

SRO COLLABORATIVE

ANNUAL REPORT



2023 -
2024

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MISSION STATEMENT

The Downtown Eastside SRO Collaborative Society (SRO-C) is a non-profit organization working to improve habitability, affordability, safety, health and housing security for tenants living in privately owned Single Room Occupancy hotels (SROs) who are at risk of eviction and homelessness. We exist to amplify SRO tenants' voices and support their community organizing through tenant-based initiatives. Our long-term goal is to support tenants to eventually holistically manage, collectively own and redevelop their homes in ways that work for the SRO tenant community.

Message From the Executive Director

SRO tenants and SRO-C staff were active in about sixty privately-owned and benevolent society hotels this year. Thanks to the Ministry of Housing we were able to invest more resources into stronger administration so that we can achieve our goal of deeping the number of tenant based initiatives in each hotel. We really benefited this year from our change management consultant Esther Hsieh helping us to harmonize and scale up “without scaling up chaos.”

Sadly, we lost two very dear tenants this year, Thomas de Grey who was a founding board member and Scooby (Andrew Flemmeng) who was a lead tenant in our BOLTS program (Building Operations Led by Tenants in SROs). Both of these stalwart community leaders were active leaders in their two buildings and as organizers for the City of Vancouver’s SRO Vacancy Control Bylaw. Tom especially would have been so disappointed to learn that the bylaw was shot down again, this time by the BC Court of Appeals. We miss these two SRO tenants alot.

The number of overdose deaths tragically continues to climb in the Downtown Eastside without more substantial treatment programs (recovery and heroin compassion club programs). Our Tenant Overdose Response Organizers (TOROs) personally responded to 281 of overdoses in their buildings this year (47 fatalities) which puts us all tenants and staff on the front lines in a constant state of trauma response, collectively hurting our hearts. We are doing the best we can to help people hold on.

This was the last year for Rhonda Stephens, Elder who moved on to found her own nonprofit society based on the project she started at SRO-C called Uya’am Gaak (voice of the raven) and we wish her the very best. The Right to Remain research project, led by Professors Jeff Masuda and Nick Blomley also moved on too, after their hugely successful tenant-led SRO Tenant Convention. Their help as foundational partners at SRO-C and Rhonda’s community contributions to mentor SRO tenants and staff will always be cherished.



Cake cutting at the Gain Wah Block Party

Along with the drug poisoning crisis, the issues of habitability, affordability and displacement continue to underpin the stresses experienced by the SRO tenant community. In recognition of this, the Ministry of Housing bought the empty Keefer Hotel (closed by fire in Sept 2022) for SRO-C’s main partner, the Downtown Eastside Community Land Trust. This is a big deal and a beacon of hope for many of us. Our shared vision for a holistic housing model where tenants can build an intentional community, share responsibilities, and regain governance over their homes will unfold at this flagship site after renovations in 2025. This year we helped initiate a food security social enterprise in the Keefer’s retail space (formerly the Gain Wah diner) which we hope to link up with SRO-C’s food security work including the Chinatown Grocery Program that about 150 seniors rely on in the hotels.

Wendy Pedersen

Founding Executive Director

OUR APPROACH

TENANT-BASED INITIATIVES

Tenant-based initiatives are led by the tenants themselves in their privately-owned buildings, supported by hands-on coaching and resources provided by SRO-C staff. The SRO-C has developed a number of tenant-based initiatives including: cleaning and repairs, harm reduction, hot meal and grocery delivery, tenant rights education, Indigenous cultural programming, extreme weather preparedness and response, and fire safety. For each of these initiatives, a lead tenant with relevant experience is selected from each building to provide the service to their peers, and is paid a stipend for the work that they do.

While tenant-based initiatives address acute needs identified by tenants in the short-term, they also support the flourishing of more robust communities and institutions in the long-term. After more than four years of developing and implementing tenant-based initiatives, we see noticeable improvements in tenants' health and sense of community. The lead tenants now form an informal leadership team in each SRO building. Tenant Committees are a key part of the tenant-led housing model the SRO-C is helping to create because they will provide a structure for democratic decision making around improving living and housing conditions.

SYSTEM CHANGE

The SRO-C's approach not only benefits the tenants themselves who get the opportunity to develop their skills, but it has played a key role in bringing funders and influential supporters together to learn more about and address the underlying policies, practices, resource flows, relationships and power dynamics among all the actors connected to the hotels.

This year, SRO-C played a key role in getting the Keefer Hotel purchased by the Ministry of Housing and by keeping governments abreast of the important role of the city's SRO Vacancy Control to curtail the rate of homelessness, as this city policy moves through the courts.

The tenants' work on their tenant based initiatives have been instrumental in the creation of a tripartite government SRO Table that is working on a plan for the hotels. This year, the Table began working on an SRO Investment Strategy, which will be informed by the perspectives of SRO tenants. As part of this, the City of Vancouver hired the SRO Collaborative to conduct a survey of 15% of all tenants in all the SROs representing 7,500 rooms. The SRO-C worked with tenants to develop the questions for this long survey and we believe it will have a positive impact on future investments.

We also worked on a racial justice project for Chinatown tenants to address inequities within this very isolated and under-resourced community and within SRO-C itself.

PROGRAM HIGHLIGHTS

Tenant Overdose Response Organizers (TORO)

The Tenant Overdose Response Organizers program (TORO) began in 2016 and is the SRO-C's longest-standing program, operating in 30 privately owned SROs in fiscal 2023-24 with 34 active TOROs. Tenants trained as TOROs offer a variety of services in their buildings, including Take Home Naloxone (THN) training and kit distribution; referrals to "alternative supply", cultural services, treatment, and other resources; tips on safer drug use; and harm reduction supply distribution



ANNUAL HIGHLIGHTS

522

OVERDOSE RESPONSE TRAININGS

9610

NALOXONE KITS DISTRIBUTED

11

ALL-TORO MEETINGS HELD

26+

REFERRALS TO OTHER SERVICES WERE PROVIDED

**These tend to be significantly underreported by TOROs*

1633

TENANTS CONNECTED WITH BY END OF YEAR

69%

OVERDOSE RESPONSE TRAINING RATE IN TORO BUILDINGS

Goals for 2024-2025

- Implement the Lifeguard system in the West Hotel as a pilot to test its use in the private SRO stock.
- Expand to more buildings after the loss of a few of our long-time SROs.
- Hold one to two in-building group trainings per month.
- Begin teaching TOROs the VCH Street Degree in-house at the TORO office.

SRO Hub

The SRO Hub, which we launched in 2020, is a three-year system-change project where tenants collectively solve habitability issues in their building through tenant-based initiatives (TBIs). From tenants' perspectives, they are neighbours helping and supporting each other rather than passive recipients of a service. The SRO Hub focuses on layering and integrating the full complement of TBIs into 8 pilot SRO buildings as part of a new holistic service model. This integration work is supported by Outreach Organizers (Double Os), lead tenants tasked with connecting other tenants in their building to our basket of TBIs, referring them to community resources, and mobilizing them to work together as a group to solve problems in their building. They are also working toward formalizing democratic structures for tenant governance of the TBIs.

This integrated approach aims to improve the habitability and affordability in the target SRO buildings, and to increase tenants' health, sense of safety, and sense of belonging. Ultimately, the program aims to prevent evictions and homelessness by fostering more community ownership of these buildings.

We believe that the 'SRO Hub' service model is distinct from most 'social service' models in several ways:

- Less of a power imbalance between the service provider and service recipient.
- Trust, collaboration, and social inclusion are increased.
- Tenants in need of housing support but afraid of repercussions from their landlord or building management can go to lead tenants for assistance.
- Lead tenants receive training and leadership development that builds confidence and employment prospects (e.g. some BOLTS crew members have subsequently been hired as maintenance workers by building managers).
- Lead tenants are on Income Assistance/ Disability and receive honoraria as a gift of appreciation for their volunteer work, which acts as a form of poverty reduction.



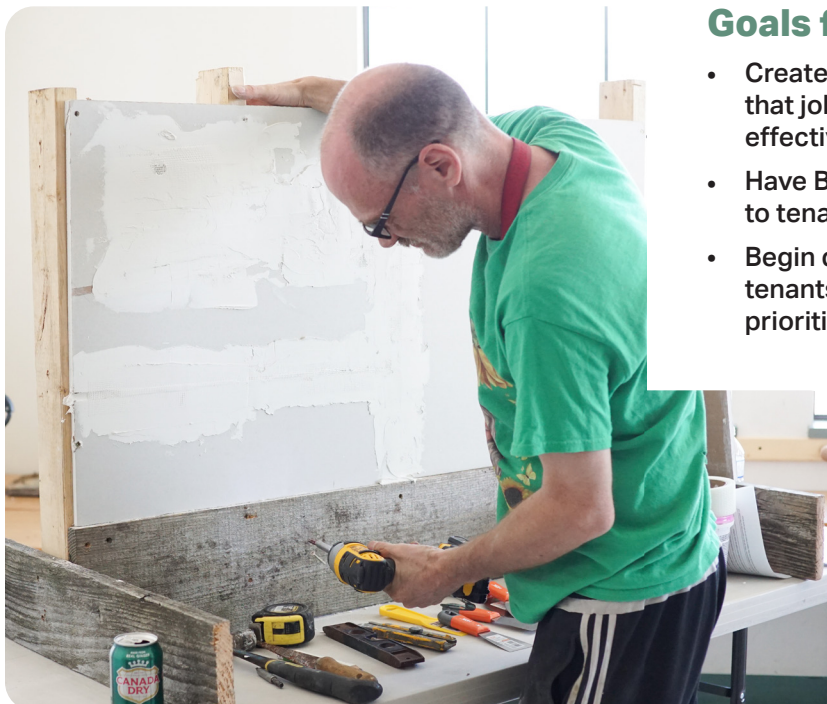
Building Operations Led by Tenants in SROs (BOLTS)

The BOLTS program has been operating since 2021 and currently runs in the SRO Hub buildings. Tenants are recruited by our BOLTS Coordinator and trained in basic repair and maintenance skills. Many bring years of experience in the construction, electrical or plumbing trades. The role of a BOLTS crew member is to assist their neighbours with minor repairs, cleaning, and maintenance requests in order to maintain a better standard of living for all residents. All tenants living in a building where BOLTS operates have access to the program.

This year, we launched the School of BOLTS, which provides hands-on learning and practice in a group setting. The SRO-C rented a demonstration room for the BOLTS crew to fully renovate. The aim of the School of BOLTS is for the crew to develop and hone their skills and competencies to the point where they feel confident in their skill sets and are comfortable applying them in future jobs and projects. share their knowledge and specific skill sets with future crew members and potentially even other tenants who want to learn how to do basic repairs and maintenance in their own units.

ANNUAL HIGHLIGHTS

- 9** BOLTS CREW MEMBERS
- 7** SRO BUILDINGS HAD THE BOLTS PROGRAM
- 712** JOBS PERFORMED IN TENANTS UNITS
- 1078** JOBS PERFORMED IN COMMON AREAS
- 529** IN-UNIT FIRE SAFETY CHECKS



Goals for 2024-25

- Create a BOLTS work reference manual so that jobs can be done more efficiently and effectively.
- Have BOLTS crew work on presenting their skills to tenants in skills-sharing workshops.
- Begin developing a governance system for how tenants would like jobs completed and how to prioritize job requests in their buildings.

Fire Safety Preparedness and Response

The SRO Collaborative's new Fire Safety program, launched in July of 2023 with financial support from the City, provides vulnerable tenants with life-saving fire preparedness and response training. Tenants receive extensive fire safety training through educational workshops, accompany Vancouver Fire & Rescue Services on fire safety walkthroughs of their buildings, learn how to create emergency plans, and hold fire drills to practice evacuation procedures in the event of a fire. Our lead tenants, called 'Firebolts' or 'Fire Wardens', conduct weekly patrols of common areas to identify and resolve fire hazards and safety issues, while lead tenants with the SRO-C's Building Operations Led by Tenants in SROs (BOLTS) check for fire hazards in tenants' units whenever they enter to provide BOLTS repair and maintenance services.



ANNUAL HIGHLIGHTS

Staff organized fire walkthroughs with VFRS in 15 buildings.

Firebolts in 8 SRO Hub buildings identified and trained to create safety plans, building maps, and carry out weekly safety checks.

8 Firebolts completed the three-part comprehensive fire safety workshops.

Emergency Binders have been created for all 8 Hub buildings.

All materials are currently being translated for Cantonese and Mandarin speakers, creating an appropriate lexicon of fire safety words, as part of a strategy of introducing the program into Chinatown SROs.

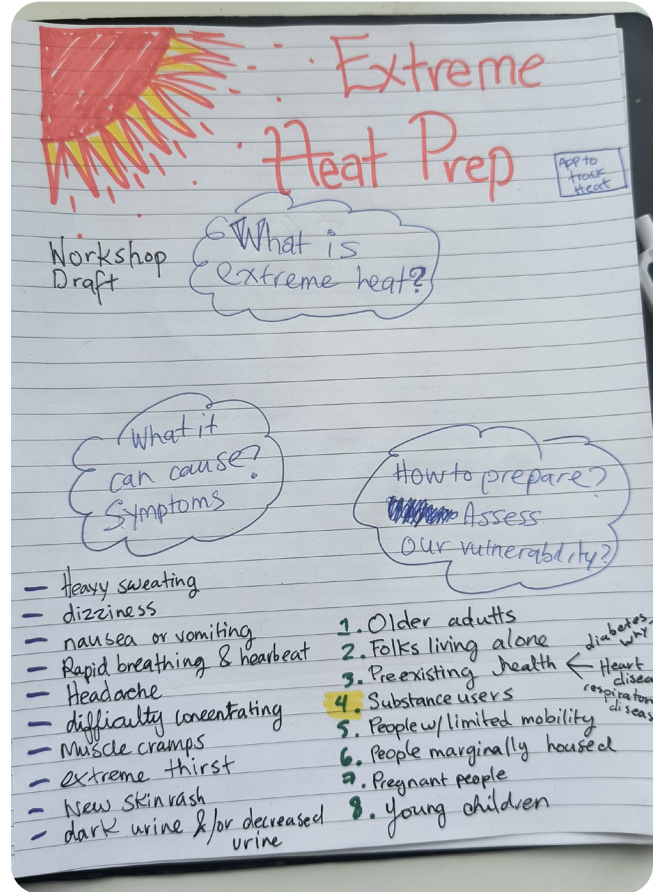
Fire Safety drills are scheduled for April and May, 2024, in the 8 Hub buildings.

Goals for 2024-25

- Finalize the Emergency Plan materials and have them available to download on our website.
- Hold additional fire drills in the buildings, and plan them out with more advance notice for tenants and caretakers to increase turnout.
- Succeed in having 10% of tenants in each HUB building participate in the 3 Fire Safety educational workshops.

Extreme Heat Preparedness and Response

This was the second year of the SRO Collaborative’s seasonal Extreme Weather project, which operates from June through September in 31 privately-owned SROs in the Downtown Eastside and 10 Benevolent Society buildings in Chinatown. Through this program, the SRO-C identifies and trains lead tenants—called ‘H2Os’—to distribute water and cooling kits and to provide wellness checks for their neighbours during and around extreme heat events. The program builds on our existing networks of tenants in privately-owned SROs to ensure that information and supplies are circulated to the most vulnerable tenants in these 41 SROs. This has been a huge success, helping almost 2,000 tenants in the Downtown Eastside and Chinatown stay hydrated and protect themselves from the summer heat.



ANNUAL HIGHLIGHTS

- 43** H2OS TRAINED IN HEAT PREPAREDNESS AND RESPONSE
- 41** SROs BENEFITTING FROM THE PROGRAM
- 127,008** BOTTLES OF WATER DISTRIBUTED
- 855** WELLNESS CHECKS
- 850** COOL KITS DISTRIBUTED

Goals for 2024-25

- Conduct detailed temperature mapping in participating SRO buildings.
- Pilot a cooling room in one of the SRO Hub buildings, which will include a chilled water filtration system and a heat pump, with tenants maintaining the communal space.
- Continue pursuing grant opportunities to establish a year-round Extreme Weather tenant-based initiative.

Outreach Organizers

An Outreach Organizer (Double O) is a tenant volunteer who plays a vital role in their SRO hotel. They build relationships with all of their neighbours, help them access services in the community to deal with issues they are experiencing, and promote community integration by inviting them to attend community events. The Double Os also facilitate the introduction of other tenant-based initiative programs into their buildings by helping SRO-C staff identify potential leaders.

The Outreach Organizers program has been operating in eight SRO Hub buildings since 2020, managed by the SRO-C's Tenant Committee Coordinator. An additional Tenant Committee Organizer staff person was hired in the fall 2023, and the team has been making progress toward the goal of expanding the Outreach Organizer program to an additional 8 buildings (for a total of 16 Hub buildings). Through the Welcome Kit project, developed with financial and strategic support from SPARC BC, the Double Os assemble Welcome Kits to support tenants who are moving into or between SRO units.

ANNUAL HIGHLIGHTS

- 10** DOUBLE OS ACTIVE IN 10 SRO HUB BUILDINGS
- 446** ONE-ON-ONE COACHING SESSIONS
- 12** COMMUNITY DINNERS HELD BY DOUBLE OS IN THEIR RESPECTIVE BUILDINGS
- 60** WELCOME KITS DISTRIBUTED

Goals for 2024-2025

- Integrate the Tenant Committee certification process with the rest of SRO-C so that every department can support the tenant committees as they begin doing their work.
- Taking inspiration from labour negotiations, we're working on getting a tenant bulletin board for each Hub building. The Double O will negotiate with the landlord to find a place to put it up and make sure they understand that it is exclusively for tenants' use.



SRO Degree

The SRO Degree is a series of 10 workshops that provide tenants with real life skills and knowledge to take power in their current living situations by connecting them with resources about housing and tenant rights. Through the SRO Degree program, SRO tenants learn to become leaders and make positive changes in their buildings. Topics covered by classes include eviction prevention, maintenance and repair skills, and effective communication with landlords and when tenants complete all the workshops they attend a ceremony where they receive a graduation certificate and gift.

In 2023-24, the SRO-C hired a new dedicated staff person focused on the SRO Degree and the Raven Newsletter (currently being rebranded as the SRO Crow). In previous years, three different staff members shared responsibility in implementing these programs. The SRO-C also secured a tenant educational space, which is operating as the SRO Degree classroom.

ANNUAL HIGHLIGHTS

29 TENANTS BEGAN THE SRO DEGREE

23 TENANTS GRADUATED FROM THE SRO DEGREE

Goals for 2024-2025

- Revamp the current curriculum to be more relevant and consistent with the rest of the SRO-C's programming.
- Integrate the program with all the SRO-C's departments to ensure peer facilitators are well-resourced and can help other tenants with their learning needs.



The SRO Crow Newsletter

The SRO Collaborative began publishing the Raven Newsletter in February of 2019. This publication, created by the SRO-C in collaboration with SRO tenants to highlight issues of importance to them, is distributed by tenant volunteers to their neighbours. In 2023-24, there were some important changes to the newsletter: firstly, the publication was renamed "The SRO Crow" because the Raven's name transitioned to the newly formed Uya'am Gaak (Voice of the Raven) Society that grew out of SRO-C's COVID emergency response programs and TORO and, secondly, the SRO-C's SRO Crow began its evolution toward being led by a steering committee of tenant leaders.

ANNUAL HIGHLIGHTS

2 EDITIONS OF THE SRO CROW PUBLISHED

2000 COPIES OF THE SRO CROW DISTRIBUTED IN 30 BUILDINGS



Raven Rant & Rave - Winter Season

By Samantha Banks

So as I'm sure you have noticed summer has once again moved on, leaving us behind. Now moving in to visit is the season all of us in the Downtown Eastside have come to dread. Sure it gets cold, some would say just chilly even. The temperature isn't number one on the list in our minds, though. It is the constant and unrelenting WET. Either the little snow or rain, even with our higher than average coastal temperature and "nice" writers—it is a constant problem for everyone. Whether or not your home is a tent or shelter outside in our community or you are one of the very lucky few that have found a place in one of the many SROs or hotels, it still in some ways makes life more difficult. Of course, for some more than others. It frustrates me to see what the Hastings strip looks like

now after the VPD and Fire Department have done their "cleanup." In my opinion, they have just made things worse. People have lost many things (sentimental, irreplaceable items and their homes) and now after being displaced it seems that it has just made it look like an even bigger problem than before. I cannot walk down the sidewalk with my father-in-law anymore because he is in a wheelchair and has no room. We need to find a solution that improves the whole situation for everyone and soon; the days are going quickly and very soon all of our community members stuck outside will be wet, cold and even more mentally depressed for another season. We all need to help each other—especially if no one else seems to care to really try.



Rainy season in the DTES Photo: Nelson Star

A Letter from Brendan

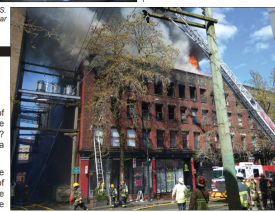
Hey, my name is Brendan and I have lived within the Downtown Eastside for the last eight years. I was healthy for the first six years. Lots of fun, love, joy and hate. Now I seem to be a magnet for some serious health problems. Just putting this out on paper to hear what others are falling ill to if anything. Lots of focus on MRSA, swollen legs, open sores. (Dealing with illness is only one thing) as I sit in my room I try to remember the belongings that I once owned. Being a tenant of the Colonial Hotel, I see my prized possessions get passed around the building, traded for drugs. This is really getting on my nerves. In recent days I have lost my saxophone, Taylor guitar, Brodie road bike, and many other belongings. All I'm saying is that it sucks, and I'm forgetting the value of the things I've lost.

SRO FIRES: Are They All Accidents?

By Bruce Kiloh

So I am pretty sure I'm not the first one to think of it, but doesn't anyone else find it at least a little strange that these recent fires in the DTES have all been SRO's? First the Winters building, then a couple more, then a short while later the Astoria is set ablaze.

See, I live at the Astoria and I would empty the garbage and take it around back to the dumpster. The day of the fire was like any other day. Our bin was full so we had to make a pile until the bin was emptied. There were also several mattresses, not to mention all of the wood from the recent renovations, and after the fire was extinguished and everything had returned to "normal" I decided to go out back and check out the scene and to my surprise, you could see the remnant of burnt mattresses on the wall where the fire was. The thing is, I had been out there not 24 hours before and said mattresses were in a completely different area, and in the rest of the burnt debris was wood and other garbage, cardboard, that was not piled against the wall that was lit on fire.



Winters Hotel April 11, 2022. Photo: The Tyee

Now, property value downtown here is pretty high and all of these SROs are, without being too judgemental, filled with society's less fortunate. So I have to think of the possibility that these arsonists are deliberate acts, and perhaps it's not people just trying to stay warm by setting them. But maybe it's a larger conspiracy. All of these properties that were hit are potential gold mines for realtors and developers.

Chinatown Tenant Organizing

The Chinatown Organizing team continued to operate the Chinatown Grocery Program. They have also branched out their community organizing work (since the conclusion of the Chinatown COVID-19 vaccination campaign) to focus on developing a vision and approach for improving housing and living conditions in the ten Chinatown SROs that have mainly Chinese speaking tenants living in them.

Chinatown Grocery Program (CGP)

The Chinatown Grocery Program provided culturally appropriate foods to approximately 130 to 150 linguistically isolated Chinese and Vietnamese seniors living in 12 hotels. Since the start of COVID-19, the Chinatown Grocery Program has been working alongside SRO tenants to provide culturally appropriate meals and fresh groceries to low-income labourers and seniors. The CGP works to connect isolated seniors to community, social, and health supports. This program will also support the future reopening of the Gain Wah restaurant as a social enterprise that will serve as the base of operations for CGP.

- **6000** weekly grocery boxes delivered
- **150-180** Chinatown tenants, mostly seniors, received grocery boxes.

Chinatown Outreach Organizing Leaders (COOL)

This COOL program, which began this year, has focused on laying the groundwork for more tenant-based initiatives (TBIs) in Chinatown SROs. This year, twelve Chinese seniors from the hotels were recruited to connect their neighbours with resources, as well as mobilize their neighbours to attend forty events over the year, such as the Women's Memorial March, SRO Tenant Convention, Mid Autumn Festival, Fire Dragon Festival, Chinatown Pride and Yin Ping Orchestra



performance at the Downtown Eastside Heart of the City Festival. Isolated tenants got out of their comfort zones, got over their own biases and felt more safe interacting with the world outside of Chinatown.

- **12** Chinatown tenants trained and working as COOLs.

Racial Justice Project

2023 was the first year of a two-year project, funded by the Law Foundation of BC's Racial Justice Grant, which focuses on building collective power among Chinatown tenants. This funding allowed us to organize many educational, community-based and research events that gave us a better understanding of the literacy level, dialects, cultures, and co-survival networks of all the seniors. We are also learning about the significant barriers that must be addressed by SRO-C and our partners in order to respect unique cultures and needs, while reducing the racialized labour of the staff. More adaptation for cultural safety is needed.



GAIN WAH REVITALIZATION PROJECT

The Gain Wah restaurant and Keefer Rooms hotel had to close due to fire in the fall of 2022. In 2023, the SRO-C helped initiate a community coalition working to revive Gain Wah as a community-based food and organizing social enterprise. Funding from the Ministry of Housing supported a contractor to lead project management of the Gain Wah social enterprise project in partnership with the steering committee and community coalition. This project got off to a great start in the fall of 2023, helping to build community support for acquiring Keefer

Rooms building—which happened in Oct 2023 when the BC Ministry of Housing acquired the building in partnership with the DTES Community Land Trust. There is much more to do in 2024 and 2025, including formalizing the new Gain Wah social enterprise as an entity, securing independent funding, and preparing for the opening of the renovated Keefer Rooms SRO hotel.

Indigenous Connections

The Indigenous Programs department went through a transition in 2023-24. Two projects, Uya'am Gaak and Holding Space, came to a conclusion at the SRO-C and were transferred to a newly formed independent non-profit society named Uya'am Gaak, which will continue to implement and grow this important programming. The SRO-C also hired a new Knowledge Keeper, who developed two programs:

- **Cultural Workshops & Tenant Support:**

The SRO-C's Knowledge Keeper holds biweekly cultural workshops for Indigenous tenants at the SRO-C's educational space, organized in collaboration with TORO staff.

- **Community Gatherings & Events:**

The SRO-C organizes and supports SRO tenants to participate in key community events, including the MMIWG March, Indigenous Peoples Day, Orange Shirt Day, Winter Solstice, and other cultural events. The budget also includes a sage-picking field trip for tenants.

ANNUAL HIGHLIGHTS

Held biweekly workshops drum making, rattle making, dream catcher making, and key chain making.

An average of 10-12 tenants attended each workshop.

The SRO-C's new Knowledge Keeper and Indigenous Tenant Organizer (who works out of TORO) connected with around 50% of Indigenous tenants living in 30 privately-owned SROs.

Goals for 2024-2025

- Build more trust with Indigenous tenants and more consistency with our Indigenous programming and events.
- Expand the variety of programming available to tenants.



RESEARCH AND POLICY



Vacancy Control

The Vacancy Control project is a collaboration with Together Against Poverty BC (TAPS BC) and funded by the Law Foundation of BC, where the SRO-C is focused on developing a municipal vacancy control mechanism for privately-owned SRO hotels

Through the first phase of this project (2020 – 2022), we were successful in working with tenants and the City of Vancouver to create and implement an innovative SRO Vacancy Control Bylaw, which was built upon the City’s business licensing powers and did not place an onus on tenants. However, in August 2022 the BC Supreme Court quashed the Bylaw.

As a result, our activities through the second phase of this project (Apr 2022 – present) focused on influencing the legal appeal process through a combination of legal intervention and community organizing. On Nov 7th 2023, the SRO-C was an

intervenor in the BC Court of Appeal hearing, attended by at least 84 SRO tenants. On Feb 2nd, 2024, the BC Court of Appeal dismissed the City of Vancouver’s appeal, the fundamental reason being: whereas the Community Charter has modern language relating to concurrent jurisdiction, the Vancouver Charter does not.

To address this, the SRO-C worked with our legal aid partners and advisors to develop legislative recommendations for the Provincial government, including using the Municipal Enabling and Validating Act (MEVA) to reinstate the City’s SRO Vacancy Control Bylaw. Our advocacy and lobbying efforts (Feb-Apr 2024) included building support for these legislative recommendations among community groups, municipal officials, and provincial officials. The final BC legislative session of 2024 will conclude in mid-May 2024.



2024 SRO Tenant Survey

An Intergovernmental Working Group on SROs has been established, due in part to the SRO-C's advocacy over recent years. During the summer of 2023, the Working Group, which includes Federal, Provincial, and municipal officials, began gathering data to inform the development of an 'SRO Investment Strategy'. As part of this, the City of Vancouver commissioned the SRO Collaborative to conduct a representative and statistically significant survey of SRO tenants – to create an updated socio-demographic, economic, and housing profile of tenants, as well to document tenants' perspectives on their housing needs.

The SRO-C developed the survey instrument in consultation with the City of Vancouver and with tenant advisory committees, including both English- and Chinese-speaking tenants.

The SRO Tenant Survey was carried out between January and March of 2024. The SRO-C's outreach team door-knocked across the entire SRO building stock, including both market and nonmarket building, inviting tenants to attend our Survey Cafe to complete the ~1 hour questionnaire in a welcoming and supportive environment.

Our outreach team knocked on 3,959 doors in SRO buildings (64% of all SRO units). They spoke with 1,621 SRO tenants, of which 1,008 from 138 different SRO buildings completed a survey. The final cleaned and refined sample of the survey was 908 tenants from 133 unique SRO buildings. Findings are expected to be published – in partnership with the City of Vancouver – in the fall of 2024.

THANK YOU TO OUR COMMUNITY PARTNERS

Aboriginal Front Door Society
BC Housing
Carnegie Housing Project
City of Vancouver
Coalition of Peers Dismantling the Drug War
Community Action Initiative
Culture Saves Lives
Drinker's Lounge
Drug User Liberation Front
DTES Community Land Trust Society
DTES Heart of the City Festival
DTES Neighbourhood House
DTES Response
DUDES Club
EMBERS Eastside Works
Gain Wah Restaurant
Galán Films
Gallery Gachet
Greater Vancouver Japanese Canadian
Citizens' Association
Heart Tattoo Society
Heritage Vancouver Society
Lotus Light Charity Society
Network of Inner City Community Services
Society
Nikkei National Museum
Overdose Emergency Response Centre
Overdose Outreach Team
Overdose Prevention Society
Powell Street Festival Society
Right to Remain Research Collective
Second Mile Society
Simon Fraser University
Smoke Signals
Social Planning and Research Council of BC
Together Against Poverty Society BC
University of Victoria
Uuya'am Gaak Cultural Society
Vancouver Aboriginal Community Policing
Centre

Vancouver Area Network of Drug Users
Vancouver Coastal Health
Vancouver Community Action Team
Vancouver Community Coalition Against
Prohibition and Overdose
Vancouver Aboriginal Community Policing
Centre
Vancouver Living Theater
Watari Counselling & Support Services
Society
WePress Community Arts Space
Western Aboriginal Harm Reduction Society
Yarrow Intergenerational Society for Justice
世代同行會

THANK YOU TO OUR FUNDERS

BC Housing
Bing Ho
Canadian Red Cross Society
City of Vancouver
Community Housing Transformation Centre
EMBERS Eastside Works
Employment and Social Development Canada
First Nations Health Authority
Health Science Association
Law Foundation of British Columbia
Network of Inner City Community Services
Society
Reaching Home: Canada's Homelessness
Strategy
Real Estate Foundation of British Columbia
Social Planning and Research Council of BC
Together Against Poverty Society BC
United Way of BC
University of Victoria (Social Sciences and
Humanities Research Council, Canadian
Institute of Health Research)
Vancity Community Foundation
Vancouver Coastal Health
Vancouver Foundation