

CITY OF NANAIMO

Rental Tenant Relocation Assistance Project

Engagement Summary Report | March 2026



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Introduction

The City of Nanaimo initiated the Rental Tenant Relocation Assistance project to support tenants at risk of eviction due to the redevelopment of buildings with four or more rental units. The goal of the project is to develop a policy and/or regulatory framework that supports tenants facing displacement due to redevelopment.

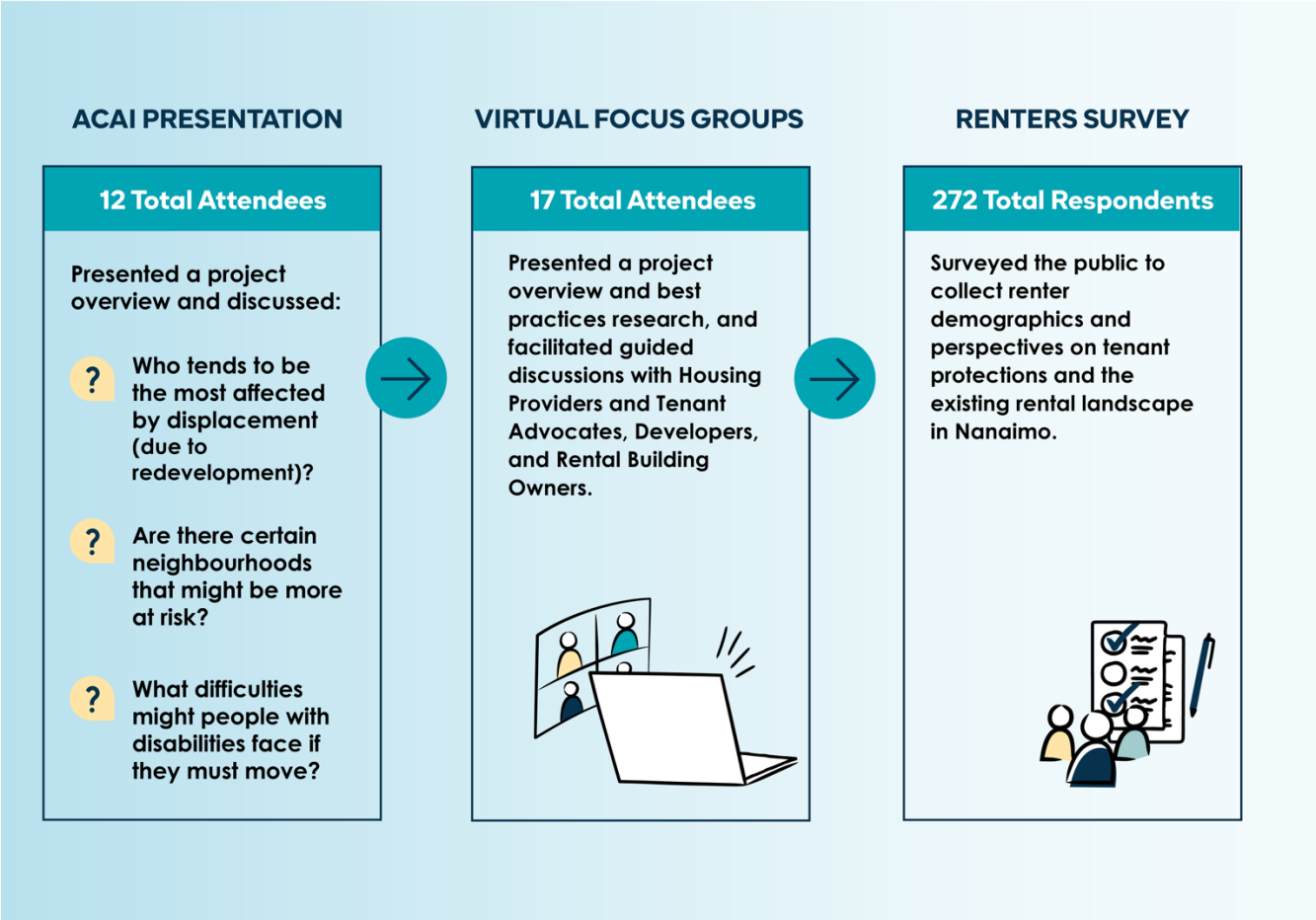
The City of Nanaimo retained CitySpaces Consulting to develop recommendations for an effective approach to tenant protections. These recommendations are intended to inform decision-makers as they establish protections that respond to Nanaimo's local context. To support this important work, CitySpaces coordinated and facilitated community engagement to ensure the approach is informed, meaningful, and reflective of community needs.

The objectives of the community engagement was to:

- Inform interest-holders, partners, and the public of the development of tenant protections in Nanaimo;
- Listen and learn from renters, non-profit organizations and service providers, tenant advocacy groups, the developer community, and rental building owners in Nanaimo; and
- Inform an effective approach to tenant protections in Nanaimo.

Engagement Process

CitySpaces conducted an engagement process consisting of three key components: a project overview presentation for the Advisory Committee on Accessibility and Inclusiveness (ACAI), virtual focus groups with interest-holders, and an online renters survey distributed by the City. The renters survey was open to the public and was posted on the City’s *Get Involved Nanaimo* webpage along with additional project details. Paper surveys were also made available at community centres and the City’s Service and Resource Centre, and advertisements were placed across the city (including posters, radio, newspaper ads, and social media) with QR codes linking directly to the online survey. More than 300 interest-holders participated across all engagement activities.



Advisory Committee on Accessibility and Inclusiveness

City staff identified the Advisory Committee on Accessibility and Inclusiveness (ACAI) as a key partner to engage to better understand the needs of vulnerable communities in Nanaimo. The ACAI consists of community members and elected officials with the purpose of promoting social and political equity within existing and proposed City plans, policies, or bylaws. All members have experience related to issues of accessibility and/or inclusiveness.

On November 12, 2025, CitySpaces presented a project overview to the ACAI and facilitated a discussion with members. The presentation was conducted virtually and introduced the project's purpose of establishing tenant protections to support tenants displaced by redevelopment. It also outlined the regulatory framework enabling municipalities to create tenant protection bylaws. Typical tenant protection measures were also shared, such as establishing a communication plan with ongoing updates for tenants, the Right of First Refusal (ROFR) for tenants to return to the new development, and financial compensation for tenants. A roundtable discussion was facilitated using the following questions:

- Who tends to be the most affected by displacement (due to redevelopment)?
- Are there certain neighbourhoods that might be more at risk?
- What difficulties might people with disabilities face if they must move?

ACAI members discussed a range of considerations related to housing vulnerability, accessibility, and the need for inclusive tenant protection measures. Feedback highlighted the challenges faced by residents with accessibility needs in the context of redevelopment and displacement. Key themes shared by participants are described below.

RISK AND HOUSING VULNERABILITY

Committee members shared displacement often disproportionately affects seniors, people with disabilities, and lower-income residents. Long waitlists for assisted housing, higher eviction rates among people with disabilities, and landlord requirements for employment can make securing housing particularly challenging.

BARRIERS AND SUITABLE REPLACEMENT UNITS

Committee members described accessibility and finding suitable replacement housing as a significant challenge. Adding factors such as pets, service animals, children, parking spaces, and the potential loss of accessibility equipment further complicates moves and increases costs. Acknowledging the limited options for accessible and affordable units, members discussed the importance of transferring in-unit accessibility features that may be customized to tenants in replacement units. Feedback also emphasized the importance of considering the broader systems people rely on, such as transportation and health supports, and the time required to feel safe in new environments.

INCLUSIVE POLICIES FOR PEOPLE WITH ACCESSIBILITY NEEDS

Participants also shared the need for inclusive policies and bylaws that better reflect the realities of residents with accessibility needs. Recommendations included ensuring affordable rents in redeveloped units, aligning policy language with the Ministry of Social Development and Poverty Reduction's Persons with Disabilities (PWD) income assistance requirements, and using accessible plain language and direct communication when engaging with tenants. Members also shared the City of Toronto's approach for enhanced protections for PWDs as a best practice to follow, which includes higher financial compensation.

Virtual Focus Groups

Registration for focus groups began in December 2025. Three virtual focus groups were held over the month of January 2026. All sessions were 1.5 hours in duration and included a presentation introducing the project scope, regulatory framework, and best practices.

- The organization list was created with input from City staff with three identified Target Groups including: Non-Profit Housing Providers & Advocacy Community, Developers, and Rental Building Owners. [Table 1](#) presents a summary of each focus group and the number of participants.
- The main objective of the focus groups was to collect initial observations and identify priority tenant protection measures and their potential implications on tenants, developers, and rental building owners.

Table 1: 2026 Focus Group Summary

Date (2026)	Group	Organizations
January 8	Non-Profit Housing Providers & Advocacy Community	11
January 15	Developers	3
January 29,	Rental Building Owners	3
	Total	17

Although attendance for Developers and Rental Building Owners focus groups was low, the participating Rental Building Owners represented approximately 36% of the units within rental apartment buildings in Nanaimo.

Non-Profit Housing Providers & Tenant Advocates

Feedback from non-profit housing providers and the tenant advocacy community emphasized the need for additional supports for vulnerable populations, Tenant Relocation Coordinators (TRCs), defining eligibility and requirements, the right of first refusal (ROFR), and equity-centred tenant protections and supports.

ADDITIONAL SUPPORTS FOR VULNERABLE POPULATIONS

A range of populations were identified as facing disproportionate risk during displacement, including lower-income renters, single individuals, seniors, newcomers to the community, and those in transitional life stages (e.g., youth to adolescent, working to retiring). Tenants living in older and lower-rent buildings typically have stronger local social networks and may experience heightened disruption if relocated. Households with pets, roommates, or subleasing arrangements may also encounter additional barriers, particularly where policies may not recognize these living situations. Additional supports were recommended to reduce the emotional and logistical strain of moving. These included supports before relocating (e.g., packing in preparation for moving), ensuring access to pet-friendly and accessible units, maintaining school catchment areas for families, and ensuring a balance of digital and non-digital communication.

TENANT RELOCATION COORDINATORS

Participants shared the importance of the TRC role. TRCs were widely viewed as critical for supporting relocation efforts for tenants, particularly for tenants requiring additional support navigating the relocation process, such as newcomers, youth, and seniors. Participants were also concerned the TRC role often doesn't work as intended. In practice, TRCs are typically retained by developers and may provide only limited support to affected tenants. A tenant advocate shared most TRC-tenant communications consist of initially sharing a small number of listings, which often do not meet the tenant's needs, and then not communicating further.

Participants referenced the recent Value Lodge Motel fire, which displaced 36 tenants during the winter holiday period in 2025. This situation highlighted the challenges associated with large-scale, emergency displacement events, particularly when typical community support systems are temporarily unavailable.

Experiences from this event showed the importance of tenant relocation supports. While the TRC role was widely viewed as critical for supporting tenants, especially those requiring additional assistance navigating relocation such as newcomers, youth, and seniors, the incident raised

questions about capacity and whether additional support mechanisms may be needed in atypical or time-sensitive circumstances.

TRC AVAILABILITY

Participants also highlighted the limited availability of TRCs in Nanaimo. Tenant relocation is still growing and there are limited organizations that specializes in this work. Participants discussed the potential for non-profits to hire the TRC directly or for the municipality to provide a list of verified and trusted TRCs. Many participants suggested the City oversee the TRC function entirely to ensure accountability of the relocation process, as well as avoid potential conflicts of interest associated with developers hiring or staffing TRCs. Feedback also highlighted the value and importance of requiring a City-led meeting between tenants, developers, and TRCs to facilitate the sharing of information (e.g., details of redevelopment, timeline, available protections and options) and ensure accountability from all parties.

DEFINING ELIGIBILITY AND REQUIREMENTS

Participants shared the benefit of a clear framework to both market and non-market housing providers, particularly when coordinating an evicted tenant's right of first refusal (ROFR). The group encouraged careful consideration of the scope and timing of tenant protection measures. This included triggering protections early in the redevelopment process to account for the pressure put onto tenants to leave units before requirements come into play, applying the same protections to major renovations¹, and extending the policy or bylaw to the secondary rental market.

Perspectives were mixed when discussing if non-market housing providers should be exempt from a tenant protection policy or bylaw. Participants expressed that while some non-market providers have established relationships and experience supporting tenants, other smaller and/or volunteer-led non-profits may require additional support. Further discussion led to a consensus that instead of exempting, establishing shared baseline requirements for all housing providers with flexibility in mind is the most balanced approach.

RIGHT OF FIRST REFUSAL

Limited housing availability was identified as a major barrier to tenant relocation. Participants noted seniors on fixed incomes and other low-income renters have few viable options, with limited

¹ The Residential Tenancy Act (section 51.2) currently requires Right of First Refusal for residential properties containing 5 or more units when a landlord obtains an order of possession under section 49.2 for renovations and repairs.

purpose-built rental apartments and increasing rents in Nanaimo. Concerns were raised that multiple concurrent redevelopment projects replacing older rental units could further constrain the availability of comparable and suitable housing options, as older units are typically more affordable. Feedback suggested considering the City of Vancouver's rate of change approach as part of their Broadway Plan to restrict the number of approved projects that would displace people.

ROFR was identified as an essential protection measure but is often poorly implemented or communicated in practice. Participants shared experiences with tenants receiving insufficient information about replacement units, and these units not meeting their needs - often smaller and missing accessibility features. Participants feared some developers may offset reduced rents by increasing fees for parking or storage spaces, underscoring the need for policies that consider the total costs rather than only rents. Participants acknowledged the challenging financial feasibility of ROFR requirements given the existing economic state and increasingly high development costs. Participants shared the need to carefully consider what is being replaced because there can be a big difference between previous and new rents. The viability of ROFR will vary.

EQUITY-CENTRED TENANT PROTECTIONS

Participants strongly encouraged flexible tenant protections measures to meet the needs of varying levels of vulnerability. Priority supports included access to comparable and affordable relocation units, ROFR, and support navigating the process of relocation (e.g., support getting personal identification, rent subsidies, moving logistics), with careful consideration of compensation structures.

Participants shared concerns with lump-sum payments as they may not meet the needs of all households and tenants may face pressure to take the lump sum instead of receiving ongoing support. Phased payments, rental subsidies, or funds administered through a trusted third party were suggested as effective alternatives to consider. Feedback also suggested considering the inequities of rent compensations based on length of tenancy, as long-term tenants are likely paying substantially less rent than newer tenants who may receive less overall compensation. Current rent levels were identified as a more accurate indicator of financial impact, as all tenants will re-enter the market at prevailing rates.

Developers

Developer feedback focused on financial feasibility, incentives and flexibility, and the current market context. Participants recognized the impacts of displacement on tenants but highlighted the need to balance the costs placed on developers to provide additional supports to avoid disincentivizing new housing development.

FINANCIAL FEASIBILITY

Developers shared their concerns with the increasing costs of demolition fees, construction costs, municipal fees, and long approval timelines. Tenant protections were described as adding costs for developers, with potential impacts on financial feasibility and lending certainty, particularly due to the unknown level of uptake associated with ROFR.

Feedback received indicated redevelopments are still uncommon in Nanaimo. Participants described a previous senior housing redevelopment requiring all existing 30 tenants to be relocated. The first phase removed the 30 units but replaced those with 124 units in two phases. This allowed tenants to be moved into the new building prior to demolition. This example highlighted an example of relocation efforts provided to impacted tenants. Given the reality of project feasibility in the current context, there was concern the additional tenant protection measures proposed could discourage rental redevelopment. They also noted any additional costs are ultimately transferred to future residents through higher rents. Overall feedback focused on the need for policies to avoid creating barriers to development.

INCENTIVES AND FLEXIBILITY

Balance and a “scalable approach” were consistently highlighted as essential for Nanaimo when considering tenant protection measures. Participants encouraged the City to offset costs with incentives – such as additional density or reduced parking requirements - and emphasized the value of certainty in estimating costs. Flexibility during approvals and the ability to adjust projects without restarting applications was also identified as an important consideration. Participants agreed replacing ‘rental with rental’ would be ideal and tenant relocation supports were viewed as reasonable. When addressing typical ROFR requirements to discount rents, participants shared that although ROFR is fair in principle, their potential financial implications will be challenging to implement. Instead, it was suggested ROFR without discounting rents or purchase prices would be sufficient.

CURRENT MARKET CONTEXT

Developers questioned whether current market conditions warrant a tenant protection bylaw or policy at this time, with one participant stating, “we are not there yet.” Participants expressed observing more renovations than redevelopments and few rental redevelopment projects are occurring. Comments indicated most developments in the city are typically six-storey wood-frame structures, which they felt is not a feasible scale for implementing tenant protections. The Residential Tenancy Act (RTA) was mentioned as a sufficient framework that addresses some displacement situations and led participants to question if additional tenant protections are necessary. Developers acknowledged the City’s continued population growth and the need for additional housing over time and expressed appreciation for a proactive approach to potential implications on tenant displacement.

Rental Building Owners

Feedback received from rental building owners focused on the financial impacts on development, incentives and flexibility, and the implications on administrative processes. Participants shared experiences relocating tenants and the challenges associated with additional supports.

FINANCIAL IMPACTS

Similar to feedback received from developers, rental building owners frequently referenced the financial impacts associated with tenant protection measures. Relocation costs were identified as a significant expense for building owners leading to higher project costs and resulting in higher rents for future tenants. Participants noted the cost of supporting displaced tenants would reduce redevelopment feasibility in general. Concerns about the uncertainty of ROFR uptake was noted as a key challenge in securing financing as lending requirements are increasingly stringent.

Nanaimo’s regulatory environment was characterized by participants as challenging and difficult to navigate. References to increasing requirements from the City has led building owners to spend more on consultant and administrative costs to meet regulations. Participants shared their frustrations interacting with additional layers of regulations they feel are added without sufficient consideration. Feedback received on this topic reflected additional regulations may cause developers to reconsider projects and walk away.

FLEXIBILITY AND INCENTIVES

Rental building owners discussed the structure of tenant protection measures and identified frameworks, checklists, or policy-based tools as more workable compared to prescriptive bylaws.

Participants shared the rigid nature of bylaws offers limited flexibility. The importance of aligning new requirements with existing regulations was highlighted, including consideration of how tenant protection measures interact with current provincial legislation. Participants cautioned layering additional local bylaws onto existing frameworks which would add additional time and costs for developers to navigate.

Flexibility was identified as a priority when considering tenant protections. This included the ability to evaluate tenant circumstances on a case-by-case basis and tailor expectations based on the project's building size or density. Participants also referenced six-storey wood-frame buildings as being constrained for providing tenant protections. Participants shared the need for City staff to offer incentives for developers to provide tenant protections. These incentives may include additional density or flexibility in application submissions. Overall, participants shared the sentiment that increasing supports for tenants should be balanced with reciprocation for developers.

IMPLICATIONS ON ADMINISTRATIVE PROCESSES

Participants agreed communication between the developer and existing tenants throughout redevelopment process is the most important and useful form of tenant support they can provide. Participants suggested prioritizing assistance for tenants with the greatest need rather than applying universal supports. This approach was expanded upon to include income testing, sliding-scale compensation, and tenant needs assessment surveys to understand each household's circumstance and identify required resources. A City-administered survey to vet eligible tenants was suggested to support the standardization of information collection and reduce administrative pressures on building owners.

Identifying eligible tenants was of key interest for building owners. Participants observed tenants with the greatest need are often less likely to reach out for support. The administrative costs associated with tenant protections were identified as substantial, particularly reporting expectations related to tenant relocation.

Renter Survey

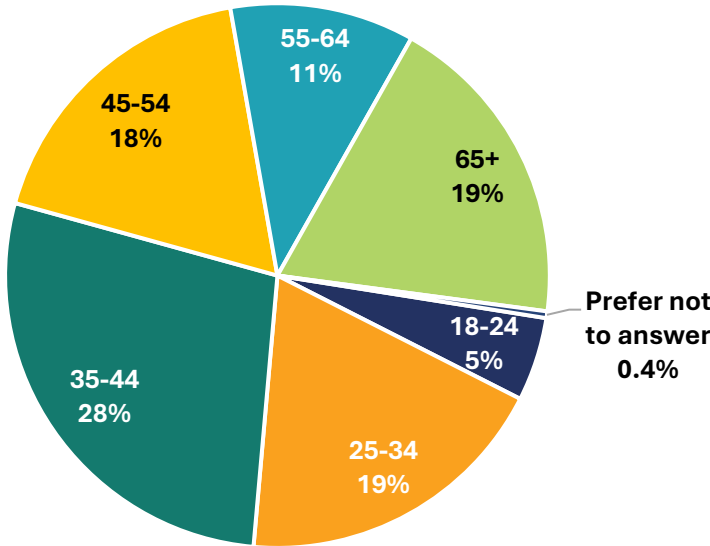
An online renters survey open to the public was launched over a two-week period, starting January 28, 2026 and ending February 18, 2026. The survey’s purpose was to gather perspectives from renters across Nanaimo. The survey included questions about the existing rental market landscape (e.g., options, affordability, stability), evictions, preferred tenant protection measures, and additional supports needed for tenants facing barriers. Posters were displayed across Nanaimo in community centres, buses, libraries, and laundromats with information on the survey and a scannable QR code linking to the online survey. Static stations with paper versions of the renter survey were also made available to the public at Oliver Woods Community Centre, Beban Park Social Centre, Bowen Park Complex, and in the City’s Service and Resource Centre’s lobby.

Survey Results and Trends

Some high-level trends were identified from the survey results. Although the survey was open to renters and non-renters, only respondents identifying as renting housing in Nanaimo were analyzed in this section. Respondents also had the opportunity to provide any additional comments at the end of the survey. A complete list of survey questions and total responses from renters and non-renters are available in [Appendix A](#).

TOTAL RESPONSES AND AGE CATEGORIES

Figure 1: Age Group Distribution of Renters, 2026
Source: City of Nanaimo, Renter Survey 2026



The renter survey had 272 respondents, with 87% identifying as renters in Nanaimo. The age distribution of renter respondents is shown in [Figure 1](#). The largest share of respondents was aged 35 to 44 at 28%, while those aged 25 to 34, 45 to 54, and 65 and older represented similar proportions at 19%, 18%, and 19%, respectively.

DEMOGRAPHIC GROUPS

Respondents were asked if they belong to any specific demographic group(s). [Table 2](#) displays all identified groups and their share amongst renters. The survey allowed for multiple groups to be selected.

Table 2: Share of Demographic Groups (Renters), 2026²

Source: City of Nanaimo, Renter Survey (2026)

Groups	Share
I am not a member of any of these groups	32%
People with disabilities (includes physical, mental, and cognitive disabilities)	21%
2SLGBTQIA+ communities	16%
People living with mental health or addictions challenges	8%
Indigenous (First Nation, Métis, Inuit, Mixed Indigenous)	6%
Prefer not to answer	6%
Women and children fleeing domestic violence	3%
Racialized individuals	2%
Other	2%
Newcomers and government assisted refugees	2%
Veterans	1%
People experiencing homelessness	1%

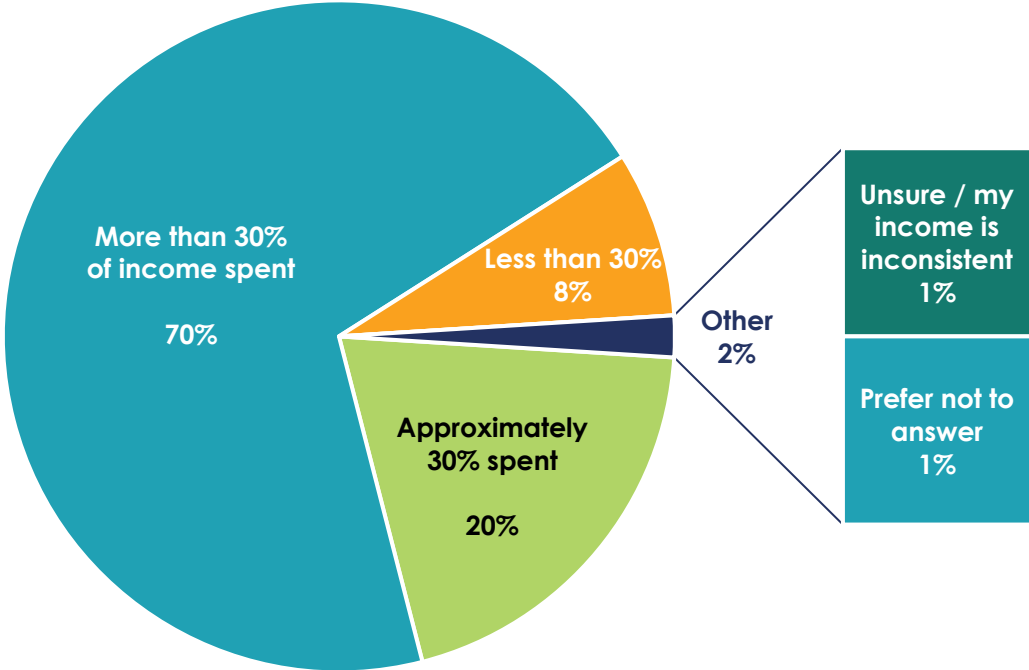
Out of the renters, 32% did not identify as belonging to any of the identified groups. Among those who did, a notable share identified as people with disabilities at 21% and as members of 2SLGBTQIA+ communities at 16%. These findings suggest the importance of ensuring tenant supports are responsive to the needs of tenants with disabilities and other equity-deserving groups.

As emphasized by ACAI, this can include consideration of broader systems relied on by individuals to reduce barriers, such as access to transportation, health supports, and adequate time to acclimate to new environments.

² Percentages were rounded to the nearest whole number.

INCOME SPENT ON HOUSING

Figure 2: Income Spent on Housing (Renters), 2026
Source: City of Nanaimo, Renter Survey (2026)



The survey asked what proportion of combined household income is currently spent on housing. 70% of respondents reported spending more than 30% of their income on housing. Open-ended responses further emphasized concerns about disproportionate rent increases, with some comments noting wages and salaries have not kept pace. Renters were also concerned about the lack of affordable rents catering to low-income households. One respondent shared **“Nanaimo needs more housing units that cater to lower income individuals and families. The rent in this town is ridiculously high compared to the average wages/salary of workers.”**

CURRENT CONDITIONS

Figure 3: Share of Current Rental Units, 2026

Source: City of Nanaimo, Renter Survey (2026)

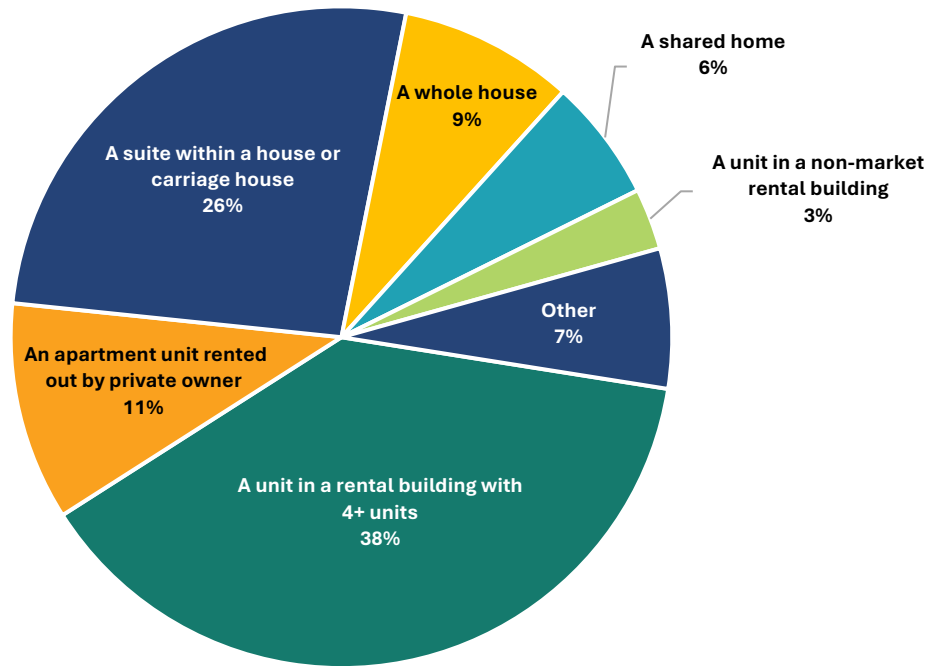


Figure 4: Living Situation of Renters, 2026

Source: City of Nanaimo, Renter Survey (2026)

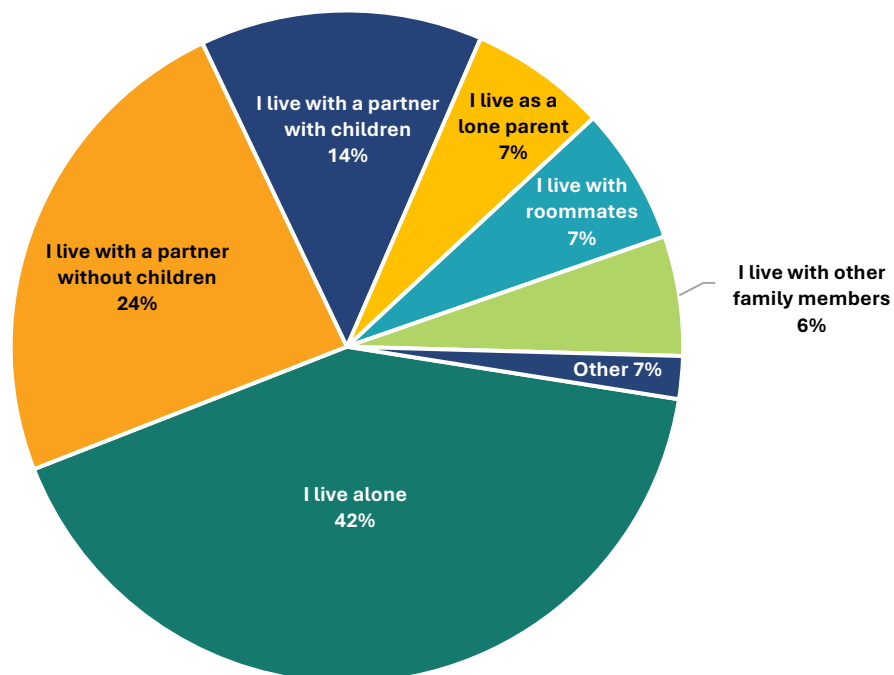
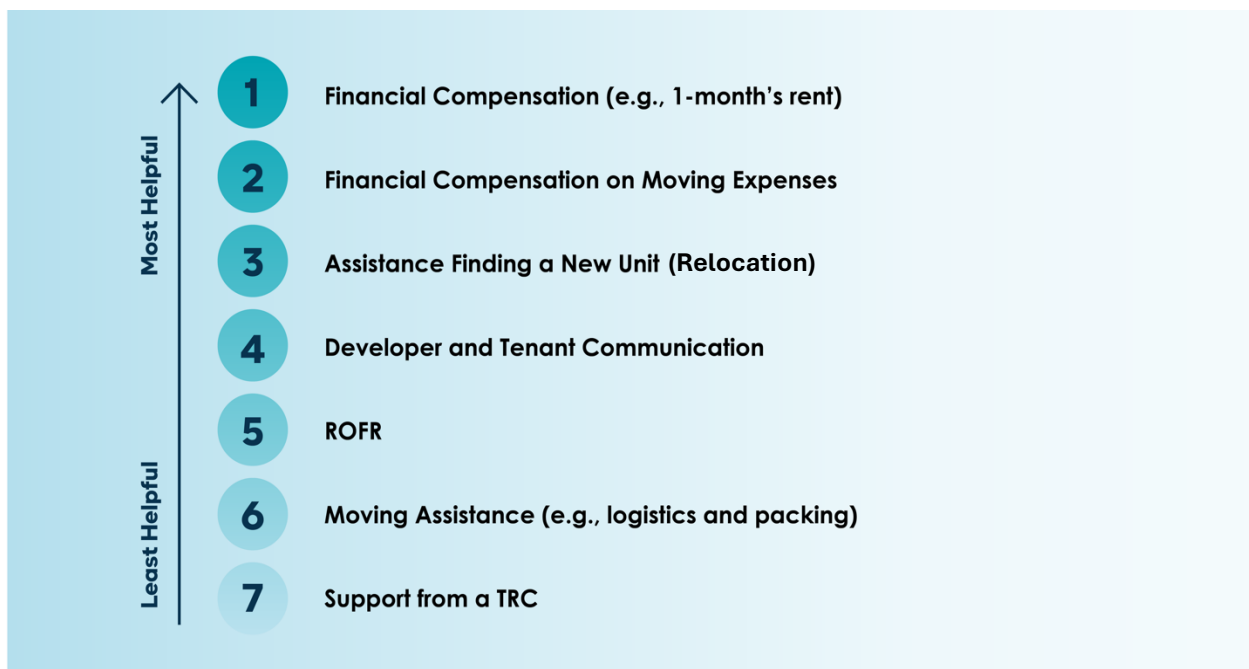


Figure 3 shows the majority of renters (64%) currently live in rental buildings with 4+ units (38%) or in suites within a house or carriage house (26%). Figure 4 shows most renter respondents live alone (42%), followed by couples without children (24%), and couples with children (14%). Some ‘other’ units included mention of duplexes and one renter in an RV.

Renters selecting ‘other’ indicated living with pets. Additional comments from respondents also identified the need to consider renters with pets. A renter shared **“Having a pet is a big struggle as places to rent are more difficult to find with animals,”** highlighting the need for more pet-friendly units and accommodations when relocating.

PRIORITY TENANT PROTECTION MEASURES

Respondents were also asked to rank seven common tenant protection measures in order of most to least helpful in the event of eviction. To identify which measures were considered most helpful, scores³ were assigned to each measure. It should be noted that although some measures scored higher than others, it may not reflect the needs of all renters.



³ Scores were calculated using the sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions (A rank of 1 has a higher weight than a rank of 7).

SUPPORT FOR ROFR

Out of the seven measures, ROFR was ranked 5th. A separate question found that 95% of renters agreed ROFR should be available when a rental unit is redeveloped. The survey also asked respondents to elaborate further on ROFR via short answer responses. Some comments highlighted the support for ROFR and explored potential programs like rent-to-own, while other comments questioned the effectiveness of the measure if rent costs are increased for the new unit. One commenter expressed their support for ROFR **“but also it should be at the original rent that was being paid. Being offered to move back in is meaningless if the rent is now unaffordable.”**

Evictions

The renter survey also asked renters about their fear of eviction and experience with eviction.

Table 3: Fear of Eviction, 2026

Source: City of Nanaimo, Renter Survey (2026)

Do you have any concerns/fears about losing your current housing?	Share
I am worried about being evicted for renovations, demolition, or redevelopment	23%
I am worried about not being able to pay rent	21%
I am worried about being evicted due to my landlord selling the unit and the buyer or their family member wanting to move into the unit	21%
I am worried about being evicted due to my landlord or their family member wanting to move into the unit	12%
I currently have no concerns/fears about losing my housing	11%
I am worried about being evicted due to disputes with my landlord	7%
Other	5%
Total	100%

Most renters indicated fearing eviction (89%) while only 11% of renters had no concerns or fear about losing their housing. Most renters fear being evicted for renovations, demolition, or redevelopment (23%), followed by being worried about not able to pay rent (22%), and being evicted due to the landlord selling the unit and the buyer or family wanting to move into the unit permanently (21%). Despite a high number of renters fearing eviction only 22% of renters indicated having been evicted before. 77% of renters indicated never experiencing eviction with 1% of renters preferring not to answer.

Figure 5: Reasons for Eviction, 2026

Source: City of Nanaimo, Renter Survey (2026)

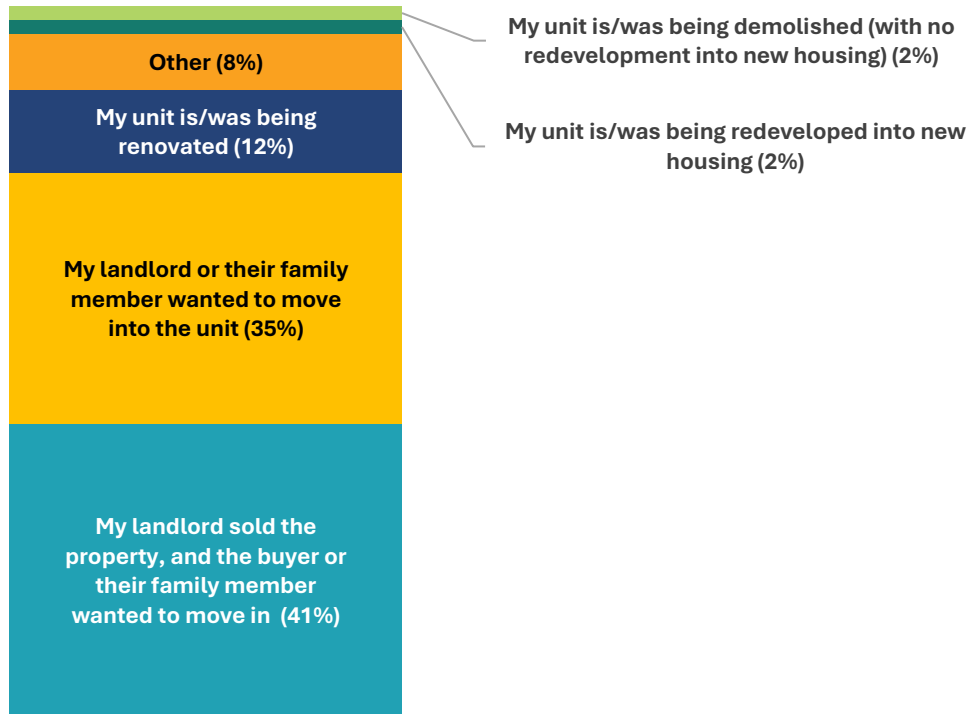
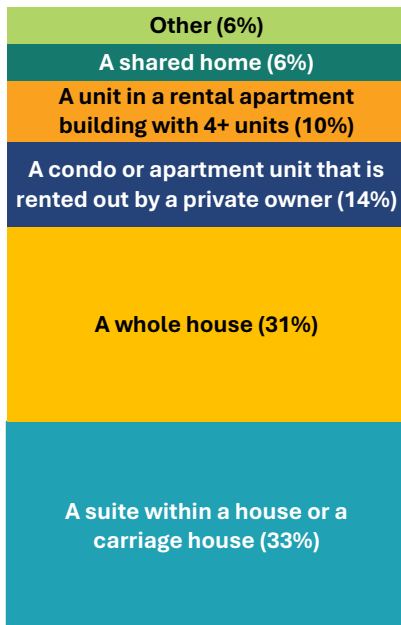


Figure 6: Evictions by Housing Type

Source: City of Nanaimo, Renter Survey (2026)



[Figure 5](#) illustrates eviction experiences, with 41% indicating they were evicted due to their landlord selling the property and the buyer wanting to move in, and 35% were evicted due to their landlord moving into their unit. Other reasons for eviction included conflict and disagreements between landlord and tenant, as well as roommates moving out and the inability to afford rent alone. [Figure 6](#) displays evictions by housing type. The majority of evictions (64%) stemmed from a suite within a house or a carriage house (33%), or an entire house (31%). Currently, 38% of renters are living in rental buildings with 4+ units who would typically be eligible for tenant protection measures through a tenant relocation and protection policy. The survey results indicated 10% of evictions are from rental buildings with 4+ units.

Survey results also identified a key challenge is relocating within the same neighbourhood. Only 14% of renters were able to relocate within the same neighbourhood as their initial place of residence. While 73% of renters relocated to another neighbourhood, 14% relocated outside of Nanaimo entirely. 92% of displaced renters experienced rent increases, with only 8% maintaining their previous rent level. Additional comments highlighted the City's increasing rents. Some comments cited the need to compete against other renters for units as well as the lack or limited efforts in maintaining rental units from landlords. Comments also addressed the implications of increasing rents on seniors. One respondent shared **“I am soon to be 68 and I am afraid that myself and my two senior dogs will have no place to go. I never thought at this stage in my [life] I would still be working full time and looking for a place to live.”**

Additional Comments

The survey provided respondents with an opportunity to share additional comments, resulting in over 180 responses. Many respondents shared their lived experiences navigating Nanaimo's rental market and personal renting history. Comments also raised issues related to the need for larger rental units, the impacts of relocation, and balancing equity and fairness.

LARGER UNITS

Comments highlighted the shortage of larger rental units, noting the need to support growing families or renters who are considering having children. One respondent said, **“There is a severe shortage of three-, four-, and five-bedroom rental units, especially for families with multiple children. Most new rental stock tends to focus on studios and one- or two-bedroom units, which does not reflect the needs of many households.”**

IMPACTS OF RELOCATION

Some respondents raised concerns about the burden of moving, particularly moving twice for tenants who exercise ROFR. Relocating efforts and the time investment required was described by in multiple comments: **“moving carries significant cost, both fiscal and mental. Evenings and weekends spent packing, time off taken to move,”** and **“older renters may not have the willingness to keep moving around.”** Another comment said, **“you would still need to find somewhere to live in the meantime so you may not wish to return by the time the redevelopment is complete.”** These perspectives highlight the challenges of relocation and allude to the need for minimizing barriers, especially if multiple moves are required.

BALANCING EQUITY AND FAIRNESS

When discussing tenant compensation, some respondents raised the need to consider factors beyond length of tenure. One comment stated **“relocation policies should recognize that tenants’ circumstances vary. Some long-term tenants have benefited from below-market rents for many years, while others with similar incomes have experienced repeated housing instability.”** This comment underscores the need for equity considerations when developing compensation frameworks, including reflecting on different tenant experiences. Another comment emphasized the need to balance tenant housing security with landlords’ returns on investment, stating that **“the rights of tenants and their right to secure housing must be balanced with the ability of landlords to secure a reasonable but not exorbitant rate of return on their investment.”**

Key Take Aways

The following chart includes typical tenant protection measures and summarizes high-level feedback by target group and the community (Renters Survey) for each measure.

Table 4: Tenant Protection Measures and Feedback by Target Group

Tenant Protection Measures	ACAI	Non-Profit Housing Providers & Tenant Advocates	Developers	Rental Building Owners	Community (Renters Survey)
Communication	Accessible plain language and direct communication	Proactive communication, balance of digital and non-digital means of communication	Direct, clear, and respectful communication is the goal	Communication throughout redevelopment is the most achievable and important measure	Ranked most helpful 33% of the time
Right of First Refusal (ROFR)	Allows vulnerable populations to stay in their communities	Ensure financial discounts are applied so tenants can rent at the same or near initial rent	Achievable without financial discounts	Uncertainty with uptake impacts financing	95% of respondents indicated ROFR should be made available
Financial Compensation	Clear and scalable compensation based on needs	Must be equitable and based on need rather than length of tenancy	RTA requirements are sufficient	Tenants should be income tested and get different levels of compensation	Ranked most helpful 39% of the time
Financial and/or Moving Assistance	Additional time and patience to help accommodate	Developers should cover expenses and assist in the move	Supporting tenants find other units makes sense	Assisting tenants find new units is achievable but time consuming	Ranked second most helpful 32% of the time

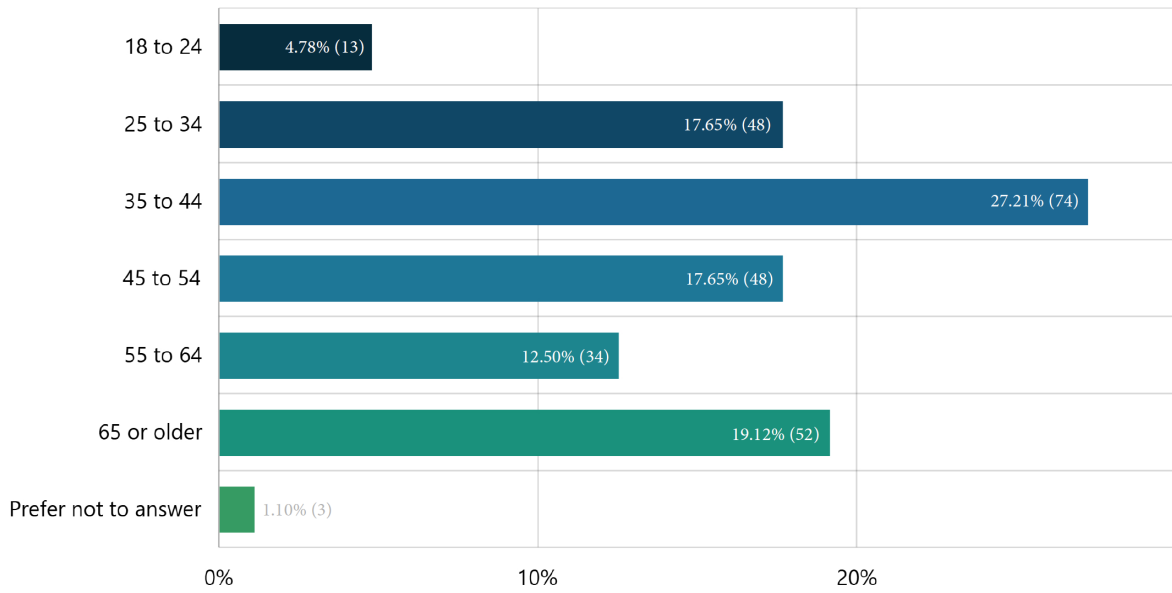
Tenant Protection Measures	ACAI	Non-Profit Housing Providers & Tenant Advocates	Developers	Rental Building Owners	Community (Renters Survey)
Tenant Relocation Coordinator (TRC)	Should identify comparable units that have necessary accessibility features	Avoid developer hired TRC and knowledgeable in other adjacent systems	Makes sense to encourage but consider added financial cost for the developer	Eligible tenants should be identified beforehand for efficient use of administrative resources	Ranked fifth most helpful 25% of the time

APPENDIX A: RENTER SURVEY QUESTIONS & RESULTS⁴

⁴ Open-ended responses provided under 'Other' were summarized where applicable. Responses that duplicated existing answer options were not included.

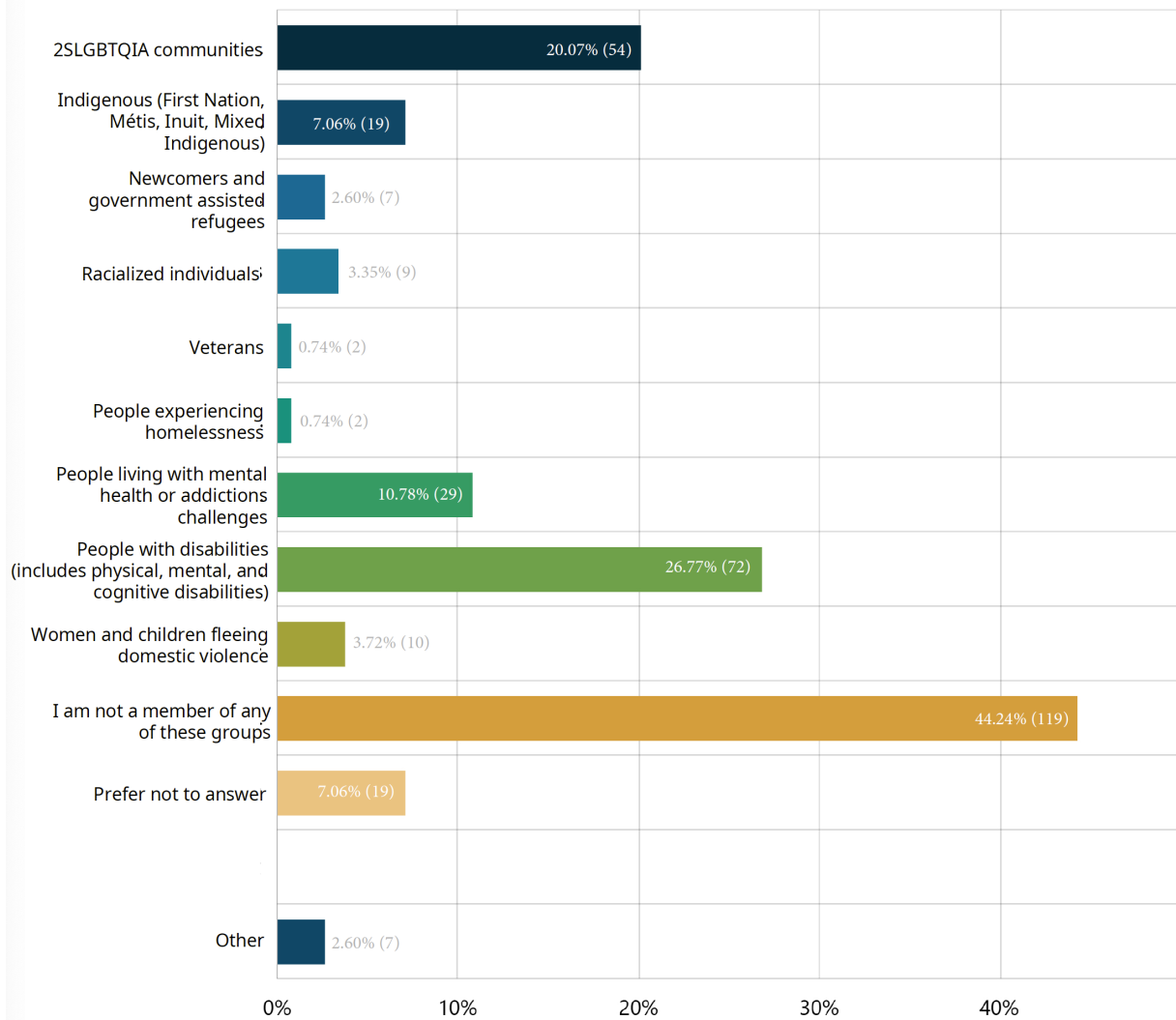
1. 1. What age group are you in?

Multi Choice | Skipped: 0 | Answered: 272 (100%)



2. 2. Are you a member of any of the following groups?

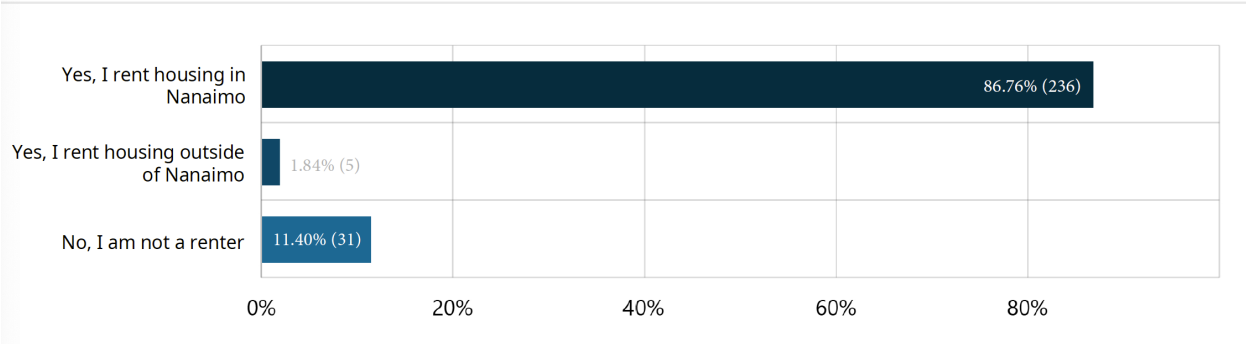
Multi Choice | Skipped: 3 | Answered: 269 (98.9%)



2.2: *Other* responses include Seniors, low income, and generational poverty.

3.3. Do you currently rent your housing?

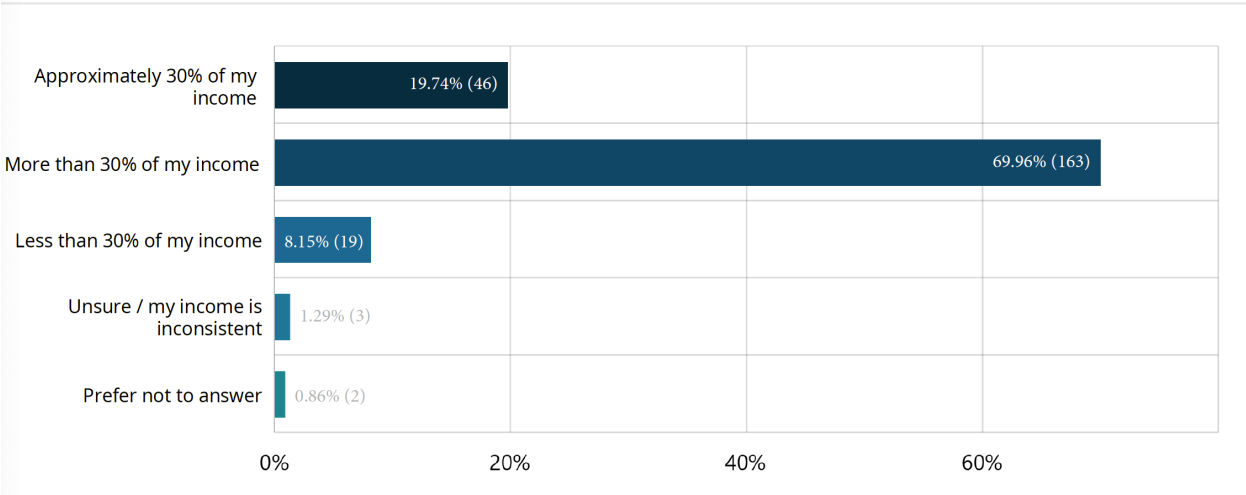
Multi Choice | Skipped: 0 | Answered: 272 (100%)



4.3.1 was only provided to respondents that answered 'Yes' to question 3.3.

4.3.1 How much of your income (or combined income if you live with other people) do you currently spend on housing? (Select 1)

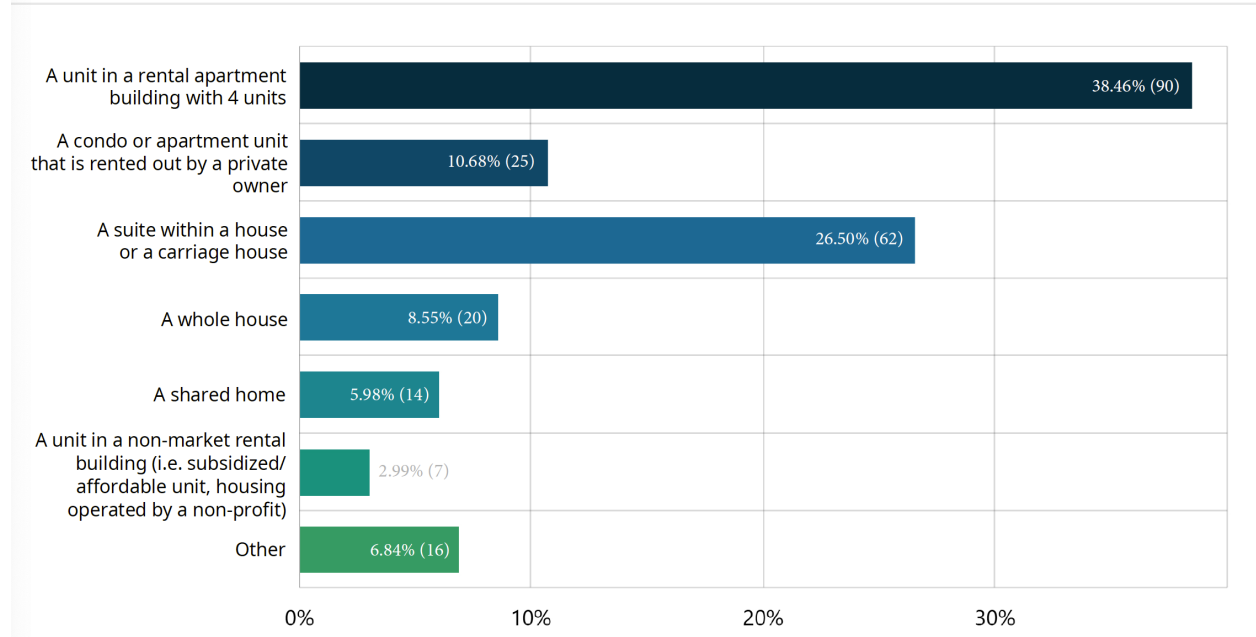
Multi Choice | Skipped: 39 | Answered: 233 (85.7%)



5.3.2 was only provided to respondents that answered ‘Yes’ to question 3.3.

5.3.2 Which option best describes the type of housing you currently live in?

Multi Choice | Skipped: 38 | Answered: 234 (86%)

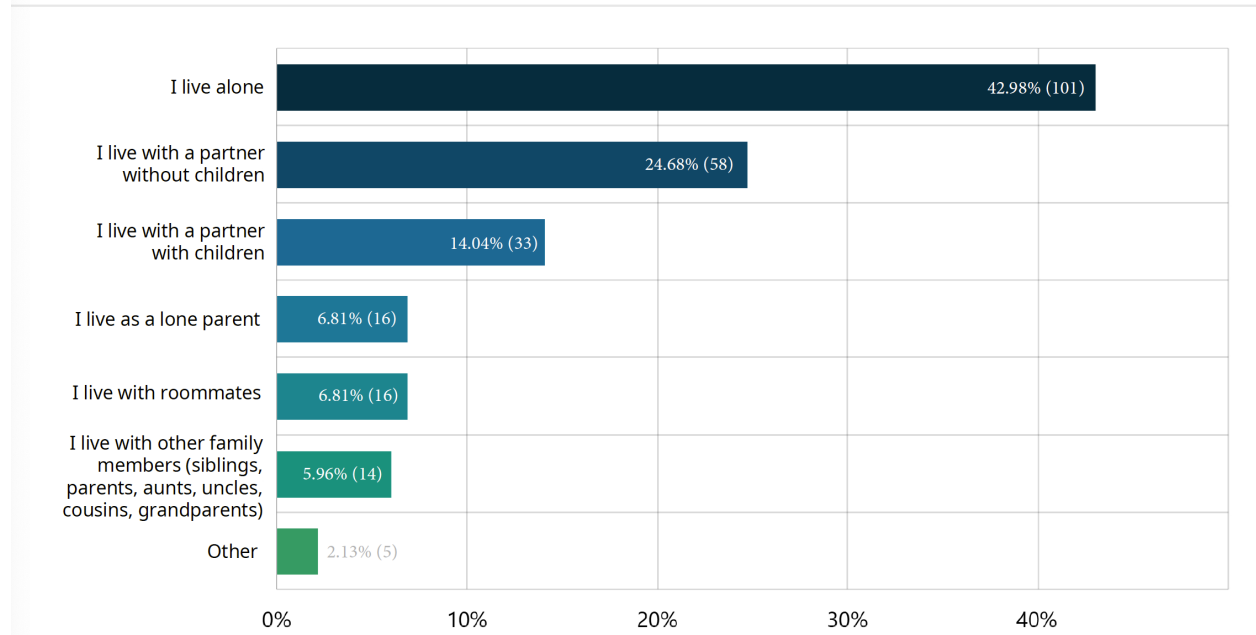


5.3.2: *Other* responses include Townhouse, Multiplex, Duplex, and details describing overcrowded conditions.

6.3.3 was only provided to respondents that answered ‘Yes’ to question 3.3.

6.3.3 Who do you currently live with?

Multi Choice | Skipped: 37 | Answered: 235 (86.4%)

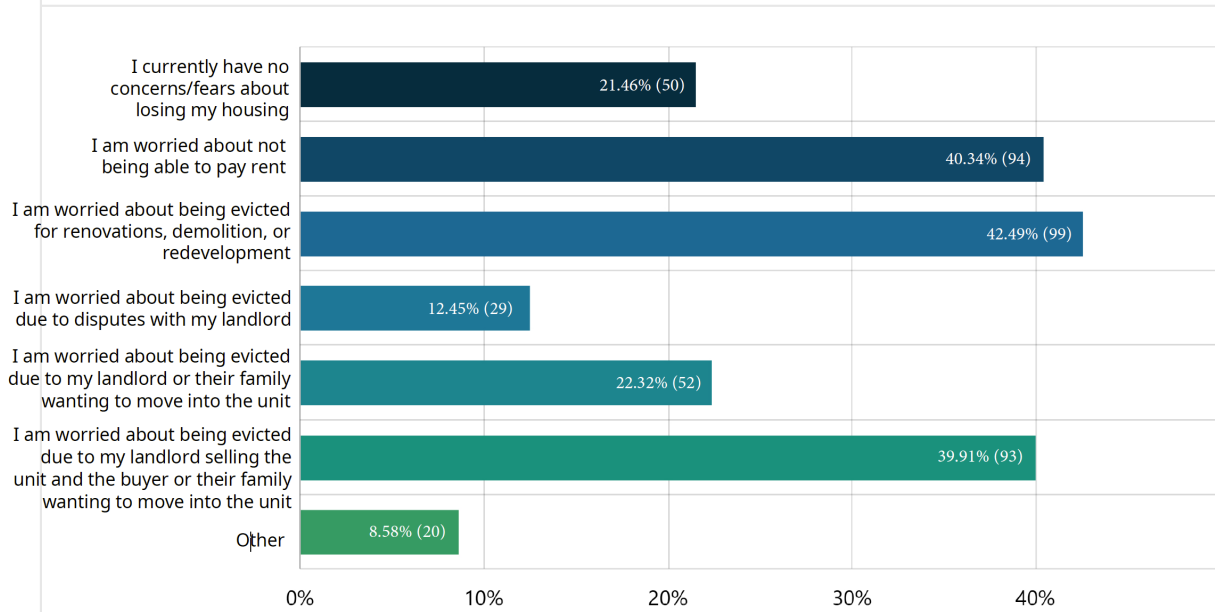


6.3.3: *Other* responses include pets and living with adult children.

7.3.4 was only provided to respondents that answered 'Yes' to question 3.3.

7.3.4 Do you have any concerns/fears about losing your current housing?

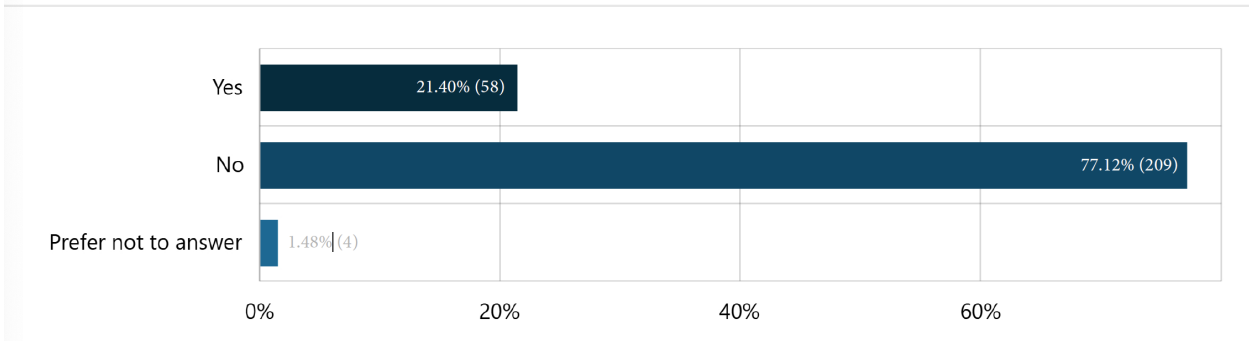
Multi Choice | Skipped: 39 | Answered: 233 (85.7%)



7.3.4: *Other* responses include personal conflict with building management, inability to work, rent raises, the need to upsize due to children, losing child support and inability to afford rent, ability to afford rent after retirement.

8. 4. Have you been evicted before?

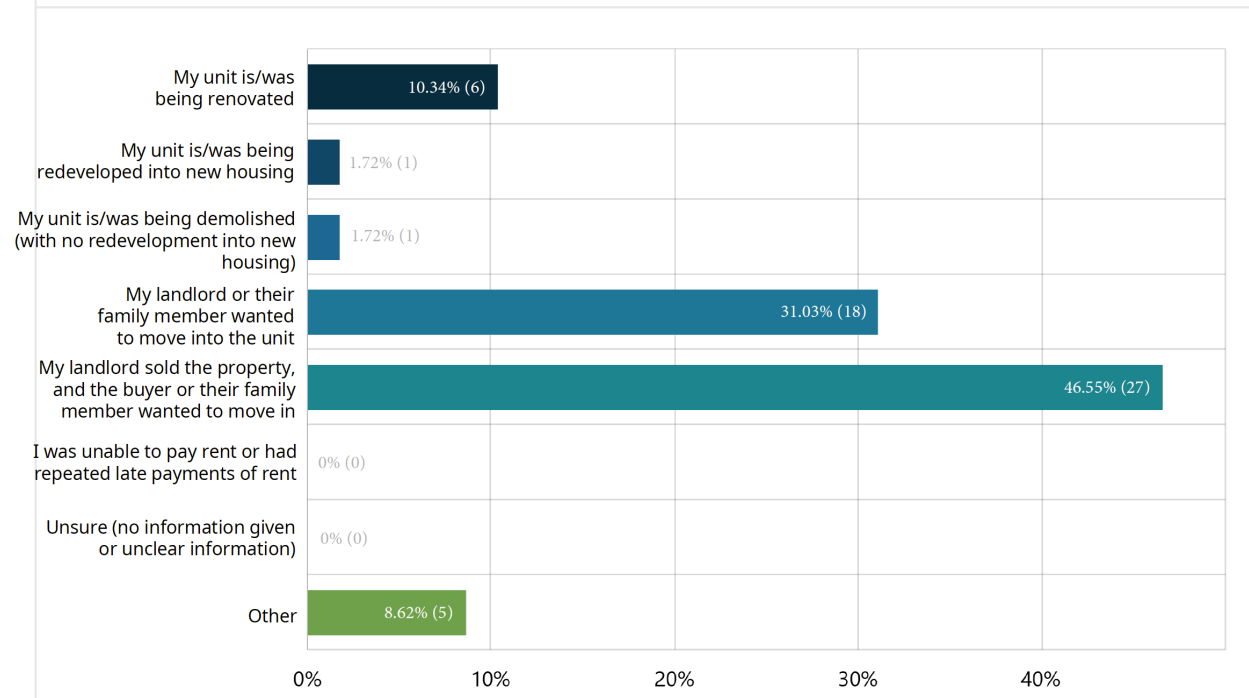
Multi Choice | Skipped: 1 | Answered: 271 (99.6%)



9.4.1 was only provided to respondents that answered “Yes” to question 8.4.

9. 4.1 Why were you evicted? (Select 1)

Multi Choice | Skipped: 214 | Answered: 58 (21.3%)

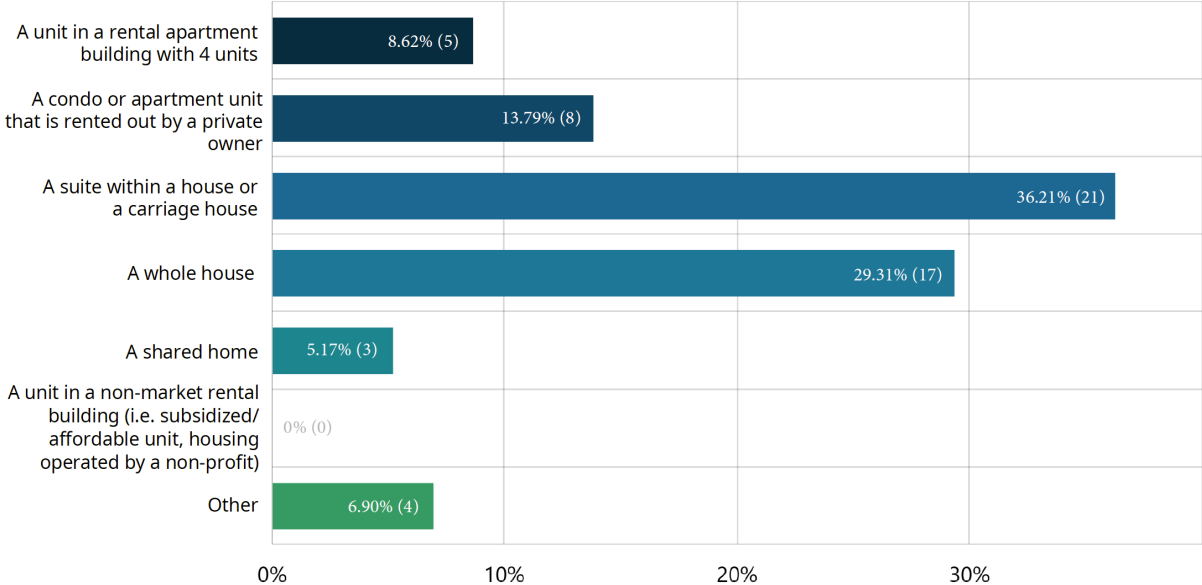


9.4.1: *Other* responses include: roommates moving out and inability to afford rent alone and accusations of unwanted activities.

10.4.2 was only provided to respondents that answered “Yes” to question 8.4.

10. 4.2 Which option best describes the type of housing you were evicted from?

Multi Choice | Skipped: 214 | Answered: 58 (21.3%)

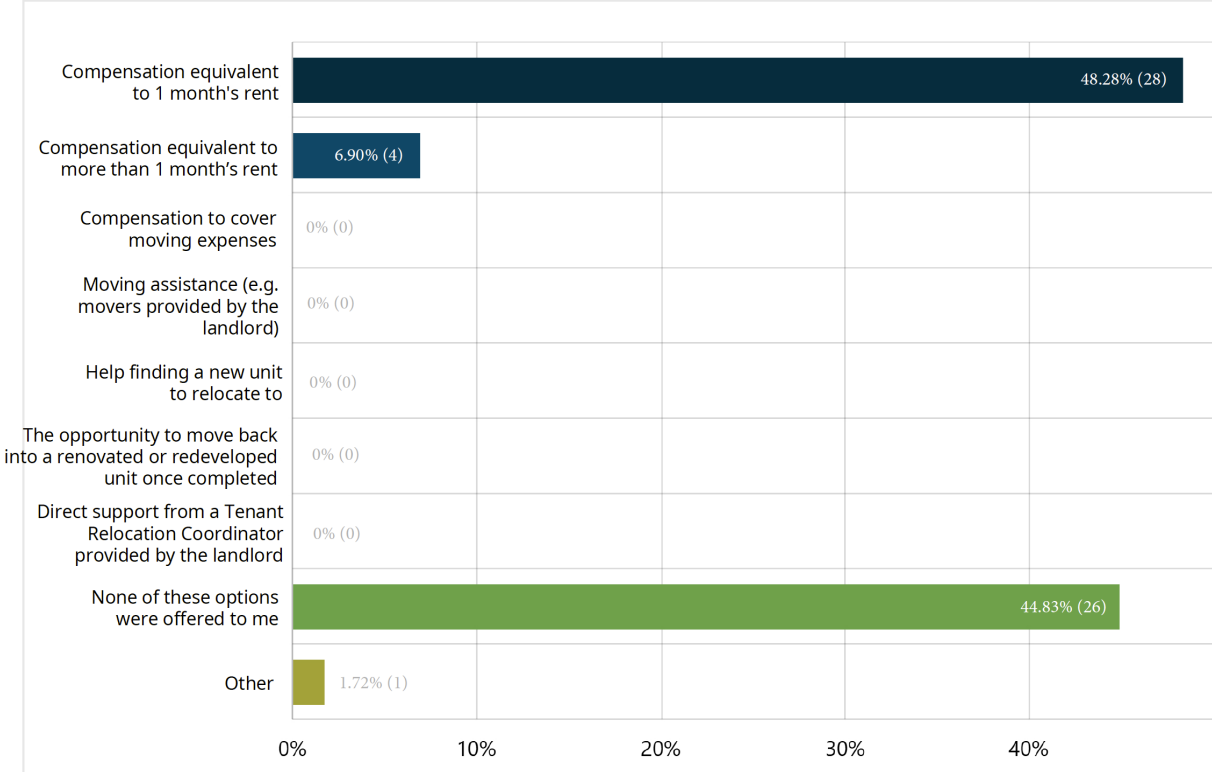


10.4.2: *Other* responses include RV/mobile home, townhouse, and duplex.

11.4.3 was only provided to respondents that answered “Yes” to question 8.4.

11. 4.3 What types of supports were offered to you by your landlord?

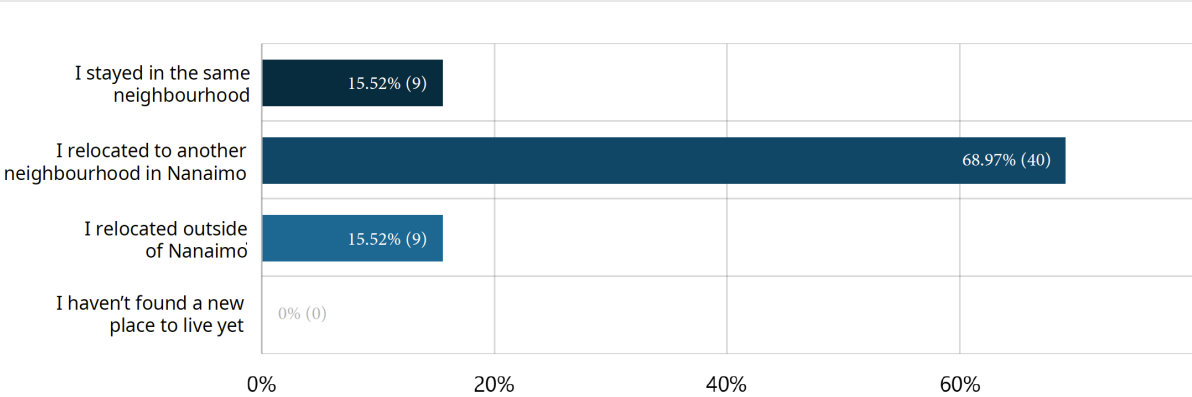
Multi Choice | Skipped: 214 | Answered: 58 (21.3%)



12.4.4 was only provided to respondents that answered “Yes” to question 8.4.

12. 4.4 What neighbourhood did you relocate to?

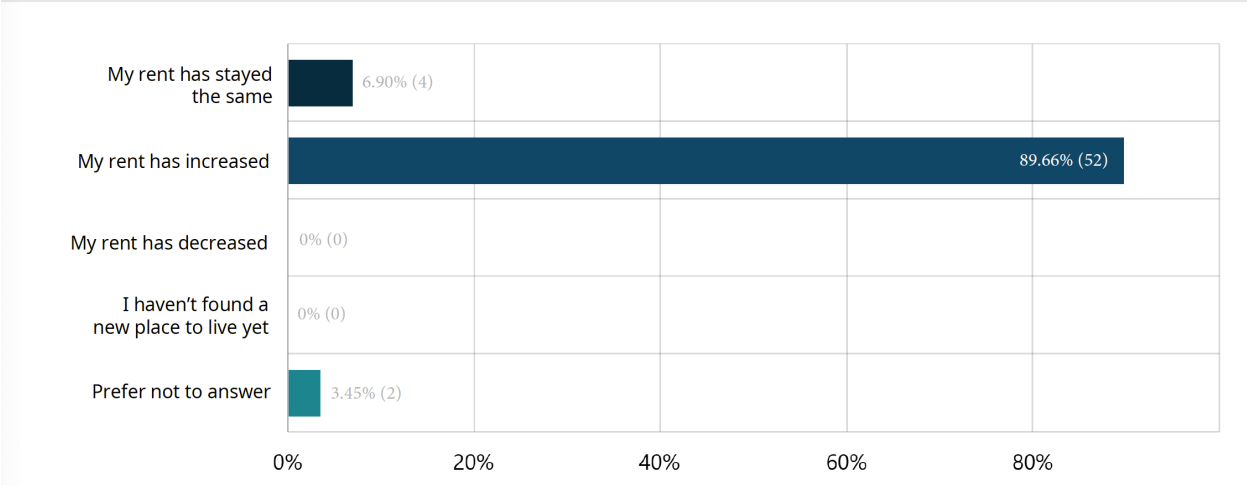
Multi Choice | Skipped: 214 | Answered: 58 (21.3%)



13.4.4 was only provided to respondents that answered “Yes” to question 8.4.

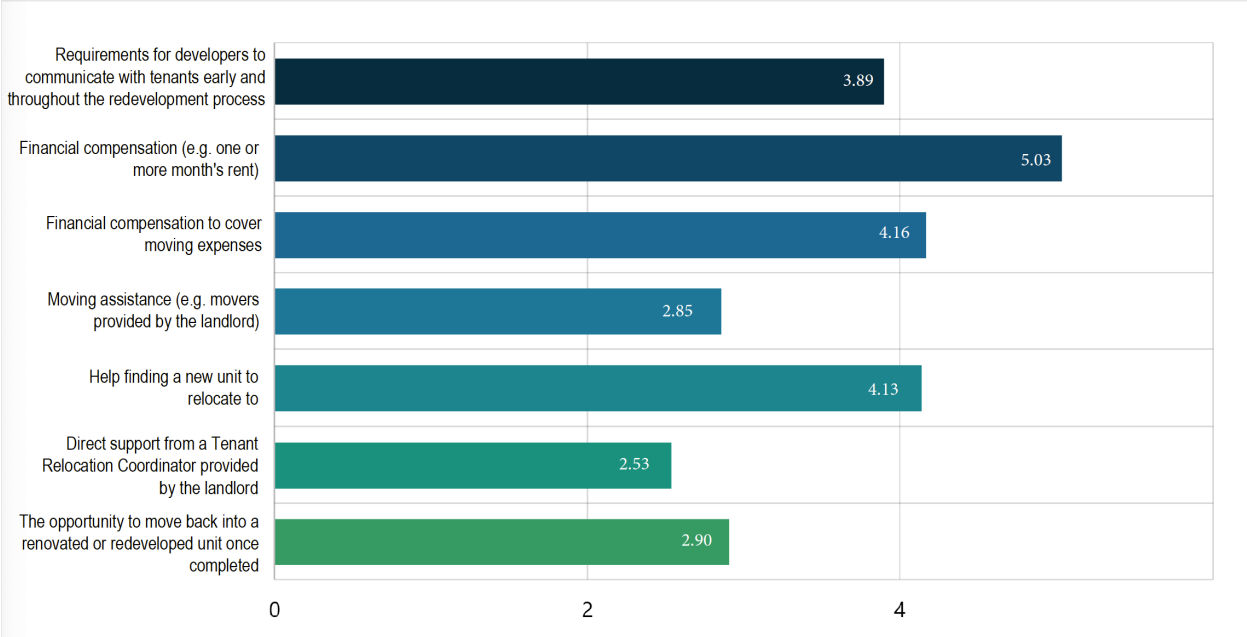
13. 4.5 How much has your rent cost changed?

Multi Choice | Skipped: 214 | Answered: 58 (21.3%)



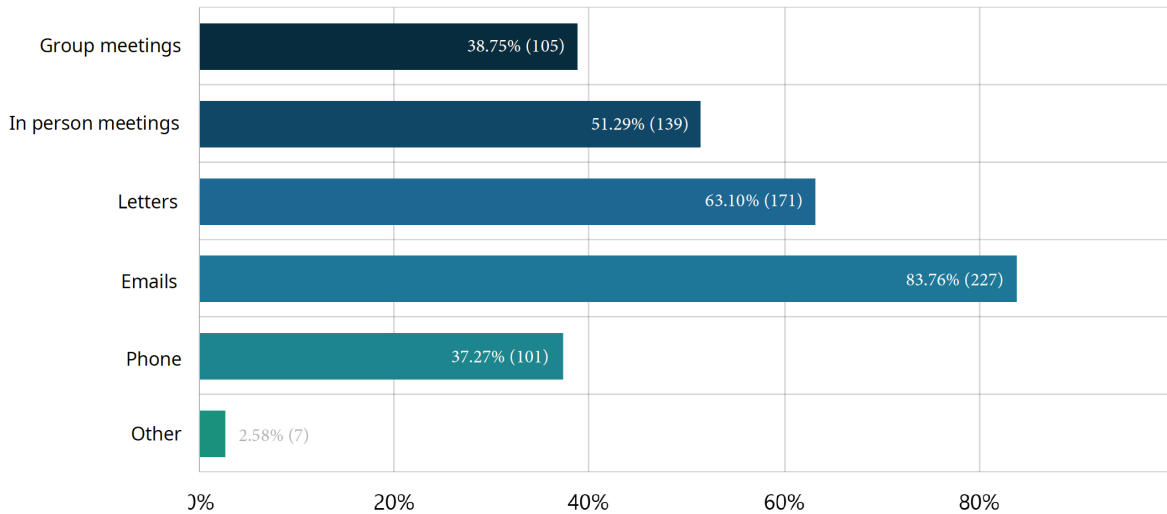
14. 5. What types of support would be most helpful in the event of eviction?

Ranking | Skipped: 11 | Answered: 261 (96%)



15.6. For communications between developers and renters, how should a renter be contacted about updates or information?

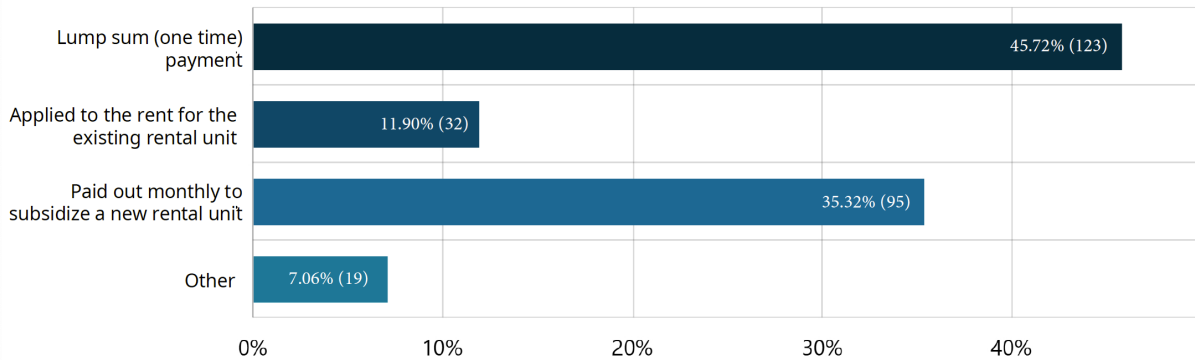
Multi Choice | Skipped: 1 | Answered: 271 (99.6%)



15.6: *Other* responses include: text messaging and organized tenant group chats (WhatsApp, Facebook Messenger, etc.).

16.7. If financial compensation is provided, how should it be paid out?

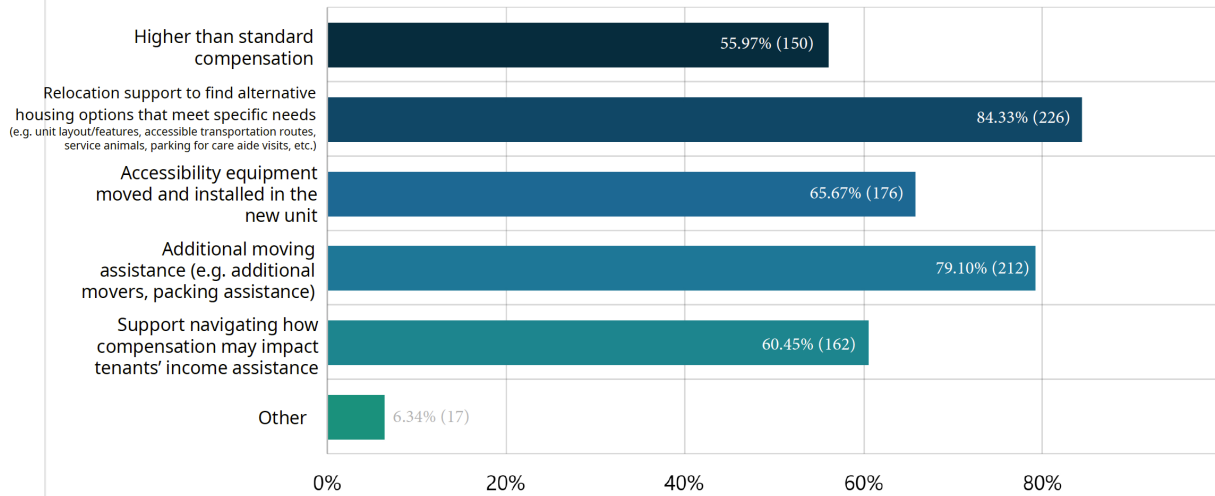
Multi Choice | Skipped: 3 | Answered: 269 (98.9%)



16.7: *Other* responses include compensation should not be provided, choice of payment method, and spread out over a longer period.

17. 8. What kind of additional supports should assist renters with special needs (such as seniors and people with disabilities) who are facing eviction?

Multi Choice | Skipped: 4 | Answered: 268 (98.5%)



17.8: *Other* responses include longer eviction notice to find suitable housing (3+ months), option to veto redevelopment, mandatory supports makes being a landlord more difficult and will reduce rental supply, and ROFR without rent increases.

18. 9. If a rental unit was redeveloped, should there be an option for renters to return to a housing unit (either rent or own) in the new development? (Select 1)

Multi Choice | Skipped: 2 | Answered: 270 (99.3%)

