



FACILITATION PLAN

HOUSING SOLUTIONS LAB OPEN HOUSE



ACKNOWLEDGEMENTS

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FACILITATION PLANS FOR COMMUNITY WORKSHOPS

HOW TO USE THIS DOCUMENT

This document includes facilitation plans used during the Housing Solutions Lab's workshop engagement sessions.

Organizations or individuals are welcome to reuse and repurpose these process designs, as long as the requirements of the Creative Commons licence listed on the previous page are followed.

Many parts of this document are left blank to fill in for your own use. When deciding on a venue and design of an engagement session, we recommend [consulting the SFU Centre for Dialogue's 'Beyond Inclusion' guide](#).

OPEN HOUSE GOALS

- Receive feedback on draft prototypes, refine ideas, get a sense of community support levels for these solutions
- Allow community residents to weigh costs and benefits of the different housing options and discuss trade offs
- Presenting and soliciting feedback on homeowner profiles/personas
- Provide educational pieces about the community context, allow people to respond to the data we've collected, and share thoughts, what's missing
- Raise interest and enthusiasm among community residents (especially older adults over age 55) about housing options

OPEN HOUSE FORMAT

Rather than a traditional open house that only shares information with attendees, we designed the open house to be both interactive and to function as mini workshops for groups attending. This allowed us to expand the reach of the planned workshop activities, and also to interact more meaningfully with a wider range of interested and impacted groups to test solutions, confirm potential user profiles and to gather feedback, while also showcasing potential housing options.

If you have any questions, please reach out to renewable_cities@sfu.ca.

OPEN HOUSE

These workshops were in-person, but the questions could be adapted to an online meeting format.

Logistics

Event Title:

Date:

Time: (5 hours)

Location:

ROLES

Event coordinator:

Breakout facilitators:

Notetakers:

Greeter:¹

Floater/back up facilitation:

MATERIALS REQUIRED

- Content for each station
 - We created four stations with printed posters, handouts and activities (e.g., dot voting on interest in solutions, artistic area to express what they hope to see in their community in the next few years) for each station
- Nametags
- Marker, pens, sticky notes, depending on the activities you set up
- Painter's tape
- Wayfinding posters, as appropriate – discuss with your venue
- Instructions printed for facilitators
- Ways for people to sign up for updates or stay involved in the project (e.g., newsletter list)

ROLE ROTATIONS

Depending on the expected number of visitors and facilitators, the rotation schedule may need to change. We ran conversation groups every 20 minutes for this open house. Ensure you schedule enough breaks for facilitators. Conversations ran roughly 40-80 minutes, depending on group interest. Floaters/back up facilitators can cover breaks for other staff as needed.

We also chose to invite elected officials to one specific time slot for a more focused conversation on things actions needed to increase uptake of these housing options.

¹ This person welcomes people at the door and helps them find a group conversation to join if they are interested

Time	Role	Logistics notes
2 hours before open house	Staff team gets access to the room, set up tables, displays, food	Wayfinding posters, snack set-up, station set-up
15 minutes before start	Soft open	
0:00 Event start	Group 1 facilitator: See schedule for notetaker locations, including breaks	
0:20	Group 2 facilitator:	
0:40	Group 3 facilitator:	
1:00	Group 4 facilitator:	
1:20	Group 5 facilitator:	
1:40	Group 6 facilitator:	
2:00	Group 7 facilitator:	
2:20	Group 8 facilitator:	
2:40	Group 9 facilitator:	
3:00	Group 10 facilitator:	
3:20	Group 11 facilitator:	
3:40	Group 12 facilitator:	
4:00	Group 13 facilitator:	
4:20	Group 14 facilitator: (condensed tour – can run until 5:15 if needed)	
4:40	Group 15 facilitator: (condensed tour – can run until 7:15pm if needed)	
5:00 – 6:00	Event ends	Staff begin clean up

Facilitator script

The following script is meant to be a guide through the open house content, but conversations can be freer flowing, depending on visitors' interest and stories they want to share.

Time	Content
0:00	<p>Welcome to the Housing Solutions Lab!</p> <ul style="list-style-type: none"> • Introduce yourself (facilitator) • We're gathered on the <<give a land acknowledgement>> • This project is interested in exploring what may make housing solutions like secondary suites, coach homes and home sharing more viable on the North Shore • We are going to walk through several stations, hear your perspectives, experiences and reactions to the information shared • The information you share with us will be used to design a pilot program; you'll see notetakers at each station who are recording information anonymously • After our conversation (which may last up to an hour), you are welcome to revisit some of the stations to read more details and ask more questions – our conversation today will be a starting point • If you have specific questions, feel free to approach some of the project staff • Now let's hear from you <ul style="list-style-type: none"> ○ Please share your name, your connection to the <<this community>>, and a favourite place <<in this community>> (or your neighbourhood) <p><i>After introductions, walk over to Station 1</i></p>
0:10	<p>Station 1: North Shore Context²</p> <ul style="list-style-type: none"> • Before we start talking about prototypes let's get a sense of what housing is like on the North Shore • The Housing Solutions Lab is focusing on three types of housing solutions: secondary suites, coach homes and home share programs • Secondary suites are self-contained apartments on a property that has another separate residential unit (e.g., a basement suite) • Coach houses – also known as laneway houses – are smaller dwellings on the same property as a larger house (often in the backyard) • Home sharing – is when two or more unrelated people share a house or apartment. This could look like renting out one room in a house and the tenant having access to shared facilities like kitchen and laundry • We know there are many other housing needs and solutions, and we hope this can be one piece of the bigger puzzle – we are focused on these types to work in tandem with other options • Let's talk about the situation on the North Shore <ul style="list-style-type: none"> ○ There are ~13,000 single-detached homes on that are only occupied by one or two people, about 45% of the single-detached homes in this area! ○ Of couples who live by themselves and own their house on the North Shore, 49% of them live in a single-detached home

² We are including specific context about the Housing Solution Lab's context, as an example of the type of information that can be shared at each station

	<ul style="list-style-type: none"> ○ Of that 49%, almost all of them (90%) report their primary household maintainer (the person who maintains their house) is over age 55 <p><i>Group conversation (if time is tight, focus on 1 or 2 questions):</i></p> <p>After hearing that:</p> <ul style="list-style-type: none"> ● Do these statistics match what you’ve experienced on the North Shore? ● When you hear these statistics, what do you think about? ● Do these statistics raise any concerns for you? If so, what? ● What further questions do you have about this? ● What information may be missing from these statistics? <p><i>After a short conversation (you can assure them that they can continue their thoughts as they move to the next station), move to Station 2</i></p>
0:23	<p>Station 2: Housing Solutions Lab Prototypes</p> <ul style="list-style-type: none"> ● The Housing Solutions Lab envisions a program where tenants and homeowners can be matched to a housing solution that works well for their situation and where all participants are supported at every step of the process ● At a high level the program would include <ul style="list-style-type: none"> ○ An intake assessment <ul style="list-style-type: none"> ▪ Includes: home visit, hearing about hopes and needs, background checks and if you had any interest in alternate arrangements (e.g., lower rent for support with chores like yard work) ○ Learning opportunities <ul style="list-style-type: none"> ▪ How to be a tenant/landlord, building communications and conflict resolution skills ○ Support for setting up the rental space ○ Participant matchmaking ○ Signing an agreement ○ Ongoing support from program staff (check-ins, resources) ○ Program exit evaluation ● For homeowners setting up a space, they would need to consider what type best suits their situation – home sharing, renovating or creating a secondary suite or building a coach home <p><i>Group questions:</i></p> <ul style="list-style-type: none"> ● Do any of these types of housing solutions interest you? What would you need to consider creating or renting one of these types of units? ● How does this program structure sound to you? What is exciting? What is missing? ● Who might say yes to a program and housing solutions like this? ● What would it take for you to say yes to joining a program like this as a renter or homeowner? <p><i>Note: for renters in the group, we want to hear their perspectives on potential programs. After short discussion, move to Station 3</i></p>

0:36	<p>Station 3: Cost/Benefit Analysis</p> <ul style="list-style-type: none"> • There are different social, community, environmental and financial costs and benefits associated with each type of housing solution • Note: figures are for reference only – we do not provide financial, tax, legal or accounting advice • At a high level, let’s compare the solutions: <ul style="list-style-type: none"> ○ Home sharing requires the least amount of space, is the cheapest to set up and can be set-up the quickest, however has the least amount of privacy ○ Secondary suites can offer more privacy but may require renovations depending on the city’s requirements and what condition the suite is when construction is started. They are usually less expensive than coach homes. There is also financial support from the provincial and federal governments for these in certain cases ○ Coach houses offer the most privacy between unit however can be very expensive to build, with a potentially long process with designing, applying for permits and constructing the unit • Environmentally, our housing contributes to greenhouse gas emissions and climate change. There are emissions associated with transportation – the biggest factor tends to be the distance that people drive to and from work. • Buildings emissions account for about 1/3 of carbon emissions in our cities (e.g., natural gas heating). There are also emissions associated with building materials in construction. We call this embodied carbon. If we look at the carbon costs of each option, home sharing has negligible embodied housing carbon, secondary suites have some depending on the extent of renovations necessary and coach houses have the most as you are building a new unit. The types of materials we use in construction, like using wood versus concrete and steel, can help reduce our carbon footprint. • The level of social engagement between homeowners and tenants another area to consider – how much privacy would you want in your living space? <p><i>Group questions:</i></p> <ul style="list-style-type: none"> • What factors are most important to you when you consider housing options like these? • How interested are you (or someone you know) in sharing a space with another person? (e.g., how would you feel about sharing a kitchen?) • Are there factors missing that you would need to weigh when considering housing solutions like these? <p><i>Head to station 4</i></p>
0:49	<p>Station 4: Fostering Connections</p> <ul style="list-style-type: none"> • Social isolation and loneliness are growing health concerns – how can connections be built close to home? • There are many ways neighbours can connect – the board lists just a few of them

	<ul style="list-style-type: none"> We are highlighting them as examples of how to build resiliency and connections in neighbourhoods, whether it's through social interactions or emergency preparedness <p><i>Group questions:</i></p> <ul style="list-style-type: none"> What makes you feel connected in your neighbourhood? What would you like to see in your neighbourhood? Are there examples like this that already exist in your area or other neighbourhoods you've visited? Could any of these ideas for connecting neighbours work in your neighbourhood? Are there existing examples that excite you? (e.g., little libraries, community gardens) <p><i>After 10 mins of discussion ends:</i></p> <ul style="list-style-type: none"> Closing round: share one thing you're leaving with today Thanks so much for joining us today Feel free to stay as long as you like to continue conversations If you have specific questions about the project, feel free to reach out to the staff members For updates on the next steps of this project, there is a table where you can leave your contact information
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Local government-specific tour script

Time	Content
0:00	<p>Welcome to the Housing Solutions Lab!</p> <ul style="list-style-type: none"> Introduce yourself (facilitator) We're gathered on <<give a land acknowledgement>> The Housing Solutions Lab is interested in exploring what may make housing solutions like secondary suites, coach homes and home sharing more viable on the North Shore We are going to walk through several stations, hear your perspectives, experiences and reactions to the information shared The information you share with us will be used to design a pilot program; you'll see notetakers at each station who are recording information anonymously After our conversation (which may last up to an hour), you are welcome to revisit some of the stations to read more details and ask more questions – our conversation today will be a starting point If you have specific questions, feel free to approach some of the project staff Now let's hear from you <ul style="list-style-type: none"> Please share your name, your connection to the North Shore, and a favourite place on the North Shore <p><i>After introductions, walk over to Station 1</i></p>

0:10	<p>Station 1: North Shore Context</p> <ul style="list-style-type: none"> • Before we start talking about prototypes let’s get a sense of what housing is like on the North Shore • The Housing Solutions Lab is focusing on three types of housing solutions: secondary suites, coach homes and home share programs • Secondary suites are self-contained apartments on a property that has another separate residential unit (e.g., a basement suite) • Coach houses – also known as laneway houses – are smaller dwellings on the same property as a larger house (often in the backyard) • Home sharing – is when two or more unrelated people share a house or apartment. This could look like renting out one room in a house and the tenant having access to shared facilities like kitchen and laundry • We know there are many other housing solutions out there – we are focused on these types to work in tandem with other options • Let’s talk about the situation on the North Shore <ul style="list-style-type: none"> ○ There are ~13,000 single detached homes on that are only occupied by one or two people ○ Of couples who live by themselves and own their house, 50% of them live in a single detached home ○ Of that 50%, almost all of them (90%) report their primary household maintainer (the person who maintains their house) is over age 55 <p><i>Group conversation (note – if time is tight, feel free to focus on the first one or two questions):</i></p> <p>After hearing that:</p> <ul style="list-style-type: none"> • Do these statistics match what you’ve experienced on the North Shore? • When you hear these statistics, what do you think about? • Do these statistics raise any concerns for you? If so, what? • What further questions do you have about this? • What information may be missing from these statistics? <p><i>After a short conversation (you can assure them that ask they can continue their thoughts as they move to the next station), move to Station 2</i></p>
0:23	<p>Station 2: Housing Solutions Lab Prototypes</p> <ul style="list-style-type: none"> • The Housing Solutions Lab envisions a program where tenants and homeowners can be matched to a housing solution that works well for their situation and where all participants are supported at every step of the process • At a high level the program would include <ul style="list-style-type: none"> ○ An intake assessment <ul style="list-style-type: none"> ▪ Includes: home visit, hearing about hopes and needs, background checks and if you had any interest in alternate arrangements (e.g., lower rent for support with chores like yard work) ○ Learning opportunities <ul style="list-style-type: none"> ▪ How to be a tenant/landlord, building communications and conflict resolution skills ○ Support for setting up the rental space ○ Participant matchmaking ○ Signing an agreement

- **Ongoing support** from program staff (check-in, resources)
- Program exit **evaluation**
- Homeowners would choose which solution they had space/capital to implement
- Suggestions for municipalities to consider
 - Challenge: financial costs of renovations or construction to homeowners
 - Offer grant or tax-incentive programs, or forgivable loans for building secondary suites, coach homes and renting them at below-market rates
 - Bonus option: incentivize low carbon retrofits
 - Challenge: length and complexity of permit process
 - Simplify permit application process for specific types of projects
 - Offer a set of pre-approved coach house designs for expedited permitting (e.g., Cities of L.A., Seattle, Kalamazoo)
 - Challenge: unclear municipal permit processes
 - Offer education to residents through guides or a staff resource person who can advise residents through the process
 - Challenge: Bylaw restrictions
 - Revising restrictions on boarders/lodgers
 - Allowing a house to have both secondary suites and a coach house
 - Reviewing minimum physical requirements for coach houses (e.g., height restrictions, distance between buildings, lane access)
 - Reducing minimum parking requirements for suites and coach houses
 - Challenge: higher profits from short-term rentals
 - Collect data to assess impact, consider legislation and other tools
 - Challenge: lack of affordability to construct coach homes and buying a home
 - Consider stratification so costs and equity can be shared with multiple households
- Considerations for other levels of gov't
 - Tenancy act – adjustments to better meet needs of owners and renters (e.g., small landlord rights)

Group questions:

- Have you heard of much interest in these types of housing solutions in your municipalities?
- What are your reactions to the high-level program design? What is exciting? What is missing? What role would you envision the municipality playing?
- What is your reaction to the opportunities for municipalities? Do some feel more feasible than others?
- Where are capacity gaps on the municipality and more senior levels of government side in supporting programs like this?

After short discussion, move to Station 3

0:36	<p>Station 3: Cost/Benefit Analysis</p> <ul style="list-style-type: none"> • There are different social, community, environmental and financial costs and benefits associated with each type of housing solution • Note: the figures shown are estimates only – Renewable Cities and Hollyburn do not provide financial, tax, legal or accounting advice • At a high level, let’s compare the solutions: <ul style="list-style-type: none"> ○ Home sharing requires the least amount of space, is the cheapest to set up and can be set-up the quickest, however has the least amount of privacy ○ Secondary suites can offer more privacy but may require renovations depending on the city’s requirements and what condition the suite is when construction is started. They are usually less expensive than coach homes. There is also financial support from the provincial and federal governments for these in certain cases ○ Coach houses offer the most privacy between unit however can be very expensive to build, with a potentially long process with designing, applying for permits and constructing the unit • Environmentally if we look at the carbon costs of each option, home sharing has negligible embodied housing carbon, secondary suites have some depending on the extent of renovations necessary and coach houses have the most as you are building a new unit • The level of social engagement between homeowners and tenants another area to consider (e.g., privacy) • If tenants drive, they will add to the vehicle kilometres travelled on the North Shore – where these housing solutions have uptake matters for their community impact <p><i>Group questions:</i></p> <ul style="list-style-type: none"> • From a municipality perspective, is one of these types of solutions easier to support than others? • How could gentle density be supported in areas that are already well serviced by transit? • What financial support could be offered by cities to supplement other levels of government? <p><i>Head to station 4</i></p>
0:49	<p>Station 4: Fostering Connections</p> <ul style="list-style-type: none"> • Social isolation and loneliness are growing health concerns – how can connections be built close to home? • There are many ways neighbours can connect – the board lists just a few of them • We are highlighting them as examples on how to build resiliency and connections in neighbourhoods, whether it’s through social interactions or emergency preparedness <p><i>Group questions:</i></p> <ul style="list-style-type: none"> • How can municipalities encourage more connection in neighbourhoods? • What are your hopes for connectedness on the North Shore? <p><i>After 10 mins of discussion ends:</i></p>

	<ul style="list-style-type: none">• Thanks so much for joining us today and taking the time to have a conversation• Feel free to stay as long as you like to keep these conversations going• If you have specific questions about the project, feel free to reach out to the Renewable Cities staff members• If you want to sign up for updates on the next steps of this project, there is a table where you can leave your contact information• Feel free to add to the other displays around the walls and enjoy some snacks!
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