing anything unreasonable, and especially in a family friendly building.
70	The building itself, the noise level is horrible. There is no silencing between floors. The plumbing noise level is very loud. Are not developers required to build so a person has some privacy. One can overhear conversations. Also there is no requirement for composting which I think is very important and necessary.

Which of the following is the most important to you when selecting a location for your rental home? (pick three in order of preference)

Respondents: 409

	1st Choice	2nd Choice	3rd Choice	Total
Access to transit	28.57% (22)	36.36% (28)	35.06% (27)	100% (77)
Distance to grocery stores/ other services	20.49% (42)	34.63% (71)	44.88% (92)	100% (205)
Distance to schools/ child care	36.51% (23)	41.27% (26)	22.22% (14)	100% (63)
Distance to parks and playgrounds	17.28% (14)	46.91% (38)	35.80% (29)	100% (81)
Safety of the neighbourhood/ crime	56.08% (143)	23.92% (61)	20.00% (51)	100% (255)
Overall character of the neighbourhood	32.35% (55)	32.35% (55)	35.29% (60)	100% (170)
Distance to friends and family	21.69% (18)	43.37% (36)	34.94% (29)	100% (83)
Distance to work	31.25% (60)	38.02% (73)	30.73% (59)	100% (192)
Other	50.00% (31)	8.06% (5)	41.94% (26)	100% (62)

Do you have any other comments to share with us about your rental experience in Nanaimo?

Respondents: 177

#	Do you have any other comments to share with us about your rental experience in Nanaimo?
1	The rents are going up at an alarming rate. Difficult to move if needed.
2	Rent prices are ridiculous
3	Lots of illegal suites and slum lords
4	Too expensive and not enough pet friendly ones. And I have mobility issues so need an elevator.
5	Pricing is absolutely ridiculous for a single person with a small dog.
6	Prices here are unreasonable.
7	Due to some mental health issues, I could never live in a basement suite of a home, because it wouldn't be as sound proof as an apartment building, especially if they people upstairs have children.
8	Being visibly transgender can be a hurdle with some potential landlords.
9	I am only able to afford my 1 bedroom rental as I split it with my partner.
10	I have been fortunate to find the house that I am in, but if I have to move due to my landlord selling, I will have a hard time finding a place to live within a reasonable price range particularly when I have a dog. I am professional who makes above average income for Nanaimo, but I wouldn't be able to afford any of the rental properties that have come onto the market that are considered "affordable housing".

11	This week my landlord put the house up for sale. I will have to move soon because it sold to someone from out of town planning to move here. I have contacted property managers and real estate agents; they tell me that there is nothing that is affordable for a family this size. Rents on similar dwellings are about \$1000 per month (not a typo) more than the current rent, and I only moved in to that house 3 years ago.
12	I wish that more rentals would be pet friendly.
13	I hate Harewood but it's too expensive to move now that I've graduated from VIU. Feels like a poverty trap. There is a meth drive through across the street. I wouldn't even raise a dog here.
14	I m currently living in a 3bed home that could be used for a family. As a single person working a good job i cant find anything smaller for the price i m paying. 50 percent of my income is already going to rent and thats not including hydro or food. If i was to move right now to something smaller i would be looking at more then 75 percent of my take home for way less then i currently have.
15	Ardent prooerties are scofflaws and ignore the legislation when they can get away with it. Bullies.
16	Landlords can get away with MANY things that are not legal because of the rental market being so difficult, and this is not a new problem, just a newly critical one. We are stuck in a place that is not great because we cannot afford the more than doubled cost of rent for even a comparable (so still unsuitable) place. Attempting to some something better would look more like triple our current rent, and demand is such that this probably doesn't exist anyways.
17	I moved to Nanaimo intending to live near the waterfront. I moved into one of the Northview REIT apts (\$1019). I was able to break the lease because the place was completely mouldy & the landlord wanted to avoid arbitration. I next found an apt in a bldg I call Silverfish Manor. I pay \$1095 for this 1970s dump, with a rent increase temporarily on hold. Anytime I need anything done, I have to take the landlord to arbitration. He's a rich corporate landlord based in Victoria.
18	sharing a home that has been divided up into apartments is very difficult because smells and sounds travel through the walls and floors as homes were never meant to be used like this. it is very unpleasant and distressful to be subjected to other people's noise and cooking, smoking, etc..
19	No
20	I would rather live alone but because I cannot afford it, I need to live with a housemate and it has been quite uncomfortable.
21	Want to rent a basement suite or whole house with roommates or carriage suite. Anything but an apartment or room. That's the most important. Secondly I need to be able to get to work easily enough without getting a ride. The landlord has to be reasonably chill and nice. We're good people but we get judged for being young. We want to get a dog one day, and settle down. Haven't had any luck yet
22	I'm stuck in my current apartment because I can't afford to leave it. I have been lucky to have gotten this place when I did, because now the same rental would be twice as expensive.
23	Airbnb house next door would make a great rental for a small family. Also we just lost our preschool child care since the home-based facility's house was sold and the preschool has not been able to find another rental house. Simply none available that would suit. We need more rental houses.
24	This question is flawed. There should only be three categories to choose from. Most people will be conflicted about having to choose between safety and public transit...

25	renovictions are becoming new normal, same properties increased rental rates with no real renovations or none
26	I would like to move out of my current rental as it is a bit small for my needs, but my rent hasn't changed in 5 years and there is no way I will be able to afford the current costs of the rentals in town.
27	The traffic in my are is so noisy i have sleeping issues
28	old apartment bldgs not being kept up - moldy carpets - laundry facilities in disrepair for months - outside windows cleaned 1x in 7.5 yrs on 4th floor or hallways painted for many years
29	I am a single mom and I make pretty good money . I don't drink smoke or do drugs . 4 years ago I had to move because my rental was sold . My son and I ended up being homeless for 2 1/2 months before I found my current rental ! !!! I am starting to look again for a new place and I have so far found NOTHING I could afford !!!!
30	I only found this suite as a close friend is a neighbour of my landlord. Found it entirely by word of mouth and happened to get a reasonable cost as such.
31	Regulate large property management companies away from renovating perfectly good apartments and jacking up the prices, it's making our low income neighborhoods unlivable.
32	We are currently in the process of moving away from Nanaimo due to the lack of options and the overpriced nature of housing here. Currently in Nanaimo we rent a 2 bedroom with no yard for 1450/month. We can get a 3 or 4 bedroom with a yard and garage for less than that in southern Alberta. It's quite sad to us that we will be leaving here, but I am unwilling to pay over 2000/month for the kind of space we need.
33	Rentals are over priced, the market is over inflated. Foreign buying is inflating housing prices as well as rents well past what people who live here can afford. New developments are too small. houses are too close together, there is no parking. I don't know why the neighborhoods are built with what seems to be the assumption people don't drive. They do and the new areas do not have parking.
34	The house I'm renting will be sold at some point in the near future and I'm very concerned I may end up homeless due to being unable to find anywhere I can afford, if anything is available at all.
35	Rent is too high and I work part time and go to school. Too many rentals are aimed at international students and not affordable for anyone who lives here
36	its crap. its expensive for what you get, nothing suitable for a family of 3+.. we need 2 bed and den, adult bedroom, child room, and office.. hard to find within in our budget in the areas we wish to live in. We would prefer a detached house of our own. cost of renting is more expensive then paying a mortgage.. 2,300 in rent a month when i could be paying 1500-2000 in a mortgage if i had my own down payment
37	The number of rentals in safe neighborhoods is very low and the ones that are available are very expensive
38	I get annual rent increases to help owner cover higher costs of taxes and user fees
39	There needs to be more access for the next generation if not they will be forced to move to other cities or to other provinces, it's a shame we cont protect future generations from the greedy system we have. The short rentals for higher income are cutting the throats for the next generation. We need to have opportunities to grow. There shouldnt be allowed 500 landlords to rent short term in nanaimo like they're hotel owners. We need real landlords to rent to families and the next generation

40	Have moved quite a few times in last 25 yrs. Low income even when working. Most rentals no upkeep so health problems. Previous to move to NAHS apartment my rental was a lower rent but only because LL liked me there. She had to leave and place sold. No repairs or upkeep done. House rundown. Some mold. Not healthy and absent LL so nothing done. Applied with housing and managed to get into new place. Quite small but clean and safe.
41	From what I have found, prices seem to increase significantly for rentals beginning in September, I'm assuming to capture the student market. This can be very challenging as I have ended up having to spend more than I originally thought due to the timing of my rental.
42	I worry about being able to keep this place because of hot home sales.
43	Too many landlords neglect their rental properties, I've seen examples that are downright 3rd world, this should be addressed before anything else.
44	Rents are way too high and yearly leases should be abolished. People get stuck living in a terrible situation because they are stuck in a lease. Month to month rent should be legislated.
45	The house we are in is perfect. Unfortunately the owners are looking to sell. We cannot afford to buy and owners are asking astronomical prices for their rentals. We need a 4 bdrm, minimum, but do not have \$3400.00 for rent. That is more than I make in a month, and we could not pay our bills with what my husband makes.
46	Relocated work offices from Kelowna to Central/North Island due to this area being more affordable - It is now at the same price range as area I left within less than 12 months (Relocated August 1st 2020) - Very frustrating - Have come to terms that I will never own my own home unless it is a 'Mini-Home' which is currently unregulated or if I win the lottery (which I don't play because I do not have extra funds available for anything but the bare necessities) - I used to look forward future
47	Availability of parking. Not all rentals offer parking.
48	This mess all started with AirBnB and other platforms popularity.
49	Safety is up there as well, but no 4th option provided. Also, the quality, health and safety of the rental is not mentioned?
50	cost is obviously going to be the #1 factor for people. not any of the above listed options.
51	Why are all the affordable housing unaffordable
52	This city is a shithole in terms of affordability and is severely impacting the mental health of me and my friends. The living conditions here have lead to a whole generation of suicidal young adults and nobody has done a thing about it.
53	The biggest barrier for me is the cost of a "good" rental. Somewhere you feel comfortable, is managed well. I had to stretch my budget and have had to stop putting money away in order to find this. My last rental was more affordable but the management was poor and I had to leave quickly and lose part of my rent because I had to leave without 30 days notice, in order to feel safe and help our mental health. I am now paying more than half of my monthly take home pay.
54	Lack of pet accommodation is upsetting
55	I wish that landlords would not ignore my messages when I tried to contact them in the past....that's poor communication....

56	Please approve more developments to increase the supply of housing (all kinds). We're trying to start a family but we're now planning to move away from the city because there are no affordable options given deficiency of housing supply.
57	Please offer incentives to developers to build rental apartments and not condos for sale... Only the rich can afford to buy and then they rent for ridiculous prices. This needs to stop ASAP. Renters are never going to be able to afford to buy if 60% or more up there money is going to rent every month. The rich just keep getting rich richer as there's no incentive right now for them to build apartments for rent. For the love of God please make this happen.
58	With today's rental rates and home prices, I see no reason to stay in Nanaimo. If I lose my current rental, I'll be looking elsewhere.
59	Green space important too
60	We choose rentals based highly on the amount of daylight the unit receives.
61	I feel if I were to loose my current apartment, I wouldn't be able to afford anywhere else.
62	I lived in an unsuitable rental (basement suite with kitchenette) for 3+years because it was the only pet friendly suite available within our budget of \$1200 at the time
63	Distance to forest walking paths
64	affordability trumps all of these
65	Not enough affordable rentals that have 2+ bedrooms. I'm a single mom, I can't afford \$3000/month for rent
66	ive been forced to move after 4 yrs paying rent because it sold and now is development property so im homeless
67	Housing needs to actually be affordable for people.
68	In my experience it is very hard to find a full house for rent. There is alot of upper and lower suites available but that is not suitable for my family. I have been forced to stay somewhere we are not entirely happy with just because there is nothing else out there. Rent prices are going way up in an economy that cannot afford it right now.
69	I was looking for a rental apartment for my mother and there is nothing here she can afford as a low income senior. The wait lists for the low income places are so long she may never get one.
70	Pet unfriendly rentals are extremely upsetting. Lack of rentals driving the rental pricing up is also ridiculous. Nanaimo needs more apartment buildings and housing developments. The population is growing faster than the city is expanding.
71	Rent and housing prices are increasing disproportionately to wages
72	Landlords shun single parent families, especially those on disability
73	Not affordable for young adults with student loans
74	It's too expensive
75	It's expensive.
76	Apartments are awful due to no noise cancellation and it being physically small. Having a pet would do wonders for my anxiety. There are no houses for rent that meet this criteria.
77	There isn't enough affordable low income housing

78	I now have a pet so if I had to move it would be VERY hard to find a suitable rental
79	As much as I don't like airbnb's taking up rental houses... The turnover of diverse people in the airbnb next door to us is the best aspect of it. (comment censored by Staff due to inappropriate content)
80	A lot of illegal suites where you don't have real rental protection, meanwhile newer buildings are tied up with AirBnN ect.
81	In two years my complex units started renting for \$900 to now \$1800 without doing any improvements. Landlords are harassing the rest of us older tenants because we 'dont pay enough rent in this market'
82	Rent is too high.
83	Smoking
84	Single parent on disability. Am lucky to rent with friend below market value. Not going to last & have to find a new place to live within a year. Before this place, was functionally homeless, looking at renting places >75% of income because didn't have other options. Messaged places & none would share a place with me & child. Can't afford for my 5yr old to have own bedroom. Currently looking at buying RV to live in bc I don't have other options I can afford.
85	Cost of renting a 2 bedroom unit or larger is so over my budget and keeps me staying in a small unit with 2 people. I need to find something larger to be able to move my elderly parent in but I can't afford it with what's out there now.
86	Yes, I think that housing should be spread out on a map and residents should be selected based on their accessibility needs.
87	No
88	Rent prices are ridiculous. I work full time in health care. I should not be afraid to move out in to a 1 bedroom because I can't make ends meet. Do better.
89	I'm glad I'm in affordable housing, I couldn't afford market rent. I know people on PWD that can barely afford rent and food. Rent is too high for many people.
90	Seems there are very few rent controls and I have seen the price of a one room suite DOUBLE in the last year. Trying to live on disability is impossible when you have to pay between 1000-1500\$/month in RENT!!Landlords seem to be free to raise rent with ZERO justification....
91	My manager isnt nice to me. The manager has to be pushed to fix anything.
92	more low income rental options necessary; need to be safe and of good quality so quality of life can be maintained
93	affordability is the only real consideration at the moment. You don't get to choose access to transit or safety of neighbourhood as considerations when you're scrambling to find ANYTHING you can afford.
94	Most important about finding a rental home is whether or not I will continue to be able to afford it. That should be a listed option in the previous question as all other concerns are often ignored and seen as luxury concerns.
95	If not employed rentals will not rent to you which forced me out of town
96	We're good tenants, pay rent on time, do not smoke and do not have pets so it has been super easy finding good accommodation.
97	I have rented for ten years since divorcing but it keeps going up and up while income barely goes up and expenses get higher.

98	There are many things that need upgrading in our rental and also my mom's rental. We are afraid to ask for things that are considered basic maintenance because we don't want our landlords to decide to just sell in this hot market. People think renters are protected from getting evicted, rent increases etc, but we're not. I know of several people who were told during those recent rent freezes that they needed to pay a rent increase or the landlord would just turn around and sell it.
99	Hard to find affordable rent. And also basement or low units do not have a proper air circulation. And that creates mold issues.
100	Every neighborhood in Nanaimo is unsafe and you pay over a thousand dollars for a one bedroom apartment to get your stuff stolen outside and people breaking into the parkade
101	Like it because our family is nearby and we are too old to look after home maintenance
102	Trying to find a house to rent is extremely difficult. There are more options to rent a house for an Airbnb than for someone to live in it full time. It's extremely frustrating especially if you have a young family.
103	If we were to move we would have to pay a lot more for what we have now.
104	It's very hard to find rentals that allow pets, and if you do, those places are very expensive. There needs to be more options that aren't \$1500
105	Nanaimo is focussing too much on low income rentals. There is a large group of professionals with decent incomes who, for various reasons, have no desire to purchase a home, but cannot find suitable rentals. These are the people Nanaimo wants to attract. Stop paying attention to attracting low income people with affordable housing
106	So far so good but when my landlord sells, I will not be able to find anything
107	No, I'm one of the happy and fortunate ones.
108	My landlord decided to sell the condo, and knowing I could not get a better rental price, decided to purchase it before it went onto the MLS market.
109	Condo rentals are too insecure
110	I've been fortunate that I have been able to rent from my parents for the last few years while finishing up school. However my girlfriend and myself have started looking for places to move in together and it is seemingly impossible to find anywhere that will rent to people with three dogs (all well behaved quite older dogs). There is a severe lack of available housing for people with pets that are not a cat or small dog.
111	Not enough rentals and high price of rentals.
112	I have been lucky in that the last two places I have rented have been places that I have rented from a good friend at below market rates.
113	To live in a newer place and in a good neighborhood the rents are way too expensive starting at 1600.00
114	Perhaps if you stop the endless increasing of density, the ever-increasing housing shortages will moderate.
115	It feels like a competition when applying for places to rent. Before finding my current place, I had applied to over 40 different advertisements over a period of four months. I had to settle for something slightly outside of my budget as no other options were available or responding. There are also many scam advertisements which is unfortunate.

116	I fear for my safety but to be clear it is due to police, failing addiction and mental health systems, & lack of effort to create adequate support instead of criminalize the homeless & already struggling and traumatized individuals, it's demoralizing to see how apathetic the city is to the situation, I'd be remissed if I didn't voice concern for those who won't have the chance and face far more struggle. It affects us on many levels, health safety, the look of Nanaimo, most important our morals
117	Horrorific for people who own dogs
118	When we were looking for rental we couldn't really prioritize anything. We just had to take what was available as there was almost no vacancy.
119	I would like to buy a home but as a single professional I'm quickly being left out of the market. It's very depressing.
120	Almost impossible to find rentals. Not affordable
121	Costs have exploded in last 5 years.
122	Landlords of condominiums or single family homes are not trustworthy, as they provide assurances about the length of tenancy they will provide and change it, at times with unreasonable notice. Having rented five different places [homes and condo apt.], 2 or 40% of the time, landlords unexpectedly ended our renting their property contrary to emphatic assurances of much longer availability of the unit. Landlords praise our stewardship of their homes.
123	Over priced like properties are. Too much cost to live.
124	There aren't many options if you want to move but stay at your current price point. There are cheaper rentals and very expensive rentals with nothing in between. While I could pay a bit more rent, I don't really want to.
125	Lucked out on a great landlord who has not once increased the rent. Live in fear of losing my accomodation!
126	We were lucky to obtain a two bedroom plus den apartment in a brand new 50+ building when we sold our home and due to bidding wars were unable to purchase a patio home. We are happy with it but it is definitely expensive (\$1959) and were it not for the current BC rent freeze it would be over \$2,000.
127	I love where I live (downtown), but wish it was safer and with fewer street ppl. I would prefer to have 2 bedrooms, but can't afford, and I make a decent wage.
128	I have only been lucky through connections with friends and a strong social connection.
129	I have lived in Toronto and Vancouver, and my rent was cheaper there than it is now in Nanaimo.
130	just wish rental prices were more reasonable
131	Rentals are hard to come by for tenants with pets, and or to those who may not qualify with credit history. This is terrible as you have extenuating circumstances of poor credit but great rental history. Also not everyone's pets are great and unfortunately have spoiled the market for those whose pets are.
132	Why do I have to pay so much for rent when so called homeless are provided everything for free (clothing, tents, sleeping bags, food, places to stay). Why is our society enabling open drug dealing, open drug use,..... with no responsibility. I am afraid to walk after dark because of insane drug addicted people. I have never been afraid to walk after dark until I visited

	Nanaimo. Living in fear sucks (including so- called COVID! Catch and release program doesn't work.
133	I am unhappy that the management company does not enforce the signed lease that reads "no combustible cannabis" Huge issue! Also ant--maskers in the building not taken to task even tho poster rules.
134	I rented a 2 bedroom apartment on Selby Street for 4 years. The rental had an ongoing rodent problem that the landlord would not address. I ended up finally a dispute with the BC Rental Society and went to arbitration. Nothing happened as a result I ended up moving. Not a good experience. Other rentals also had mice and rats in their apartments. He is still renting suites and has not addressed the rodent issue.
135	I am concerned with rent costs, the steady rent increase and the lack of overall affordable rental units inventory in Nanaimo
136	Rents are too high. I'm stuck here because everywhere else is too expensive. Rent should be 25 to 30% of my income, but my current rental is almost 50%, and everything else is way higher.
137	Been trying to move for over 5 years, but rents keep going up. Can't afford to get we have now if we had to move today. Our rent price is low because we've been here for 10 years. We can afford it, but our lives are miserable because of the constant noise (not getting enough sleep) and our health is suffering.
138	We were unable to find pet-friendly rental so my partner is living with family with our dog until we can find something that allows pets, is of decent quality and that we can also afford while trying to save for a house.
139	Need subsidized rental that is clean, safe, warm and senior friendly. 100% free of cigarette and other smokes. Built better to better sound proof, if it's built better then pets would be ok.
140	Price is crazy. 2700 and up for house that will fit my family. I tried to get something smaller, but landlords refuse saying house is too small
141	It has been difficult in a pandemic year, renting is not safe now.
142	Noticed two apartment buildings in the area evicting residents and then renovating
143	the quality of the downtown experience has been really deteriorated by the homeless issue that has not been adequately addressed
144	The cost surprised me when I moved here from Vancouver. I pay more here for a much smaller unit. The only upgrade is the addition of appliances. I also feel the monthly parking fees are extremely high given this is a hard to transit city.
145	current landlords are self absorbed individuals who had no problem evicting during a pandemic for reasons other than none payment of rent, former landlords realtors quick to pick up rent slow on repairs/maintenance
146	none of this really matters to me. what matters is being able to afford a place to live. a 1bedroom apartment goes for \$1500 in Nanaimo. Not only is that most of my pay, but i will never be able to save to buy a place, because cost of living here is so bad.
147	Very little options for places with enough light and space. Most available rentals are small and dark and ones that arent are significantly higher in rent. Most available rentals are apartments but they do not offer enough parking for a two person household. I found that most places dont offer viewing at times that would work for me, which made it hard to find a place.
148	Location is irrelevant with affordable supply and adequate transit

149	I need space for my two dogs and myself, as I study through VIU at home during this pandemic. There a limited rental options for people with dogs that aren't toy breeds. My first priority in finding a rental is a fenced yard for my fogs. Ideally, in a quiet neighbourhood.
150	The city doesn't plan very well for Vehicles, our street is overflowing with little street parking.
151	Tenants are losing. <1% vacancy is a joke
152	On street parking is a nightmare
153	It's terrible, only had one place get back to me promptly Island rent in Nanaimo, some don't reply at all. And because I don't work, it's very difficult to find someone that will rent to unemployed
154	I got into my place just before the rental costs got totally out of control. If I move, I'd be looking at paying nearly double for a comparable place. Stop allowing vacant homes and air bnb apartments - or at least regulate and tax them
155	I feel very fortunate to have a rental house that meets my needs and that I can afford.
156	area is becoming difficult to find parking in on the streets, getting very congested, not very nice for walking
157	No
158	Perhaps in bylaw have a percentage per each neighbourhood be designated low income housing so crime or drug concerns do not increase in a specific area
159	More supply is not the only solution lobby senior government to take action on property speculation
160	The cost of rentals has skyrocketed in the last several years while my pay has barely increased at all.
161	So expensive!! We got really lucky through a connection and got a deal for what we have.
162	Are you kidding? I do not get any of those choices when seeking a rental. If u find a rental you take it regardless of those "choices"
163	Safety is always #1, but we cannot afford to move. Rental rates and availability vs. intense wage stagnation on the Island have left us stuck.
164	I have gone on the BC housing list a couple times now and have had not responses. I believe kiwanis should be part of housing as because I look young, they did not call me back. I am on disability, a senior and indigenous.
165	Part of the problem are so many people moving here willing to pay anything to come here. It is affecting folks who were raised here and frankly forcing them to leave Nanaimo as a result.
166	Prices are ridiculously high due to lack of inventory.
167	I am one of the unlikely lucky ones right now, but have moved so many times in this city due to the only affordable homes being run by shady landlords, bad boyfriends, or scary neighborhoods
168	There are so many scams on Craigslist etc., so it would be great if there was a city website for posting real rentals. I found my current place through word-of-mouth, but it is far more than I should be spending compared to my income.
169	Very hard to get / make appointments to view. When dealing with agents, got the impression that I was more a nuisance than potential client.
170	We have a rental beside us and the tenants do not match the neighborhood!



171	Far too expensive for what you get. Wages do NOT come close to covering the cost of living. Utilities are unreal. Forced to have roommates and barely surviving. There are middle and "low" income earners on the brink of being homeless
172	Review building amenities. Require composting
173	Just because they are rental units does not mean they should be dirty and lack service. We do appreciate cleanliness and basic appliances. Just because it is a rental - it should not be a dump
174	My current rent is \$1,295 per month. I have been here 14 months. If I were to move now rent would be an additional \$270 per month.
175	Too costly, not enough affordable places. Can't have carpets, not enough air circulation. Allergies.
176	too costly, small, allergies, not enough air in apartments, mold, carpets
177	We have been very happy here. Have a plot at Beban for a garden. That helps

ATTACHMENT E

Renter Survey- Families with Children



Are you currently a renter in the City of Nanaimo?

Respondents: 101

Choice	Percentage	Count	
Yes	100.00%	101	
No	0.00%	0	
Total	100%	101	


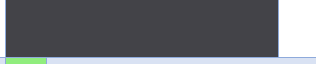
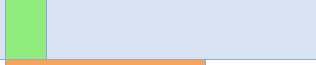


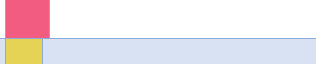
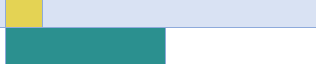

Have you experienced difficulty finding rental accommodation in Nanaimo?

Respondents: 101

Choice	Percentage	Count	
Yes (go to question 3)	85.15%	86	
No (skip to question 4)	14.85%	15	
Total	100%	101	

Have any of the following contributed to you having difficulty finding rental accommodation in Nanaimo (check all that apply)?











Respondents: 86

Choice	Percentage	Count	
Cost of rentals	95.35%	82	
Lack of available rentals	87.21%	75	
Available rentals are not suitable to my abilities (ie: wheelchair accessibility)	12.79%	11	
Lack of family friendly rentals available	63.95%	55	
Lack of pet friendly rentals	70.93%	61	
Few or no suitable rentals available near transit or services	13.95%	12	
Other (please comment)	11.63%	10	
Available rentals are too small for my household	51.16%	44	
Total	100%	86	

#	Other (please comment)
1	Property management companies cherry pick and require complete applications, too much personal information prior to even viewing. Ardent, Widsten et al are screening out certain demographics and discriminating
2	Having children makes it difficult to find a place
3	We know we are lucky in finding our rental because our professional degrees made us the best candidate. Competition is so tight that folks without professional titles likely lose out repeatedly.
4	affordability for two adults and two kids is not reasonable need 3-4 bedroom units under 2000 /mth w/ a household earning \$14 /hr each adult for a total of 160 hours. Childcare is not affordable, nor is rising costs of utilities, groceries etc and looking after the basics for two young children.
5	Rentals are too high in cost compared to income
6	Landlords requiring you to sign things not covered by the RTB
7	Transit and affordability rank highest
8	Lack of housing for people not employed
9	Can't find a place I can afford, actually stuck in limbo at the parent home. Thinking of moving off island to find affordable housing and big enough space.
10	Near current school

What part of the City do you live in? (to view a map, [click here](#))

Respondents: 100

Choice	Percentage	Count	
Dover	4.00%	4	
North Slope	0.00%	0	
Pleasant Valley	2.00%	2	
Rutherford	5.00%	5	
Long Lake	7.00%	7	
Hammond Bay	6.00%	6	
Linley Valley	3.00%	3	
Departure Bay	11.00%	11	
Northfield	4.00%	4	
Newcastle/ Brechin	8.00%	8	
Townsite	5.00%	5	

Westwood	1.00%	1	
University District	11.00%	11	
Harewood	9.00%	9	
City Centre (Old City/Downtown)	6.00%	6	
Protection Island	0.00%	0	
South End	4.00%	4	
Chase River	5.00%	5	
Other (please comment)	9.00%	9	
Total	100%	100	

#	Other (please comment)
1	Uplands
2	Cathers Lake area
3	Cedar
4	Rock City
5	Country club
6	Gabriola
7	Diver Lake
8	Uplands
9	Hospital

How long have you been at your current address?

Respondents: 101

Choice	Percentage	Count	
Less than one year	12.87%	13	
1 to 3 years	46.53%	47	
4 to 6 years	30.69%	31	
more than 6 years	9.90%	10	
Total	100%	101	

How many bedrooms is your rental?

Respondents: 101

Choice	Percentage	Count	
I rent a single bedroom in a larger house or suite	4.95%	5	
Boarding or lodging (I rent a room and food is provided)	0.00%	0	
Studio/Bachelor	0.00%	0	
One bedroom	4.95%	5	
Two bedroom	35.64%	36	
Three or more bedrooms	54.46%	55	
Total	100%	101	

What type of rental accommodation do you live in?

Respondents: 101

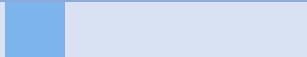
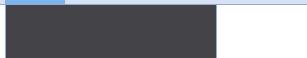
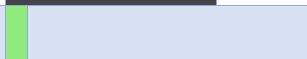
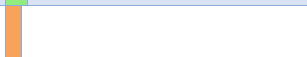
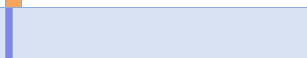
Choice	Percentage	Count	
Apartment	16.83%	17	
Townhouse/ Duplex	18.81%	19	
Single Family House	34.65%	35	
Secondary Suite (inside a house)	27.72%	28	
Detached carriage house (secondary suite located outside the main house)	0.00%	0	
Other	1.98%	2	

Total	100%	101	
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#	Respondent	Other
1	55	Basement suite
2	88	I don't rent, it's free, but not at all comfortable. Been on BC Housing Wait list for several years now

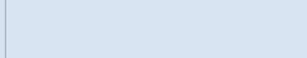

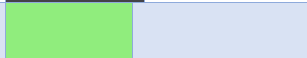
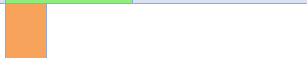

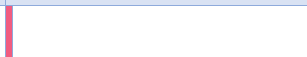
How many adults (18 years or older) are currently living in your household?

Respondents: 101

Choice	Percentage	Count	
One	18.81%	19	
Two	67.33%	68	
Three	6.93%	7	
Four	4.95%	5	
More than Four	1.98%	2	
Total	100%	101	

How many children (less than 18 years old) are currently living in your household?

Respondents: 101

Choice	Percentage	Count	
None	0.00%	0	
One	44.55%	45	
Two	40.59%	41	
Three	12.87%	13	
Four	0.00%	0	
More than four	1.98%	2	
Total	100%	101	

Does the size of your current rental meet the needs of your current household?



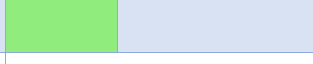
Respondents: 101

Choice	Percentage	Count	
Yes	53.47%	54	
No	46.53%	47	
Total	100%	101	

#	No
1	Office/den is being used as a bedroom
2	We soon need to move kids to separate rooms but also need a guest room to accommodate grandparents who help with child care.
3	Work from home doesn't help
4	too small, no storage
5	Each adult has their own bedroom but three kids, aged 14, 11, and 8 (mixed genders) share one bedroom
6	It prevents us from fostering children in need and the single tiny washroom is not enough for 3 people with chronic health issues
7	We have a second child on the way
8	Not enough bedrooms
9	The bedroom situation is unsafe for me to separate my daughters and the room is too small to share resulting in the baby still being in my room
10	No yard for busy 7 year olds
11	Barely, for now. But family is expanding.
12	Need a 3 bed
13	Need another bedroom
14	We have been paying \$ 120 a month for 5 years for a storage unit. We have no garage, barely a yard, limited storage.



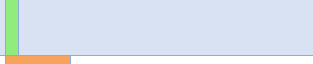




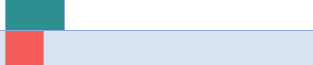
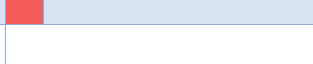
What percentage of your household income do you spend on rent?

Respondents: 101

Choice	Percentage	Count	
0 to 30%	13.86%	14	
30% to 50%	50.50%	51	
more than 50%	35.64%	36	
Total	100%	101	



How much do you spend on rent each month?

Respondents: 101

Choice	Percentage	Count	
less than \$400	1.98%	2	
\$400 to \$799	2.97%	3	
\$800 to \$999	3.96%	4	
\$1,000 to \$1,200	20.79%	21	
\$1,201 to \$1,399	9.90%	10	
\$1,400 to \$1,599	12.87%	13	
\$1,600 to \$1,799	16.83%	17	
\$1,800 to \$2,000	18.81%	19	
more than \$2,000	11.88%	12	
Total	100%	101	

Has the COVID-19 health pandemic impacted your ability to pay rent on time?

Respondents: 100

Choice	Percentage	Count	
Yes	18.00%	18	
No	82.00%	82	
Total	100%	100	

#	Yes
1	Harder to find sustainable work
2	but mostly because cost of groceries and services has gone up and were forced to take out high interest loans to juggle which just makes the whole situation worse. but its better than being evicted w/ a 10 day notice because we cant pay rent in full.
3	As the rent is more than half my income I run into situations if I get sick with anything that I can't afford to pay all my rent and end up having to play catch up later. My landlords are good to us and we are lucky with them.

#	No
1	We are fortunate. My wife still has a secure job.
2	I'm on social assistance due to health issues
3	I am in low income housing
4	We have disability income thankfully steady
5	I am an essential worker
6	Essential worker
7	N/A

A number of non-profit and government organizations (such as BC Housing) offer rent supplements for those that qualify. Do you currently receive rental support from a government or non-profit organization?

Respondents: 100

Choice	Percentage	Count	
Yes (please comment on the rental support you currently receive)	7.00%	7	
No	93.00%	93	
Total	100%	100	

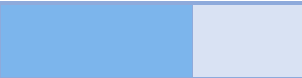


#	Yes (please comment on the rental support you currently receive)
1	RAP
2	Rental assistance
3	BC rental assistance
4	Bc housing

5	Government
6	Rental subsidy NRJHS
7	BC Housing

#	No
1	Don't qualify because of PWD
2	we don't qualify.
3	Due to disability assistance, we don't qualify for that support. BC housing is not readily available, especially near busses and groceries.
4	Will look into it
5	I just applied
6	I am on disability
7	I Recieved rental assistance when I was a single mom and going to school. I didn't qualify when I worked fulltime. This was about 7 years ago. I could not imagine trying to find housing. We have tried buying but it's insane out there. So since my rent has hardly increased in the last 5 years we are staying put.
8	I make too much money apparently


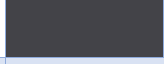
In January of 2021, in partnership with BC Rent Bank, Service Canada (Reaching Home), the United Way and the City of Nanaimo, the Nanaimo Region John Howard Society launched the Nanaimo Regional Rent Bank. The Rent Bank can offer a short term loan for rent or essential utilities to low-income residents in Nanaimo, B.C. who are experiencing financial challenges. Were you aware of the BC Rent Bank service in Nanaimo?

Respondents: 101

Choice	Percentage	Count	
No I was not aware of the Rent Bank before this	61.39%	62	
Yes, I am aware of the Nanaimo Rent Bank but have not used the service	36.63%	37	
Yes, I am aware of the Nanaimo Region Rent Bank and have previously contacted them or used the service	1.98%	2	
Total	100%	101	


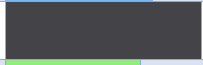





Are you happy with your current rental accommodation?

Respondents: 101

Choice	Percentage	Count	
Yes	49.50%	50	
No	50.50%	51	
Total	100%	101	

What about your current rental accommodation are you currently unhappy with (check all that apply)

Respondents: 51

Choice	Percentage	Count	
Rental cost	47.06%	24	
Size of rental	62.75%	32	
Condition of rental	43.14%	22	
Relationship with the landlord	21.57%	11	
Location of the rental	13.73%	7	
Physical accessibility/ adaptability (ie: rental is not suitable for my physical abilities)	7.84%	4	
Other (please comment)	35.29%	18	
Total	100%	51	

#	Other (please comment)
1	Shared billing
2	He just put the house up for sale
3	Yard and landlord access to the rental are not family suitable
4	Harassment and threats by neighbours.
5	Neighbours are a nightmare, landlord will not spend money to upgrade as if we leave, they can rent for double
6	Lack of yard for my kids, pre covid this was not as big of a deal as it is now.
7	NEW DEVELOPMENTS HAVE NO PARKING. EVERY HOUSE HAS A SUITE BUT CAN ONLY FIT TWO CARS IN DRIVEWAY DESPITE THERE BEING 4 PLUS CARS PER HOUSE. ROADS ARE TOO NARROW AND OVER RUN

8	slum lord, I've been trying to get them in to do repairs for water damage and other stuff outside the home since last November when water was coming in.
9	Threat to health and safety: Fires, sewage flooding from above, damaged floors and electrical plugs, water damage in closet and bathroom, smoking, drugs and partying in building, break ins and mail theft have been recent issues. No ability to use an ebike due to no elevator or storage space.
10	It's a true bsmt suite so it's dark & depressing
11	Fear of renoviction
12	My landlord is going to be selling in the next 6-12 months, and it is hard to live with a roommate as a single parent
13	The amount of pot smokers in the building, a non-smoking building
14	Downstairs suite has domestic fights and police are always there, also house going up for sale May 1
15	It's not big enough and very uncomfortable living
16	No fenced yard or dogs allowed
17	Children can not share room anymore
18	Our strata council has fined us for noise complaints that we feel are very unfair. In particular, we have been fined for our 20 month old daughter making too much noise during the day even though she is not doing anything unreasonable, and especially in a family friendly building.

Which of the following is the most important to you when selecting a location for your rental home? (pick three in order of preference)

Respondents: 99

	1st Choice	2nd Choice	3rd Choice	Total
Access to transit	11.76% (2)	23.53% (4)	64.71% (11)	100% (17)
Distance to grocery stores/ other services	16.22% (6)	24.32% (9)	59.46% (22)	100% (37)
Distance to schools/ child care	40.74% (22)	42.59% (23)	16.67% (9)	100% (54)
Distance to parks and playgrounds	16.67% (5)	60.00% (18)	23.33% (7)	100% (30)
Safety of the neighbourhood/ crime	66.15% (43)	24.62% (16)	9.23% (6)	100% (65)
Overall character of the neighbourhood	32.43% (12)	21.62% (8)	45.95% (17)	100% (37)
Distance to friends and family	20.00% (2)	30.00% (3)	50.00% (5)	100% (10)
Distance to work	12.50% (4)	43.75% (14)	43.75% (14)	100% (32)

Other	33.33% (3)	11.11% (1)	55.56% (5)	100% (9)
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Do you have any other comments to share with us about your rental experience in Nanaimo?

Respondents: 39

#	Do you have any other comments to share with us about your rental experience in Nanaimo?
1	Lots of illegal suites and slum lords
2	This week my landlord put the house up for sale. I will have to move soon because it sold to someone from out of town planning to move here. I have contacted property managers and real estate agents; they tell me that there is nothing that is affordable for a family this size. Rents on similar dwellings are about \$1000 per month (not a typo) more than the current rent, and I only moved in to that house 3 years ago.
3	Ardent prooerties are scofflaws and ignore the legislation when they can get away with it. Bullies.
4	Landlords can get away with MANY things that are not legal because of the rental market being so difficult, and this is not a new problem, just a newly critical one. We are stuck in a place that is not great because we cannot afford the more than doubled cost of rent for even a comparable (so still unsuitable) place. Attempting to some something better would look more like triple our current rent, and demand is such that this probably doesn't exist anyways.
5	Airbnb house next door would make a great rental for a small family. Also we just lost our preschool child care since the home-based facility's house was sold and the preschool has not been able to find another rental house. Simply none available that would suit. We need more rental houses.
6	We are currently in the process of moving away from Nanaimo due to the lack of options and the overpriced nature of housing here. Currently in Nanaimo we rent a 2 bedroom with no yard for 1450/month. We can get a 3 or 4 bedroom with a yard and garage for less than that in southern Alberta. It's quite sad to us that we will be leaving here, but I am unwilling to pay over 2000/month for the kind of space we need.
7	Rentals are over priced, the market is over inflated. Foreign buying is inflating housing prices as well as rents well past what people who live here can afford. New developments are too small. houses are too close together, there is no parking. I don't know why the neighborhoods are built with what seems to be the assumption people don't drive. They do and the new areas do not have parking.
8	The house I'm renting will be sold at some point in the near future and I'm very concerned I may end up homeless due to being unable to find anywhere I can afford, if anything is available at all.
9	its crap. its expensive for what you get, nothing suitable for a family of 3+.. we need 2 bed and den, adult bedroom, child room, and office.. hard to find within in our budget in the areas we wish to live in. We would prefer a detached house of our own. cost of renting is more expensive then paying a mortgage.. 2,300 in rent a month when i could be paying 1500-2000 in a mortgage if i had my own down payment
10	Rents are way too high and yearly leases should be abolished. People get stuck living in a terrible situation because they are stuck in a lease. Month to month rent should be legislated.
11	The house we are in is perfect. Unfortunately the owners are looking to sell. We cannot afford to buy and owners are asking astronomical prices for their rentals. We need a 4 bdrm, minimum,

	but do not have \$3400.00 for rent. That is more than I make in a month, and we could not pay our bills with what my husband makes.
12	This mess all started with AirBnB and other platforms popularity.
13	Safety is up there as well, but no 4th option provided. Also, the quality, health and safety of the rental is not mentioned?
14	Please offer incentives to developers to build rental apartments and not condos for sale... Only the rich can afford to buy and then they rent for ridiculous prices. This needs to stop ASAP. Renters are never going to be able to afford to buy if 60% or more of their money is going to rent every month. The rich just keep getting richer as there's no incentive right now for them to build apartments for rent. For the love of God please make this happen.
15	Not enough affordable rentals that have 2+ bedrooms. I'm a single mom, I can't afford \$3000/month for rent
16	In my experience it is very hard to find a full house for rent. There is a lot of upper and lower suites available but that is not suitable for my family. I have been forced to stay somewhere we are not entirely happy with just because there is nothing else out there. Rent prices are going way up in an economy that cannot afford it right now.
17	I was looking for a rental apartment for my mother and there is nothing here she can afford as a low income senior. The wait lists for the low income places are so long she may never get one.
18	Landlords shun single parent families, especially those on disability
19	It's too expensive
20	As much as I don't like Airbnb's taking up rental houses, Leonard Krog is an A--hole for suggesting that Airbnb renter turnover is a nuisance to "nice, quiet suburban neighborhoods" with "strangers coming into the neighborhood constantly." The turnover of diverse people in the Airbnb next door to us is the best aspect of it. Krog should take his racist head out of his a--.
21	Single parent on disability. Am lucky to rent with friend below market value. Not going to last & have to find a new place to live within a year. Before this place, was functionally homeless, looking at renting places >75% of income because didn't have other options. Messaged places & none would share a place with me & child. Can't afford for my 5yr old to have own bedroom. Currently looking at buying RV to live in bc I don't have other options I can afford.
22	No
23	Rent prices are ridiculous. I work full time in health care. I should not be afraid to move out in to a 1 bedroom because I can't make ends meet. Do better.
24	If not employed rentals will not rent to you which forced me out of town
25	Hard to find affordable rent. And also basement or low units does not have a proper air circulation. And that creates mold issues.
26	Trying to find a house to rent is extremely difficult. There are more options to rent a house for an Airbnb than for someone to live in it full time. It's extremely frustrating especially if you have a young family.
27	Nanaimo is focussing too much on low income rentals. There is a large group of professionals with decent incomes who, for various reasons, have no desire to purchase a home, but cannot find suitable rentals. These are the people Nanaimo wants to attract. Stop paying attention to attracting low income people with affordable housing
28	So far so good but when my landlord sells, I will not be able to find anything

29	Almost impossible to find rentals. Not affordable
30	Rents are too high. I'm stuck here because everywhere else is too expensive. Rent should be 25 to 30% of my income, but my current rental is almost 50%, and everything else is way higher.
31	Price is crazy. 2700 and up for house that will fit my family. I tried to get something smaller, but landlords refuse saying house is too small
32	Noticed two apartment buildings in the area evicting residents and then renovating
33	It's terrible, only had one place get back to me promptly Island rent in Nanaimo, some don't reply at all. And because I don't work, it's very difficult to find someone that will rent to unemployed
34	Perhaps in bylaw have a percentage per each neighbourhood be designated low income housing so crime or drug concerns do not increase in a specific area
35	More supply is not the only solution lobby senior government to take action on property speculation
36	So expensive!! We got really lucky through a connection and got a deal for what we have.
37	Are you kidding? I do not get any of those choices when seeking a rental. If u find a rental you take it regardless of those "choices"
38	Part of the problem are so many people moving here willing to pay anything to come here. It is affecting folks who were raised here and frankly forcing them to leave Nanaimo as a result.
39	We have a rental beside us and the tenants do not match the neighborhood!



RENTER AND LANDLORD SURVEY RESULTS

2021-JUL-05

AGENDA



Renter Survey Highlights



Landlord Survey Highlights



Family Friendly Housing Policy




Adaptable and Accessible Housing
Policy







Renter and Landlord Survey Results

- Survey open on Get Involved April 21 to May 12
- Renter Survey: 465 eligible responses
- Landlord & Property Manager Survey: 394 responses



Household Income Spent On Rent



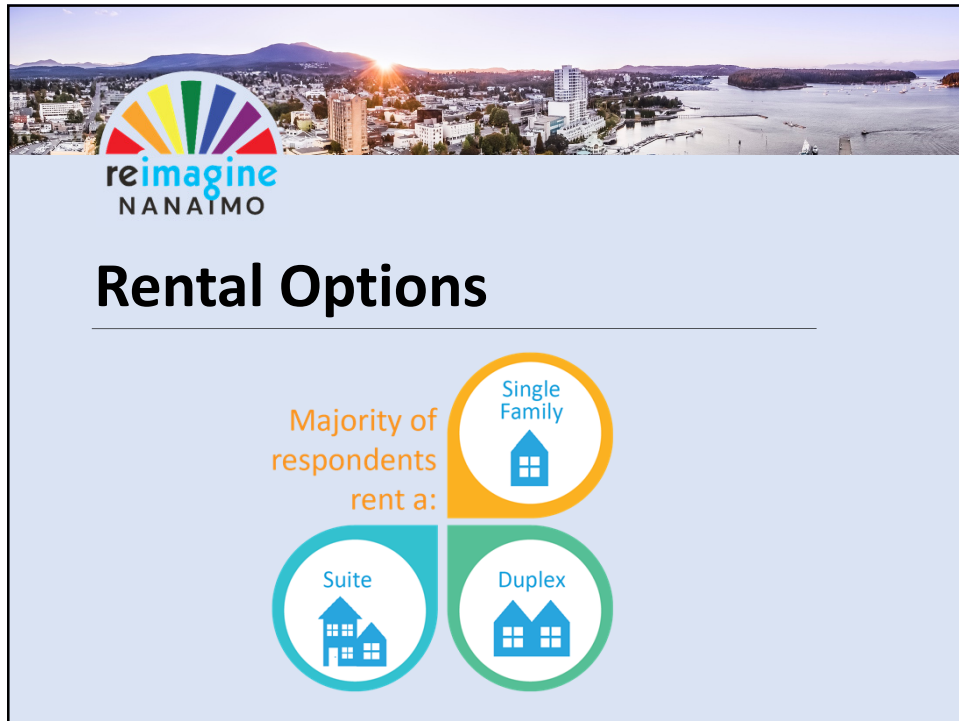


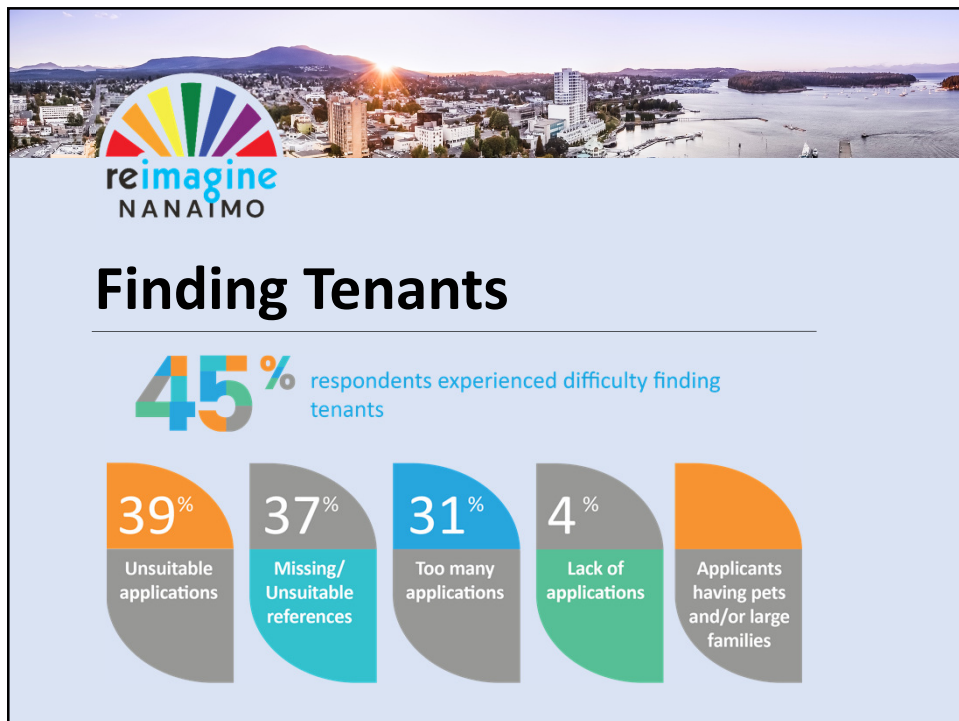
79% respondents spent **more than 30%** of household income on rent


28% respondents spent **more than 50%** of household income on rent















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NANAIMO

-  Renter Survey Highlights
-  Landlord Survey Highlights
-  Family Friendly Housing Policy
-  Accessible/ Adaptable Housing Policy




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Family-Friendly Housing

- Lack of friendly rentals mentioned as a concern by **28%** of Renters survey respondents
- Need for yard and play space noted in survey responses- COVID impact
- Affordable Housing Strategy (AHS) supports 2 and 3+ bedrooms in multiple family dwellings
- Family-Friendly Housing Strategy Short-term goal of AHS
- Within 2021/2022 work plan





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-  Renter Survey Highlights
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Accessible v. Adaptable Housing

- **Accessible** - dwelling is designed to meet needs of people with all abilities.
- **Adaptable** - dwelling is designed to be easily renovated to meet tenant or owners changing accessibility needs.



Accessible & Adaptable Housing Policy

- **12%** of rental survey respondents had difficulty finding a rental that suited their accessibility needs
- **8%** were unhappy with their rental due to accessibility challenges
- Comments about barriers to housing due to accessibility
- Accessible and adaptable housing policy medium-term goal of AHS
- Supported by Age Friendly Nanaimo Plan
- 2021/2022 Work plan

"People discriminating against disabled even though home is wheelchair accessible"

"I have mobility issues so need an elevator"

"landlord is retiring into house.. have to move. it is increasingly difficult due to age and disability."

"some places don't have elevators"



REIMAGINE

- **Feedback?**
- **Thoughts on next steps?**
- **Other comments?**