

What We Heard

Form and Character Development Permit Guidelines
Engagement Summary Report - August 2024



What We Heard Report
Prepared by Elkplan Design Inc. for the City of Nanaimo
Report Prepared: 2024

Project team: BOP Architects, Perry and Associates, Focal Engineering, Elkplan Design

Table of Contents

4	Introduction
5	Neighbourhood Association Workshop - June 18th, 2024
8	Public Workshop - June 19th, 2024
11	Developer Workshop - June 25th, 2024
12	Design Advisory Panel Workshop - June 27th, 2024
13	Advisory Committee on Accessibility & Inclusiveness (ACAI) Workshop - July 10th, 2024
15	Get Involved Nanaimo website comment form, email submissions - June 18-July 21, 2024
17	Discussion

Introduction

The City of Nanaimo is updating the Form & Character Design Guidelines that inform new commercial, industrial, multi-family, and mixed-use developments in the City of Nanaimo.

BOP Architects with Elkplan Design, Focal Engineering, and Perry and Associates were engaged as a consultant team to develop the design guidelines, and deliver Phase 1 of an engagement program to gather early input from residents, committees, and interested parties. The Phase 1 engagement period was from June 18th to July 21st, 2024. Input that we receive from residents, stakeholders, and the City staff from this first round of engagement will be incorporated into the draft Form & Character Design Guidelines.

This report summarizes input received during Phase 1 Engagement, and provides an analysis of common themes and emerging ideas that may help shape the Form & Character Design Guidelines.



Focus of the Engagement Program

The engagement program was designed to provide opportunities for residents/stakeholders to:

- Learn about the Form & Character Design Guidelines project, including overall goals, timelines, and ways to get involved, and identify priorities and potential regulatory issues that could be addressed in the future guidelines.
- Engagement questions were tailored for each audience and adjusted for each delivery format (ie. online survey, in person meetings, virtual meetings, committees).
- These engagement opportunities were designed at the Consult Level on the IAP2 Spectrum of Public Participation.

The engagement program focused on three key topic areas to share information and gather input:

- Neighbourhood Considerations
- Urban Design for different Building Types
- New and Emerging Guidelines: Energy Efficiency

Participation

Online and in person methods generated a lot of engagement input. Approximately 74 people participated at an in-person or virtual workshop, and 44 submissions were received through the Get Involved Nanaimo website or email.

Summary of Meetings, Findings and Discussion

The following section includes summaries of each engagement session, comments received from the Get Involved Nanaimo website or received through email. The summaries are organized by input categories, and focus on comments that could relate more closely to potential design guidelines directions. These are general categories to organize the comments, and are not meant as visionary statements. The report concludes with a general discussion of emerging themes/divergences that have been identified through the engagement program.

Neighbourhood Association Workshop - June 18th, 2024

Attendance: ~ 21 community members

Format: The project team invited members of Neighbourhood Associations to attend an in person engagement session at the Vancouver Island Conference Centre. The session began with an introductory presentation, followed by a world cafe where participants moved between 3 stations to consider neighbourhoods, urban design for different building types, and emerging energy efficiency approaches. A graphic facilitator took visual notes of the conversation at one of the stations, and at the other two stations facilitators answered questions and engaged in group discussions. Participants could rate ideas for different land uses by placing flags on large survey boards.

Findings

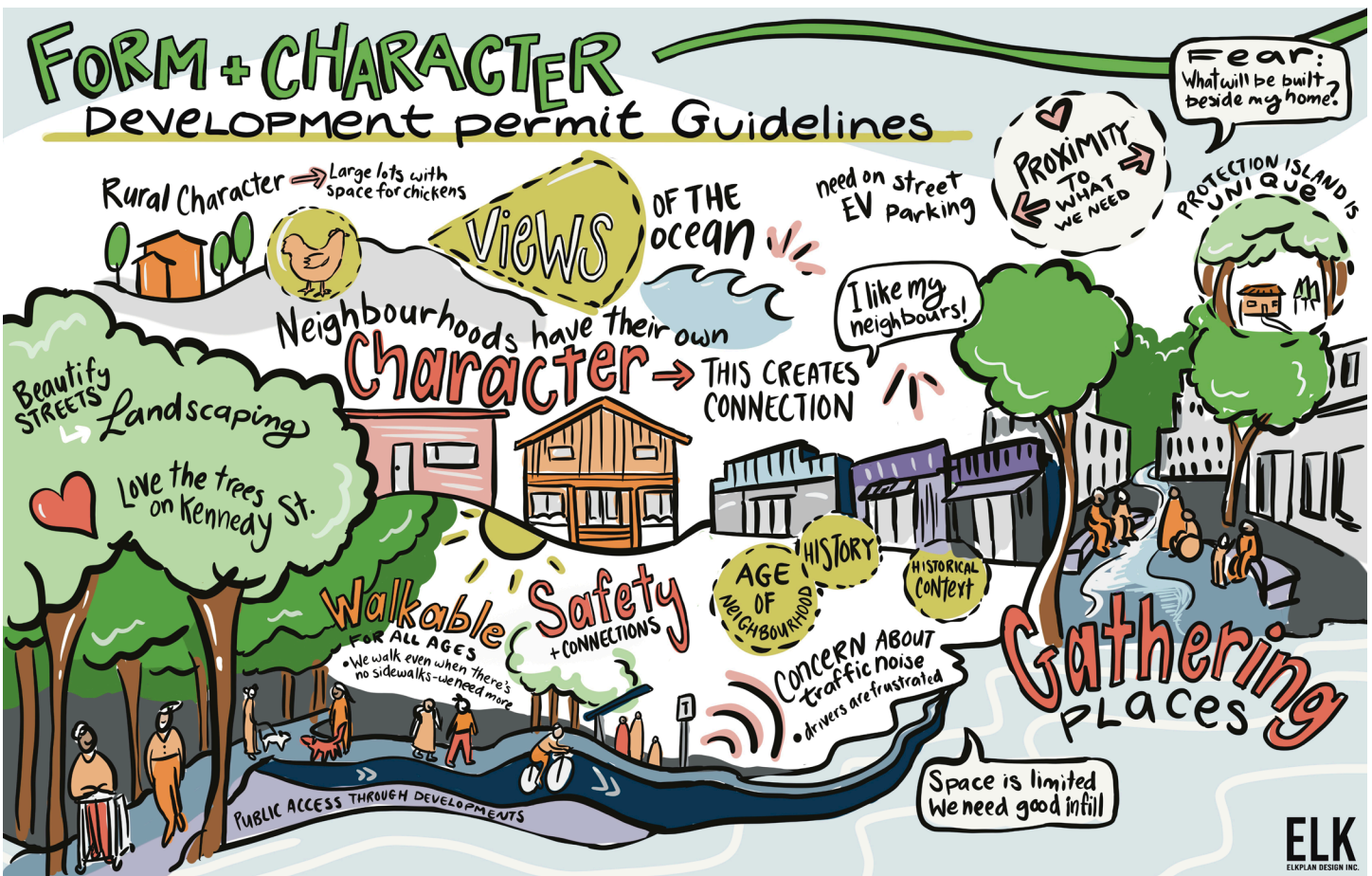
Character: When talking about neighbourhoods, the discussion focused largely on the uniqueness of Nanaimo neighbourhoods - ranging from heritage considerations (including protecting character homes), to special qualities they appreciate across the city. Landscaping and connectivity are seen as a part of neighbourhood character, in addition to architectural design of buildings. There was interest in seeing neighbourhood identity integrated and reinforced through design guidelines employing building design approaches such as stepbacks, colour, art, appropriate setbacks, and narrow store frontages to create friendly street frontages, and human scale podiums on taller buildings. Generally, it was expressed that guidelines must ensure affordability. Creative building design was rated as a high priority for all building types.

Connectivity: The public/private interface was a common point of discussion. There is interest in seeing more sidewalks and connections to transit, which points to the importance of connecting pedestrian infrastructure from private property to public streets, and overall safety for pedestrians. People suggested having higher expectations for street improvements with respect to development.

People Centered Design + Amenities: Participants expressed the need for amenity spaces that provide weather protection such as gazebos. Sites should be designed to reduce noise so people can fully enjoy their neighbourhoods. While there were discussions about providing adequate parking, it was suggested that parking could be located in the rear of a lot to produce better overall design, with accessible stalls located near entrances.

Landscaping + Site Design + Nature: Participants expressed that there is a need for stronger tree preservation on private properties, providing viewpoints (including the waterfront), and seeing eco diverse, all season landscapes. The importance of being prepared in the case of earthquakes was highlighted, which may have implications for building and site design. Landscaping was rated as a high priority for all building types.

Energy Efficiency: Participants shared an openness to integrating renewable energy and landscaping to reduce energy needs or heat island effects. While there is support for various building design features such as thick walls to reduce energy and resource consumption, this must be balanced with liveability goals. For instance, limiting window size may impact Nanaimo residents particularly as there is less light in the winter. As extreme heat events become more prevalent, features that regulate temperature are needed, as well as other energy-saving measures like solar shades to help improve the quality of life for residents. Operable windows, solar shading, solar energy, and dark sky compliant lighting were rated as high priorities for the design guidelines.



Townhomes - (Total # of flags: 42)

Flag	Flag Distribution
Landscaping + plants + fences:	26%
Creative building designs :	24%
Building finishes + materials:	19%
Pathways + sidewalks:	12%
Signage + wayfinding:	7%
Bicycle racks + lockers:	5%
Places to gather:	5%
Places for quiet + reflection:	2%

Multi-Family Apartment Buildings - (Total # of flags: 35)

Flag	Flag Distribution
Landscaping + plants + fences:	31%
Creative building designs:	29%
Building finishes + materials:	17%
Places to gather:	9%
Pathways:	6%
Bicycle racks + lockers:	3%
Signage + wayfinding:	3%
Weather protection:	3%

Mixed-Use Buildings - (Total # of flags: 49)

Flag	Flag Distribution
Creative building designs:	22%
Landscaping + plants + fences:	22%
Places to gather:	14%
Outdoor seating:	10%
Pathways:	8%
Bicycle racks + lockers:	8%
Weather protection:	8%
Signage + wayfinding:	6%

Commercial Buildings - (Total # of flags: 44)

Flag	Flag Distribution
Landscaping + plants + fences:	23%
Creative building design:	18%
Weather protection:	18%
Sidewalks + transit connections:	11%
Café + restaurant patios:	9%
Places to gather:	7%
Signage + wayfinding:	7%
Bicycle racks + lockers:	7%

Industrial Buildings - (Total # of flags: 35)

Flag	Flag Distribution
Creative building designs:	29%
Building finishes + materials:	23%
Landscaping + plants + fences:	17%
Pathways:	9%
Places to gather:	6%
Signage + wayfinding:	6%
Natural light + ventilation:	6%
Bicycle racks + lockers:	6%

Energy Efficient Buildings - (Total # of flags: 67)

Flag	Flag Distribution
Dark sky compliant lighting:	18%
Operable windows:	15%
Solar energy – Solar Panels:	15%
Solar shading:	15%
Green roof:	12%
Other (recycled building materials)	10%
Bird friendly design:	9%
Signage of sustainability:	4%
Limiting amounts of windows:	1%



Public Workshop - June 19th, 2024

Attendance: ~ 15 community members

Format: The project team invited the public to attend an in person engagement session at the Vancouver Island Conference Centre. The session began with an introductory presentation, followed by a world cafe where participants moved between 3 stations to consider neighbourhoods, urban design for different building types, and emerging energy efficiency approaches. A graphic facilitator took visual notes of the conversation at one of the stations, and at the other two stations facilitators answered questions and engaged in group discussions. Participants could rate ideas for different land uses by placing flags on large survey boards.

Findings

Character: People enjoy having local businesses immersed in single family residential areas, and support having everything you need in your local area. Point access blocks (buildings with one internal staircase to access upper floors) with main floor retail should be allowed. The range of architectural styles and features across the city are appreciated including brutalist buildings, graffiti, heritage, places with a sense of play, rural locations, and the contained community of Protection Island. Townhome developments should be encouraged to also preserve heritage homes. There are concerns about simplified building forms, and it was suggested that it may be an opportunity for the design guidelines to allow diversity, including a material palette, or a creative building orientation for better results. Attention to industrial areas is also needed. Building finishes were rated as a priority for townhome and multifamily uses.

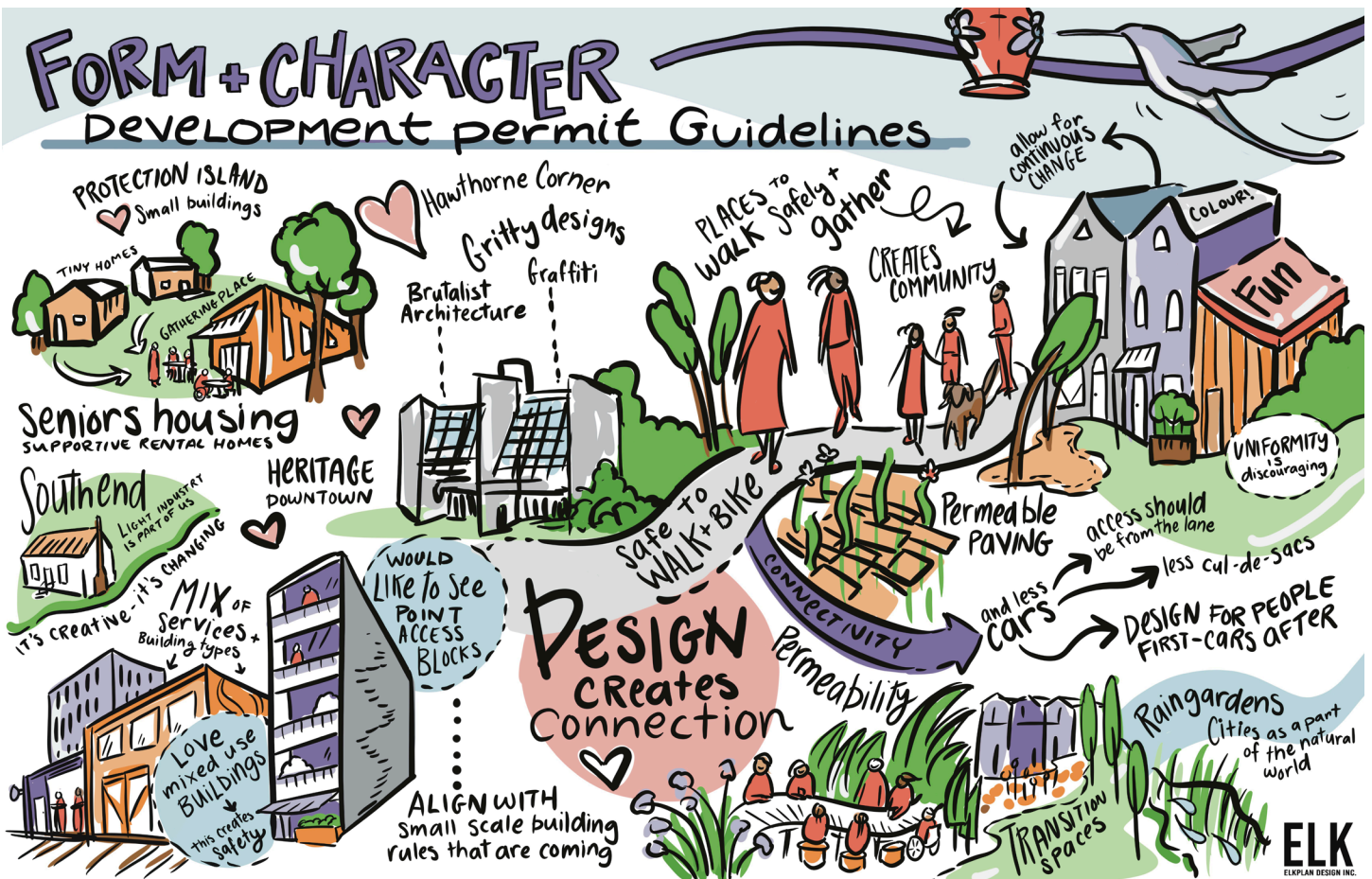
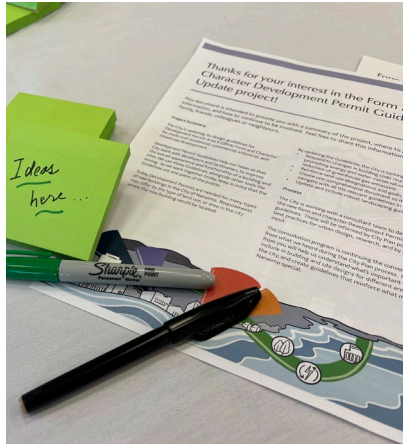
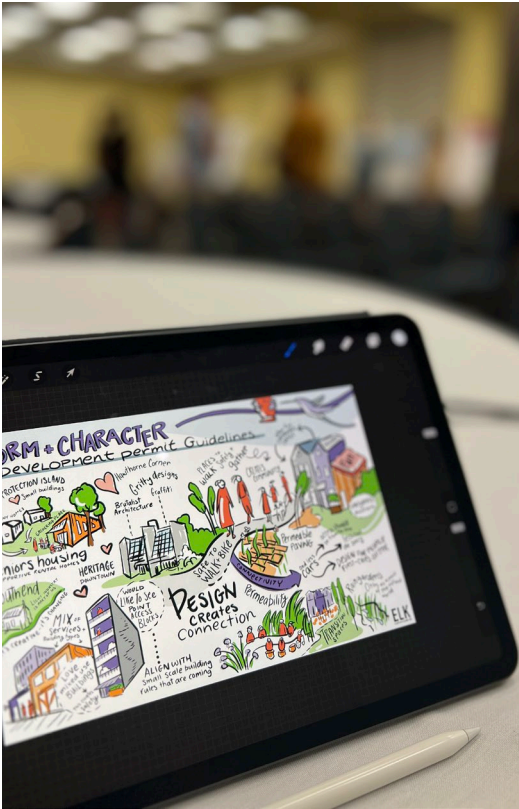
Connectivity: Generally, there is a preference to focus on pedestrian and bike infrastructure instead of car infrastructure. Pedestrian access through and between lots was supported. Increased bike infrastructure (locks, bike parking facilities that are weather-proof) were also frequently brought up. Reducing vehicle speeds, narrowing roads, situating parking in the rear of lots, and removing parking requirements would support this. Connectivity features were rated as high priorities (pathways, bike infrastructure, transit connections).

People Centered Design + Amenities: There is interest in creating coziness through appropriate building scale, and having less space between buildings. Design attention should be put into transitional spaces, public spaces, and

rooftop amenities. There is interest in having gathering spaces with seating and privacy features to allow for outdoor meeting. Neighbourhoods may have specific needs that could be supported through design guidelines. For instance, seniors on Protection Island do not have many options for aging in place, and may be more interested in living in tiny homes with a central gathering space that reflects the neighbourhood context they are used to. Places to gather were rated as high priorities for sites with residential uses. Natural light was rated a priority for industrial buildings.

Landscaping + Site Design + Nature: People aspire for nature to be apart of the city, not separate from it. For instance, habitecture - architecture for living things other than humans (such as bird houses) could be integrated into sites. Landscaping with sustainable features like rain gardens, native plant species, permeable surfaces, and terracing for water management were also suggested. Landscape features that address climate challenges should also be considered, such as tree canopies for shading, and low flammability landscaping. Landscaping was rated as a priority for most building types.

Energy Efficiency: New buildings should be designed to respond to extreme weather conditions such as heat domes, droughts, heavy rain, or snowfall. Emphasizing zero carbon in the design guidelines is important. Solar shades, and building orientation were shared as appropriate solutions to managing solar exposure. Participants also shared that excessive outdoor lighting should be avoided. Green roofs, solar shading, and solar panels were rated as priorities for the design guidelines.



Townhomes - (Total # of flags: 35)

Flag	Flag Distribution
Building finishes + materials:	17%
Pathways + sidewalks:	17%
Bicycle racks + lockers:	17%
Places to gather:	17%
Places for quiet + reflection:	14%
Landscaping + plants + fences:	11%
Creative building designs:	6%
Signage + wayfinding:	0%

Multi-Family Apartment Buildings - (Total # of flags: 43)

Flag	Flag Distribution
Places to gather:	21%
Building finishes + materials:	19%
Landscaping + plants + fences:	19%
Bicycle racks + lockers:	16%
Pathways:	9%
Creative building designs:	7%
Weather protection:	7%
Signage + wayfinding:	2%

Mixed-Use Buildings - (Total # of flags: 38)

Flag	Flag Distribution
Bicycle racks + lockers:	21%
Landscaping + plants + fences:	18%
Places to gather:	16%
Weather protection:	13%
Pathways:	11%
Creative building designs:	8%
Outdoor seating:	8%
Signage + wayfinding:	5%

Commercial Buildings - (Total # of flags: 44)

Flag	Flag Distribution
Café + restaurant patios:	25%
Sidewalks + transit connections:	23%
Bicycle racks + lockers:	20%
Places to gather:	11%
Creative building design:	7%
Weather protection:	7%
Landscaping + plants + fences:	5%
Signage + wayfinding:	2%

Industrial Buildings - (Total # of flags: 46)

Flag	Flag Distribution
Natural light + ventilation:	20%
Landscaping + plants + fences:	17%
Pathways:	17%
Building finishes + materials:	15%
Bicycle racks + lockers:	15%
Creative building designs:	7%
Places to gather:	7%
Signage + wayfinding:	2%

Energy Efficient Buildings - (Total # of flags: 43)

Flag	Flag Distribution
Solar energy – Solar Panels:	21%
Solar shading:	21%
Green roof:	16%
Operable windows:	12%
Bird friendly design:	9%
Dark sky compliant lighting:	9%
Limiting amounts of windows:	7%
Signage of sustainability:	2%
Other (not listed):	2%



Developer Workshop - June 25th, 2024

Attendance: ~ 24 developers/architects

Format: The Nanaimo development community was invited to a virtual workshop. The session began with an introductory presentation, followed by a virtual world cafe where participants were moved between 3 conversations to consider neighbourhoods, urban design for different building types, and emerging energy efficiency approaches.

Findings

Character: Participants appreciate seeing a variety of styles woven together throughout a neighbourhood. This creates more interesting urban areas and experiences for pedestrians. More relaxed requirements for materials would help to promote unique neighbourhoods and prevent uniformity in design. Allowing design flexibility for steep slopes, and increased density near wooded areas (not just downtown) will help to improve development outcomes. Flexibility also would allow architecture to be celebrated on small infill projects. In residential areas, there is support for local businesses like coffee shops, grocery and retail stores to serve residents. Residential entrances should face the street with garage doors facing the rear wherever possible. While there are preferences for neighbourhood transparency, this needs to be balanced with resident privacy considerations. Regarding industrial uses, we heard that there may be a need for more heavy industrial spaces. Since industrial buildings are typically located away from high visible areas, material selection guidelines are not seen as a priority. As design guidelines are developed, participants noted the importance of keeping an eye on affordability so that housing goals can be met.

Connectivity: We heard that it's important for community hubs to be transit oriented, with more bike infrastructure. Regarding parking, there were multiple comments made about locating vehicles underground, or that guidelines for screening for parking are needed. Getting the right balance of connection through sites to the public realm is needed as participants expressed that road dedication requirements need to be clear early on in planning processes.

Energy Efficiency: The height, shape and orientation of buildings should be assessed in terms of energy efficiency and access to sun. Some participants perceive that taller buildings with smaller footprints are more energy efficient, and that allowing for greater height may open up opportunities for emerging sustainable technologies. Others noted that articulation and glazing requirements conflict with passive designs, and suggest allowing more simple box construction with other kinds of interest rather than articulation. Stepbacks may not be in line with energy efficiency objectives, highlighting the importance of addressing policy conflicts. It was noted that infrastructure like electric vehicle charging stations will increase energy requirements for buildings, which provides some insight into how specific features may affect the overall energy efficiency of a building.

Landscaping + Site Design + Nature: The group shared an interest in seeing accessible green roofs as amenity spaces as they can be effective for diverting water. Creating guidelines for appropriate plantings on green roofs may reduce maintenance challenges. However, this may require additional building height to achieve. Grass can be difficult to maintain between permeable pavers, which suggests that maintenance of landscape features should also be considered in the guidelines.

Design Advisory Panel Workshop - June 27th, 2024

Attendance: ~ 5 panel members

Format: The project team was invited to present to the Design Advisory Panel and receive their input. The session began with an introductory presentation, followed by a group discussion where participants considered neighbourhoods, urban design for different building types, and emerging energy efficiency approaches.

Findings

Character: Participants believe it's important for building designs to fit in with local neighbourhoods (including rural contexts), and have appreciation for Nanaimo's old character neighbourhoods. They would like to see variety in building design and building heights. There may be an opportunity for applicants to work with neighborhood associations and consider neighbourhood action plans. Approaches that consider articulation, material choice and Step Code 5 were also highlighted as a potential area to address in the design guidelines so they do not work at cross purposes. It was shared that balconies do not provide privacy, and that alternate designs may better meet resident preferences for outdoor space. There was support shared to see a wider range of mixed-use buildings, with light industrial mixed with commercial and residential uses as noise impacts from industrial areas have been minimized over time.

Landscaping + Site Design + Nature: Participants shared an openness to different landscape design approaches that include native plants, and firesmart techniques with drought tolerant plants. Trees should be a priority for landscaping plans on site with higher density. As Nanaimo has many great views, there is also an opportunity to think about how to assess and design to protect views as neighbourhood features. Spaces between buildings should be highly designed.

Connectivity: People commented on the importance of safe connectivity for all modes of transportation, including active transportation, through private properties to the street. For instance, ground floor residential units should have direct connections to the street. Sites should also consider safety by designing with visible site lines. The guidelines should comment on how space is prioritized between modes of travel. In terms of parking, it was noted that many people without cars use

their garages for storage. This could be an opportunity for the guidelines to rethink traditional parking, and repurpose some space for plazas within parking areas. Participants recommended that Nanaimo conduct more site-specific parking and traffic analyses, and that the guidelines also speak to bike parking design, addressing things such as weather protection, spacing, and EV charging.

People Centred Design + Amenities: People highlighted the importance of having places for children to walk and enjoy natural play features. Small backyards in townhomes where families live are particularly important as these spaces are smaller. For apartment units, usable balconies should be prioritized. People shared that they enjoy sidewalks, boulevards, and seating areas with trees, as they create good streetscapes, suggesting that there is support for greater attention to spaces in front of buildings.

Energy Efficiency: We heard that it is important when to choose sustainable solutions that are place-based - choose solutions that work best in Nanaimo's climate. There is interest in passive approaches such as stack ventilation on roofs, solar shading, optimizing solar gain, and renewable energy (solar ready), but less support for heat pumps on balconies to manage extreme climate as these affect the building aesthetic. Others highlighted a focus on stormwater management so that water is managed onsite through things like rain gardens. There was also a discussion about balancing the unintended consequences of sustainable features on built form, such as smaller windows limiting access to natural light.

Advisory Committee on Accessibility & Inclusiveness (ACAI) Workshop - July 10th, 2024

Attendance: ~ 9 ACAI members

Format: The project team was invited to present to the Advisory Committee on Accessibility and Inclusiveness and receive their input. The session began with an introductory presentation, followed by a group discussion where participants considered design considerations for places to live, and places to visit/work. A graphic facilitator took visual notes of the conversation.

Findings

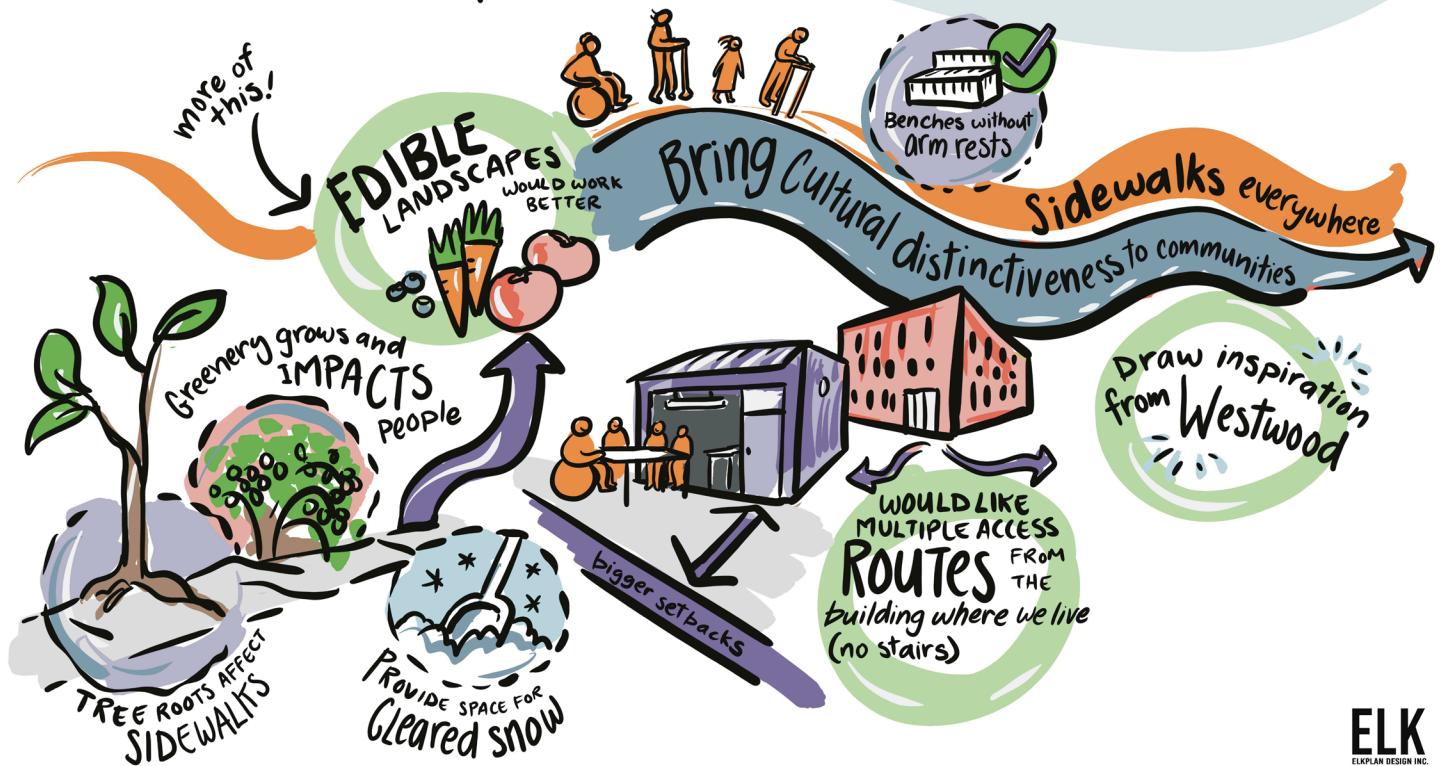
Landscaping + Site Design + Nature: Committee members shared how maintenance considerations should inform how the guidelines approach landscaping and site design choices. There needs to be space designated for cleared snow, so that it is not pushed off of sidewalks/roads onto travel pathways. We also heard that branches overgrowing into walkways restrict paths of travel. Tree roots can also disrupt sidewalks over time, speaking to the importance of appropriate planting choices for accessibility. Others highlighted the importance of leaving enough space to add proper ramps to access buildings and other areas, and an interest in seeing more edible plants.

People Centred Design + Amenities: Members expressed wanting opportunities to encourage cultural distinction within neighbourhoods, which could be supported through flexible design guideline approaches that reinforce/create special places within Nanaimo. To support a range of people, there was interest in having spaces that accommodate outdoor gathering. Increasing building setbacks in commercial areas would help to provide additional space for functional, accessible patios. Site furnishing choices are also important to consider as they relate to accessibility. Armrests on benches are not supported as they are inaccessible to people who are unhoused and those who use wheelchairs. CPTED principles have the potential to make environments less welcoming when adopted into design guidelines, and were not supported.

Connectivity: Participants expressed that multiple access routes without stairs from a building are needed. Pedestrian paths of travel and connections to sidewalks should be a priority for the design guidelines. We also heard about the importance of choosing materials for pathways. Mixed surface pathways (ie. pavers with grass) are not accessible design choices.

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Development permit Guidelines



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Get Involved Nanaimo website comment form, email submissions - June 18-July 21, 2024

Website Form Submissions: 40

Email Submissions: 4

Format: A page for the Form and Character Development Permit Guidelines Update project was added to Nanaimo's Get Involved website. This featured project information, and an online form to provide comments. Residents/stakeholders were also welcome to email the project team with feedback. Additional feedback was also received regarding Accessibility & Inclusion.

Findings

Character: There were many comments offered about building design, such as: architectural style preferences, window size, a mix of exterior finishings, colour preferences, varied facades, and varied roof styles. Specifically for mixed use buildings, it was suggested that there should be definition between upper and lower floors. We heard that buildings should focus on functionality and respect the character of the neighbourhood where it is located. Respondents emphasized the need to consider cost implications of design choices, noting that energy efficiency and lower cost of construction should take priority over architectural form and character. People are interested in seeing different building types as well, such as adding more carriage homes, allowing lockoff suites in townhomes, allowing businesses in townhomes, and mixing courtyard homes with townhouses.

Connectivity: Respondents shared that connectivity between developments, and within a development are both priorities. There were a variety of strategies recommended to improve accessibility at building entrances and points of connection on a site, including:

- Adding tactile strips at intersections;
- Having power door openers at main entrances of buildings;
- Requiring awnings for weather protections in commercial and public areas;
- Providing more disability parking spaces;
- Having aisles that are wide enough to accommodate walkers or wheelchairs in businesses,
- Reducing any steep slopes to building entrances;
- Eliminating stairs to reach entrances;
- Having space for snow removal and waste and recycling to be placed curbside without impacting sidewalks or accessible parking stalls,
- Wide sidewalks, and
- Providing pickup / drop off spaces.

While some of these suggestions may not fall into the purview of design guidelines, they speak to the importance respondents placed on accessibility.

Respondents also shared the need for consistent, safe bikelanes, bike storage, and EV charging stations. For industrial areas, a functional road network and appropriate loading spaces are needed.

People Centred Design + Amenities: Generally, people suggest designing places for people rather than cars, in ways that promote social interaction. For instance, respondents suggested that all housing units should have access to shared open spaces, parking should be located at the rear of lots, and site designs should mitigate noise. However, not all respondents want to see specific amenity features mandated in the design guidelines. Features that provide weather protection are also important in order to address the impacts of extreme heat, cold, or rain. Larger art pieces could also be incorporated to create more interesting spaces for people. Specific features that were recommended for multi family apartments are heat pumps, well sized balconies, and places that are designed for people of all ages.

Landscaping + Site Design + Nature: Developments should have various natural features and landscaping throughout a site, including in courtyards, along pedestrian pathways, and within places to sit and socialize. There was interest in moving beyond grass lawns towards a full range of plantings (large trees, fruit and nut trees, low bushes) to support ecosystem services and climate resilience (like stormwater infiltration). Places where people work should also bring in landscaping features to benefit employees that work in industrial areas, although others shared that landscaping is not a priority in these places. Industrial areas may also benefit from screening.

Energy Efficiency: There is support for bringing more energy efficiency measures overall, particularly those that do not affect the cost of housing. Passive solar features are supported.



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Form & Character Design Guidelines Update



Thank you to everyone who shared their ideas on the City's Form and Character Design Guidelines!

The City is updating the Form & Character Design Guidelines that inform new commercial, industrial, multi-family, and mixed-use developments in the City of Nanaimo! The purpose of the guidelines are to encourage high quality design and a variety of housing forms that enhance the

Anticipated Timeline

- March - May 2024: Background Research**
 Consultant conducts background research.
- June- July 2024: Phase 1 Engagement**

Discussion

This section looks at commonalities between different audiences, as well as areas of divergence that were identified through the engagement result analysis.

Character: Participants across all engagement meetings/platforms shared an appreciation for Nanaimo's unique neighbourhoods and a desire to see creative, flexible, culturally distinctive designs that fit within their neighbourhoods. There was a big range of architectural preferences shared. While there is a desire to see variety within a neighbourhood, there were mixed opinions about how to achieve this. For instance, simple, functional building designs were supported by some participants, while others recommended varied rooflines and articulation. The design guidelines should reflect how to balance affordability considerations with requirements for building aesthetics.

Connectivity: Generally, there seems to be interest in providing better spaces for pedestrian travel, and better facilities for bikes. However, there are differing perspectives on how to balance different travel modes within a site. For instance, many people expressed a need for more parking, pick up/drop off spaces, loading, or faster vehicle routes, while others wish to see less parking, traffic calming, plazas within parking lots, and parking situated underground or off rear lanes. There may be an opportunity for the design guidelines to comment on how to balance the use of space between different travel modes. The design guidelines should contemplate how to make better connections between sites, as well as within sites. From an accessibility perspective, it's important for the guidelines to encourage multiple safe, clear travel paths from building entries through sites to sidewalks.

People Centered Design + Amenities: Across the engagement results, we heard a lot of interest in designing sites for people, including thoughtfully designed spaces between buildings. Participants want to have access to areas for gathering, art, privacy, to walk, to play, that are suitable for different ages, and are usable throughout the seasons (with weather protection). Mixed use developments offer amenities that residents are interested in seeing more of, and they could be improved by increasing setbacks to allow for larger patios or seating areas for accessibility. While safety is a priority,

there are mixed perspectives on the use of CPTED as these approaches may not be inclusive.

Landscaping + Site Design + Nature: There is a lot of appreciation for, and importance placed on landscaping for site development, but it's important to keep in mind that poorly designed or maintained yards can create accessibility challenges by overgrowing onto paths, or uprooting paved surfaces to create uneven travel paths. Landscaping plans should encourage a broad range of plantings (including edible plants), and also be practical by looking at longer term maintenance implications for accessibility (such as permeable paving). In keeping with Nanaimo's important connection to the environment, the guidelines may look at how to design to maintain views to natural features, as well as support other approaches like green roofs and all season landscape designs. Site features that address multiple goals should be priorities, such as increasing the tree canopy to provide shade and planting rain gardens for stormwater management.

Energy Efficiency: There is general support for bringing in energy efficiency measures to address climate impacts and reduce energy consumption. During engagement, we heard that it's important to look at trade offs so that energy efficiency does not negatively affect housing affordability or the liveability of new developments. For instance, there is support for passive measures as they may keep maintenance costs lower, but there is no consensus on whether reduced window sizes are appropriate for Nanaimo as this will reduce natural light. There are also mixed opinions as to whether heat pumps on the exterior of buildings are appropriate as they negatively affect the aesthetic of a building, but maybe more effective at managing heat waves. Some participants identified inconsistencies or a lack of clarity between city policies/regulations/bylaws and provincial acts. For instance, articulation and glazing requirements seem to conflict with passive designs.

