

FIND OUT MORE ABOUT THE
**MODULAR
HOUSING
INITIATIVE**
IN WILLOWDALE

An affordable supportive rental building is being planned for **175 Cummer Avenue** with approximately 64 studio apartments and on-site support services for tenants.

toronto.ca/modularhousing

YOU ARE INVITED TO JOIN ONLINE COMMUNITY ENGAGEMENT MEETINGS ABOUT MODULAR SUPPORTIVE HOUSING IN YOUR NEIGHBOURHOOD



The City of Toronto is moving forward on its plan to increase the supply of affordable and supportive housing. As part of the HousingTO 2020-2030 Action Plan, the City committed to create 1,000 new homes using modular construction.

In Willowdale, the City is planning to build a three-storey modular building with approximately 64 studio apartments at 175 Cummer Avenue (next to Willowdale Manor) that will be ready for occupancy in 2021. A local non-profit housing provider will manage the building and provide support services to the tenants.

Community engagement meetings will take place virtually on **March 9, 2021 and April 6, 2021**. Meeting details and log-in information will be provided on the project webpage. For more information contact the Community Liaison Office by phone or email.

www.toronto.ca/modularhousing

Phone: 647-578-8580

Email: communityliaison@lura.ca

有关位于175 Cummer Avenue的经济型租赁住宅项目的更多信息，请参见第4-5页。

更多有關 Cummer 大道 175 號 (175 Cummer Avenue) 廉租房專案的資訊，請見第 4-5 頁。

برای کسب اطلاعات بیشتر در مورد پروژه مسکن اجاره‌ای ارزان قیمت در خیابان 175 Cummer، به صفحات 4-5 مراجعه نمایید.

175 큐머 애비뉴의 저렴한 임대 주택 프로젝트에 대한 더 자세한 정보는 4~5페이지를 참조해 주십시오.

MODULAR HOUSING AT 175 CUMMER AVENUE

We Need Your Input!

The City is committed to moving forward with modular housing at 175 Cummer Avenue. Providing permanent supportive housing is a high Council priority. Join us at the Virtual Community Engagement Meeting to:

- Learn about the Modular Housing Initiative planned for 175 Cummer Avenue
- Provide feedback on building and site design elements (lighting, pathways and landscaping, etc.)
- Share ideas for how to support and integrate the new residents into the neighbourhood
- Ask questions and share your interests with the project team

To share your feedback and questions on this housing proposal contact the Community Liaison Office by phone or email.

Phone: 647-578-8580

Email: communityliaison@lura.ca





175 Cummer Avenue模块化帮扶型住宅计划

多伦多市正在推进一项提高经济型住宅供给的计划。作为HousingTO 2020-2030行动计划的一部分，多伦多正致力于采用模块化建筑方式建成1,000套新住宅。

多伦多正计划在175 Cummer Avenue建造一幢包含大约64套单间公寓的三层模块化建筑，并于2021年投入使用。这些建筑将在异地制造，并在场地准备完成后，永久性地安装在当地。

每间公寓均设施齐全，含私人厨房和浴室。该建筑还将包括洗衣设施、厨房与餐厅、活动空间和管理办公室。该住宅楼旨在帮助流离失所的人尽快实现安居乐业。多伦多将选择经验丰富的非营利住宅提供商来管理该住宅，并为租户提供配套服务。

虚拟社区参与会议将分别在2021年3月和4月举行。更多信息，请访问：www.toronto.ca/modularhousing。

為 Cummer 大道 175 號 (175 Cummer Avenue) 計畫的支援性模組化住宅

多倫多市正在實施一項增加經濟適用房供應的計畫。作為《HousingTO 2020-2030 行動計畫》的一部分，該市承諾用模組化建築方法建造 1,000 套新住房。

該市提議在 Cummer 大道 175 號 (175 Cummer Avenue) 修建一座有約 64 套一室公寓的三層模組化建築，準備於 2021 年受理入住。這些建築在場外製造，並將在場地準備完畢後永久性地安裝到位。

每所公寓均獨門獨戶，配備私人廚房和浴室。該建築還包括洗衣設施、廚房和餐廳、活動空間和行政辦公室。該建築旨在為那些正在脫離無家可歸處境的人們提供支援。多倫多市將選擇一間經驗豐富的非盈利住宅服務機構來管理該建築並為房客提供支援服務。

社區參與會將以網路方式於 2021 年 3 月和 4 月舉行。如需更多資訊，請造訪：www.toronto.ca/modularhousing。

Dining area in a modular housing unit

مسکن حمایتی مدولار، برنامه ریزی شده برای خیابان 175 Cummer

شهرداری تورنتو در حال پیشبرد برنامه خود برای افزایش تأمین و عرضه مسکن ارزان قیمت است. شهرداری در قالب برنامه عملیاتی HousingTO 2020-2030 متعهد به ساخت 1000 خانه جدید با استفاده از ساخت و ساز مدولار است.

شهرداری یک ساختمان مدولار سه طبقه را در خیابان 175 Cummer احداث می کند که حدوداً دارای 64 استودیو آپارتمان است و در سال 2021 آماده سکونت خواهد بود. این سازه ها در محل دیگری ساخته می شوند و هنگامی که محل اصلی آماده شد، به صورت یکباره و به طور دائمی در محل مورد نظر نصب می شوند.

هر آپارتمان دارای یک آشپزخانه و حمام اختصاصی است. این ساختمان همچنین دارای یک خشکشویی، یک آشپزخانه و اتاق غذاخوری، فضای اجرای برنامه و دفاتر اداری خواهد بود. این ساختمان برای حمایت از افرادی است که در حال خروج از وضعیت بی خانمانی هستند. شهرداری یک شرکت خدمات مسکونی غیرانتفاعی و باتجربه را برای مدیریت ساختمان و ارائه خدمات پشتیبانی به مستأجران انتخاب خواهد کرد.

جلسات تعامل اجتماعی به صورت مجازی در ماه های مارس و آوریل 2021 برگزار خواهد شد. برای کسب اطلاعات بیشتر، از وبسایت www.toronto.ca/modularhousing بازدید نمایید.

175 큐머 애비뉴(Cummer Avenue)의 모듈러 지원 주택 계획

토론토시는 보다 저렴한 주택의 공급을 늘리기 위한 계획을 추진하고 있습니다.

하우징TO 2020-2030 액션 플랜(HousingTO 2020-2030 Action Plan)의 일환으로, 모듈러 건축방식을 이용해 1,000채의 주택을 새롭게 공급하고자 노력해왔습니다.

토론토시의 계획은 175 큐머 애비뉴에 약 64채의 원룸형 아파트가 들어가는 3층짜리 모듈러 건물의 입주 준비를 2021까지 완료하는 것입니다. 건물은 외부에서 제조되어 부지 준비가 완료되는 대로 건설 현장에 영구 설치될 것입니다.

각 원룸형 아파트에는 가구별 개인 부엌과 욕실이 갖춰져 있으며, 건물 전체에 세탁실, 부엌, 주방, 계획공간 및 관리 사무소가 입주하게 될 것입니다. 건물의 설계는 내 집 마련을 꿈꾸는 서민들을 지원하는 데 맞춰져 있습니다. 토론토시는 경험이 풍부한 비영리 주택 공급 업체를 선정해 건물 관리와 세입자 지원 서비스를 맡길 것입니다.

지역 공동체가 참여하는 온라인 회의가 2021년 3월과 4월에 예정되어 있습니다. 더 자세한 정보는 www.toronto.ca/modularhousing에서 확인이 가능합니다.

Exterior of modular housing at 321 Dovercourt Road

WHAT IS THE MODULAR HOUSING INITIATIVE?

As part of the HousingTO 2020-2030 Action Plan the City committed to create 1,000 new homes using modular construction.

Modular housing is high-quality, pre-fabricated housing that is built in a factory-controlled setting and then transported to the site for final assembly. These modular homes will be permanent affordable rental homes with support services for individuals exiting homelessness.

As part of the first phase of the initiative, the City has already built 100 modular homes on two sites: 11 Macey Avenue and 321 Dovercourt Road.

The City selects qualified non-profit housing providers who are on site 24/7 to manage each of the modular housing sites.



Interior of a modular housing unit at 321 Dovercourt Road



Laundry area at 321 Dovercourt Road



Kitchen area of a modular housing unit at 321 Dovercourt Road



Kitchen area of a modular housing unit at 11 Macey Avenue

FREQUENTLY ASKED QUESTIONS

What is being proposed?

A building with approximately 64 studio apartments is planned to be built at 175 Cummer Avenue (next to Willowdale Manor). The three-storey building will also include a kitchen and dining room, a laundry facility, common rooms, program space and administrative offices. This supportive housing project is designed to support people who are exiting homelessness.

Why is this housing needed?

Providing supportive homes is a proven and dignified response to homelessness that also makes economic sense. Providing permanent, affordable rental housing with support services on-site will help people to move out of the shelter system. Before COVID-19 the City's shelter system was at capacity. Given the need for physical distancing with COVID-19, a considerable strain has been put on the shelter system. Shelter users are currently being housed in community centres and hotels, which is not sustainable.

Why was this site chosen?

City officials have reviewed City-owned/controlled sites across Toronto. The sites identified for Phase 2 of the Modular Housing Initiative are selected based on demand for affordable housing, environmental condition and development potential, access to public transit, access to health and other community services, Official Plan and Zoning By-law considerations and site servicing.

What approvals are required for this proposal?

This proposal requires relief from the zoning by-law as well as Site Plan approval. On March 2, 2021, Planning and Housing Committee endorsed in principle, a request that the Province put in place a Minister's Zoning Order to address any necessary zoning changes. The Site Plan approval process will examine the design and technical aspects of the proposal related to features such as building design, site access and servicing, waste storage, parking, loading and landscaping. The application review process will follow the normal procedures and guidelines required by the City.

Who will operate this site?

The City will select a qualified and experienced non-profit housing provider to manage the property and provide support services for residents. The City will continue to work with the selected housing providers after new residents will move in. The operator will have staff on site at all times.



Preliminary artist's rendering - final design subject to approval.



Preliminary artist's rendering - final design subject to approval.

What supports will be offered to tenants?

Supports at each site are customized to the tenants' needs, and will include a range of services such as:

- Housing stability and eviction prevention
- Connections with community supports and other services such as primary healthcare, volunteer and employment opportunities, and help accessing income support programs
- Personal recovery relating to mental health and substance use challenges
- Establishing Personal Crisis Response Plans
- Help with medication reminders and safe storage
- Harm reduction and relapse prevention counselling and support
- Help with daily living activities
- Rent collection and arrears payment plans
- Support to help residents reconnect with friends and family

What about neighbourhood safety?

We do not anticipate any increased public safety issues in the neighbourhood as a result of the modular housing building at 175 Cummer Avenue. The property will be managed by a non-profit housing provider who will be responsible to ensure that community concerns are addressed.

How do I share my input on this project?

City officials want to hear from you. Scheduled community engagement sessions are being held to share information, hear from local residents and businesses and to build support in the community for this much-needed housing and services. You can contact the Community Liaison Office by phone or email with your questions and comments.

Phone: 647-578-8580

Email: communityliaison@lura.ca

Project information and updates:
www.toronto.ca/modularhousing

Modular Supportive Housing 175 Cummer Avenue

Community Engagement Summary Report



Prepared by LURA Consulting for the City of Toronto
Housing Secretariat

May 5, 2021

Table of Contents

1. Project Context	1
2. Community Engagement Process.....	1
3. Key Feedback Themes	6
4. Response to Feedback.....	9
5. Next Steps	12

1. Project Context

The City of Toronto is moving forward on its plan to increase the supply of affordable and supportive housing. As part of the HousingTO 2020-2030 Action Plan, the City's 10-year housing action plan, the City committed to create 1,000 new homes using modular construction.

The Modular Housing Initiative is an innovative and cost-effective way to build small-scale infill housing while providing a rapid, dignified response to connect people experiencing homelessness with homes and appropriate supports to help them achieve housing stability. The first phase of the Modular Housing Initiative resulted in the creation of 100 new modular homes at two sites (11 Macey Avenue and 321 Dovercourt Road). Phase Two will include approximately 150 modular homes to be built in 2021.

The capital cost for building 250 modular homes in 2020-21 is funded through the City's Development Charges Reserve Fund for Subsidized and the Government of Canada's Affordable Housing Innovation Fund, through Canada Mortgage and Housing Corporation. Province of Ontario has allocated \$15.4 million in operating funding to supportive homes opening in 2021.

In Willowdale, the City is planning to build a three-storey modular building with 60 studio apartments at 175 Cummer Avenue (next to Willowdale Manor) that will be ready for occupancy in 2021. A local non-profit housing provider (to be selected through a competitive Request for Proposal process) will lease and manage the building and provide support services to the tenants.



Figure 1: Map showing the project site and surrounding streets for the proposed modular housing building at 175 Cummer Ave

2. Community Engagement Process

The City of Toronto initiated a multi-channel community engagement process on February 23, 2021, coinciding with the announcement of the first two proposed sites for Phase Two of the Modular Housing Initiative. The community engagement process took into consideration the expert advice of Toronto's

Medical Officer of Health to practice physical distancing to help reduce the spread of COVID-19 and protect the health and safety of Toronto residents and staff.

The City of Toronto Housing Secretariat retained LURA Consulting to assist the City with the community engagement process in an independent role, including developing and implementing a communications and community outreach plan for two sites as part of Phase Two of the Modular Housing Initiative. A final report will be prepared by LURA Consulting and posted on the City's website following the conclusion of the community engagement process for each location.

The engagement and communications process included a website, liaison office (including dedicated phone line and email inbox), mailed meeting notices, mailed discussion guides, on-site signage, an online feedback form and virtual engagement sessions to provide residents with a number of engagement channels and opportunities to learn more about the modular housing proposals and provide feedback on:

- Questions, concerns, comments and ideas for the City to address;
- Certain building and site design elements, such as lighting, pathways, and landscaping;
- Ongoing community engagement; and
- Ideas for how to support and integrate the new residents into the neighbourhood.

Engagement Participation Overview

The list below provides an overview of the engagement activities and participation that have been coordinated by staff and the community liaison.

- Public Community Engagement Meetings: 2
- Stakeholder Meetings: 3
- E-mails Received: 142
- Voicemails & Calls Received: 37
- Feedback forms received: 115
- Total Number of Participants at Public Community Engagement Meetings: 332
- Total Number of Participants at Stakeholder Meetings: 104

Project Webpage, Email Address and Phone Number

The City's webpage (www.toronto.ca/modularhousing), launched during Phase One on June 2, 2020, and provided information on the Modular Housing Initiative. A project specific webpage (<http://toronto.ca/175cummer>) was updated during Phase Two on April 22, 2021 and included information about the proposed plans and supporting materials for the 175 Cummer site as well as community engagement activities and ways to participate by phone or online. The project specific webpage also provided a list of regularly updated frequently asked questions and research studies about modular and supportive housing. The frequently asked questions were updated based on questions provided to the project team during the public community engagement meetings as well as calls and emails received.

A dedicated email address (communityliaison@lura.ca) and phone number (647-578-8580) were created for community members to provide input on the project and share questions, concerns and feedback. LURA's community liaison office received one hundred and fifteen feedback forms and received and responded to one hundred and forty-two emails and thirty-seven voicemails from residents (as of May

4th, 2021) for the 175 Cummer Avenue site, some of which were forwarded to LURA after initially being received by City staff. Councillor John Filion's office also received and responded to emails and calls.

Mailed Notices and Brochures

Over 3,800 notices and discussion guide brochures were distributed by Canada Post and were delivered to residents' homes starting February 23, 2021.

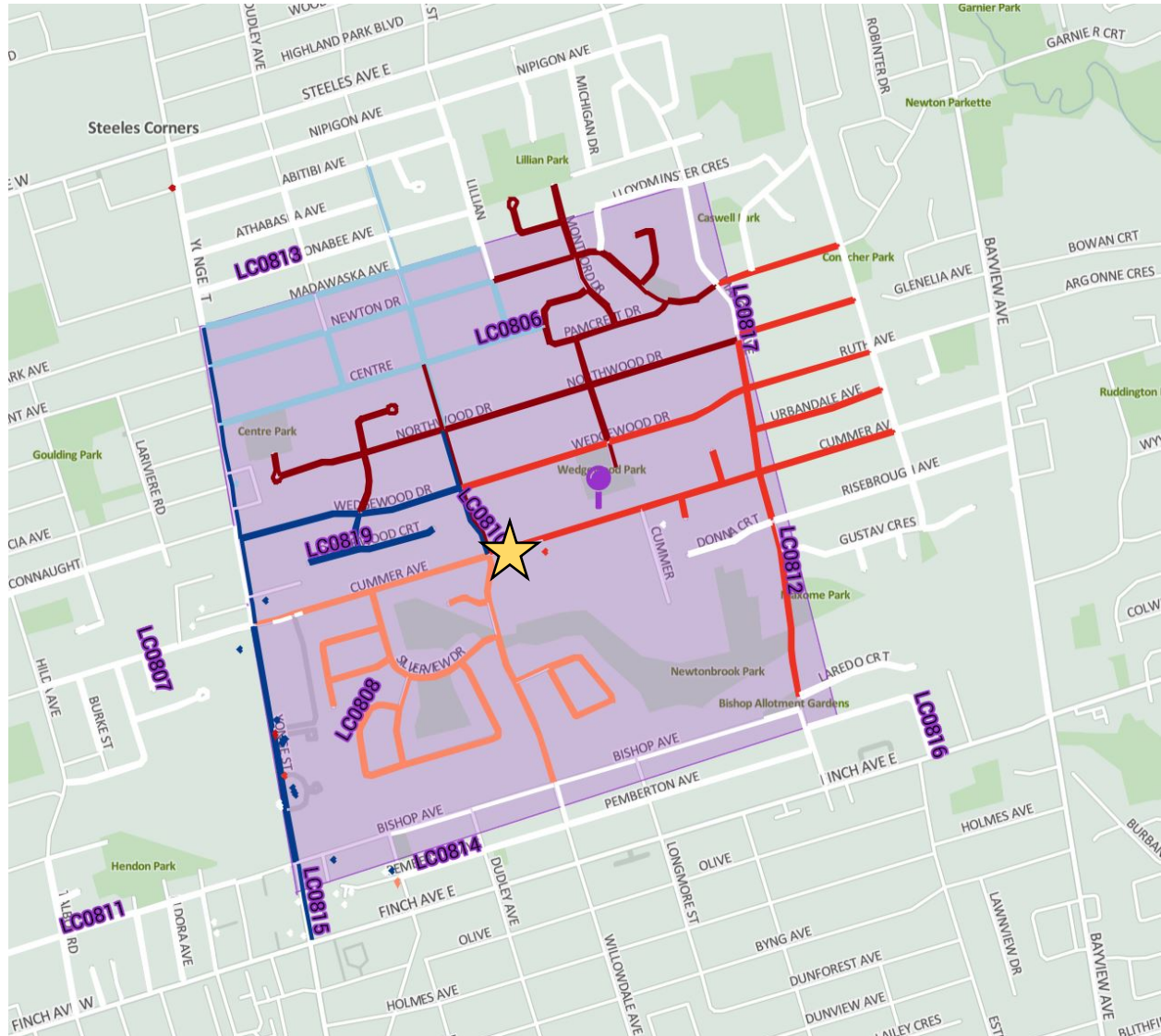


Figure 2: Map of notice and brochure distribution for modular supportive housing planned for 175 Cummer Ave. A yellow star marks the location of the project site at 175 Cummer Ave.

Acknowledging that the modular supportive housing proposals would require relief from current zoning regulations, the approximately 1-kilometre radius notification catchment area selected for the 175 Cummer Ave. modular housing site exceeded the Planning Act notification requirements for a zoning by-law amendment or minor variance application. As such, the 175 Cummer Ave. site notification area was roughly delineated by Yonge St. to the west, Maxome Ave. and Conacher Dr. to the east, Bishop Ave. to the south and Madawaska Ave. and Lloydminster Cres. to the north. The discussion guide brochures included a brief overview of the proposed project, an invitation to a community engagement meeting,

and a set of frequently asked questions. A copy of the discussion guide brochure distributed is included in Appendix 1. The project overview was also translated into Chinese (Simplified and Traditional), Farsi, and Korean.

While in-person door-to-door canvassing was not possible due to COVID-19 restrictions, residents were invited to join two community engagement meetings (described below under “Virtual Community Engagement Meetings”) for the proposed modular housing site online or by telephone.

On-site Signage

Custom information signs were installed on March 10th, 2021, to provide more information about the project, details of community engagement meetings, project webpage and contact information by email and phone. The on-site signage included project information in English, Chinese (Simplified and Traditional), Farsi, and Korean.



Figure 3: On-site signage for modular supportive housing planned for 175 Cummer Ave.

Outreach to Local Community Agencies, Schools, Religious Institutions and Residents Associations

LURA reached out to 43 local community agencies, including schools, religious institutions and residents associations at the onset of the project to provide them with information about the project and respond to questions. A list of organizations contacted is included in [Appendix 2](#).

Virtual Community Engagement Meetings

On March 9, 2021 from 7:00 p.m. to 9:00 p.m., City staff held a virtual community engagement meeting for the wider Willowdale community. One hundred and sixty participants joined this meeting by phone or online. Sixteen questions/comments were received verbally during the meeting, and three hundred and forty two were received in writing.

On April 6, 2021 from 7:00 p.m. to 9:00 p.m., City staff held a community engagement meeting to follow-up with the wider Willowdale community about the 175 Cummer Ave. proposal progress. One hundred and seventy-two participants joined this meeting by phone or online. Fifteen questions/comments were received verbally during the meeting, and fifty-seven were received in writing.

Each meeting was facilitated by Bruce Davis from Public Progress, and included a presentation from City staff including the Housing Secretariat, City Planning, and CreateTO. Additionally Shelter, Support and Housing Administration (SSHA), Parks Forestry and Recreation (PF&R), Toronto Community Housing and others were available as resources to respond to questions from participants.

Toronto Mayor John Tory and Willowdale Councillor John Filion participated in both of these virtual community engagement meetings.

Virtual Stakeholder Meetings

On March 9, 2021 from 11:00 a.m. to 12:00 p.m., City staff and LURA co-hosted a virtual meeting with residents of Willowdale Manor and their families to present details of the affordable supportive modular housing proposal for 175 Cummer Ave. and to discuss their questions, concerns and feedback. Willowdale Councillor John Filion was in attendance. Forty-six participants joined by phone or online and fifteen questions/comments were received in real-time; no written questions/comments were received through the chat function.

On March 26, 2021 from 2:00 p.m. to 3:00 p.m., City staff and LURA co-hosted a virtual meeting with Toronto Community Housing (TCH) staff and the founder and chair of the Responsible Personal Accessibility in Toronto Housing (R-PATH) to provide an update on the affordable supportive modular housing proposal for 175 Cummer Ave., discuss the accessibility project at Willowdale Manor and to discuss relevant questions, concerns, and feedback. City staff continue to follow-up with TCH staff directly as the project process continues.

On March 30, 2021 from 7:00 p.m. to 9:00 p.m., Councillor Filion held a meeting with the Bayview-Cummer Neighbourhood Association (BCNA), moderated by Cristina Martins of BCNA. This meeting provided an opportunity for Councillor Filion to hear and discuss questions, comments, and concerns specific to BCNA members. Fifty-five participants joined this meeting. Housing Secretariat Executive Director, Abi Bond, was in attendance to answer questions. Twenty-two questions were submitted by BCNA members in advance of the meeting and approximately twenty-eight additional questions/comments were received in real-time during the meeting.

Community Liaison Committee (CLC)

LURA will establish a Community Liaison Committee (CLC) as part of the consultation process for the proposed affordable supportive modular housing at 175 Cummer Ave. The mandate of the CLC is to provide a forum for feedback, guidance and advice to the Project Team (City of Toronto Housing Secretariat, and project consultants) prior to occupancy, including during building construction, as well

as after occupancy. The CLC is an advisory committee and a conduit between local residents and the future operator.

The Community Liaison Committee (CLC) is in the process of being formed and the first meeting is anticipated to take place in summer 2021.

How We Reduced Barriers to Participation

LURA took steps to enhance accessibility for participation in the consultation process for the 175 Cummer Ave. affordable supportive modular housing proposal. A telephone line was set up to enable participants to leave comments or ask questions via voicemail 24/7. All voicemails were responded to by LURA staff through follow-up phone call. This allowed community members to access information and provide feedback, particularly if they did not have access to or were not comfortable using email or participating in virtual sessions. Additionally, all virtual meetings had a call-in number for community members to participate in the meeting through their telephone only (including landlines). Call-in participants had the same option to raise their virtual hand and ask questions in real-time as participants joining by computer or smartphone.

After consultation and feedback from tenant representatives at Willowdale Manor and Toronto Community Housing (TCH) staff, Willowdale Manor residents received printed copies of materials in English, Chinese, Farsi, Korean, or Russian. Two hundred and fifty copies of both the presentation slide deck and the feedback form were printed in English, seventy-five in Simplified Chinese, seventy-five in Traditional Chinese, forty in Farsi, thirty in Russian, and twenty in Korean. A copy of the feedback form in English is included in Appendix 3.

Willowdale Manor residents were also provided with a phone number they could call during designated “office hours” for real-time conversations with a community liaison officer at LURA, where they could provide their feedback and ask questions about the project.

Additionally, LURA liaised closely with Toronto Community Housing staff at Willowdale Manor to ensure that questions and feedback from Willowdale Manor residents were still documented if they were unable to or uncomfortable participating through the main email, telephone, and virtual meeting channels. As described above, LURA held a dedicated virtual meeting with telephone call-in option for Willowdale Manor residents and their families, as well.

3. Key Feedback Themes

The following is a summary of feedback received through the community engagement process. Overall, there was both opposition and support for the City to develop new supportive modular housing at 175 Cummer Ave. Some participants expressed strong support for this project in addressing issues of homelessness and indicated that the location was a good selection. Other participants expressed strong concerns for the project, the location selected, and the impact of the overall project on existing residents in the neighbourhood. There were also a number of questions raised and concerns expressed about the proposed building and site design, the planning approval process for the projects, as well as who will operate the building, who will live in the building, and what supports will be provided. An analysis of feedback received to-date shows a number of overarching themes highlighted below:

Support for creating permanent housing for people experiencing homelessness

Some participants who provided input on this project recognize the need to help vulnerable residents including those experiencing homelessness to access safe, affordable housing. Some of these

participants are long-time residents of Willowdale and recognize the need for more affordable and supportive housing stock within the neighbourhood. While some do not believe that certain aspects of the proposal for 175 Cummer Ave. are a perfect fit and are frustrated with the consultation and communication process itself, they expressed satisfaction with the proposal given the urgency of the need for affordable housing. They noted that the local transit and distance to amenities was reasonable and the building, as proposed, will be a marked improvement for people experiencing homelessness who already live in Willowdale. Some supportive participants are local faith leaders and spoke to a moral and civic obligation to be welcoming towards the future tenants of 175 Cummer Ave. Many of the participants who support the 175 Cummer Ave. modular affordable supportive housing proposal condemned the stigmatizing language and so-called “NIMBYism” expressed by participants who opposed the project.

Some participants explicitly shared their support for initiatives that reduce homelessness in Willowdale and Toronto and recognized the need and urgency, however some were opposed to the proposed location and site, particularly due to perceived infringements on the comfort and safety of residents at Willowdale Manor and Cummer Lodge. They also expressed concern for the partial loss of greenspace and the removal of existing trees the construction of the modular housing building would entail. One participant characterized it as “the right solution in the wrong location.”

Concerns about the expedited engagement process

Several concerns were raised about the expedited timeline for the project, including the engagement process. Participants expressed concerns about the limited opportunities available to them to ask questions, receive information, and provide input. Given the limitations of hosting in-person meetings due to COVID-19 restrictions, some residents expressed concern that not all voices can be captured as part of the process. This was particularly noted for seniors at Willowdale Manor, though measures were taken to mitigate barriers to participation to the extent possible, as described above in the “How We Reduced Barriers to Participation” section.

There were a number of specific aspects of the expedited engagement and communication process that participants raised. Some noted the late date at which the on-site signs were installed and mailed notices received, and perceived this as an intentional decision on the part of the City so as to restrict the window of time open for community input. Some residents felt that the City could be more transparent about project details and responsive to requests for evidence and data that informed the City’s decision-making (e.g., site selection criteria, tenant selection criteria, costs, qualifications of the non-profit operator, etc.).

Some participants expressed surprise and disappointment at what they perceived to be a narrow scope of input for elements like building design and welcoming tenants instead of larger decisions like whether or not the project should proceed at all, the site on which it should be located, and the tenant selection process.

Concerns about expedited development review and approval processes

Participants shared comments and asked questions about the expedited development review process. In some instances, community members had concerns that the modular affordable supportive housing proposals would not be subject to the City’s typical development review processes, by-laws and guidelines, and that the site would be reviewed differently than other development proposals in the area.

There were concerns among some participants that Council's decision to endorse, in principle, the pursuit of a ministerial zoning order (MZO) disregarded the equal treatment afforded under the City's traditional zoning by-law amendment process. There was also a perception that the zoning changes necessary for the modular affordable supportive housing proposal at 175 Cummer Ave. would face more scrutiny and stronger due diligence if the rezoning occurred through the City's typical rezoning or Committee of Adjustment process. There was a misconception among some community members that the use of an MZO automatically waived non-zoning aspects of the City's application approval process (e.g., arborist's report, site servicing studies, etc.). A few participants expressed disapproval at the (mistaken) perception that the City has already formally asked the Minister of Municipal Affairs and Housing for an MZO.

A few participants expressed concerns about the massing, density, and setbacks of the modular site plan, believing it incompatible with the existing "neighbourhood residential" zoning designation that would be difficult for the City to amend without an MZO.

Concerns about community safety

Participants expressed many concerns about the perceived safety impacts on their neighbourhood, specifically for seniors and school children. This included concerns about the potential increases of issues related to crime and drugs originating from the residents living in the modular supportive housing site. Some participants were concerned about how issues outside of the building would be managed. Some participants also inquired about the level of police and non-profit support staff knowledge and experience to manage issues that pertain to crisis intervention and supports for residents with mental health issues or challenges with substance use, such as harm reduction. Some participants also particularly noted the impact of safety concerns on the quality of life of seniors at Willowdale Manor, for example, if they are exposed to more frequent activity in the complex related to crisis response at the modular affordable supportive housing building.

Some participants shared fears of future tenants of the 175 Cummer Ave. modular affordable supportive housing building actively soliciting or panhandling Willowdale Manor or Cummer Lodge residents, used needles being left on the property grounds, and of the new tenants venturing further into the neighbourhood and committing theft against local residents. A few participants called for background checks to be made on the future tenants of the modular affordable supportive housing building, and a 24/7 security presence. A few participants asked for lighting enhancements on pathways within the site grounds as well as local parks such as Newtonbrook Park and Silverview Park.

Concerns about loss of greenspace

Many participants raised concerns regarding the loss of greenspace on the site where the modular affordable supportive housing building at 175 Cummer Ave. is to be placed. Appreciation was expressed for the existing site as an outdoor amenity space for the senior residents of Willowdale Manor and Cummer Lodge and, to a lesser extent, for residents in the wider neighbourhood. Some participants commented on the value of protecting the existing trees for their own sake, as most of them have been growing there since the Willowdale Manor and Cummer Lodge complex was constructed. A few participants alluded to the open sightlines the existing greenspace provides, and that it is a crucial component of the landscaped character of the original site plan on which the complex was built.

To compensate for the loss of greenspace, some participants requested that a new park space with benches be incorporated into the new site plan for the modular affordable supportive housing building.

One participant suggested placing the modular housing building on land at the rear of the complex so as to preserve the greenspace in the front.

Concerns about access and accessibility to Willowdale Manor

Several residents of Willowdale Manor and their families shared concerns about the overall access implications of the project to Willowdale Manor. They emphasized the importance of accessibility access considerations to accommodate emergency medical service, Wheel-Trans and other accessible transportation services and visitors parking. It was also requested that a fence be used instead of a solid wall around the modular housing building so as to maintain the existing sense of openness and permeability in the front area of the Willowdale Manor/Cummer Lodge complex where the modular housing building will be constructed.

Some participants were concerned about the ability of the 98 Willowdale and 42 Cummer bus routes to absorb the density that the modular affordable supportive housing proposal would bring, and worsen pre-pandemic overcrowding that affected these routes and the Willowdale Manor residents who used them.

Concerns about property values

Some residents have also raised concerns about potential negative impacts on property values because of proximity to the modular supportive housing building.

Questions about operation of the modular supportive housing buildings

Residents have raised questions about the future operators of the modular supportive housing building given they are responsible for providing support services to future tenants. There are questions about the selected non-profits' experience, and the type of support services they are able to offer, and the level of staffing available to ensure the modular buildings are well-maintained and tenants are well-supported.

During the consultation process, participants also expressed a desire for operational procedures and skilled staff that can immediately respond competently and professionally to any safety or security incident that could affect the modular building's neighbours and surrounding community, should one arise.

4. Response to Feedback

Engagement Process

A number of questions and comments received from participants prior to, and following, the first virtual community meeting were incorporated into the opening introduction and responses during the second community meeting. This helped to ensure that frequent questions, concerns and comments were acknowledged and more information and/or clarity was provided by City staff at the outset of the second meeting.

There were a few concerns raised about the lack of two-way dialogue in virtual meetings which were held given COVID-19 restrictions. The facilitator and project team acknowledged these concerns through the public meetings, emails and phone calls and provided more time for engagement where possible. For example, some of the community meetings were extended beyond the allotted time and the facilitator asked residents to limit the speaking time to allow for more questions from different participants to be addressed. The Community Liaison Office also followed up with participants by email and phone, often several times, to ensure questions and feedback were documented and information

from City staff could be provided. In addition, City staff provided responses directly to residents who had emailed with specific questions regarding the approval process as one example.

City staff and Councillor Filion will continue working with community members to answer questions and address concerns related to the project proposal through emails, phone calls and where needed through meetings virtually or in-person (following current Toronto Public Health guidance).

Community Safety

Concerns about community safety were responded to by City staff in expressing that based on experience here in Toronto and other communities where there is supportive housing, the City does not anticipate any increased public safety issues in the neighbourhood as a result of the new homes. The properties will be managed by experienced non-profit housing providers who will be responsible to ensure that community concerns are addressed. The City will continue to work with the selected housing providers after the residents move in. The City is committed to engaging with local communities to hear and address their concerns about this project including safety concerns. The provider will have a community liaison contact who will work with the community to share information, address any concerns that may emerge and work collaboratively to develop solutions.

Expedited Development Review and Planning Approval Processes

Concerns about the expedited development review and planning approval processes were responded to by City staff in expressing the urgency of addressing the issue of homelessness across the City. Staff noted that about 8,000 people are using Toronto's shelter system or "sleeping rough" outside. As a result of the COVID-19 pandemic, which has put significant pressure on the shelter system and created even more urgency behind the need to create affordable and supportive housing, City Council directed staff to prioritize the Modular Housing Initiative including expediting the necessary building and planning approvals.

A key consideration for the selection of the site was conformity with the City's Official Plan. Participants were reassured that City Planning and Toronto Building divisions, along with all other City divisions, have appropriately allocated staff resources to process and review the required site plan and building permit applications for the modular affordable supportive housing site in a streamlined and efficient manner. City staff were actively engaged in the pre-application review process to proactively identify, prioritize and respond to possible issues or constraints in order to identify solutions efficiently.

Zoning Approval and MZO Process

Concerns regarding zoning changes and the MZO process were responded to by City Planning staff by acknowledging that changes to the zoning regulations were required. Staff also advised that the proposal conformed with the Provincial Policy Statements, the Provincial Growth Plan and the Official Plan. Final recommended zoning relief would be determined based on the final design of the project proposal. Among the relief sought to the zoning by-law would include building type and height, setbacks from the street and adjacent properties, and the amount of landscape open space on the site. The full list of changes required would be finalized as the site plan review process advances.

There are three potential processes for obtaining zoning compliance: Zoning By-law Amendment approved by Council; Minor Variance application approved by the Committee of Adjustment; or a Minister's Zoning Order (MZO) made by the Minister of Municipal Affairs and Housing.

Staff were directed by Council to look at ways to expedite the necessary planning approvals for the Phase One and Two modular supportive housing sites. Staff considered advancing the modular housing proposals through the typical Zoning By-law and Minor Variance application processes but determined that the occupancy targets established by City Council would not be achieved through these approval processes, particularly in the event of an appeal.

An MZO was recommended by City staff given the urgent need for creating affordable and supportive housing and timelines to deliver the modular homes. City staff brought forward a report to Planning and Housing Committee on March 2, 2021 which was publicly available on February 23, 2021 to introduce and advise of the two sites for Phase 2, outline the proposed planning approval process (MZO and Site Plan) and outline the community engagement process.

Operation of the Modular Affordable Supportive Housing Building

Inquiries about the operation of the modular supportive housing building were responded to by City staff to inform participants that the City will select a qualified and experienced non-profit housing provider through the City's RFP process to manage the property and provide support services for residents with 24/7 staffing. The City will continue to work with the selected housing providers after new residents move in.

The City, as part of its RFP process, will select a non-profit organization that can demonstrate they are financially sound and viable, have sufficient operating funding to provide support services and have the experience and capability to successfully operate the project, including the provision of supports. Additional funding from provincial resources will be available to ensure these modular homes are affordable to future residents and appropriate support services are provided on site to meet the needs of residents.

Impact of Green Space Loss

Concerns about the loss of greenspace at 175 Cummer Ave. were responded to by highlighting that the goal for City staff in reviewing the proposal is to organize the site to preserve as many of the trees and as much of the treed open space as possible. Participants were also informed that 175 Cummer Ave. is a privately-owned property and the proposed development will be exempt from parkland dedication per Council Decision CC20.6 item #15.

The proposal will be subject to Urban Forestry standards of tree preservation, protection, compensation and replacement. An arborist report has been included in the site plan application. The proposal will require some private trees located in the private green space to be removed, some existing trees to be preserved and protected, and some new replacement trees in accordance with the City's Urban Forestry standards.

A Landscape Plan has been provided demonstrating the location and species of new tree plantings, including large growing tree species, as compensation for tree removal. The Landscape Plan will be implemented upon completion of the construction.

More work is underway by staff to address the feedback received from the local community either through the modular proposal or through other initiatives and improvement projects the City takes on in this community.

The Newtonbrook Park Trail has two separate land use designations in the Official Plan. The portion of the trail Cummer Avenue and Willowdale Avenue is designated as Parks in the Official Plan. The portion

of the trail east of Willowdale Avenue is designated as "Natural Areas" in the Official Plan. According to Parks, Forestry and Recreation asset mapping, the Newtonbrook Park Trail lands, both those designated as "Parks" and "Open Space" in the Official Plan, are all owned by the City of Toronto. Parks, Forestry and Recreation currently maintains all these lands. Landscaping, including planting new trees, installing any street furniture, etc. around the new modular site will begin in spring 2022.

5. Next Steps

The community engagement process for the modular supportive housing planned for 175 Cummer Ave. is ongoing. LURA Consulting will continue to respond to inquiries received through the email address and phone number as well as provide updates through the project webpage, community bulletins and email listserv. A Community Liaison Committee (CLC) is in the process of being formed and will provide another opportunity for stakeholders to disseminate information to the wider community as the project process continues. The CLC will remain in place after the end of the community engagement process in order to develop and maintain a relationship between the housing operator (to be selected), the community, City staff and Councillor's office to ensure new residents are welcomed and the community is supported around any issues or concerns on an ongoing basis.

A final overall summary report will be prepared by LURA Consulting summarizing all feedback received and can be accessed at www.toronto.ca/175cummer.

Appendices:

- Appendix 1 - A copy of the discussion guide brochure (separate attachment).
- Appendix 2 - List of stakeholder organizations contacted
- Appendix 3 - A copy of the feedback form.

Appendix 2 – List of Stakeholder Organizations Contacted

1. Avondale Secondary Alternative School
2. Bayview Cummer Neighbourhood Association
3. Blessed Trinity Parish
4. Brebeuf College
5. Catholic District School Trustee
6. Church of St. Luke - Lutheran
7. Community Head Injury Resource Services (CHIRS)
8. Councillor John Filion
9. Councillor John Filion (Community Outreach)
10. Cummer Avenue United Church
11. Cummer Lodge
12. Cummer Valley Middle School
13. East Willowdale Community Association
14. Eva's Satellite
15. Imam Mahdi Islamic Centre
16. Integral Highschool
17. Kahrizak Foundation Of Canada
18. Light Of the Gospel Christian Church
19. Lillian Public School
20. Neighbourlink North York
21. Newtonbrook Secondary School
22. North York Muslim Association
23. NT Private High School
24. Silverview Community Association
25. St. Agnes Catholic School
26. St. Cyril Separate School (French Immersion)
27. St. John's Anglican Church Willowdale
28. St. Timothy Catholic School (Extended French)
29. The Peer Project - Youth Assisting Youth
30. The Sisterhood of St. John the Divine
31. The Spirit of Truth Church - Salvation Army
32. Together We Stand Foundation
33. Toronto Police Services - 32 Division
34. Toronto Youth Bridge
35. Triumph Chinese Evangelical Missionary Church
36. Wellspring Worship Centre Church
37. Willowdale Baptist Church
38. Willowdale Central Ratepayers
39. Willowdale Manor
40. Willowdale Pentecostal Church
41. Willowdale United Church
42. Yonge Centre Plus
43. Yonge Corridor Condominium Association
44. Zoroastrian Society Of Ontario

Appendix 3 – Feedback Form

The City of Toronto is planning to build a three-storey modular building, with approximately 64 studio apartments, next to Willowdale Manor, that will be ready for occupancy in 2021. The building is designed to support people who are exiting homelessness. The City will select an experienced non-profit housing provider to manage the rental building and provide support services to the tenants. This project is part of the HousingTO 2020-2030 Action Plan, the City's 10-year housing action plan.

LURA Consulting, an independent third-party facilitator retained by the City, is collecting and documenting feedback received and will be providing a summary report for City staff.

1. Overall, what do you like about the project and what are your concerns?
2. What ideas do you have to make this project a success?
3. What suggestions do you have on the building and site design elements, such as lighting, pathways and landscaping?
4. How do you want to remain involved in the project process? Please check all that apply.
 - ☐ More community meetings with the whole community
 - ☐ Smaller community meetings that focus on specific issues
 - ☐ Website updates
 - ☐ Social media
 - ☐ I would be interested in becoming part of a community liaison committee
 - ☐ I'm not interested in staying involved
 - ☐ Other, please specify below:
5. How did you hear about this project? Please check all that apply.
 - ☐ Local Councillor
 - ☐ Meeting Notice
 - ☐ Discussion guide
 - ☐ Project Website (toronto.ca/modularhousing)
 - ☐ Site sign
 - ☐ Word of Mouth
 - ☐ Media/newspaper/news program
 - ☐ Other, please specify below: