

## **Building – General**

### **1. How will the building be configured?**

The building will be composed of a three-storey podium, and a four-storey tower on top, for a total of seven stories. (Just six of these stories will be above ground, however, as one of these storeys is underground parking.)

The podium will contain parking at the basement and ground floors. The second floor, also part of the podium, will contain office space, building administration and services such as education and counselling. The tower will include a mix of office/administration space and residential units on the 3<sup>rd</sup> floor. The top 3 floors of the tower will contain residential units. There will be a total of 40 residences - a mix of one-bedroom and bachelor units.

### **What outdoor amenity space will the tenants have access to?**

\*Zoning states that there is a certain amount of outdoor amenity space required.

We are working through how to best design this requirement with the size of the property, needs and privacy of tenants on this property and immediate neighbours. We are not providing individual balconies and the site size doesn't allow for ground level yards, so we are exploring terraces, as per the preliminary plans diagram.

\*Zoning Note: (By-law No. 2008-250) Part 5 - Residential Provisions, Section 137 - <https://ottawa.ca/en/part-5-residential-provisions-sections-120-143#section-137-amenity-area>

### **2. We have had other sites zoned for a particular height, but the developers were able to build much higher. Will the building be taller than is currently promised?**

The site is zoned for 9 stories. JHS current plans fall well within current zoning and there are no plans to request zoning variances. While there may be small changes to the building design as part of the site plan approval process, the number of stories is not expected to change.

### **3. If the John Howard Society wanted to increase the number of stories later, would the building structure be able to accommodate that?**

The Building's Structure will be designed to be able to support just the designed 3 + 4 stories.

Designing the structure to support more stories is theoretically possible, but it would come with extra costs which is not affordable for JHS at this time. The JHS has no plans to add floors to this building.

**4. What about the top of the building – will there be air conditioners, elevators or major equipment that are noisy or unsightly on top of the sixth floor tower?**

Mechanical and electrical designs have not been completed yet so we don't yet know what equipment will be required for this building. There's some space designated for a mechanical room on top of the podium (third floor), but this is preliminary and could change based on design requirements.

The elevator will most likely be a machine less elevator. This means there's no need for a machine room above it; only a few extra feet for overrun will be required. The elevator is not expected to be a large source of noise.

**5. How much parking will be on site?**

There will be 29 parking spots over two levels – one at grade, and one below. None of the parking spots will be outside, surface parking. The amount of parking spaces is required by zoning, given the number of apartment units and office square footage. The John Howard Society believes that all these spots will be required – for both staff and residents.

**6. Will there be a common kitchen/eating area?**

No – the units will be set up like any other apartment units – with kitchens. The tenants are expected to function independently, which means being able to cook their own food.

## **Tenants and Services**

**1. What kind of tenants are expected?**

JHS will work in partnership with the City of Ottawa and other key partners to support individuals from a centralized priority list who require supportive housing. The support model established in the Request for Proposal is for individuals who would be successful with moderate levels of on-site support, and that have a level of stability that allows them to live in their own self-contained apartment units.

Generally speaking, priority housing is for those who are chronically homeless. This refers to people, 18 years of age and older, who have been living without stable accommodation for six months or more. Federal and provincial homelessness priorities are also taken into account. Provincial priority categories include youth homelessness, Indigenous homelessness, and homelessness following transitions from institutions such as hospitals and prisons.

**2. How will the John Howard Society assess which tenants are able to live independently?**

JHS and the tenants have an opportunity to meet and discuss whether or not this supportive housing location would be a good match for them. This is always prior to move-in and before formal leases or 'commitments to reside agreements' are in place.

**3. Given that the tenants are selected from the city's priorities, what happens if the city's priorities change?**

The city has a 35-year contract with the John Howard Society, so the type of tenants is expected to remain consistent. The model also reflects the priorities of the federal government and province, so a dramatic shift in expected clientele isn't likely.

**4. Will the tenants pay rent?**

Yes. They pay rent with support from Ontario Works or Ontario Disability Support Program, or through employment income.

**5. Will the tenants be male or female?**

The plan is for the site to be co-ed with males and females residing at this location.

**6. Will all residents have a criminal record?**

This is not a designated building for people with criminal records. Some may have a criminal record, although it's not a requirement to be able to live in the building.

**7. Will the John Howard Society monitor the off-site activities of residents?**

The residents are part of the community, and as such may use the area parks, shop at the stores, and in general have the same rights and privileges as other community members. However, if members of the community witness problematic behaviour from the tenants, they are urged to let the John Howard Society know. JHS wants to work with the community to ensure successful integration with this building into the neighbourhood, so our site manager will want to collaborate proactively with community members.

**8. What can be done with problematic tenants?**

These tenants are subject to the Residential Tenancies Act. As such, they can be evicted if they have problematic behaviour that cannot be resolved by counselling and other interventions. However, the John Howard Society sees this as a last resort – the tenants are struggling already, and by evicting them, they will once again become homeless.

**9. What types of behaviours can lead to a tenant being evicted – problematic behaviour with John Howard Society staff or within the building, or can**

**persistent behaviour in the community – whether panhandling, doing drugs, etc.?**

According to the Residential Tenancies Act, tenants can be evicted for a number of reasons, including illegal activity, affecting the safety of others, not paying rent, or overcrowding. For more information, see “About Ending a Tenancy” in the guide on the Residential Tenancies Act: [http://www.sjto.gov.on.ca/documents/lrb/Brochures/Guide%20to%20RTA%20\(English\).html](http://www.sjto.gov.on.ca/documents/lrb/Brochures/Guide%20to%20RTA%20(English).html)

**10. Will tenants be allowed to smoke?**

It’s too early to say – some John Howard Society’s buildings are smoke-free, others are not. However, if smoking is permitted, it would be allowed both in individual units and in public spaces such as terraces.

**11. What will the turnover be like?**

The site is expected to provide long-term housing. Tenants could expect to remain in this building from a few months to a number of years, depending on their particular circumstances. Because these units are designed for individuals and not families, some people will move out when they want to have a family, for instance. Other tenants might move from supportive housing such as this to affordable housing or other housing market options.

**12. How will you keep the tenants occupied so they won’t loiter in the community?**

The site design has common space and programming for tenants to enjoy recreational and social activities within the building. For example, activities such as art, bingo and meditation are offered at some of our other housing locations. The residents will also take part in educational and training services on-site. The tenants also have access to all community amenity space like any other resident and will be encouraged to integrate into the community by enjoying such spaces, as many vulnerable individuals feel a sense of isolation. JHS will work with tenants who are struggling and/or displaying concerning behaviour.

**13. Where are people going to go for groceries, health care, the pharmacy, etc.?**

We realize that many common amenities aren’t within walking distance and most tenants will use public transit to fulfil these needs. We also work in partnership with tenants who require added supports such as accessing local food banks.

**14. Do you give our needles or other drug paraphernalia or condoms to residents or visitors?**

Our sites have a variety of contraceptive and medical harm-reduction supports in place, depending on the locations and the care-model. This location does not plan to have tenants who require intensive medical intervention.

**15. Is there a model you can point to with similar supports or clientele?**

Every housing site has its own nuances with clientele and staffing models. There is no exact replica that JHS can point to.

**16. What other programs/services will the John Howard Society be offering out of the 289 Carling Avenue location?**

Apart from the 40 units of supportive housing, the John Howard Society will relocate its main office, and it is expected that those functions and services will migrate to the Carling location. These include:

Pre-employment and training: This includes a variety of programming such as literacy support, employment and training counselling, as well as a full school/educational program. There is also art therapy.

The John Howard Society will also have some on-site crisis support staff for short-term assistance. This assistance can range from helping someone set up a bank account to suicide prevention. There is currently one staff member performing this function. This position is paid by the Ottawa United Way.

There may be some accountability services at this location. This could include anger management that is imposed as part of a court or employer condition. Other individuals may come to the site to report to a bail worker. (While these people are generally not economically disadvantaged, they have found themselves in conflict with the law.)

It should be noted that, given that the Society is government funded, these services can shift over time.

**17. How many non-residents are expected to use the site for training, education or support?**

Currently, there are approximately 30-40 individuals a day visiting the John Howard Society to access educational programs. There are also 30-50 individuals attending individual appointments. This means that in total, on average, 60-90 non-residents come to the building for services each day.

**18. How many hours a day are these services provided?**

Programs and appointments generally run from 8 am to 4:30 pm each day. Additionally, the site is expected to be open a few evenings a week to provide education and other services. The building may also be used in the evenings to hold staff meetings. JHS is also open to other community groups utilizing its common spaces.

**19. Will the people coming to access the day services be loitering in the area before or after their education, training or appointments?**

That has not been the experience of the current headquarters building. All of these programs are scheduled – they are not done on a drop-in basis. It has been the experience of the John Howard Society that people come for a specific service and leave on completion.

**20. How do you expect these daily clients will access the location?**

Clients are expected to come by any available mode of transport – walking, biking, public transit, or by driving. Generally, public transit is the most common mode of transportation.

**21. What staff will be on the site?**

There are expected to be a total of 30-40 office staff in total, although not all will be on site simultaneously. This includes administrative staff such as finance, human resources, property management, etc.

A number of the staff using 289 Carling as their home base will actually be part of mobile teams who work in the community. They primarily work with people in their own homes but will use the building as their office space when required. This can be to do administration, or to see clients.

Finally, staff conducting the day services, such education, training and counselling, will be based out of this building.

## **Construction**

**1. What are the next steps for the building construction?**

The process will follow the same process as other development, with the exception of the additional requirement for Urban Design Review Panel review, as a result of the building's location on an arterial main street.

Construction will be allowed to start once all permits have been approved. Major steps will include:

1. Site Plan Application
2. Urban Design Review Panel

3. Building Permit
4. Soil Remediation
5. Construction Start

**2. What soil remediation is required?**

Contaminated soils will be removed and disposed of according to regulations. Remediation is expected to take place in the summer of 2019, and is expected to take approximately two weeks.

An environmental engineer will be on site during remediation to address any issue that may arise. If any action is required by neighbours, they will be notified accordingly.

**3. What are the dates expected for construction?**

The John Howard Society hopes to start construction in 2019. However, it is unknown how long the required approvals will take before construction can start. Construction may thus be delayed until the spring of 2020. Once construction begins, it will take approximately 24-30 months to complete. This translates into a building occupancy date of approximately 2021 or 2022.

**4. Will blasting be required to make way for underground parking damage nearby buildings?**

The blasting operations will be planned and conducted under the supervision of a licensed professional engineer who is also an experienced blasting consultant.

A pre-blast or pre-construction survey of the existing structures located in proximity of the blasting operations will be carried out prior to commencing site activities.

**5. Will there be compensation provided if any nearby buildings are damaged? How will that be determined?**

This will be determined by the pre and post construction surveys.

**6. Will residents be blocked from accessing roads, driveways or parking garages during construction?**

Where possible, all work will take place within the 289 Carling site. However, if any road closures are required for things such as cement trucks and larger deliveries or equipment, permits will be requested and neighbours will be notified in advance.

**7. What kind of measures are planned during construction to reduce noise and minimize impact on the neighbourhood?**

Construction will be in compliant with Ottawa's Noise By-Law 2017-255.

Construction sites or heavy equipment can't operate:

- Monday-Saturday: Between 10 pm and 7 am
- Sundays and holidays: Between 10 pm and 9 am

Further limits are placed on the demolition and construction of buildings in established residential neighbourhoods. Infill construction is not permitted:

- Weekdays: Between 8 pm and 7 am
- Weekends and holidays: Between 7 pm and 9 am

<https://ottawa.ca/en/noise-law-no2017-255#construction-sites-or-machinery>

**8. Where will construction workers and suppliers park? Which roads will they be using?**

This has not yet been determined.

**9. Will the trees currently on site be protected?**

The John Howard Society is working with a landscape architect, who will try to save all the trees possible. However, it's a small lot, and the building will be on most of it, so this will be challenging.

The site will most likely need to be excavated to the lot lines, and soil remediation may necessitate removing all the soil up to the bedrock. This would make it extremely difficult for trees to survive. In any case, new landscaping will be proposed for the site and will be part of Site Plan Application.

**Miscellaneous**

**10. How did this property come to be designated for a John Howard Society project?**

In the fall of 2018, the City ran a Request for Proposal process to select a proponent to build and operate such a building. In January 2019, the city selected the John Howard Society as the winning bid.