

CLOSER TO HOME NEW FACILITY PROJECT

What We Heard Report

May 2021



Background

Closer to Home Community Services (CTH) is a charitable organization that, for the last quarter century, has been providing services to families and their children in Calgary and Airdrie. Our people and programs are here to help families grow stronger together because we know that strong relationships and supports are critical to people's success and wellbeing. Whether helping parents and caregivers build capacity, supporting families in coming back together after they have had to be apart, or working with young people to build the skills needed to maintain positive familial relationships, we help make sure families are safe and supported. We help families and individuals build meaningful relationships and cultural and community connections. We help parents and caregivers, youth, and children develop the skills and access the supports they need to succeed. We partner with families, organizations, and governments to create lasting change at home and in the community. Our goal has always been to bring services "closer to home" by providing community outreach services in west central Calgary.

We are funded by the Government of Alberta Children's Ministry, Community and Social Services, the City of Calgary, the Calgary Homeless Foundation, and the United Way. The Calgary Foundation is a financial partner in our building Project and a strong supporter of our work.

Closer to Home offers:

- Family and Community Support: Early Intervention programs designed to *prevent* stress, crisis, and family breakdown such as a Family Resource Centre, Family Support and Parent Education programs, a Community Connections program focused on mental health, Intergenerational trauma and healing program, youth programs and home visitation services for new mothers.
- Preservation: In-Home Family Support programs designed to assist families to preserve the family unit and build new positive skills for the future. These include CTH's continuum of Indigenous-focused programs, the Home Again program for homeless families, and the intensive home-based Family Matters program.

- Reunification: In-Care Programs that help care for and bring resolution to children and their families after experiencing severe challenges, when a family's situation has grown dangerous, or beyond their ability to manage and social services is involved. This includes foster care homes, group care homes and an intensive mental health facility for youth.

Closer to Home operates across the city, with our headquarters currently located in leased space in Sunalta. Until very recently, we were located above Greco's Pizza on 17th Avenue SW, a few blocks away from our new home where we had provided community support services for the past 25 years.

Our New Facility

Closer to Home has been working for over five years on a purpose-built facility that will house a publicly accessible and highly visible vibrant Community Hub to serve over 30 communities in West-Central Calgary. Located in the heart of west central Calgary, our new site is located at 3404 – Bow Trail SW in a community that we have been working in for over 25 years. The site is on the edge of the Spruce Cliff community, close to public transit (Westbrook LRT

Station and Buses) and local amenities (Nicholls Family Library, grocery stores, restaurants, and pharmacies), has a high degree of accessibility, and is easily visible to community members. We are looking forward to returning to the community to serve the many families that currently access our services and to the new families that we will ultimately serve with this location.



Figure 1 View as a pedestrian from the SE corner of the Site

Our new home will be a place accessible to all Calgarians, providing opportunities for people of all ages, background, identities, orientations, and abilities to connect and forge meaningful relationships. Our new facility will allow us to:

- Expand the West-Central Community Resource Centre's prevention, early intervention and early childhood learning programs, youth social-

emotional and mental health programs, parent education classes, and emergency resource services to over 30 West Calgary communities and in particular, newcomers, Indigenous families, and vulnerable children and youth.

- Create a culturally safe space for Indigenous people and groups to engage in healing circles, ceremonies and have access to Elders and Knowledge Keepers.
- Engage community members with resources to develop relationships with community members without resources and social supports and build capacity into the social network.
- Provide new opportunities for family housing and contribute to solving Calgary's shortage of housing that is affordable for families. We are **not** providing emergency or transitional housing on this site.
- Develop a sustainable business model using a social enterprise framework that invests in the work of the organization, aligns retail tenants with our mission and values and applies a non-

traditional and innovative approach to social investment.

Owning our own facility is the way for us to control and manage our operational costs while significantly enhancing our services to the community and expanding our reach.



Figure 2: Birdseye view from the SE corner of the site

Community and Stakeholder Engagement

The goal of our engagement plan was to provide information and seek feedback from the broader community regarding our new facility located on 3404-Bow Trail SW. The following activities were undertaken:

- Launched a comprehensive website for information and feedback (via survey) on March 26, 2021 - <http://clostohomeproject.com>
- Mailed via Canada Post an invitation card to 2,100 residents surrounding the site including Westgate Condominium complex starting March 29, 2021.
- Asked the Condo Board to send a specific email via Property Manager of Westgate Condominium Complex with an invitation to Virtual Open Houses and an FAQs document - April 5, 2021.
- Hosted Virtual Open Houses which consisted of an in-depth presentation and question and answer session:
 - April 14 (noon-1pm)
 - April 14 (7-8 pm)
 - April 15 (4-5 pm)
 - April 28 (7-8:30 pm) – Westgate sessions
 - April 29 (7-8 pm) – Westgate sessions
 - May 31 (7-8 pm) – Westgate sessions

CTH met with several stakeholders and community Groups over a three-month period from February to April 2021. In total, 55 people participated in our meetings and virtual open house sessions. Forty-six (46) individuals participated

in our virtual open houses. Of the 46 individuals who attended the virtual open houses, comments came from 21 distinct participants. Of the 59 comments received over the course of the virtual open houses, 40 comments came from only five (5) individuals.

On May 31, another special session was held for Westgate Towers. At this meeting, City of Calgary representatives were present to answer questions related to city policy particularly around affordable housing and planning. Twenty-one (21) condo owners were present even though 50 had registered. Of the 21 individuals attending, most comments came from eight (8) individuals.

In addition to the general community who we met with during the virtual open house sessions, we met with the following formal groups:

- Representatives from the Shaganappi Community Association- February 4, 2021.
- A representative from the Spruce Cliff Community Association - February 2, 2021.
- A representative from the Rosscarrock Community Association - February 24, 2021.

- A representative from the Westgate Condo Corporation Board - March 24, 2021.
- Representatives from the Rosscarrock Community Association - March 31, 2021.
- Representatives from the Spruce Cliff Collaborative - April 27, 2021.
- Representatives from the Westgate Condo Corporation Board - April 28, 2021.

The following summary represents comments provided to Closer to Home between February 4 and May 31, 2021.

High Level Summary of Comments Received

There were many positive comments from the broader community with most concerns coming from residents of the Westgate Condominium Complex (the site directly next to ours). Most concerns were regarding security, crime, views, noise, and construction disruption.

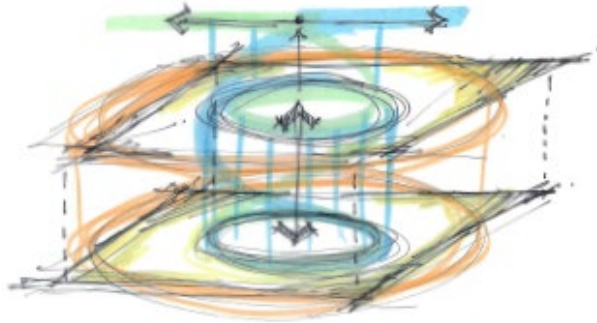


Figure 3: Design Concept

The building design was well received even for those opposed to the project. Respondents thought that it is a “beautiful building”, “a lovely design; beautiful, respectful and functional” that really looks like it fits on the site. Many commented that the building does not look like an affordable housing building. Overall, many felt that much thought went into how to reduce the impact of the facility on the neighbouring community.

Many respondents also thought that CTH’s programs and services are much needed in the community and are glad to see the organization coming back to the community to provide services to west central Calgary. We were in the community for over 25 years (until April 2020) and now

many of the families who need support must travel across the Bow River to Bowness to access services.

The community spaces are also particularly appealing to respondents from the community especially the community hub on the 1st floor and the Indigenous culture and learning space on the 3rd floor. Members of the community liked that they may use the space and that the proposed cafe and preschool will be open to members of the public.

The community also liked the idea of the building being a social enterprise to support CTH in the long-term. The programs for youth and the ability for youth to gather to do homework or participate in training activities was supported. The feeling is that this will provide youth with something to do and a place to go.

In general, those that liked the project thought that CTH will be a significant part of the solution to the general issues facing the community and are very welcome in the community.

The most commonly recurring concern was around the type of families supported by Closer to Home. Those Owners within the Westgate Condominium Complex who participated in the open houses were mostly concerned about the overall security of the Westgate site and their properties. Some felt that the families served by Closer to Home would bring more crime and drugs to the neighbourhood. They were concerned that these families may trespass and lower property values. Some residents felt that their community had an over abundance of low-income housing and that Closer to Home should move downtown away from their complex as they worked hard to invest in condos and did not deserve to have their properties devalued.

There were a few privacy concerns for some residence of the Westgate townhomes just north of the proposed building and a few concerns over the potential for sun shadowing particularly during the summer months.



Figure 4: View of the facility from the NW corner

There were some concerns about the height of our building, particularly those in the lower levels of the two Westgate towers. Owners were concerned that our 6-story building would block views to the south overlooking the Westbrook Mall parking lot and to the east down Bow Trail SW.

There were also a few concerns about garbage collection and odours that may emanate from the facility such as garbage and food smells from the community kitchen.

Finally, there were some concerns about access into the site and any additional traffic that may be generated by visitors to the site.

Our Response

Traffic and Parking

With 50 parking stalls, our new facility will have enough parking onsite through underground and surface parking. Short term surface parking has been allocated to support both pre-school and commercial/retail spaces on the ground floor.

The proposed traffic circulation provides a right in and right out on Spruce Drive and is designed to keep traffic out of the community. A right in off Bow Trail SW into the site allows for easy access to the site. The proposed traffic circulation does not allow a right out on to Bow Trail. This will also stop traffic from cutting through the site to access westbound Bow Trail SW. As per our Transportation Impact Assessment, the traffic created by our new facility will be marginal. The emergency access is maintained through our site from Bow Trail to ensure access to the Westgate Complex.

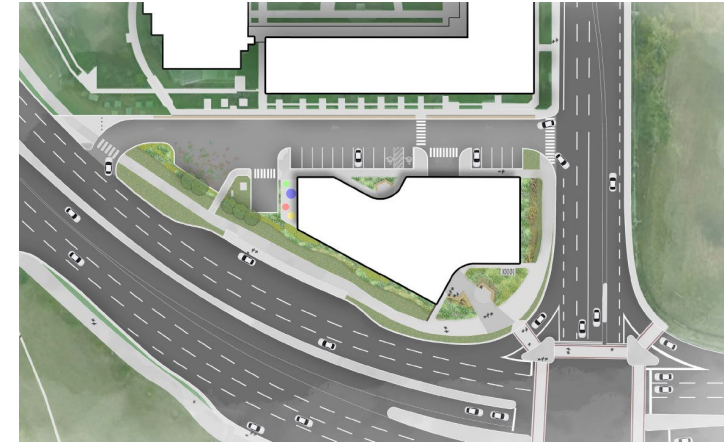


Figure 5: Traffic movements

Security and Affordable Housing

It is acknowledged that there are many affordable housing units within the Spruce Cliff community. Closer to Home will add only eighteen (18) 2-and 3-bedroom units for vulnerable families. Our new facility does not incorporate a group home, an emergency shelter or transitional housing, only permanent housing for families. Many of the families we serve already live and work in west central Calgary. We therefore do not believe that these families will be a security concern or increasing crime in the neighbourhood. These families are looking for stable homes within a community close to schools and amenities

such as transit. Closer to Home will offer programs and services and will be a part of the solution.

The City’s website reports that “a Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that such developments led to increased crime.”¹ The City’s research also confirms that most often those accessing affordable housing already live in the neighbourhood or near the neighbourhoods.

We have designed culturally appropriate spaces. Families will have access to wraparound support services within our multi-cultural Community and Indigenous Hubs helping families build skills and resilience. Families will also have safe access to outdoor amenities (seating and play equipment) on the fourth floor. Housing will incorporate Juliet balconies rather than traditional balconies to allow families with fresh access to fresh air within their living space and to minimize any “overlook” onto the townhomes directly north of the facility.

¹ [Affordable Housing Facts \(calgary.ca\)](https://www.calgary.ca/affordable-housing-facts)

There were a few concerns about the long-term durability of our new facility and whether the building would fall into disrepair as their felt so many other low-income housing projects do. We have planned for very durable exterior cladding to maintain the visual aesthetic over time and to reduce maintenance costs for the organization. It should be noted that affordable housing must comply with the same building restrictions and design standards as market-rate housing, which includes fitting the character of the neighbourhood. One of the many positive comments received is that the building does not look like an affordable housing facility.

Why this Site?

Closer to Home did look at 11 different sites in the area, assessing their viability, before purchasing our current site from the City of Calgary in 2019.

Many of the other sites were larger, offered more opportunity for green/play space and were not located on a busy corner, but we either lost out through multiple

competitive bid processes or the land was just too expensive. One site met all our criteria but was contaminated and too risky for our charitable organization to purchase.



Figure 6: Buildable Area

Moving to a downtown location as suggested by many residents of the Westgate Complex is not an option for Closer to Home for many reasons. It is not where our families live and work. The most important is that we have been providing services in the community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years.

The City has made affordable housing, particularly for families, a priority. There is a significant lack of affordable housing units within the City and though the City of Calgary is committed to and working towards meeting the need, existing proposals still fall short. We support the City's plan to convert office space to housing as it will bring a vibrancy downtown that currently does not exist, but this arrangement does not work for CTH. We believe that a range of housing provides a diversity that is good for the community and for everyone.

Value of Community Amenities for Public Use



Figure 7: Cafe & front entry of the facility

Closer to Home's multi-cultural Community Hub is an intentionally designed 3,400 square foot space that will facilitate and increase connections with our community - a

public space for community to access programs and services. In addition, a play space for young children, tech access for youth to support their education, and a social enterprise Café for all community members to enjoy. The space will also support community events and gathers for example, outdoor markets, art show, and youth events. Our Community Hub will have significant impact on several important social outcomes.

With Elder guidance, we are designing a space that will provide safety for Indigenous clients and appropriate spaces for ceremony and gatherings. We are dedicating our entire third floor (9,000 square feet) to Indigenous cultural exploration and programming.

This area will house a Circle Room for cultural teachings, smudging and gatherings, feasts, sharing circles, drumming, specific programs for intergenerational trauma and healing, mother programs, and youth initiatives. Programs within the spaces will provide access to Elders and Knowledge Keepers and outdoor amenities for medicine gardens, gatherings, hide preparation, outdoor cooking and feasts, and beehives will support

programming. Views to east overlooking the golf course and downtown Calgary create a wonderful gathering space for outdoor activities. Families living in the building as well as Indigenous families across Calgary will have access to the programs within this important space.



Figure 8: Indigenous Space

Sun Shadowing

There will be no sun shadows at anytime of the year for the two Westgate Towers. There will be no sun shadowing for the townhomes during the summer months as per the current design. There will be some shadowing of the sun in the fall during the midday for the townhomes just north of the building.

Property Values and Impact on Westgate Complex

Residents of the Westgate Complex were concerned that our new facility would significantly impact their property values. This seemed to be based primarily on the fact that the facility would have 18 units of low-income housing and that the development was very close to the townhomes. There was a belief that this area was designated as a park and that it would be developed at some point in the future.

The City of Calgary reported that in more than 100 studies conducted in the US and Canada during the past 30 years, there is no evidence that property values are impacted by affordable housing developments. And in fact, the City of Calgary does not consider the proximity of affordable housing in property tax assessments.² We do not believe that property values will be impacted as a result of our new facility and believe that we will add value to the community by providing amenity and community spaces for use by everyone.

² [Affordable Housing Facts \(calgary.ca\)](https://www.calgary.ca/affordable-housing-facts)

Many, particularly those living in the townhomes felt that our new facility would impede their personal enjoyment given that the site is small, and the building is perceived to be large. The site is indeed constrained by many factors. However, we pushed our building as far away from the existing development to the north and have been able to keep a 20-m buffer from the edge of the north property to our building edge.

We have intentionally designed the area between our building and the Townhomes to ensure the existing sidewalk buffer remains, a large setback is maintained from the face of the townhouses to the face of the new building (20 meters), and all faces of the building are treated as a ‘front face’ - textured, articulated and more aesthetically pleasing. Through our design, we created a more urban streetscape – wider sidewalks, better pedestrian connection to the Condominium complex, Spruce Drive, and the Shaganappi Golf Course. The residential units on our site are setback from the commercial face of the building in respect to the condominium units at that level. In addition, residential

units do not have balconies, and the common amenity space is located on the south side of the building away from the existing residences.



Figure 9: Current conditions

We will maintain the existing trees and add new ones if allowed by the City which will provide more privacy to townhome residents. We also minimized the mechanical on the roof and enclosed the equipment in a penthouse and are exploring options that will create an interesting pattern on the roof. Both will be more visually appealing to those with a bird’s eye view of our facility. Our new home when the design is finished will be between 27-28 meters (total 6 storeys).

The current views of condo owners are south overlooking the Westbrook Mall parking lot and to the east down Bow Trail SW. Views to the east of Bow Trail from some of the lower floors of Encore may be obscured but not directly in all view planes. Views to the south of Westbrook Mall maybe obscured for some of the lower floors of Ovation again not directly in all view planes. We are not able to complete an accurate assessment as we do not have the “as built” drawings of the two towers.

Currently the townhomes face onto a gravelled area and Bow Trail SW. The Townhomes will be directly facing the new building, and their views to the south will be

obscured. This would also be the case if a 2-3 story building were built based under the current zoning.

Web Traffic

There was traffic on the web site at the beginning of the project, after the Westgate Condo Board sent out the email to all 479 owners in early April 2021 and then again May 9/10 when a second email was sent to the condo owners. It should be noted that out of the almost 887 unique visitors to the site, only 67 individuals attended a virtual open house and only 5 individuals provided comments to the website. Of the 67 individuals who

participated, the majority of comments came from 25 individuals.

A summary of the web statistics follows for the time between March 29 to May 31, 2021. The website is now closed for comments.

1,289

Total Site Sessions ⓘ

▲ 7,482%

887

Unique Visitors

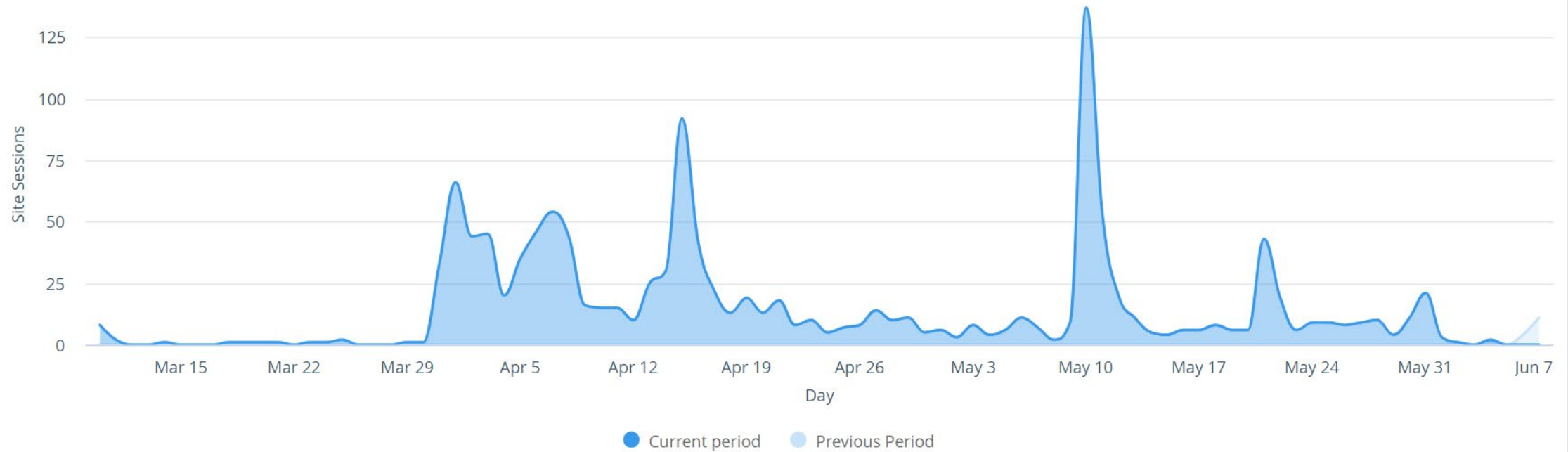
▲ 8,770%

03m 32s

Average Session Duration

▼ -54%

Traffic over Time ⓘ



What Did the Community Say and How Have We Responded?

This section outlines what we heard (verbatim) and how we have responded to the comments received.

Individual	Comments – Concerns and Support	Response – How Have We Responded?
Community Associations Westgate Condominium Board Spruce Cliff Collective (local business, service groups) Individual Condo Owners		
1	<ul style="list-style-type: none">Like that traffic will not be pulled into the community with the Bow Trail SW right in	<ul style="list-style-type: none">We are working with the City of Calgary on this potential issue, and it may be that the city places a meridian down the middle.
	<ul style="list-style-type: none">Concerned about left hand turns into the site off Spruce Drive SW or that cars will make a U-turn a block down.	<ul style="list-style-type: none">We worked hard to get the right in off Bow Trail SW to ensure that cut through in the community up 8th Ave SW and Spruce Drive SW does not occur.
	<ul style="list-style-type: none">Like that the mechanical units have been screened as you will have many viewing the roof of the building.	<ul style="list-style-type: none">We are looking to also create a unique pattern on the roof to have a better view for those looking down on the building.
	<ul style="list-style-type: none">Like that you have ample parking on site and have not asked for a relaxation.	<ul style="list-style-type: none">We have a floor of underground parking for staff and visitors to Closer to Home and we have short term parking and drop-off for pre-school.
	<ul style="list-style-type: none">Concerned that there will be a lot of traffic noise on your outdoor Indigenous circle space.	<ul style="list-style-type: none">We are looking to address some of this with screening and land scape plantings. We realize that this is not ideal.
	<ul style="list-style-type: none">Concerned that the building may create a wind tunnel but like that it may also create an acoustic barrier for the Townhomes in particular.	<ul style="list-style-type: none">We had not thought about this but believe that Westbrook mall and the positioning of the building on the site will solve this.
	<ul style="list-style-type: none">Like that there are no balconies creates more privacy for condo owners.	<ul style="list-style-type: none">We are also proposing to keep the trees and if allowed to add more. This will create more privacy.
	<ul style="list-style-type: none">Like that there is a childcare as it provides a 300’ bubble for less desirable land uses.	<ul style="list-style-type: none">We had not thought about the undesirable land uses and would not support those in our commercial areas.

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	<ul style="list-style-type: none"> Like that the garbage is contained inside the building as there is a real problem with scavenging within garbage. 	<ul style="list-style-type: none"> Garbage inside the building is important to being a good neighbour.
	<ul style="list-style-type: none"> Concerned in general about the high number of low-income/social housing within Spruce Cliff. 	<ul style="list-style-type: none"> We are only adding 18 new units to the community and believe that we will provide more supports to many families in the community. We believe we part of the solution.
2	<ul style="list-style-type: none"> Like that we have put so much thought into the building and the impact we may have on our neighbours. 	<ul style="list-style-type: none"> Thank you.
	<ul style="list-style-type: none"> Like that it doesn't look like an affordable housing building. It is really a beautiful design and looks like it fits on the site and has always been there. 	
	<ul style="list-style-type: none"> Like the Indigenous component. This will be an important addition to our community and will allow greater understanding between cultures. It will provide opportunities to learn about Western Ways of thinking and Indigenous Ways of Knowing. 	
	<ul style="list-style-type: none"> Like that we will benefit from the building, the programs, and services even though it is not in our community. 	
3	<ul style="list-style-type: none"> Like that you will be moving back into the community and will serve families from west central Calgary. 	<ul style="list-style-type: none"> Thank you.
	<ul style="list-style-type: none"> Like that our families will benefit from the location of the facility close to LRT and other amenities. 	
	<ul style="list-style-type: none"> Like the design and the thoughtfulness of the spaces inside. 	
	<ul style="list-style-type: none"> Like the Indigenous spaces and the types of programs will be very beneficial to our community. 	
	<ul style="list-style-type: none"> Like the concept of the community hub and connecting communities together. 	

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	<ul style="list-style-type: none"> We are supportive of the project – physically it doesn’t really impact us and is not in our community, but it will be beneficial for families in west central Calgary. 	
4	<ul style="list-style-type: none"> Loving what I am seeing here! 	<ul style="list-style-type: none"> Thank you. We will work with individual groups to determine how best to use the facility spaces.
	<ul style="list-style-type: none"> This is amazing. Will there be a gym? Are there rooms people can use for free? 	
	<ul style="list-style-type: none"> This building is so beautiful, and I think it will be a great addition to the community. 	
	<ul style="list-style-type: none"> Will other agencies be allowed to use it for Indigenous programs? 	
	<ul style="list-style-type: none"> Everything has been incorporated into the design. Fantastic! 	
	<ul style="list-style-type: none"> That is truly beautiful! 	
	<ul style="list-style-type: none"> Great use of space for sure. Wow! 	
5	<ul style="list-style-type: none"> Like that we are going to keep the trees and that we would be willing to add more. 	<ul style="list-style-type: none"> We are working with the City of Calgary to see if more trees can be planted. Because the trees are in a utility area this is proving to be more difficult.
	<ul style="list-style-type: none"> Concerned that Owner’s were not notified. How was awareness created for the Virtual events? 	<ul style="list-style-type: none"> We mailed 2,100 post cards and placed signs on the property. We would not know that many are absentee owners, nor would we have access to their current addresses. When we were told that many Owners did not live in the complex, we rectified that immediately and asked that the Condo Board send out an email to owners. We also extended our sessions by 2 weeks. Only 27 additional individuals signed up for our April 28 and 29 sessions.

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	<ul style="list-style-type: none"> Concerned about the height of the building given the current land use is 1-2 storeys (obstruction of views). 	<ul style="list-style-type: none"> The current views of condo owners are south overlooking the Westbrook Mall parking lot and to the east down Bow Trail SW. Views to the east of Bow Trail from some of the lower floors of Encore may be obscured. Views to the south of Westbrook Mall maybe obscured for some of the lower floors of Ovation. The Townhomes will be directly facing the new building, and this would also be the case if a 2-story building were built based under the current zoning.
	<ul style="list-style-type: none"> Concerned about looking a mechanical equipment on the roof but are happy that we will put the mechanical in a penthouse and that we are thinking about a unique design for interest. 	<ul style="list-style-type: none"> We are exploring the option of an interesting design and promised to get back to residents with what we come up with.
	<ul style="list-style-type: none"> Concerned about the perceived conflict of interest between the City owning the land³ and the approvals process. 	<ul style="list-style-type: none"> City lands are separate from the regulatory and approval process. This is out of our control.
	<ul style="list-style-type: none"> Concerned about safety of families on this site. Curious as to why we chose this site. 	<ul style="list-style-type: none"> We did look at 11 sites in the area before purchasing our current site from the City of Calgary in 2019. Many of the other sites were larger, offered more opportunity for green space and were not located on a busy corner, but we either lost out through multiple competitive bid processes or the land was just too expensive. One site met all our criteria but was contaminated. We have created play and amenity space internal to the facility for families and children with outdoor play spaces on the 3rd and 4th levels.
	<ul style="list-style-type: none"> Concerned about sun shadowing. Would like to see more about the sun shadowing. 	<ul style="list-style-type: none"> We have completed sun shadowing studies. In the summer, the sun is not obscured. In the fall, the sun is obscure mid-day. We have moved our building to the south to maximize the distance and create greater separation between the Townhomes and our new facility. There is currently a 20 m separation.

³ If we do not meet our timelines the city can cancel the deal.

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	<ul style="list-style-type: none">Like the building design, the aesthetic is nice and the fact that there is not a back side to the building is important.	<ul style="list-style-type: none">We have articulated the form of the building to create a more visually pleasing structure and we have enclosed the mechanical equipment in a penthouse.
6	<ul style="list-style-type: none">Live in the complex, own many condos within and like the thoughtfulness of the design. It looks like the building belongs here.	<ul style="list-style-type: none">Thank you.
	<ul style="list-style-type: none">Like the programs and services that will be offered in the facility. It will be good for the community.	
	<ul style="list-style-type: none">Like that there is a range of housing in the community as diversity is very good everyone. Communities should all live together. The more diversity and activity in a community means less crime and drugs.	
	<ul style="list-style-type: none">Concerned that there is no left-hand turn into the site.	<ul style="list-style-type: none">We are still working on the Transportation Plan for the site with the City of Calgary and will bring this up with them.
	<ul style="list-style-type: none">Like that we have thought about trying to reduce cut through traffic in the community.	<ul style="list-style-type: none">Thank you.
	<ul style="list-style-type: none">Like that we have created a design that is aesthetically beautiful from all sides and that a more urban street has been created for the Townhomes.	
	<ul style="list-style-type: none">Like that we have made a commitment to keep the trees and potentially add more. It will be a very nice street.	
	<ul style="list-style-type: none">Like that there will be no sun shadowing in the summer months. Suggest that we show sun shadow studies on the website if we haven't already.	
Virtual Open House Comments (April 14 x2, April 15, April 28 and 29) – Each number represents comments from one or the same individual. 27 community members participated in the 5 virtual sessions.		
1	Thanks for the presentation, is there any voting for community for converting land use to residential for this land?	Community can provide input on the project in three ways: <ul style="list-style-type: none">Through our consultation process. We will be submitting a “What We Heard Report” as part of our application.

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		<ul style="list-style-type: none"> When the Land Use sign goes up on the property, you can respond via email to the planner quoting the land use and/or DP number. When the Land Use goes to Council for approval, you can also make your concerns or support known. <p>We are currently at the Schematic Design phase of the project. This means that the building is no longer just an idea and has detail on the exterior and all the interior spaces clearly delineated. We are seeking feedback on the Land Use Amendment now and anticipate that we will submit our application along with a Development Permit at the end of April or early May. All feedback gathered will be provided within our application and will be discussed as we work through the process with the City of Calgary. We are committed to being open and transparent about our project.</p>
2	Is there some way to propose a food security hub inside to closer to home?	Yes, we do that now and will continue to offer families emergency access to food.
3	Thank you so much!	You are welcome.
4	The building design is stunning and seems like such a great space for people to connect.	Thank you. We have really tried to design a building and the spaces inside that are both cost effective yet aesthetically pleasing. We believe that affordable housing can be both and that a range of housing within a community creates a diversity that is good for everyone.
5	Will the building obscure sunlight for townhome patios?	During the summer months, there will be no obstruction of sunlight for residents. During the Fall, sun will be obscured mid-day.
	Thanks, a couple more questions from me 1) will the daycare be open to the public? 2) what are the construction timelines assuming approvals are received?	The pre-school will be open to the public. We are working towards construction starting next spring and be completed fall 2023.
6	Have you spoken to the condo/townhomes regarding the sunshade?	We are hopeful that Owners of the townhomes will participate in the virtual sessions. We did mail 2,100 mail cards the week of March 29. We understand now that many Owners do not live in the complex and have asked the Condo Board to send out a note to all owners. We have extended our open houses to the end of April to capture any additional input.
	Can you talk more about how the housing is going to be managed?	We will offer 18, two-and-three-bedroom units for families. We will not provide “shelter or transitional housing,” only permanent housing for vulnerable families. Housing will be affordable and based on income. Families will have their own amenity

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		space off the 4 th floor to gather and support each other. A play area will also be provided for children. It is important to note that our new facility is not a Calgary Housing project, it will be owned and operated by Closer to Home. Closer to Home will have a third party managing the residential units. The facility will add 18 larger units to address the pressing issue of family homelessness. The plan is a mixed acuity model of families who may require supports offered through CTH programs on site. It is our intent to support a healthy and resilient community of family residents through the teaching of important parenting and life skills that will lead to stronger families and thriving children. Families living in the residential units will have access to 24/7 supports.
	And in terms of the commercial tenants, any backup plan for the anchor tenants if the ones currently in plan don't materialize?	We are working on several opportunities for anchor tenants. We are close to signing agreements with the café and the pre-school and we have met with a bank who may be interested in the location. We are focused on a bank now because they tend to stay a long time and provide steady financial support. The revenue from the commercial tenants is important as it will support our operations.
	Really appreciate your responses and great presentation. Thank you!	Thank you.
7	Thank you!	You are welcome.
8	Is the café going to be accessible to the public?	Yes, the café will be accessible to the public.
9	This is such a small parcel of land. Will everything you're suggested fit?	Yes, based on our functional program, and factoring in the required setbacks and current site conditions, the program we are suggesting fits on the site over 6 floors. It should be noted that the commercial floors ceiling heights are higher as is the third-floor Indigenous space. As we discussed, it is a smaller build area given all the constraints. We pushed our building as far away from the existing development to the north and have been able to keep a 20-m buffer from the edge of the north property to our building edge. It should be noted that affordable housing must comply with the same building restrictions and design standards as market-rate housing, which includes fitting the character of the neighbourhood. The new facility encompasses approximately 55,000 square feet over six floors. The first three floors are community programming and office spaces with floors four through six focused on housing for

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		families. The building is under 30 metres. The facility will incorporate barrier-free housing units. Our goal is to exceed the requirements of the current National Energy Code. Please see our website for more information: https://www.closetohomeproject.com/
10	Is the cafe accessible to the general public?	Yes, the café will be accessible to the public.
11	This is such a small parcel of land. Will everything you're suggesting fit in the footprint?	Yes, based on our functional program, and factoring in the required setbacks and current site conditions, the program we are suggesting fits well on the site over 6 floors. The commercial floors ceiling heights are higher. As we discussed, it is a smaller build area given all the constraints. We pushed our building as far away from the existing development to the north and have been able to keep a 20 m buffer from the edge of the north property to our building edge.
	How is this project beneficial to the community, specifically to the people already living in the area? I don't see how this project serves the existing stakeholders.	<p>There will be several public offerings within CTH's new building including:</p> <ul style="list-style-type: none"> • Community gathering and access to programs, services, support, and resources. • Indoor play space for children adjacent to the cafe. • Meeting spaces and tech access for youth to participate in Homework Clubs, Leadership groups, babysitting courses, mentor programs and job readiness programs for older youth. • Café with opportunities for youth employment and business development opportunities for families e.g., micro-economies for stay-at-home mothers who need extra income. • Indigenous educational programming and cultural awareness opportunities. • Rentable rooms and rooftop areas for weddings, individual events, community meetings, etc. • Pop-up farmer markets, art markets, and community events as appropriate. <p>Closer to Home's Community Hub is a purpose-designed 3,400 square foot space that will facilitate and increase connections with our community - a public space for community to access for programs and services. Our Community Hub will have significant impact on several important social outcomes: decreasing social isolation, increasing connection and natural supports, improving youth mental health, helping</p>

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		<p>children meet their developmental milestones, increasing cultural connection and identity, to name a few. We are dedicating our entire third floor (9,000 square feet) to Indigenous cultural exploration and programming. This area will house a Circle Room for cultural teachings, smudging, gatherings, feasts, sharing circles, drumming, specific programs for intergenerational trauma and healing, and youth initiatives. Closer to Home will engage private sector businesses to support the operational costs of the building. This will eventually allow our organization to be rent-free with potential for investment in new programs or expansion. A café and a preschool are currently planned, and discussions are occurring with a bank. In addition, the main areas, classrooms, the circle room, and outdoor rooftop amenities will be available to community members to rent for special events. The surface parking lot area also lends itself to pop up market opportunities and events for local community to walk to and engage in. This provides another way for our organization to provide access to the community and to finance our operations.</p>
	<p>In relation to the existing buildings, how high is the proposed building? I.e., How many floors will directly be blocked by the building?</p>	<p>Our new home when the design is finished will be between 27-28 meters high (no more than 6 stories excluding mechanical penthouse). Views to the east from some of the lower floors of Encore may be obscured. Views from some of the lower floors of Ovation will be obscured to the south. The Townhomes will be directly facing the new building, and this would be the case if a 2-story building were built based on the current zoning. We have intentionally designed the area between our building and the Townhomes to ensure the existing sidewalk buffer remains, a large setback is maintained from the face of the townhouses to the face of the new building (20 meters), and all faces of the building are treated as a ‘front face’ textured, articulated and more aesthetically pleasing. The residential units on our site are setback from the commercial face of the building in respect to the condominium units at that level. Materials and design have been considered from all sides of the building. Residential units do not have balconies, and the common amenity space is located on the south side of the building away from the existing residences. We have also worked to ensure elements such as garbage are enclosed within the building and will only be outside for collection.</p>
	<p>The existing zoning is C-N2, which is for small scale commercial or parks. This was my understanding when I decided to move into this area and was part of the reason I</p>	<p>Though the existing designation of the site is C-N2, there are no plans to move forward with development of a park, and the site holds little commercial or</p>

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	<p>moved here. Now I'm concerned that this building will block current views of many of the tenants of the building including myself.</p>	<p>development value otherwise. We are aware that a park was discussed but that concept was no longer possible after the initial developer of the Westgate Complex sold the land to the City of Calgary. The City of Calgary has plans to enhance greenspace, parks, and public plazas in and around the Westbrook LRT station. This area will also be developed with further mixed-use buildings including residential, for which our building aligns. Closer to Home has worked to create a design for the building and the landscape that provides as much amenity space as possible while providing the spaces required to meet our programming. Our new home when the design is finished will be between 27-28 meters high (no more than 6 stories excluding mechanical penthouse). Views to the east from some of the lower floors of Encore may be obscured. Views from some of the lower floors of Ovation will be obscured to the south. The Townhomes will be directly facing the new building, and this would be the case if a 2-story building were built based on the current zoning. We have intentionally designed the area between our building and the Townhomes to ensure the existing sidewalk buffer remains, a large setback is maintained from the face of the townhouses to the face of the new building (20 meters), and all faces of the building are treated as a ‘front face’- textured, articulated and more aesthetically pleasing. The residential units on our site are setback from the commercial face of the building in respect to the condominium units at that level. Materials and design have been considered from all sides of the building. Residential units do not have balconies, and the common amenity space is located on the south side of the building away from the existing residences.</p>
	<p>As a charitable organization, wouldn't it make more financial sense to move into existing downtown vacancy that the city is already proposing to convert into low-income housing?</p>	<p>Moving downtown is not an option for our organization for many reasons. The most important one is that we have been providing services in the west Calgary community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years. We did look at 11 sites in the area before purchasing our current site from the City of Calgary in 2019. Many of the other sites were larger, offered more opportunity for green space and were not located on a busy corner, but we either lost out through multiple competitive bid processes or the land was just too expensive. One site met all our criteria but was contaminated. The City has made affordable housing, particularly for families, a priority. There is a significant lack of affordable housing units within the City and though the City of</p>

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		<p>Calgary is committed to and working towards meeting the need, existing proposals still fall short. We support the City’s plan to convert office space to housing as it will bring a vibrancy downtown that currently does not exist, but this arrangement does not work for CTH. We believe that a range of housing provides a diversity that is good for the community and for everyone. Our project will contribute to Calgary’s shortfall of affordable housing stock and help keep families together on a site that offers very little commercial or development value otherwise. While we could have added more housing on the site, with only 18 housing units we believe that we have sized the project appropriately for the community.</p>
	<p>With regards to my question about building height, I think there are many existing stakeholders who would like a definitive answer as to how many floors the building would block. Are there plans to conduct a study on this?</p>	<p>Our new home when the design is finished will be between 27-28 meters high (no more than 6 stories excluding mechanical penthouse). Views to the east of Bow Trail SW from some of the lower floors of Encore may be obscured. Views to the south Westbrook mall parking lot from some of the lower floors of Ovation may be obscured. The Townhomes will be directly facing the new building, and this would be the case if a 2-story building were built based on the current zoning. We have intentionally designed the area between our building and the Townhomes to ensure the existing sidewalk buffer remains, a large setback is maintained from the face of the townhouses to the face of the new building (20 meters), and all faces of the building are treated as a ‘front face’- textured, articulated and more aesthetically pleasing. The residential units on our site are setback from the commercial face of the building in respect to the condominium units at that level. Materials and design have been considered from all sides of the building. Residential units do not have balconies, and the common amenity space is located on the south side of the building away from the existing residences.</p>
	<p>The area lacks public green space. There's already so much development in the area and the land would serve the community better as a park, which is what the current zoning provides</p>	<p>Though the existing designation of the site is C-N2, there are no plans to move forward with development of a park. We are aware that a park was discussed but that concept was no longer possible after the developer sold the land to the City of Calgary. The site is located just west of a golf course, a large green space that in the winter can be used for walking and skiing and in the summer, golf. There are many smaller parks in Spruce Cliff close by and within the Shaganappi community to the south of our new home. The City of Calgary has plans to enhance greenspace, parks, and public plazas in and around the Westbrook LRT station. This area will also be</p>

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	<p>The site is too small, and the building size is too big. There is a reason that the city has zoned this parcel as C-N2 despite the fact that the golf course is nearby. I firmly believe that this land would add more value to the community as a park.</p>	<p>developed with further mixed-use buildings including residential, for which our building aligns.</p> <p>Based on our functional program and factoring in the required setbacks and current site conditions, the program we are suggesting fits on the site over 6 floors. It should be noted that the commercial floors ceiling heights are higher as is the third-floor Indigenous space. As we discussed, it is a smaller build area given all the constraints. We pushed our building as far away from the existing development to the north and have been able to keep a 20 m buffer from the edge of the north property to our building edge. As noted earlier, affordable housing must comply with the same building restrictions and design standards as market-rate housing, which includes fitting the character of the neighbourhood. Please see our website for more information: https://www.closetohomeproject.com/ Our new building has been designed with the existing neighbours in mind. A large setback has been maintained between the existing townhouses and condominiums. All faces of the building have been treated as a ‘front face’ to ensure that views from every angle are aesthetically pleasing. We have also worked to ensure elements such as garbage are enclosed within the building and will only be outside for collection. Residential units do not have balconies, and the common amenity spaces are located on the south side of the building away from the existing residences. The Calgary Municipal Development Plan has designated the area including our site as a Community Activity Centre. This area is intended to “provide for a concentration of jobs and population in strategic locations throughout the city and represents local destination for multiple communities.” The area in and around the new Westbrook LRT station is slated for significant densification including numerous multi-residential mid-rise buildings, commercial tenancies, and pedestrian focused plazas and parks. Our building aligns with the densification goals of this area, while also providing both community and cultural activities.</p>
12	<p>What mitigations will be in place to prevent traffic from illegally turning left into the parking lot via Spruce Drive as that could easily back up traffic right by the intersection? Barricade?</p>	<p>We have two planned access points to the site: a right in off Bow Trail SW and a right in off Spruce Drive SW. The Bow Trail SW access is particularly important as we do not want traffic to access the site by going right on 8th Avenue SW through the community and several school zones and then right onto Spruce Drive SW. We are currently working with the City of Calgary Transportation Department to find the best</p>

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		mechanism for preventing vehicles from turning left into the site from Spruce Drive SW.
	What about the effect to the existing community in regard to noise, crime, and even higher people density	Closer to Home provides services in many communities across Calgary. In fact, most of the families we will serve in our new home, already live in the community or near to our site. We do not believe that an additional 18 units of family housing will bring crime to the neighbourhood. It is true that the families that will move into our new residential units are lower income, but we do not believe that this will equate to more crime. Our new facility will be a Community Hub where all can connect and forge meaningful relationships within the community. We work closely with the Shaganappi City Housing residents for the past 20 years and has significantly impacted many prevailing social issues with our programs and services. Our free summer camp is a good example of how we help children learn important social skills, avoid getting into trouble and how we work with their families to sustain positive changes. A Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that such developments led to increased crime. ⁴ We understand from our discussions with community associations that some of the crime experienced in the neighbourhood is because of the state of the mall, the vacant land near the LRT and a transient population using the LRT from downtown. We truly believe that we will be part of the solution.
	I am worried about a further decrease in our property values which are quite low now!	We are not real estate professionals so cannot comment on lower property values. We believe that our new facility and the programs that we will be able to offer will add huge value to the community. As the area develops, in alignment with the Calgary Municipal Development Plan, and more amenities are offered, there is potential for the area to become very desirable given its location within the City of Calgary. The City reports that more than 100 studies conducted in the US and Canada during the past 30 years show no evidence that property values are impacted by affordable housing developments. The City of Calgary also confirmed that it does not consider the proximity of affordable housing in property tax assessments.

⁴ [Affordable Housing Facts \(calgary.ca\)](https://calgary.ca/affordable-housing-facts)

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	<p>The city of Calgary has a ton of downtown vacancy available and have a plan to put people and groups in these buildings that are already built - why not use them ...the location is much better in relation to access from all areas of the city.</p>	<p>Moving downtown is not an option for our organization for many reasons. The most important is that we have been providing services in the community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years. We did look at 11 sites in the area before purchasing our current site from the City of Calgary in 2019. Many of the other sites were larger, offered more opportunity for green space and were not located on a busy corner, but we either lost out through multiple competitive bid processes or the land was just too expensive. One site met all our criteria but was contaminated. The City has made affordable housing, particularly for families, a priority. There is a significant lack of affordable housing units within the City and though the City of Calgary is committed to and working towards meeting the need, existing proposals still fall short. We support the City's plan to convert office space to housing as it will bring a vibrancy downtown that currently does not exist, but this arrangement does not work for CTH. We believe that a range of housing provides a diversity that is good for the community and for everyone.</p>
	<p>Remember this bldg. needs to jump thru hoops still and isn't a build out yet at all!</p>	<p>We are in the early phases of the project and will submit our Land Use and Development Permit Application very soon. Community can provide input on the project in three ways:</p> <ul style="list-style-type: none"> • Through our consultation process. We will be submitting a What We Heard Report as part of our application. • When the Land Use sign goes up on the property, you can respond via email to the planner quoting the land use and/or DP number. • When the Land Use goes to Council for approval, you can also make your concerns or support known. <p>We will be following all aspects of the approval process. We are currently at the Schematic Design phase of the project. This means that the building is no longer just an idea and has detail on the exterior and all the interior spaces clearly delineated. We are seeking feedback on the Land Use Amendment now and anticipate that we will submit our application along with a Development Permit at the end of April or early May. All feedback gathered will be provided within our application and will be discussed as we work through the process with the City of Calgary.</p>

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	Who handles the security issues that may spill into the condo community immediately north ..the 3 towers and further!	As reported earlier, a Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that such developments led to increased crime or security issues. Closer to Home provides services in many communities across Calgary. In fact, most of the families we will serve in our new home, already live in the community or near to our site. We do not believe that an additional 18 units of family housing will bring crime to the neighbourhood. Our new facility will be a community hub where all can connect and forge meaningful relationships within the community. We work closely with the Shaganappi City Housing residents for the past 20 years and has significantly impacted many prevailing social issues with our programs and services. Our free summer camp is a good example of how we help children learn important social skills, avoid getting into trouble and how we work with their families to sustain positive changes.
	The site is too small !for a project like this	Based on our functional program, and factoring in the required setbacks, site conditions, and height, the program we are suggesting fits on the site for 6 floors. As we discussed, it is a smaller build area given all the constraints. We pushed our building as far away from the existing development to the north and have been able to keep a 20 m buffer from the edge of the north property to our building edge. The new facility encompasses approximately 55,000 square feet over six floors. The first three floors are community programming, commercial retail, and office spaces with floors four through six focused on housing for families. The building is under 30 metres. The facility will incorporate barrier-free housing units. And our goal is to exceed the requirements of the current National Energy Code. Please see our website for more information: https://www.closetohomeproject.com/
13	Is there an image showing the north side of the proposed building?	Please see the west elevation render. You may also want to look at the site plan. http://closetohomeproject.com
14	Are any infrastructure upgrades in the plan i.e., pedestrian overpass to address the increased vehicle congestion and additional foot traffic as a result of this development?	There is already a new pedestrian overpass connecting the Westgate site, Spruce Cliff community and our site to the Westbrook mall. Any new infrastructure would be initiated by the City of Calgary and of course, we would certainly support any new public infrastructure.
	The original concept for the land was for it to be green space.	Though the existing designation of the site is C-N2, there are no plans to move forward with development of a park, and the site holds little commercial or development value otherwise. We are aware that a park was discussed but that

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		concept was no longer possible after the developer sold the land to the City of Calgary. The City of Calgary has plans to enhance greenspace, parks, and public plazas in and around the Westbrook LRT station. This area will also be developed with further mixed-use buildings including residential, for which our building aligns. The site is located just west of a golf course, a large green space that in the winter can be used for walking and skiing and in the summer, golf. There are many smaller parks in Spruce Cliff close by and within the Shaganappi community to the south of our new home.
	What will the traffic alignment look like during construction?	We do not know what that will look like right now but will develop a comprehensive plan for this during construction. We will share that information with our neighbours.
15	I understand that the lot was sold to Closer to Home Community Services Society on Nov. 01, 2019 for over-asking (list price of \$2.99M and sale price of \$3.15M). The construction of the proposed building will also be significant. Where is the funding coming from?	We will access funding from all levels of government – federally, we will access funding via CMHC, provincially, we will access funding via special housing grants, municipally, we will access funding for affordable housing planning through the Housing Incentive Program grant. We have also engaged in a capital fund raising campaign. We received a bridge loan from the Calgary Foundation for the purchase of our new site.
	Is Closer to Home going to be providing their own security at night to monitor the building perimeter? My concern is that if Westgate condo security are forced to address any such issues, this will impact the quality of our security service and costs.	There will be 24/7 supports for families and we do plan to have on-site security to ensure the safety of our families and those using the facility. As we said before, many of the families that we serve already live in the community so we do not anticipate that there will be any increase in the number of people to the area or crime. It is true that the families that will move into our new residential units are lower income, but we do not believe that this will equate to more crime. We understand from our discussions with community associations that some of the crime experienced in the neighbourhood is because of the state of the mall, the vacant land near the LRT and a transient population using the LRT from downtown. We truly believe that we will be part of the solution and will work with the Condo Board to jointly deal with security concerns currently experienced by the community.
	How long will the construction phase go on for?	If approved, construction would begin next spring and be completed fall 2023. We anticipate a construction period of about 18 months.
	Have any studies been completed on dust issues on surrounding buildings and open balconies during the construction phase?	Construction companies by law are required to deal with dust and debris on their site. All efforts will be made to limit exposure of residents.

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	What measures will CTH be making to mitigate dust issues during construction?	Watering down, limiting length of dust activities are just a few examples of how dust will be dealt with.
	Have privacy issues been considered when placing security cameras on the north side facing the adjacent townhouses and condos?	Any security cameras that are installed will not be facing outward or toward the Townhomes to the north. These cameras usually face down and show only a small area around the building.
	Has any air dispersion modelling been completed to assess odour emissions and their impact on adjacent townhouses and condos?	Ventilation will be high quality, and where possible vented away from the existing condominiums. The community kitchen is only utilized during events. The Café is located on the south side away from the existing condominiums.
16	We already have a significant problem with violence and crime in the area since the building of the LRT and you're proposing building more infrastructure to attract problematic clientele. The Nicoll library has had to hire security guards, and CPS is always in the area dealing with someone. What kind of harm reduction plans do you have in place to minimize creating further problems and safety concerns in the community caused by your building?	As reported earlier, a Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that such developments led to increased crime or security issues. Many of the families that we serve already live in the community so we do not anticipate that there will be any increase in the number of people to the area or crime. It is true that the families that will move into our new residential units are lower income, but we do not believe that this will equate to more crime. We are only proposing 18 units and there will be significant supports available to the families who move into our building. We understand from our discussions with community associations that some of the crime experienced in the neighbourhood is because of the state of the mall, the vacant land near the LRT and a transient population using the LRT from downtown. We truly believe that we will be part of the solution.
	Will there be any noise mitigation for the outside play area if y'all be playing outside right out front of our homes?	The pre-school play area will be limited to play times during the operating hours during the day. The other child area is facing south and elevated so children playing will not be heard particularly over the traffic from Bow Trail SW.
	Actually, it's been zoned commercial for a while.	Correct.
17	I believe you said there is metal siding, will that reflect sunlight into the condo units?	The metal siding is a darker colour and is not a glossy finish so there will be no reflection.
18	What is the plan to address the additional security issues that will result from your clients arriving in our community in crisis situations?	As we have said before, we are already working in the community and do not believe that additional security issues will result from our programs and services. We serve families, youth, and children who are lower income and experiencing barriers to housing. The families we serve live in west central Calgary. We believe that we will

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		be part of the solution and in the unlikely situation where security issues arise, we will have 24/7 supports on site. We also commit to work with neighbouring communities to plan and manage any security issues that may come up.
19	Where will the clients that will pursue your crisis-oriented community services be originating from.	The families we serve will live and work for the most part in the communities of west central Calgary. Spruce Cliff, Rosscarrock, Shaganappi are three of the communities we serve.
	What will the expected noise levels be during different times of day when you deliver your group services and organize the various group functions that you plan to deliver.	The facility will be active, but we do not believe that the noise will be out of the ordinary. The commercial areas of the building will operate normal retail hours. The Community Hub will have activities from around 10 am to early evening with similar hours anticipated for the Indigenous cultural and learning centre. We do plan on allowing community use of the building so we anticipate that there will be evening, and weekend uses. Like all Calgarians, we will comply with the City noise bylaws.
	The environment of this land space is close to an intense traffic environment. How is this environment conducive to the experience of the children in need who will use your services?	As in most inner-city neighbourhoods, it is expected that traffic and high levels of activity will be present. Though the site is along a busy street, the design of children's spaces has been considered to accentuate this activity while protecting from it. Children's outdoor spaces have been enclosed to protect play, and in other cases elevated to remove them from the street and provide access to views of the city and the adjacent golf course. Location of children's services and the daycare within the building have been considered for best access to light as well, and noise will be controlled through acoustic attenuation and high-quality glass. The location of the site also provides ease of access for those needing to drop-off/pick-up their children through public transportation, as well as provides access to many amenities such as shops and groceries.
	When does CTH plan to be applying for their BP?	We will submit our Land Use and Development Permit Applications shortly and both will run through a concurrent City process. We are proposing a MU-1 designation with a density of 20 units, an FAR of 2.0 and a height of 30 metres. We did submit a pre-application and met with the City's Planning Group. We have also met with the Urban Design Review Panel for feedback on the design and the public realm surrounding the building. The City of Calgary has indicated that the site could have much more density however, Closer to Home believes that it has right sized its project.
	Is it true that a project of this scale is a 'first' for CTH? The current North strip mall location is very small compared to this project and operation.	Yes, this will be our biggest project to date. We do have other properties throughout the City serving as homes for Indigenous families and group homes for youth.

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	Is the daycare an existing daycare that is moving to your facility or are you developing a new daycare offering? If existing, what is the name?	We are working with a third-party preschool provider. It is not currently part of our service offerings. Some subsidizes spots will be provided for our families.
	How will cooking exhaust smells from your commercial kitchen be managed to avoid inconveniencing local condo owners?	Ventilation will be high quality and odours will not be present. The catering kitchen is only utilized during events. The Café is located on the south side away from the existing condominiums and will not have its own kitchen.
	How will CTH clients be managed so they do not trespass on the private Westgate complex?	Closer to Home clients are first and foremost families in need. There will be 24/7 supports for families and we do plan to have on-site security to ensure the safety of our families and those using the facility. As we said before, many of the families that we serve already live in the community so we do not anticipate that there will be any increase in the number of people to the area nor do we believe that our families will have a need to trespass on the Condo property. Like you, our families will want to access public transport, groceries, shops, and other public amenities nearby. As we have said many times over the virtual sessions, we truly believe that we will be part of the solution and will work with the Condo Board to jointly deal with any security concerns should issues come up.
	How will deliveries and garbage collection be managed with respect of adjacent condo owner's current outdoor environment? These items will be an invasion of their current backyard privacy.	Garbage facilities have been located on the interior of the building. Commercial waste will not be outside of the facility until it is put out for collection. Residential garbage collection will be similar to other mid-rise residential buildings, where garbage is collected once or twice a week.
	Has a traffic study been completed to quantify the changes in traffic patterns and their effect on trip characteristics for tenants of Westgate?	As per our Transportation Impact Assessment, the traffic created by our new facility will be marginal. An emergency access is maintained through our site from Bow Trail to ensure access to the Encore condominiums.
	What are the planned occupancy levels for this facility during the morning, afternoon, and evening?	The commercial areas of the building will operate normal retail hours. The Community Hub will have activities from around 10 am to early evening with similar hours anticipated for the Indigenous cultural and learning centre. We do plan on allowing community use of the building so we anticipate that there will be evening, and weekend uses. Like all Calgarians, we will comply with the City noise bylaws.
	Why would your organization not take advantage of vacant space in downtown Calgary?	Moving downtown is not an option for our organization for many reasons. The most important is that we have been providing services in the community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years. We did look at 11 sites in the area before purchasing our current site from the City of Calgary in 2019. Many of the other sites were larger, offered more

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		<p>opportunity for green space and were not located on a busy corner, but we either lost out through multiple competitive bid processes or the land was just too expensive. One site met all our criteria but was contaminated.</p> <p>The City has made affordable housing, particularly for families, a priority. There is a significant lack of affordable housing units within the City and though the City of Calgary is committed to and working towards meeting the need, existing proposals still fall short. We support the City’s plan to convert office space to housing as it will bring a vibrancy downtown that currently does not exist, but this arrangement does not work for CTH. We believe that a range of housing provides a diversity that is good for the community and for everyone.</p>
	Will you be taking on clients that have been afflicted by severe mental health issues?	Yes, some of our families experience mental health issues just like the rest of the population. Our families are lower income and there are many stresses that come from not having secure shelter and enough food to feed your children. We will have 24/7 supports for the families we serve.
20	Can you share any information on how the building's construction schedule looks like?	If approved, construction would begin next spring and be completed fall 2023.
21	When will the project be finished?	We anticipate the fall of 2023.
	As a charitable organization, wouldn't it make more financial sense to move into existing downtown vacancy that the city is already proposing to convert into low-income housing?	The City has made affordable housing, particularly for families, a priority. There is an extreme lack of affordable housing units within the City and though the City of Calgary is committed to and working towards meeting the need, existing proposals still fall short. Our project will contribute to Calgary’s shortfall of affordable housing stock and help keep families together on a site that offers very little commercial or development value otherwise. We support the City’s plan to convert office space to housing as it will bring a vibrancy downtown that currently does not exist. We believe that a range of housing provides a diversity that is good for the community and for everyone. While we could have added more housing on the site, with only 18 housing units we believe that we have sized the project appropriately for the community.
22	When will CTH be applying for their DP?	We are currently at the Schematic Design phase of the project. This means that the building is no longer just an idea and has detail on the exterior and all the interior spaces clearly delineated. We are seeking feedback on the Land Use Amendment now

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		and anticipate that we will submit our application along with a Development Permit at the end of April or early May. All feedback gathered will be provided within our application and will be discussed as we work through the process with the City of Calgary. We are committed to being open and transparent about our project.
23	You said play area noise on south side, but Bryan said the play area is on the west side so no sound block to kids' play dawn 'til dusk.	Our organization does serve families so there will be children within the building. The pre-school outdoor play area is on the west side of the building at ground floor and is enclosed by a wall as per provincial outdoor play area requirements. The outdoor amenity for residents and for the cultural spaces is on the south side.
24	Since the current zoning for 1-2 stories commercial use only at this time with the City. I have a hard time believing that the Westgate park doesn't satisfy the "high density" vision of the city of Calgary has. As the land use was outbid a few times, I would like to know if you have the original proposal that was submitted to buy the land? Is it exactly the same?	The Calgary Municipal Development Plan has designated the area including our site as a Community Activity Centre. This area is intended to "provide for a concentration of jobs and population in strategic locations throughout the city and represents local destination for multiple communities." The area in and around the new Westbrook LRT station is slated for densification including numerous multi-residential mid-rise buildings, commercial tenancies, and pedestrian focused plazas and parks. Our building aligns with the densification goals of this area, while providing both community and cultural activity. We are proposing a MU-1 designation with a density of 20 units, an FAR of 2.0 and a height of 30 metres. We did submit a pre-application and met with the City's Planning Group. We have also met with the Urban Design Review Panel for feedback on the design and the public realm surrounding the building. The City of Calgary has indicated that the site could have much more density however, Closer to Home believes that it has right sized its project.
	You mentioned "long-term" for the residential spaces please define this. Usually in many group home settings and social agencies this means around a year or less to help those families transition out into other community housing.	We want to be clear that we are offering permanent housing for low-income families. Our families can stay as long as they want in the units we are building. We are not a shelter, we are not offering transitional housing, nor will we have a group home at this location.
	So, do they own? Or pay rent?	The units will be owned by Closer to Home. Families will pay rent based on their income. As their income increases, they will pay more.
	What is closer to home willing to do to make sure the families feel safe and secure in this area? Will there be 24/7 security – vulnerable families will need these supports.	Thank you for asking. We will have 24/7 supports for families and security to ensure our families feel safe and welcome in the community.
25	Noise level of the mechanical penthouse?	We do not anticipate any out of the ordinary noise. The mechanical penthouse will be screened as well.

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	It appears to be a great project and love the overall design. All the best.	Thank you.
26	Timing of LOC/DP and if approvals granted, when would construction start?	If approved, construction would begin next spring and be completed fall 2023.
27	What energy efficiency standards apply?	Our goal is to exceed the requirements of the current National Energy Code. Please see our website for more information: https://www.closetohomeproject.com/
Special Session for Westgate Towers – May 31, 2021 – City of Calgary Representatives present – 21 community members were present (50 had registered).		
1	I think this is a vast improvement over a 2 story strip mall which would be allowed under the existing zoning.	Thank you.
	The property history would need to extend back to prior to construction of Westgate park as it would form the basis for the original purchase of a condo	Though the existing designation of the site is C-N2, there are and were no plans to move forward with development of a park. It may have been that the original developer discussed a park, however that concept was no longer possible after the initial developer of the Westgate Complex sold the land to the City of Calgary. The City of Calgary has plans intensify density in the area with further mixed-use buildings including residential, for which our building aligns. This plan includes an enhancement of park/public plazas in and around the Westbrook LRT station as part of these density increases.
2	It's a lovely design, Bryan, beautiful, respectful and functional. As an owner in the Brava Tower, I am struggling with the proposal to have my tower complex sandwiched by the various housing complexes that may now completely surround my building community.	Spruce Cliff has been home to many affordable housing developments for many years prior to the Westgate Towers being developed. In discussions with the developer, we understand that they were criticized for developing a luxury condo complex within this area. They however believe, as we do, that diversity in a community is good for all. Affordable housing supports individuals and families who otherwise could not afford safe and stable homes. It is about providing a home, where needed, close to amenities, schools, public transportation, and green spaces. We are only proposing 18 units, and all units will be for families.
	Crime rates in this area are increasing quickly, homes have recently been burnt down, there have been recent murders, and there is already an extensive population of homeless who camp and pollute this area every day, who would not qualify for	We are not real estate professionals so cannot comment on property values. However, the City of Calgary reports that in more than 100 studies conducted in the US and Canada during the past 30 years show no evidence that property values are impacted by affordable housing developments. The City of Calgary does not consider

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	admission to your programs. I wonder if this site could not be moved over to the vacant field which is EXACTLY close to the C-train.	the proximity of affordable housing in property tax assessments. We did look at 11 different sites before securing this site. The vacant lot by the C-train is not for sale now or when we were looking for property in this area. It is to be developed into a residential/commercial development.
	As an Owner in a tower, I will respectfully suggest that all of the property owners, Brad, in particular, the Townhouse owner, is completely correct in his assessment that this development would devastate his PPTY value, and that of his neighbors. Put in a simple park on that small site, move it to the vacant area, and take that beautiful design to a proper place directly off 17th avenue.	We are not real estate professionals so cannot comment on property values. Again, the vacant lot near the LRT is not for sale. The City of Calgary has referenced on its website that more than 100 studies conducted in the US and Canada during the past 30 years show no evidence that property values are impacted by affordable housing developments. It is important to note that the City of Calgary does not consider the proximity of affordable housing in property tax assessments. ⁵ This is not a group home, a transitional home or a rehabilitation centre, these are 18 affordable housing units for families in need.
	Spruce Cliff is not a "safe" Neighborhood any longer. I am sure the stakeholders in this Social Services Committee should please, take a walk around this area, and note the pop up campsites, the rates of violent crimes, etc. in this area currently. I'm afraid that the subsidized housing complex that I already look upon is not doing well with crime, vandalism, drug offenses, and prostitution.	As reported earlier, a Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that affordable housing led to increased crime or security issues. Many of the families that we serve already live in the community so we do not anticipate that there will be any increase in the number of people to the area or crime. It is true that the families that will move into our new residential units are lower income, but we do not believe that this will equate to more crime. We are only proposing 18 units and there will be significant supports available to the families who move into our building. We understand from our discussions with community associations that some of the crime experienced in the neighbourhood is because of the state of the mall, the vacant land near the LRT and a transient population using the LRT from downtown. We truly believe that we will be part of the solution.
	<p>I respect the Closer to Home Initiative, the mandate, and also the architecture, the cultural awareness, and the optimism. but I will be opposing this development in favor of supporting my neighbors who purchased property in good faith, in a</p> <p>With respect, I don't accept the NIMBY argument - I welcome increasing diversity throughout the spectrum of the housing market. but I am also interested in protecting my neighbors who Oops...I cut myself off, but I oppose this development in favor of</p>	Thank you for your comments.

⁵ [Affordable Housing Facts \(calgary.ca\)](https://www.calgary.ca/affordablehousing/facts)

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	my fellow neighbors who bought property in this complex with a view to the property in question to have been developed as a park space in conjunction with the new overpass. I will re-express my opposition as appropriate, and I thank you for the forum.	
	With respect to Mark Sasges, well spoken and articulate, there is no good plan for this development. There are however posters advertising the new development, surrounding the dirt field in front of my building, which any astute property buyer cannot help but to take note of, and of course it will reduce their interest in buying in this complex knowing that they would be sandwiched by either subsidized housing to the north, and further subsidized residential housing on the upper floors of the proposed complex/.	See response to your first question. Further, 64% of Calgarians said the City should invest more in affordable housing. 69% of Calgarians surveyed said affordable housing for low income families is very important. Citizens felt that affordable housing is second only to transit as a priority for City investment. ⁶
	Karen - It's a very small piece of land that affects very many residents that already invested in the area and live here. This is a fundamental change to what we felt would be the future of our property. I did not expect another high density development ,and in fact was promised a park space along the Bow Trail lot, and I will always support my neighbors who have beautiful, low rise condos adjacent to your proposed development.	The Calgary Municipal Development Plan has designated the area including our site as a Community Activity Centre. This area is intended to “provide for a concentration of jobs and population in strategic locations throughout the city and represents local destination for multiple communities.” The area in and around the new Westbrook LRT station is slated for densification including numerous multi-residential mid-rise buildings, commercial tenancies, and pedestrian focused plazas and parks. Our building aligns with the densification goals of this area, while providing both community and cultural activity. The City Planners attending also mentioned that due to the proximity to public transport and the plans for densification, a much higher and denser proposal could have been considered for this property. We are proposing a MU-1 designation with a density of 20 units, an FAR of 2.0 and a height of 30 metres. We did submit a pre-application and met with the City’s Planning Group. We have also met with the Urban Design Review Panel for feedback on the design and the public realm surrounding the building. Closer to Home has worked hard to right sized its project.
	No one EVER said that we don't want "certain individuals" in this area. I find that offensive.	We do as well.
3	What is the total estimated cost of this building?	Our project budget is \$30.5 million.

⁶ [Citizen Satisfaction Survey Results \(calgary.ca\)](https://www.calgary.ca/cityservices/cityservices/citizen-satisfaction-survey-results)

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	I strongly oppose the proposal and the amendment due to so many issues with transportation, community safety, devaluing the existing condos, and etc.	We have worked with the City of Calgary to find the best solutions to transportation issues that will not have traffic driving through the community. We do not believe that vulnerable families pose a safety issue. Closer to Home is part of the solution to community issues and believe that our investment in this building will have benefits for the community.
	I strongly oppose this development. It does not make financial sense for taxpayers or for current stakeholders who have actually invested in the area. This is irresponsible use of funds (\$2.4 million raised from the community is a far cry from \$30 million) and we as taxpayers are expected to shoulder the burden.	Closer to Home is an important social agency within the City of Calgary. We respectfully disagree that our investment is irresponsible and take our future very seriously. We will raise the funds required for this building. We have government support and plan on taking on the burden for a significant portion of the building costs via a mortgage. We have completed a robust financial model and are able to make annual payments over time.
	All owners should get together to discuss the proposal.	There is a City process in place to have your concerns heard. This is one venue, there is also a public hearing of Council. You can email your concerns directly to our Planner in charge as well. Jarred.Friedman@calgary.ca
	We, as stakeholders in the community will directly be impacted from a financial and safety/comfort standpoint. Our voice should matter. Ultimately, we must suffer with any negative impacts this development has for the long term. Will we be compensated for these issues?	See above. The City of Calgary does not consider the proximity of affordable housing in property tax assessments. Representatives of City Planning also said that they believe the uses of our building align with the community.
	Owners need to unite to deal with the proposal.	See above.
	Who will be responsible for devaluing our property, the city or/and the developer?	We are not real estate professionals so cannot comment on property values. The City also reports that in more than 100 studies conducted in the US and Canada during the past 30 years show no evidence that property values are impacted by affordable housing developments. The City of Calgary does not consider the proximity of affordable housing in property tax assessments.
	City of Calgary and the developer shall have a proposal for compensation of losses of the property values before talking about the land amendment.	See above.
	When there is an incident, it is already too late. Damage has already been done. Just because there are services to resolve conflicts after they occur, that doesn't help with making the community safer.	We do not believe that our programs and services and our 18 families will bring crime into the community. Many of the families we serve already live in west central Calgary. The affordable housing units will not be high turnover and are not transitional or shelter units. Our building provides supports and opportunities for connections that will assist in stabilizing the many families we serve. Everyone has a

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		right to a safe, welcoming home including vulnerable families. In addition, a Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that such developments led to increased crime.
	Can the city improve policing in this area?	This is something to address with the City and the Police directly.
4	What is the plan for ongoing site security?	The facility will be active, but we do not believe that the noise will be out of the ordinary. The commercial areas of the building will operate normal retail hours. The Community Hub will have activities from around 10 am to early evening with similar hours anticipated for the Indigenous cultural and learning centre. We are committed to putting in place technologically suitable security precautions including cameras, locking doors, key fobs, etc. Our staff have been trained specifically to deal with any number of security situations, and for larger events we would consider hiring specific security. Additionally, we are considering a greater security presence but will wait to see if this is required.
	What were the risks (safety, traffic, property values) or impacts identified as part of any study that may have been done?	We have not identified any risks in the studies we completed. We did work with the City of Calgary to find an acceptable transportation solution around accessing and exiting the site and traffic through the community. If you have any specific concerns regarding these items, particularly the Traffic Impact Assessment, the City Planners have urged participants to email them directly. Jarred.Friedman@calgary.ca
	This is a novel idea wrong execution. The developer and the city has to consider other options like utilizing the 2% vacant space in downtown that city is already looking to convert to residential. How could someone justify \$30 million investment when all options were clearly not analysed.	Moving downtown is not an option for our organization for many reasons. The most important thing to know is that we have been providing services in the community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years. We did look at 11 sites in the area before purchasing our current site from the City of Calgary in 2019. Many of the other sites were larger, offered more opportunity for green space and were not located on a busy corner, but we either lost out through multiple competitive bid processes or the land was just too expensive. One site met all our criteria but was contaminated. The City has made affordable housing, particularly for families, a priority. There is a significant lack of affordable housing units within the City and though the City of Calgary is committed to and working towards meeting the need, existing proposals still fall short. We support the City's plan to convert office space to housing as it will bring a vibrancy downtown that currently does not exist, but this arrangement does

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		not work for CTH. We believe that a range of housing provides a diversity that is good for the community and for everyone.
	To the City folks, is there any area in the city where a residential property is sandwiched by subsidized community properties?	The City Planners response was that affordable housing is always considered within existing communities, and this type of housing is intended to be integrated into the community.
	We just got section 534 notice to claim reduction of property value of our property.	The Section 534 notice has to do with the pedestrian bridge development nearby which is considered a public infrastructure and has been conducted by the City. This is in not related to our site.
	So has the City of Calgary agreed that u have reduced the value of our property.	No, the city does not take affordable housing into consideration when determining property tax assessments. See above answers regarding affordable housing studies.
	We also need empathy. 25 years of hard savings is what we have invested.	We understand that this is a change and have done as much as we can given the constraints of the site to mitigate our impact on the immediate neighbours. We do not believe that our programs and services and/or our 18 families will bring crime into the community. Many of the families we serve already live in west central Calgary. Our building provides supports and opportunities for connections that will assist in stabilizing the many families we serve. Everyone has a right to a safe, welcoming home including vulnerable families.
	One less hole in the golf course would do it.	We are not sure what this means. It is unlikely that this affordable housing project would be considered appropriate for the golf course.
	In a city where there is more than 25% vacancy rate in downtown.	See above.
	Very one-sided. The city has no empathy towards us.	Closer to Home has seen first-hand that the City is very responsive to community concerns. The City can only make their decisions based on whether the development meets planning requirements and long term plans as identified in the MDP or other policy documents for the area.
	Correct for around 20 of so tenants nearly 500 other tenants should not get penalized. (in response to this is not the 12 th opportunity – move on...)	We believe that a range of housing within a community provides a diversity that is good for the community and for everyone. We all have a responsibility to ensure our most vulnerable are taken care of and given the same opportunities to live, work and contribute to their community.
5	Great looking building but my concern is maintenance and upkeep. Low cost housing usually turns into disaster areas.	Thank you. We have purposefully chosen very durable materials for the building, that also have low maintenance. The lower areas are a concrete or stone material that will

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		better resist impact and can be easily cleaned. The wood looking material is a metal that maintains its colour over time is very easy to maintain. This is also true for the blue siding which will also be a metal panel with long durability. Closer to Home also has a Building Maintenance manager and are looking to hire another part time position potentially to assist with this building.
	I agree with Mark. The original property was supposed to be a green space.	Though the existing designation of the site is C-N2, there are no plans to move forward with development of a park. We are aware that a park was discussed but that concept was no longer possible after the initial developer of the Westgate Complex sold the land to the City of Calgary. The City of Calgary has plans to enhance greenspace, parks, and public plazas in and around the Westbrook LRT station. This area will also be developed with further mixed-use buildings including residential, for which our building aligns.
	What will at two bedroom rent for?	Because it is a mixed market model, rent will be based on the family's ability to pay. When a families income increases, so will their rent. This way families can continue to live in the building for as long as they want. There is no requirement to leave if they begin to earn more revenue after they have stabilized.
	The city does not respond to citizens concerns.	Again, Closer to Home has seen first-hand that the City is very responsive to community concerns. The City can only make their decisions based on whether the development meets planning requirements and long term plans as identified in the MDP or other policy documents for the area.
	You can buy a 12 unit apartment building in the beltline for about \$2.5 million.	This project is not just about affordable housing, it is about creating a community hub and Indigenous space for community to gather, learn about each other and gain new supports for the many issue's families may be experiencing. It is important to note again, that we have been providing services in the community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years. We believe that a range of housing provides a diversity that is good for the community and for everyone.
6	What's the projected date of completion?	If approved, November 2023.
7	It appears that the bank and café will be run by tenants. Is that occupation guaranteed or is it hoped that tenant will be interested? If there no tenant, then community	The spaces will be leased to commercial tenants – we are talking with several financial institutions, coffee companies, and a private preschool operator. Each will pay market rates for the use of their space. There will be some subsidized spaces within

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	involvement cannot be guaranteed, correct? Does that include that daycare as being tenant occupied as well?	the preschool and our discussions with the coffee company is that they will consider hiring youth within their training programs. We have discussed an Indigenous Barista internship. These tenancies are also key to the financial sustainability of Closer to Home, so we will be doing everything we can to ensure they will be filled.
	Is the city conflicted because they sold the land to Closer to Home?	The City purchased the property from the developer as part of the LRT project and paid considerably more than what Closer to Home paid for the land. No, the City is clear to keep their ownership and regulatory responsibilities very separate. All sites are based on their own merits with no conflict of interest.
	The Condominium Act does not allow the board to get involved with matters outside the property lines of the property.	That is our understanding also after talking with the Condo Board. They have indicated that they will let individual owners make their own decision for support. We appreciated the comments from members of the Board and have made some changes to our plans based on their feedback.
8	Staffed 24/7?	We will have supports for families available at all hours.
	My wife is a counsellor in the city and is VERY familiar with social services supports as she commonly refers to these services for her clients. How is your organization of supporting group care (group housing) different than trellius, Avenue 15, raido house, aspen housing, and woods? We know these social supports need a lot of funding to be effective. What is your plan to help support the vulnerable individuals residing in the housing complex as it is common for these individuals to be preyed on; how do you plan to keep our community safe?	While we do run group homes in other areas of the City, but we are not supporting a group home at this location. We will be serving vulnerable families in this location. While some of some of our families experience mental health issues just like the rest of the population, our families are lower income and there are many stresses that come from not having secure shelter and enough food to feed your children. We will have 24/7 supports for the families we serve. Our organization has been around for over 25 years. We are a trusted partner with the City and the Province to deliver supports to vulnerable families. We are funded by the Government of Alberta Children’s Ministry, Community and Social Services, the City of Calgary, the Calgary Homeless Foundation, and the United Way. The Calgary Foundation is a financial partner in our building Project and a strong supporter of our work.
	This shouldn't even be a consideration.	We disagree.
	Yes - this space is zoned for 1-2 COMMERCIAL space. WE are the high density living!!!!	The Calgary Municipal Development Plan has designated the area including our site as a Community Activity Centre. This area is intended to “provide for a concentration of jobs and population in strategic locations throughout the city and represents local destination for multiple communities.” The area in and around the new Westbrook LRT station is slated for densification including numerous multi-residential mid-rise

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		buildings, commercial tenancies, and pedestrian focused plazas and parks. Our building aligns with the densification goals of this area, while providing both community and cultural activity. The City of Calgary has indicated that the site could have much more density however, Closer to Home believes that it has right sized its project.
	Wraparound supports are wonderful but need funding and supports to make sure these families can make sure how to avoid being preyed on... these are long term supports required based on intergenerational trauma most families will have. This can't be a short term solution if it's going to be done right. unfortunately this means bring well trained staffed including 24/7 and this will cost more... are you willing to do this?	Please see above. Yes, we are fully supporting our families, children, youth, and other vulnerable populations. As an organization that has been serving our clients for over 25 years, we are aware of the commitment and requirement for support.
	I agree with my neighbours - I oppose this project strongly. In order to successful implement social supports this will be too costly and knowing the social supports system thoroughly this will not be properly funded over the long term and there will be many at-risk families preyed on.	See above.
	FYI condo owners: from talking to one of the ward councillors in the city – property values are not a good enough reason for the City of Calgary to support us residents. Harsh reality.	That is our understanding.
	Please know supports ARE important and required, but need to be properly funded to be effective (meaning 24/7 staff which you aren't certain at this point if this will be possible) - but this is not the space to do it in. It's too sandwiched in, a small parcel of land. There are incentives for your organization to utilize the space downtown. With all due respect, Bryan your keep mentioning the wonderful views that will be available to this closer to home project, but what about our views??	We agree. See above for a more detailed services description. We are funded by multiple organizations and governments for our program. Our building will also have commercial tenants and families who pay rent so we will have steady revenue streams into our organization. As we have said before, downtown is not an option for us. We have been serving the community for over 25 years in leased space and now want to own our own facility to better control our costs and the whims of the market. The views of the townhomes would be obstructed even with a 2-3 story building and obstruction of other views will be minimal.
9	How is noise and dust management being addressed during construction?	The construction contractor will need to provide a dust management plan at the time of construction. We will share that information with our neighbours and will comply with the City of Calgary's noise bylaw.
	Without 24 hour manned and onsite security in the new development there is a likelihood that the Westgate park security requirements will increase which will have a negative impact to our monthly condo fees	Once again, we will have supports on site for our families. We do not believe that our programs and services and our 18 families will bring crime into the community or cause security concerns for Westgate Towers. Many of the families we serve already live in west central Calgary. Our building provides supports and opportunities for

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		connections that will assist in stabilizing the many families we serve. Everyone has a right to a safe, welcoming home including vulnerable families. A Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that such developments led to increased crime. ⁷ We are committed to putting in place technologically suitable security precautions including cameras, locking doors, key fobs, etc. Our staff have been trained specifically to deal with any number of security situations, and for larger events we would consider hiring specific security. Additionally, we are considering a greater security presence but will wait to see if this is required.
	With a potential reduction in property values, who is responsible for reimbursing property owners with the difference in value ? Is it taxpayers or the proposed developer ?	We are not real estate professionals so cannot comment on property values. The City has also noted that in more than 100 studies conducted in the US and Canada during the past 30 years, there is no evidence that property values are impacted by affordable housing developments. Once again, the City of Calgary does not consider the proximity of affordable housing in property tax assessments.
	When was the land use bylaw revised last for this particular property ? I am sure it was subsequent to the initial construction of Westgate park ?	We are not sure when this changed but there have been several land use amendments. For the last two iterations of the Land Use Bylaw, it has been zoned for some form of commercial.
	The property history would need to extend back to prior to construction of Westgate park as it would form the basis for the original purchase of a condo	Though the existing designation of the site is C-N2, there are and were no plans to move forward with development of a park. It may have been that the original developer discussed a park, however that concept was no longer possible after the initial developer of the Westgate Complex sold the land to the City of Calgary. The City of Calgary has plans intensify density in the area with further mixed-use buildings including residential, for which our building aligns. This plan includes an enhancement of park/public plazas in and around the Westbrook LRT station as part of these density increases.
10	What stops people from driving into spruce place to make a u turn?	The City of Calgary Transportation department has discussed developing an island that will not allow a left turn into the property. This however is at the discretion of the City.
	have you considered the noise from the social space	The facility will be active, but we do not believe that the noise will be out of the ordinary. The commercial areas of the building will operate normal retail hours. The

⁷ [Affordable Housing Facts \(calgary.ca\)](https://www.calgary.ca/affordablehousing/facts)

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		Community Hub will have activities from around 10 am to early evening with similar hours anticipated for the Indigenous cultural and learning centre. We do plan on allowing community use of the building so we anticipate that there will be evening, and weekend uses. Like all Calgarians, we will comply with the City noise bylaws. Additionally, we have designed the most active spaces to be away from the existing condominium buildings.
	the answers are given are pretty vague	We feel we have been very transparent with our engagement process and our answers to your questions.
11	Exactly, what is the measure to ensure the neighbouring buildings are still safe and enjoyable to live in?	Once again, we do not believe that our programs and services and our 18 families will bring crime into the community. Many of the families we serve already live in west central Calgary. Our building provides supports and opportunities for connections that will assist in stabilizing the many families we serve. Everyone has a right to a safe, welcoming home including vulnerable families. A Canadian study of 146 supportive housing sites concluded there was no statistically significant evidence that such developments led to increased crime. ⁸ We are committed to putting in place technologically suitable security precautions including cameras, locking doors, key fobs, etc. Our staff have been trained specifically to deal with any number of security situations, and for larger events we would consider hiring specific security. Additionally, we are considering a greater security presence but cannot confirm if this will be a solution at this time.
	Is the “Financial Institution” for sure to be it? If not, what will it be?	No, we are still in discussions. We will continue to work with banks as they tend to stay a long time and pay top dollar for their lease. If we are unable to secure a financial institution, we will ensure the tenant aligns with our programming.
	10M is kind of acceptable but absolutely not 30M.	We respectfully disagree. We are an organization that has been around for over 25 years. We have an excellent track record. We believe that vulnerable families have a right to well designed, functional facility. We also have developed financial models around our building, and it will provide us with economic sustainability into the future.
	Tanya, there are other more appropriate spots for that	As we have said, we did look at 11 different sites in west central Calgary before purchasing this site from the City of Calgary. We have been working in this

⁸ [Affordable Housing Facts \(calgary.ca\)](https://calgary.ca/affordable-housing-facts)

Individual	Comments – Concerns and Support	Response – How Have We Responded?
		community – west central Calgary - for over 25 years and wish to remain serving the families that we have come to know well and work with new families moving into this area of the City. Downtown is not an appropriate site of our new home.
	We must take into account of other people point of view and should always be considered because we worked hard and should not be paying for expensive homes and seeing our properties going down.	We are not real estate professionals so cannot comment on property values. However, our project aligns with both future proposals in the area and existing properties.
	Stop the guilty stuff...and how is paying for the 30 million?	Closer to Home will be paying a large portion of the project through a mortgage. We will be applying for government grants set up to specifically support affordable housing and we will be raising money from the community - \$ to date we have raised \$2.4 million. We have completed a financial model and know that the revenues we capture from commercial tenants and families that rent will cover the costs to operate the facility. There are many affordable housing grants and other community grants available to us as well, and our project aligns with these goals.
	Yeah, go downtown west end, no companies are renting there...good INVESTMENT for your intents	Moving downtown is not an option for our organization for many reasons. It is important to note that we have been providing services in the community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years. We did look at 11 sites in the area before purchasing our current site from the City of Calgary in 2019. Many of the other sites were larger, offered more opportunity for green space and were not located on a busy corner, but we either lost out through multiple competitive bid processes or the land was just too expensive. One site met all our criteria but was contaminated. The City has made affordable housing, particularly for families, a priority. There is a significant lack of affordable housing units within the City and though the City of Calgary is committed to and working towards meeting the need, existing proposals still fall short. We support the City's plan to convert office space to housing as it will bring a vibrancy downtown that currently does not exist, but this arrangement does not work for CTH. We believe that a range of housing provides a diversity that is good for the community and for everyone.
	It is not controllable when the building is in	Again, we will have supports for families living in our facility or families coming from other communities to access our programs and services.
	Exactly, when there are so many other options around the south side of Bow Tr development and other downtown buildings when the CTH can group more units	As we said many times tonight, this is the community we wish to reside in the long-term and it is not just about the affordable housing. We will have a multi-cultural

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	together and manager them together in a higher density and lower management time/cost	community hub that will serve families from across the spectrum and an Indigenous cultural centre that will support urban Indigenous to help discover their heritage and customs and more broadly assist to create greater understanding of Indigenous culture. Our use also aligns with the Municipal Plan for the Westbrook LRT area.
	We don't need that at that small corner space	<p>It is a constrained site, however, based on our functional program, and factoring in the required setbacks, site conditions, and height, the program we are suggesting fits on the site for 6 floors. We pushed our building as far away from the existing development to the north and have been able to keep a 20 m buffer from the edge of the north property to our building edge.</p> <p>The new facility encompasses approximately 55,000 square feet over six floors. The first three floors are community programming, commercial retail, and office spaces with floors four through six focused on housing for families. The building is under 30 metres. The facility will incorporate barrier-free housing units. And our goal is to exceed the requirements of the current National Energy Code. Please see our website for more information: https://www.closertohomeproject.com/</p>
	Right, exactly when there are only about 18 units for all of these conversation and disagreement	Yes, there are only 18 units of affordable housing.
	there are other places for that	There are no other communities for Closer to Home. West central Calgary is where the majority of our families live and work.
12	10M to 30M not acceptable	We respectfully disagree.
	Why you guys are not considering renting so many empty buildings in Downtown that way those business will get some money too	Moving downtown is not an option for our organization for many reasons. It is important to note that we have been providing services in the community for over 25 years and want to continue to provide support for families in the neighbourhood for the next 25 years. It does not meet our objectives to serve vulnerable families in community.
	Now a days most of us work from home and construction sound is going to cause lot of problem.	Construction companies by law are required to deal with dust and debris on their site. All efforts will be made to limit exposure of residents. The construction contractor will need to provide a dust management plan at the time of construction. We will share that information with our neighbours and will comply with the City of Calgary's noise bylaw.

Individual	Comments – Concerns and Support	Response – How Have We Responded?
13	Why this building only service Indigenous.	Our new home will be a place accessible to all Calgarians, providing opportunities for people of all ages, background, identities, orientations, and abilities to connect and forge meaningful relationships. It is true that it will serve Indigenous families, but it is not only Indigenous families.
14	Is there a way to stop this building?	There are opportunities for your concerns to be raised at a public hearing of Council. You may also directly email the Planner in charge. Jarred.Friedman@calgary.ca
	When can we expect a public hearing to take place?	We anticipate in the fall.
15	As a townhouse owner believe this will ruin my view and reduce my enjoyment of my space. Also believe it will decrease my property values. Not in agreement with the change from 10m to 30m, do not agree with the additional 4 storeys, 3 storeys of residential and do not believe this residential is a benefit to the community. I will be looking at a giant flat wall from my property, and all aspects of my lookout will be affected.	We are not real estate professionals so cannot comment on property values. The Calgary Municipal Development Plan has designated the area including our site as a Community Activity Centre. This area is intended to “provide for a concentration of jobs and population in strategic locations throughout the city and represents local destination for multiple communities.” The area in and around the new Westbrook LRT station is slated for densification including numerous multi-residential mid-rise buildings, commercial tenancies, and pedestrian focused plazas and parks. Our building aligns with the densification goals of this area, while providing both community and cultural activity. Even as zoned, a 1-3 storey building would have obstructed the views of the townhouses. The City of Calgary has indicated that the site could have much more density and height however, Closer to Home believes that it has right sized its project.
Survey Responses (March 29 to April 30)		
1	I do not like your project. I will not use your space. I am not familiar with your programs. I would like you to move to a different location other than the proposed location by Westgate park building.	Thank you for your comments.
2	I do not like your project. Please build this somewhere else. I would not use your space and I am against this project going forward. Please do not go ahead with this building. I am familiar with your organizations but will not use your services. Please build this project somewhere else.	Thank you for your comments.
3	I do not like anything about your project. It will not integrate with the community. Your spaces are of no use to me. You will add to an already congested area. I don't know about your services, nor will I use them.	Thank you for your comments.
4	Community supports are great however, this is not an acceptable location. There's so much office spaces downtown that you can use instead of obstructing my view. Go	Thank you for your comments. We are not a group home.

Individual	Comments – Concerns and Support	Response – How Have We Responded?
	elsewhere. We wouldn't use your services. A group home has no place here and is dangerous close to Bow Trail. Build elsewhere. Why are you putting a group home on such a small piece of land that will obstruct my views and cause my property values to go down. This piece of land is zoned for 1-2 storeys. Respect that. If you can't do this – then I can already tell how much a disaster this project is going to be.	
5	I like that your project builds community. Should be limited to 4 stories similar to the residential buildings south of bow trail.	Thank you for your comments. Unfortunately, we cannot fit our program based on 4 stories given the buildable footprint is less than 50% of the site to ensure a large buffer to the existing condominium complex.