



Ministry of  
Forests and Range  
and Minister Responsible  
for Housing

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2008/09 – 2010/11  
Service Plan

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## Message from the Minister and Accountability Statement

We faced one of most challenging years in the history of our forest sector in 2007.

In the last year, the Canadian dollar rose from \$0.85 U.S. to par, costing B.C. forest companies \$150 million for each one cent increase. As well, low lumber prices and a slumping U.S. housing market contributed to the sector's challenges.

Perhaps at no other time in modern history have we been so challenged to think strategically and innovate in a manner that assists our forest sector to achieve renewed prosperity.

The work has already begun with a regulatory review of the forest sector, designed to streamline processes, reduce red tape, cut administration and find more cost-effective ways of doing things without compromising worker safety or environmental stewardship.

As well, a new roundtable has been created to recommend a comprehensive, fiscally viable strategy to make B.C.'s forest industry more competitive, successful and productive. Elected officials, industry and industry association representatives, First Nations and other stakeholders will contribute to the process, and meetings will be held in communities around the province.

To mitigate the environmental and economic impacts of the mountain pine beetle on Interior forests and forestry-dependent communities, the Ministry will continue implementing the Mountain Pine Beetle Action Plan. On the Coast, the Coastal Forest Action Plan will also help with the important shift from old- to second-growth stands in an environmentally sustainable manner.

To address issues posed by climate change, the Ministry will continue to adapt our forest management framework in a manner that is consistent with the Premier's vision for our province.

As Minister Responsible for Housing, I'm committed to build on the successes we've achieved over the last year. Through Housing Matters BC, the Province's comprehensive strategy for reducing homelessness, we are ensuring British Columbians have access to safe and affordable housing.

Housing Matters BC is supported by the highest housing budget in B.C.'s history. It has provided direct assistance to more than 84,000 households in the past year. This includes more than 2,000 homeless British Columbians who, through the new Homeless Outreach Program, have been placed in stable housing with the supports they need to regain their independence.

We have also protected more than 750 units of affordable housing throughout B.C. with the purchase of buildings in Kamloops, Victoria, Burnaby, North Vancouver and Vancouver.

To help more low-income people and their families with the cost of safe, affordable housing, we will build on the successes of the Rental Assistance Program and Shelter Aid for Elderly Renters, and reach even more households this year. We will provide 750 rent supplements to help homeless British Columbians find stable shelter.

We continue to target housing units to those most in need of support by building new units, converting subsidized housing to provide appropriate support services and integrating provincial services to ensure people get help when and where they need it most.

To address climate change, reduce greenhouse gas emissions and increase the energy efficiency of buildings, we are developing additional green provisions for the B.C. Building Code.

We will also continue to modernize the building regulatory system to ensure buildings in B.C. are safe, our construction industry has consistent, clear regulations, and new homebuyers are protected.

The *Ministry of Forests and Range and Minister Responsible for Housing 2008/09–2010/11 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared. All material fiscal assumptions and policy decisions as of February 12, 2008 have been considered in preparing the plan and I am accountable for achieving the specific objectives in the plan.



Honourable Rich Coleman  
Minister of Forests and Range  
and Minister Responsible for Housing

February 12, 2008

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## Section A: Ministry of Forests and Range

### Purpose of the Ministry

The Ministry of Forests and Range, also known as the Forest Service, is the main agency responsible for protecting the public's interest and providing leadership in the protection, management and use of the province's forest and rangelands. More than 90 per cent of British Columbia's forest and range lands are publicly owned, and managed by the provincial government on behalf of the public.



The Ministry has a mandate to manage and conserve forest and range resources for short- and long term socio-economic benefits, to protect and sustain forest and range productivity, to encourage competitive forest and range industries, and to set and manage the collection of revenue from the use of public forests and rangelands.

The Ministry pursues its mandate and goals in a consultative manner with the public, forest and range industries and other Crown agencies, while recognizing the unique interests of Aboriginal people. The pursuit of its mandate is enabled by a decentralized organizational structure that brings the Ministry close to its clients and stakeholders throughout the province.

Forest and range values in the Ministry's vision statement refer to the social, economic and environmental values associated with our forest and range resources. The environmental values including soil, water, fish, biodiversity, and wildlife, form the basis for the economic and social values.

Economic values include timber, forage and fisheries resources that contribute to our economy. Social values include recreation resources, visual quality, resource features such as hoodoos, and cultural heritage resources. Collectively, these values contribute to the livelihood and recreation of many British Columbians, as well as support all British Columbians through the Crown revenue collected.

#### *Vision*

*Diverse and sustainable forest and range values for British Columbia.*

The Ministry of Forests and Range leads the B.C. Government's response to the mountain pine beetle epidemic and is working with a number of provincial ministries and with the federal government to mitigate the negative environmental and socio-economic impacts of the infestation while recovering the greatest economic value and protecting public health, safety and infrastructure.

The Ministry also has a significant role in supporting the Ministry of Environment on the Government's response to Climate Change, including a Future Forests Ecosystems Initiative.



## Strategic Context

### Environmental Trends

In Canada, there has been no significant change in the total forest area over the last 15 years. Less than one per cent of the forest is logged each year in British Columbia. In 2007, the B.C. timber harvest was 83,566,914 cubic metres, about eight per cent higher than the 10-year average, primarily due to accelerated harvesting of beetle-killed wood in the Interior of the province.

The mountain pine beetle continues to devastate mature pine forests in the Interior of the province. The Ministry projects that 80 per cent of the merchantable pine in the province's central and southern Interior could be killed by the beetle by 2013. The total volume of trees infested by the mountain pine beetle, including standing dead trees and live trees under attack, increased in 2007. By the summer of 2008 it is estimated that 625 million cubic metres of timber will be affected, up from 532 million cubic metres in 2006.

Most of Canada's rangeland is contained in the four western provinces. In British Columbia about 85 per cent of the land area used by the ranching industry is owned by the Crown and the cattle ranching and guide outfitting industries are dependent on access to Crown range. Environmental issues, such as access to water and the loss of rangelands due to invasive plants, forest encroachment and ingrowth and increased off-road vehicle use, are ongoing challenges in the management of rangelands.

Adapting future forest and rangeland management to climate change is a key challenge. In British Columbia climate change may increase timber and forage productivity in certain areas. It also contributes to continued insect and disease outbreaks, forest-damaging events such as ice storms, floods and droughts, a shorter winter logging season and a longer fire season. It also has implications for rangelands, including water and forage shortage, potential introduction of new invasive plants and the spread of those already present.

### Socio-Economic Trends

First Nations populations in British Columbia are large, culturally diverse and geographically dispersed. Many Aboriginal communities are located in forested areas and have active land claims in place for Crown land presently allocated for forestry activity. The Ministry works with First Nations to strengthen relationships based on reconciliation, recognition and constructive consultation on social and economic issues.

The economic circumstances of the B.C. forest industry are continually changing as a result of global competition, trade agreements, industry consolidation, commodity prices, exchange rates, technological innovation and product substitution.

World competition is increasing and returns on capital investment are tight. Some countries are emerging as potential customers of B.C. forest products (e.g., China, India and Indonesia) while others are becoming strong competitors (e.g., China, Russia, European countries and Brazil). Given that more than 80 per cent of the sales by the B.C. forest industry continue to be destined for non-Canadian markets, there is continuous pressure to maintain and improve the forest sector's competitiveness. PricewaterhouseCoopers estimates that for listed Canadian companies, nearly half of which are based in British Columbia, the average return on capital employed was 4.6 per cent in 2006 — well below the target of 10-12 per cent.

Lumber prices trended downwards in 2007 as a result of a decline in U.S. housing starts, rising interest rates and higher energy prices. Throughout 2007, pulp prices rose and newsprint prices were in decline. Investment in the B.C. pulp and paper industry has, as a whole, been below the level required to maintain its current competitive position in world markets. In order to remain competitive in the future reinvestment in this industry is needed. A renewed pulp and paper sector in British Columbia can be globally competitive over the long term through reinvestment and innovation. Due to the interconnectedness between the pulp and paper and lumber industries, the strength of the pulp and paper industry is an important factor in the health of the entire B.C. forest industry.

Throughout 2007 the Canadian dollar was strong against the U.S. dollar reaching parity in September 2007. The strong Canadian dollar is predicted to continue to impact the B.C. forest industry by increasing the relative cost of production in British Columbia, and reducing B.C. companies' profits as most forest products are sold in U.S. dollars.

The economic circumstances in the ranching sector are similarly difficult as the higher Canadian dollar affects the value of Canadian beef and live cattle exports to the United States, thereby putting downward pressure on the price of feeder cattle shipped out of British Columbia to Alberta and beyond. The ranching sector is facing much higher costs for their inputs such as machinery, fuel and grain; the latter due to competition from the biofuels industry and depressed worldwide grain production in 2007. The effect of higher costs reduces prices expected to be paid for feeder calves. Trade of cattle to the U.S. is expected to normalize in 2008, following a full five years of restrictions due to the occurrence of Bovine Spongiform Encephalopathy (BSE).

## **Strategic Direction**

The Ministry continually improves its management of the province's forest and range resources; however, the mountain pine beetle infestation, struggling coastal and pulp and paper industries, and international market forces all continue to challenge the B.C. forest sector. All together, these factors amount to an unprecedented and profound impact on the forest sector. The Ministry is taking proactive action to address these challenges while continuing with its regular work in managing and protecting forest and range resources.

In 2008/09, the Ministry will implement the Coastal Forest Action Plan, continue to lead the government's efforts in addressing the environmental and economic impacts of the mountain pine beetle epidemic, and develop a forests component to the government's bio-energy strategy. Increased cross-agency collaboration and alignment on land-use planning, research and resource management is also being pursued, as well as ongoing work to adapt British Columbia's forest and range management practices to a changing climate, improve safety in the forest industry and work closely with First Nations to increase their participation in the forest sector.

# Goals, Objectives, Strategies and Performance Measures

To ensure sustainability and balance environmental, social and economic benefits, the Ministry of Forests and Range pursues two goals.

For 2008/09, the Ministry selected five performance measures to represent progress towards the two goals. This is a change from the 2007/08 Service Plan where 12 measures were aligned against objectives under three goals.

## Goal 1: Sustainable forest and range resources

### Objective 1.1: Well managed, healthy, productive forest and range resources

This objective states the one to three year results the Ministry seeks to achieve that will ensure forest and range resources are sustainable in the long term.

- Well managed resources result from the effective regulation of forest and range practices, compliance and enforcement of laws, the determination of sustainable harvest levels, the effective allocation, administration and management of range and timber tenures, and maintenance of a safe and environmentally sound forest road network.
- Healthy eco-systems are those which are protected from unwanted wildfire and pest outbreaks, and where invasive plants and endemic insects and disease are managed.
- Ecosystem restoration and reforestation ensure that land and timber productivity and carbon sequestration are restored or maintained. The Ministry leads provincial rangeland restoration activities and enhances forest productivity through silviculture, forest gene resource management, and both applied and long-term research.

Challenges associated with achieving Objective 1.1 include:

- Natural and changing environmental conditions, including:
  - Continuous hot, dry weather, contributing to extreme wildfire.

#### *The Future Forests Ecosystem Initiative*

*In 2006, the Ministry established this initiative with the goal of creating forest ecosystems that remain resilient to stress and continue to provide basic services, products and benefits to society. Activities include research, forecasting, monitoring, policy evaluation and change and extension initiatives.*

- Expanded severity and range of insect infestations, disease infections and invasive plants.
- Severe weather conditions and landslides which impact forest road access and safety as well as cause environmental damage.
- Adaptation to ensure the right standards and trees are in place to increase ecosystem resilience.
- Increased stakeholder and public pressure for use of forest and range resources.

The above challenges are mitigated through effective fire preparedness, reforestation, research, inventory and education programs, regular road and bridge maintenance and repairs, collaborative and inter-agency partnerships and consultation with First Nations and the public.

## Strategies

The following strategies are intended to address key Ministry priorities over the next three years:

- Continue to manage impacts on forest and range resources from the mountain pine beetle epidemic.
- Develop a vision for new ways to manage Interior forests after the mountain pine beetle epidemic.
- Increase cross-agency collaboration and alignment on land-use planning, research and resource management.
- Adapt British Columbia's forest and range management practices to a changing climate.

### *The Mountain Pine Beetle Action Plan*

*This Action Plan provides a long term government-wide approach to mitigating the impacts of the mountain pine beetle infestation in British Columbia. The federal government contributed funding to some components of the plan, and the Province and licensees are funding others. There are nine specific programs under the plan which mitigate environmental impacts of the epidemic and support economic sustainability.*

## Performance Measures

Three key measures of well managed, healthy productive forest and range resources are fire protection, reforestation, and forest operator compliance with resource management laws. All three measures are commonly used in other Canadian jurisdictions.

A future measure that reports on the Ministry's progress on climate adaptation and carbon sequestration is under discussion.

## Performance Measure 1: Fire Protection

Performance Measure	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Per cent of unwanted wildfire contained at less than four hectares (on a 5-year rolling average).	92%	92%	92%	92%

**Data Source:** Forest Service Historical Fires Statistics Database.

### Discussion

The Ministry's detection and management of wildfire is critical to successfully managing forests and maintaining healthy ecosystems. While the BC Forest Service manages wildfire to protect lives and government assets, including Crown timber, healthy forest and range eco-systems are subject to natural fire and pest cycles; eco-systems are thus managed in keeping with natural disturbances where possible.

The Ministry's success rate for initial attack on unwanted wildfires is tracked by this measure. Every fire is assessed to determine if and what kind of suppression action will take place. If values at risk are low, a decision may be made to allow for the natural role of fire in maintaining healthy ecosystems, rather than undertaking fire suppression. Where a decision to take action is made, the goal is to keep the final size of the fire at less than four hectares, so that damage and costs for fire suppression will be minimized.

Both Alberta and Ontario track success of initial wildfire attack. While the information cannot be compared directly due to differences in land ownership, policy, access, forest type and climate conditions, British Columbia, Alberta and Ontario all set targets for and report on initial wildfire attack success rates with results between 90 and 96 per cent.

## Performance Measure 2: Reforestation

Performance Measure	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Ratio of area reforested to area harvested or lost to fire and pest (unsalvageable losses).	0.87	0.82	0.89	0.94

**Data Source:** This ratio uses data from the past five years (a five-year rolling average), submitted by licensees and the Ministry, to RESULTS (Reporting Silviculture Updates and Landstatus Tracking System). Data is submitted, according to legislated requirements, before June 1 each year for the previous year ending March 31. The detailed information used to calculate the ratio is found in: Table 1: Changes in Not Satisfactorily Restocked Crown Land, posted at: [www.for.gov.bc.ca/mof/annualreports.htm](http://www.for.gov.bc.ca/mof/annualreports.htm).

## Discussion

The ratio of area reforested to area harvested or lost to fire and pests is a high-level indicator of stewardship of forest resources and ultimately, of sustainable timber productivity. A ratio of 1.0 indicates that areas being reforested are in balance with those being harvested or lost to fire and pests. A ratio of less than 1.0 reflects a trend towards increased Not Sufficiently Restocked area with more productive area being harvested or lost to fire and pests than reforested.

The ratio combines data from all Crown land areas to be reforested. This includes:

- Areas on which licensees have basic silviculture obligations. On these areas, the ratio tracks close to 1.0 as a steady state, indicating that industry is meeting its basic silviculture obligations; and

- Areas on which no one has legal obligations for basic silviculture. These areas result from unsalvageable fire and pest losses and from pre-1987 logging. Reforestation on these areas is funded through the Forest Investment Account or through the Forests for Tomorrow program. Prior to this, Forest Renewal BC and the Federal-Provincial Forest Resource Development Agreements contributed to reforestation of these areas during which time the ratio was consistently above one.

### *The Forest Investment Account (FIA)*

*The goal of FIA is to assist government in developing a globally recognized, sustainably managed forest resource. FIA investments are directed by a Forest Investment Council of government and industry members. Activities, which are overseen by third party administrators, include research, enhanced forestry on public land and the promotion of greater returns from utilization of public timber.*

In the ratio, “area reforested” includes planting or natural regeneration; “area harvested” is the net area harvested, excluding roads, landings, and reserves; and “areas lost to fire and pests” refer to unsalvageable timber on land presenting a viable opportunity for planting. An area is not tallied as lost to fire and pest until it has been surveyed and deemed to present a viable opportunity for planting.

## Projections

Harvested areas comprise the largest part of the measure. For these areas the ratio is projected to remain close to 1.0 reflecting that licensees will continue to meet their legal basic silviculture obligations. Although harvest areas are expected to temporarily increase through salvage logging of mountain pine beetle killed timber, with current economics it is expected that harvesting and reforestation rates for licensees will remain relatively constant over the next three years.

The area impacted by fire and pest is expected to continue to increase. Starting in 2008/09, silviculture surveys of productive forest areas within the timber harvesting land base are expected to identify an additional 15,000 hectares of Not Sufficiently Restocked area each year. An estimated 7,000 hectares will be planted in 2008/09 and a further 10,000 in 2009/10. These activities are expected to mitigate a further drop in the ratio due to the mountain pine beetle epidemic and will likely begin to improve the ratio by 2009/10.

Starting in 2008/09, an estimated 15,000 hectares of Not Sufficiently Restocked “backlog” areas (logged before 1988) will be identified in the timber inventory for potential silviculture treatment, which will further improve the ratio.

### Performance Measure 3: Forest operator compliance with resource laws

Performance Measure	2001/02 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Per cent of forest and range operator's compliance with statutory requirements that regulate forest and range practices .	90%	96%	94%	94%	94%

**Data Source:** The Ministry's Compliance Information Management System.

#### Discussion

This measure was selected as an indicator of the management decisions of forest and range operator's which are key to the outcome of sustainable forest resources. Forest and range operators include all licensees (major industry and small business). Compliance is with the *Forest Practices Code of British Columbia Act*, the *Forest Act*, the *Range Act*, the *Wildfire Act* and the *Forest and Range Practices Act* and their associated regulations.

This indicator is a measure of the number of inspections completed without any non-compliance that lead to a determined or prosecuted enforcement action against the number of inspections completed. The sites inspected are assessed for environmental, social and or economic values. The baseline was established in 2001/02, the first year this statistic was reported in the Ministry's Service Plan. Actual performance has exceeded 90% for the past 10 years.



## Goal 2: Sustainable socio-economic benefits from forest and range resources

To sustain the socio-economic benefits from forest and range resources for the foreseeable future, competitive forest and range industries are required. The revenue that accrues to Government from these competitive industries contributes to a healthy economy generating revenue in support of all British Columbians.

Gross revenue from Crown forest and range industries is a measure of the benefit that the public receives from use of its forest and range resources.

### Performance Measure 4: Crown forest gross revenue

Performance Measure	2007/08 Forecast <sup>1</sup>	2008/09 Target	2009/10 Target	2010/11 Target
Crown forest gross revenue (\$ billions).	\$1.066 B	\$0.939 B	\$1.021 B	\$ 1.083 B

**Data Source:** Ministry's Harvest Billing System.

<sup>1</sup> Targets are based on January 2008 Treasury Board Revised Forecasts.

### Discussion

The total amount of revenue realized by the Ministry and collected by the Government of British Columbia during each fiscal year includes stumpage and other revenues from timber tenures, BC Timber Sales, range use, revenues from the Softwood Lumber Export Tax and other Ministry non-forestry revenues.

The Crown forest gross revenue is influenced not only by the Ministry's pricing and revenue policies, but also in response to market conditions and trends, business decisions of independent forest companies and the global financial environment including the strength of the Canadian dollar.

During 2007/08, the U.S. housing market continued to soften, resulting in lower prices for lumber and other forest products. With a strong Canadian dollar, lower lumber and commodity prices and the impacts of the mountain pine beetle infestation in the Interior, it is expected that stumpage revenues will remain relatively flat or even decline slightly over the next few years.

## **Objective 2.1: Fair market value for the use of public forest and range resources**

The Ministry has a legislative responsibility to assert the financial interests of the Crown in its forest and range resources in a systematic and equitable manner. The revenue collected from the use of public forest and range resources becomes available to fund government priorities each year. In this way public forests contribute to the overall health, education and well-being of all British Columbians.

The Ministry continually reviews and modifies revenue policies and procedures to ensure that fair value is received. New market-based pricing systems were introduced on the Coast in 2004 and in the Interior in 2006. These changes continue to be integrated and implemented by the Ministry.

BC Timber Sales, a division of the Ministry, markets Crown timber to establish market price. It is anticipated that by the end of March 2008, 20 per cent of provincial allowable annual cut will be auctioned through BC Timber Sales.

Challenges associated with achieving the objective include:

- BC Timber Sales ability to establish a market price can be impacted by sales and harvest levels, which in turn are influenced externally by the number of bidders and market conditions.
- Forest crimes including theft and fraud related to timber pricing. These are mitigated through the Ministry's Compliance and Enforcement program.

### *BC Timber Sales*

*BC Timber Sales' goals, objectives, performance measures and strategies are available in the 2008/09 BC Timber Sales Service Plan available on the Ministry's website at: [www.for.gov.bc.ca/bctsl/](http://www.for.gov.bc.ca/bctsl/).*

## **Strategies**

- Monitor and enhance market-based pricing systems for the Coast and Interior.
- Enhance systems and processes to ensure complete, timely and accurate pricing and billing.

## **Objective 2.2: Conditions that promote safe and competitive forest and range sectors that contribute to sustainable forest and range based economies**

Competitiveness is supported by an environment that encourages investment. This in turn is supported by the government working toward certainty on the land base and ensuring regulation and policy support competitiveness.

The Ministry works with the federal government and industry associations on international and trade agreements such as the 2006 Softwood Lumber Agreement. The Ministry also works with Forestry Innovation Investment Ltd. on market access and acceptance issues to build new markets and grow existing markets for B.C. forest products. In 2008/09 the Ministry will develop a forests component to government's bio-energy strategy.

***Forestry Innovation Investment Ltd.***

*A Crown agency that leads work to expand and maintain international markets and supports innovation and research in forest product development. More details can be found in the FII Ltd. Service Plan at: [www.bcfii.ca/](http://www.bcfii.ca/).*

Many rural B.C. economies are dependent on healthy and competitive forest and range industries. These in turn provide employment, community investment and other socio-economic benefits to British Columbians. With many First Nations living in forest-based communities, the government continues to promote opportunities for First Nations' participation in the forest and range sectors.

Challenges associated with achieving the above objective include:

- Macro-economic considerations such as commodity prices and exchange rates.
- Trade-offs between socio-economic benefits. Two examples of trade-offs are (1) balancing maintenance and improvements to the forest road network between industrial, commercial and public access, and (2) balancing the economic interests of First Nations, industry and other stakeholders.

## Strategies

- Encourage research, industry innovation, quick adaptation, and development of marketing strategies, as well as improve communication of customer needs with industry.
- Support development and implementation of the B.C. beef industry strategy.
- Support socio-economic adjustment planning for communities affected by the mountain pine beetle epidemic.
- Continue to develop and improve a framework for managing safety in the forest sector.

## Performance Measures

The Ministry has reviewed approaches to assess the effectiveness of its policies on industry competitiveness. Indicators such as the return on capital employed (ROCE) or capital investment are outcome measures. However, many factors in addition to provincial government actions,

affect these measures. These include consumer tastes, and the actions of other governments in building and maintaining a strong infrastructure, providing competitive tax regimes, establishing environmental regulation and providing access to education and training. These factors, together with the decisions and activities of each company, especially their approach to innovation and marketing, make it difficult to attribute the activities of the Ministry to the forest sector's ability to compete internationally.

The return on capital employed and measures of market access are reviewed semi-annually using information external to the Ministry. These are included with the economic trends in the strategic context section.

The Ministry is also interested in introducing a new measure to track the participation of First Nations in the forest sector. There are several options to present this information and these are under review for inclusion in 2009/10.

### Performance Measure 5: Mountain pine beetle socio-economic adjustment plans

Performance Measure	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Per cent of mountain pine beetle impacted communities covered by a mountain pine beetle socio-economic adjustment plan.	15%	56%	100%	N/A

**Data Source:** Impacted community data tracked internal to the Ministry of Forests and Range is based on local governments and beetle infested areas.

#### Discussion

Communities impacted by the mountain pine beetle epidemic are expected to face significant economic adjustment over the next decade. Socio-economic adjustment plans are expected to be completed by 2009/10 to guide mitigation strategies for all impacted communities. The number of impacted local governments (estimated at 34) and First Nations communities (estimated at 70) anticipated to be covered under these plans will change as the epidemic unfolds and therefore the projected targets for this measure will continue to evolve.

# Resource Summary

## Resource Summary Table

Core Business Area <sup>2</sup>	2007/08 Restated Estimates <sup>1</sup>	2008/09 Estimates	2009/10 Plan	2010/11 Plan
<b>Operating Expenses (\$000)</b>				
Forest and Range Resource Management .....	426,332	456,713	459,954	460,224
Pricing and Selling Timber .....	232,566	264,829	231,449	240,149
Compliance and Enforcement .....	28,426	28,903	29,334	29,334
Executive and Support Services .....	53,966	56,078	57,410	57,472
<b>Total .....</b>	<b>741,290</b>	<b>806,523</b>	<b>778,147</b>	<b>787,179</b>
<b>Full-time Equivalents (Direct FTEs)</b>				
Forest and Range Resource Management .....	1,776	1,786	1,786	1,786
Pricing and Selling Timber .....	1,047	1,073	1,086	1,099
Compliance and Enforcement .....	292	292	292	292
Executive and Support Services .....	583	572	572	572
<b>Total .....</b>	<b>3,698</b>	<b>3,723</b>	<b>3,736</b>	<b>3,749</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Forest and Range Resource Management .....	12,367	11,651	11,651	11,651
Pricing and Selling Timber .....	1,886	1,800	1,800	1,800
Compliance and Enforcement .....	1,548	1,548	1,548	1,548
Executive and Support Services .....	5,671	5,672	5,672	5,672
<b>Total .....</b>	<b>21,472</b>	<b>20,671</b>	<b>20,671</b>	<b>20,671</b>
<b>Other Financing Transactions (\$000)</b>				
Pricing and Selling Timber (BC Timber Sales) Disbursements .....	50,200	19,200	52,900	44,200
Forest and Range Resource Management Disbursements .....	0	4,800	4,800	4,800
<b>Total .....</b>	<b>50,200</b>	<b>24,000</b>	<b>57,700</b>	<b>49,000</b>

<sup>1</sup> Amounts have been restated, for comparative purposes only, to be consistent with Schedule A of the 2008/09 *Estimates*.

<sup>2</sup> The 2008/09 Core Business Area presentation has changed from 2007/08 presentation to better align with Ministry service and program delivery, and all Core Businesses include funding in support of achieving both goals. The relationship between the revised and previous core businesses is shown in the following table:

2008/09 Revised Core Business <sup>3,4</sup>	Include the previous 2007/08 Core Businesses
Forest and Range Resource Management	Protection Against Fire and Pest Forest Stewardship Range Stewardship and Grazing Forest Investment — Land Based Investment, Forest Sciences and Land Use Planning Programs component Pricing and Selling Timber — Engineering, Tenures and First Nations components
Pricing and Selling Timber	Pricing and Selling Timber — Revenue and Competitive Forest Sector components BC Timber Sales Forest Investment — Market and Product Development Programs component
Compliance and Enforcement	Compliance and Enforcement
Executive and Support Services	Executive and Support Services

<sup>3</sup> All Core Businesses are supported by funding provided by the Ministry Operations Vote. Additional funding to support the Forest and Range Resource Management Core Business is provided by the Direct Fire Vote of the legislature and the Forest Stand Management Fund special account. Funding to support the Pricing and Selling Timber Core Business includes the BC Timber Sales special account. All Core Businesses, except Compliance and Enforcement, are involved in the Mountain Pine Beetle Action Plan.

<sup>4</sup> The Forest Investment Account, overseen by a government-industry Council, provides funding to support sustainable forest management practices, to improve the public forest asset base and promote greater returns from the utilization of public timber. Funding for programs managed under the account are included in the Forest and Range Resource Management Core Business, with the exception of funding that supports Forestry Innovation Investment Ltd., which is in the Pricing and Selling Timber Core Business.

## Forest Practices Board

The Forest Practices Board is an independent watchdog for sound forest and range practices in British Columbia's public forests and rangelands. It informs both the British Columbia public and the international marketplace of forest and range licensees' performance in carrying out sound practices and complying with legal requirements. It also ensures that resource ministries are appropriately monitoring and enforcing forest and range practices legislation.

The Board audits tenure holders and government ministries for compliance with forest and range practices legislation; carries out special investigations and issues reports as appropriate; investigates concerns and complaints from the public; and participates in appeals to the Forest Appeals Commission. The Board's mandate is provided by the *Forest and Range Practices Act*.

While the Board operates independently from the Ministry of Forests and Range, its budget vote is the responsibility of the Minister. The Board independently reports its accomplishments and priorities through an annual report found at: [www.fpb.gov.bc.ca/annual.htm](http://www.fpb.gov.bc.ca/annual.htm).

### Forest Practices Board Resource Summary Table

Core Business Area	2007/08 Restated Estimates <sup>1</sup>	2008/09 Estimates	2009/10 Plan	2010/11 Plan
<b>Operating Expenses (\$000)</b>				
<b>Total</b>	3,761	3,808	3,854	3,854
<b>Full-time Equivalents (Direct FTEs)</b>				
<b>Total</b>	27	27	27	27
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
<b>Total</b>	125	125	125	125

<sup>1</sup> Amounts have been restated for comparative purposes only, to be consistent with Schedule A of the 2008/09 *Estimates*.

# Ministry Contact Information

For more information on the British Columbia Ministry of Forests and Range, contact:

## **Headquarters**

### **Strategic Policy and Planning Branch**

PO Box 9515 Stn Prov Govt

Victoria BC V8W 9C2

Telephone: 250 356-7900

## **Fire Protection Headquarters**

Telephone: 250 387-5969

## **BC Timber Sales Headquarters**

Telephone: 250 387-4683

## **Coast Forest Region**

2100 Labieux Road

Nanaimo BC V9T 6E9

Telephone: 250 751-7001

## **Northern Interior Forest Region**

5th Floor, 1011 Fourth Avenue

Prince George BC V2L 3H9

Telephone: 250 565-6100

## **Southern Interior Forest Region**

515 Columbia Street

Kamloops BC V2C 2T7

Telephone: 250 828-4131

Or visit our website at: [www.gov.bc.ca/for](http://www.gov.bc.ca/for)



## Section B: Office of Housing and Construction Standards

### Purpose of the Office

The Office of Housing and Construction Standards (the Office) brings together key areas of government devoted to improving access to safe and stable housing for all British Columbians. The Office is responsible for: provincial housing policy; building policy (including the *B.C. Building Code* and the *B.C. Fire Code*); safety policy (relating to mechanical products and systems) and the Residential Tenancy Branch. The Office continues work on three major initiatives:

- Implementation of the provincial housing strategy;
- Development of green building provisions that will support government commitments to reduce greenhouse gas emissions; and
- Modernization of regulatory systems to achieve safety in the design, construction and occupancy of buildings.

The Housing Policy Branch provides policy advice to government on ways to address housing need along the continuum from homelessness to home ownership. Working closely with the BC Housing Management Commission and other social development Ministries, special attention is paid to the area of most acute need found among low and moderate income British Columbians who have special housing and support needs.

Maintaining and improving public safety and reducing loss of life, injury and property damage is of paramount importance to government. The Building and Safety Policy Branch provides policy advice concerning British Columbia's building regulatory system to improve building safety in the province and to manage existing and emerging technical and building policy issues including the government's commitment to address climate change. In line with the branch's responsibility for the *B.C. Building Code* and the *B.C. Fire Code*, branch activity focuses on the development and maintenance of building regulations, as well as providing support to industry participants. The Branch provides policy and regulatory advice in the areas of electrical, gas, elevating devices, boiler and pressure vessel products and systems, ski lifts, and amusement rides. The Branch also acts as the secretariat to the *B.C. Building Code* Appeal Board.

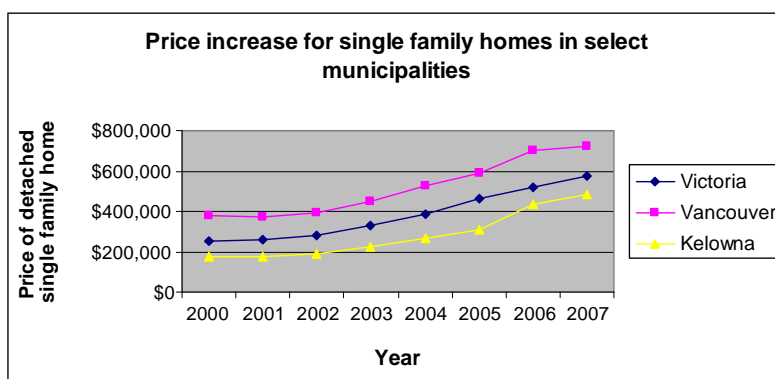
Residential Tenancy Branch strives to support a balance between landlords and tenants with respect to their rights and responsibilities under the *Residential Tenancy Act* and the *Manufactured Home Park Tenancy Act*. The Residential Tenancy Branch provides landlords and tenants with information about their rights and responsibilities, and dispute resolution services.

Services are delivered directly by the Office or through our service delivery partners, the BC Housing Management Commission, the Homeowner Protection Office and the British Columbia Safety Authority.

## Strategic Context

Most British Columbians are housed successfully in the private housing market. The 2006 census data reveals that about 70 per cent of households in B.C. own their own homes, while about 30 per cent are renters. Despite the rising costs of home ownership, home sales and prices have remained high in many markets across British Columbia and this trend is expected to continue.

British Columbia is enjoying a robust economy with historically low unemployment rates and sound economic growth. Statistics Canada reports that as of November 2007, the unemployment rate in B.C. was 4.2 per cent<sup>1</sup>. Along with the many benefits of a strong economy, challenges such as housing affordability arise for both renters and buyers. This is particularly true for low and moderate income households. Housing costs in the metropolitan areas of British Columbia are among the highest in Canada. Housing affordability deteriorated in 2007, making it difficult even for higher income households to own a single family standard two-storey house. In Greater Vancouver, for instance, Canada Mortgage and Housing Corporation reports that the average price of a detached single family was about \$725,000 as of September 30, 2007. The table below compares the average price for single family homes in Vancouver, Victoria and Kelowna for the period between 2000 and 2007.



Source: Canada Mortgage and Housing Corporation.

Two of the major costs in building residential dwellings are land and labour. The rising cost of land in major population centres across British Columbia contributes to high housing prices. Robust construction activity means that there is high demand for skilled labour. In turn, costs for skilled labour have increased.

<sup>1</sup> Statistics Canada Labour Force Survey, available at [www.statcan.ca/english/Subjects/Labour/LFS/lfs-en.htm](http://www.statcan.ca/english/Subjects/Labour/LFS/lfs-en.htm) published December 7, 2007.

The current rental market is characterized by a low vacancy rate in virtually every metropolitan area of British Columbia. In addition, very few new rental units are being built for a variety of reasons including a low return on investment and high land and construction costs. Low vacancy rates suggest that there is a wide pool of applicants who are looking for rental accommodations, and landlords may turn away individuals or families perceived to be less desirable tenants. A lack of purpose-built rentals means that the majority of new rental housing stock has been in the form of secondary suites and investor-owned condominiums. These housing forms are especially important in areas with low vacancy rates and high rents, such as the Greater Vancouver and Victoria areas. Additionally, a larger number of inexperienced landlords own rental properties, which has resulted in greater pressure on Residential Tenancy Branch (RTB) dispute resolution services.

Homelessness remains a concern in communities across the province. Though viewed primarily as an urban problem, homelessness exists in almost every B.C. community. Low vacancy rates and limited rental units contribute to homelessness, both visible and hidden.<sup>2</sup>

A recent study<sup>3</sup> shows that housing is an urgent issue for British Columbia's Aboriginal population. Aboriginal people earn less on average than other British Columbians and therefore spend a higher percentage of their income on housing-related costs. In addition, they are twice as likely to be in core housing need.<sup>4</sup>

British Columbia's population continues to age, and a greater number of seniors are leading more independent lives. Approximately 600,000 seniors aged 65 and older now live in B.C., according to the most recently released data by Statistics Canada. This represents approximately 14.5 per cent of the population. This is an increase from 2001, in which 13.2 per cent of B.C.'s population was 65 years and older. This figure is projected to rise to 19 per cent by 2021. There are individuals among this population who are on fixed incomes and some who need housing with supports.

British Columbia's strong economy, combined with job creation and population growth, is continuing the momentum in residential and non-residential construction. This building boom has led to shortages in skilled trades labour and increased construction costs. In this environment, an effective building and safety regulatory system is increasingly important to our stakeholders, including consumers.

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<sup>2</sup> The hidden homeless consist of those individuals and families who live in temporary accommodations in which they do not have control over the length and conditions of tenure, such as those who are "couch surfing".

<sup>3</sup> "*Aboriginal Housing in British Columbia: Needs and Capacity Assessment*" by Catherine Palmer and Associates prepared for the Office of Housing and Construction Standards, 2007.

<sup>4</sup> Core housing need is the situation in which individuals or families pay more than 30 per cent of their gross income for housing-related expenses (e.g., rent or mortgage).

Regulatory reform is a global trend that is shaping how government interacts with the construction industry and other building and safety stakeholders. The need to support economic competitiveness has prompted jurisdictions across Canada and the world to work with industry in harmonizing safety regulation while promoting research, development and marketing of new technologies. Harmonized standards allow international, provincial and territorial regulators to jointly focus on a single, standard development process and to co-ordinate consideration and public review of proposed changes. Harmonized standards also result in a more uniform national regulatory regime, which provides stakeholders with consistency between jurisdictions and helps to address the shortage of skilled labour.

# Goals, Objectives, Strategies and Performance Measures

## Goal 1: Safety in the design, construction and occupancy of buildings

### Objective 1.1: Relevant and responsive codes, standards and regulatory systems in place

The Office of Housing and Construction Standards works with builders, designers, building officials, developers, insurers, consumers and the general public as stewards of the building and safety regulatory system. The Office is responsible for the *B.C. Building Code*, *B.C. Fire Code*, the *Safety Standards Act*, and the *Homeowner Protection Act*.

In 2006, the *B.C. Building Code* was written in an objective-based format to promote innovation in design and construction. This means builders and designers are able to propose alternative designs and building materials that comply with the objectives of the code, while maintaining public safety.

The BC Safety Authority has been delegated authority to administer safety programs for electrical, gas, boiler and pressure vessel, amusement rides, elevating devices and aerial tramways under the *Safety Standards Act*. Through an administrative agreement with the BC Safety Authority, the Province has established safety outcomes and a means to measure the achievement of these outcomes through an annual State of Safety Report. Over time this report will analyze statistical trends in accidents, incidents and injuries by sector. The collection and analysis of consistent and comprehensive data is key to implementing programs that will improve safety. In addition, ten local governments<sup>5</sup> have been delegated authority under the Act to administer safety for electrical and/or gas services in those jurisdictions.

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<sup>5</sup> The cities of Burnaby, Kelowna, North Vancouver, Richmond, Surrey, Vancouver, Victoria and the Districts of Maple Ridge, North Vancouver and West Vancouver.

## Strategies

The Modernization Strategy is a multi-year collaborative review of the building safety regulatory system. The expected result of this initiative is a long-range plan to respond effectively to the changing needs of developers, builders, designers, building and safety trades, and other system participants.

Developing green provisions for the *B.C. Building Code* supports government commitments to address climate change, reduce greenhouse gas emissions and increase the energy efficiency of buildings. Green building requirements will support B.C. in becoming a leader in sustainable environmental management. This initiative involves continued consultation with industry, local government representatives, other stakeholders and the general public, providing multiple opportunities for input through:

- an inter-ministry advisory group;
- an industry advisory group; and
- public review.

## Performance Measure 1: Green Building Code greenhouse gas reduction

Performance Measure	2008/09 Benchmark	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
<i>Green Building Code</i> greenhouse gas reductions relative to current code ('000 tonnes greenhouse gas (CO <sub>2</sub> ) emissions per year), electricity and natural gas.	0.0	New measure	16.1	32.1	48.2

**Data Source:** Ministry of Energy, Mines and Petroleum Resources. Based on code change proposals for Part 9 Housing, including *Energy Efficiency Act* improvements.

## Discussion

The performance target is based on electricity savings from houses and reductions in greenhouse gas emissions that will result from the introduction of green building requirements.

## Objective 1.2: B.C. Homebuyers are protected

The *Homeowner Protection Act* requires residential builders to be licensed and new homes to be covered by third-party home warranty insurance. Legislative amendments which are intended to strengthen consumer protection came into force on November 19, 2007. The Act is administered by the Homeowner Protection Office.

## Strategies

The key strategy in support of this objective is to monitor the number and type of claims made under the mandatory home warranty insurance program. The relative quality of new home construction can be determined by the number of claims under the program. The relative safety can be determined by the incidence of claims relating to structural defects and water penetration. This information is important to ongoing research and education activities by the Homeowner Protection Office to improve the quality of residential construction. The incidence of home warranty claims in British Columbia, Ontario and Alberta is compared in the Homeowner Protection Office Annual Service Plan Report. This measure will continue to develop as summary claims information is obtained from warranty providers.

## Goal 2: Housing and support services targeted to those most in need

### Objective 2.1: Ease of access to housing

This objective indicates that there are a number of housing options and that it is not limited to emergency shelters. Homelessness is a serious issue faced by some British Columbians. As a first step in addressing the needs of the homeless, government provides emergency shelter bed and support funding to community agencies to assist individuals who are temporarily without accommodation. Funding provides for year-round beds and is enhanced during the winter months when additional beds are needed most.

The economic and social cost of homelessness to Canadian communities is extremely high. Recent research in British Columbia estimated the cost of homelessness at \$30,000 to \$40,000 per person for one year.<sup>6</sup> The IBI Group estimates that the societal cost of homelessness in Canada is approximately \$1.4 billion per year.<sup>7</sup> The greatest expenditures are in health care, criminal justice, social services and shelters.

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<sup>6</sup> Eberle, Margaret, Deborah Kraus, Steve Pomeroy, and David Hulchanski. 2001. *Homelessness: Causes and Effects. Volume 3. The Costs of Homelessness in British Columbia*. Victoria: Ministry of Social Development and Economic Security.

<sup>7</sup> IBI Group. 2003. "*Societal Cost of Homelessness*". Prepared for the Edmonton Joint Planning Committee on Housing and the Calgary Homelessness Foundation.



## Strategies

Strategies to meet this objective include building new transitional and supportive housing with integrated support services for the homeless, and providing outreach teams to work with the homeless. The Homeless Outreach Program provides the chronically homeless population direct access to housing with integrated support services. In October 2007, the province announced an increase in funding for emergency shelters, allowing them to remain open 24 hours a day/seven days a week to provide better services and assistance to those who are homeless. To further address homelessness, the province expanded homeless outreach services to a total of 27 communities to connect homeless people to housing and support services. The province is also providing 1,070 rent supplements to help the homeless access housing in the private market.

A new measure to focus on outcomes, moving those who are homeless toward more stable housing, is being developed for the *2009/10–2011/12 Service Plan*. This measure is “percentage of individuals accessing housing and remaining housed six months after placement”. Targets will also be developed over the next year.

## Objective 2.2: Housing and support services targeted to priority groups

The most acute need for housing is found among low-income people who have special housing and support needs. Included in this group are people with mental or physical disabilities, seniors with special needs, the homeless or those at risk of homelessness and individuals or families who have experienced domestic violence. Government’s response to this group is not limited to housing, but also to providing health and other social supports. Research indicates that by providing adequate, stable and affordable housing to the most vulnerable, government can reduce its costs related to emergency health care and other social services.<sup>8</sup>

## Strategies

Among the strategies to meet this objective are the completion of the devolution agreement that transferred the administration of all federally-led subsidized housing units to B.C. and the harmonization of federal and provincial policies for social housing. Strategies also include: continuing to build new units; converting subsidized housing to serve priority groups; and providing rent supplements for low-income households with special needs, including the Independent Living BC program that provides assisted living units for seniors and individuals with disabilities. These strategies target directly managed units to the most vulnerable.

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<sup>8</sup> Eberle, Margaret, Deborah Kraus, Steve Pomeroy, and David Hulchanski. 2001. *Homelessness: Causes and Effects. Volume 3. The Costs of Homelessness in British Columbia*. Victoria: Ministry of Social Development and Economic Security.

## Performance Measure 2: Number of units created or adapted for priority areas

Performance Measure	2006/07 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Number of units/beds created or adapted for priority areas. <sup>1</sup>	500 adapted 2,472 created	550 adapted 1,277 created	700 adapted 1,405 created	850 adapted 1,053 created	950 adapted 199 created

Data Source: BC Housing.

<sup>1</sup> This measure reports on the number of existing units that have been adapted or re-targeted to serve people with higher priority needs, including women and children fleeing abuse, persons with mental illness or addictions-related challenges and/or other special housing needs.

### Discussion

The Province is committed to ensuring that B.C.'s most vulnerable citizens receive priority for assistance. Part of this commitment involves the creation of new units/beds that includes support services. Government has committed significant funding for the cost-effective creation of new buildings through programs such as Independent Living BC (ILBC) and the Provincial Homelessness Initiative (PHI).

This measure reports on BC Housing's success in adding new units for priority groups such as frail seniors, Aboriginal households, persons with physical and mental disabilities and individuals who are homeless, many of whom are dealing with mental illness, addictions and other challenges. By March 31, 2008, housing units for priority clients, including: emergency shelters and housing for the homeless; transitional, supported and assisted living; independent social housing; and rent assistance in the private market, will total 98,670.

## Goal 3: Low and moderate income households have an expanded range of housing options

Affordable rental housing in the private market is becoming increasingly scarce, particularly in Greater Vancouver and Victoria. The Vancouver Census Metropolitan Area vacancy rate is 0.7 per cent while the equivalent vacancy rate in Greater Victoria is 0.5 per cent.<sup>9</sup> This is due to the lack of new affordable housing, combined with a booming economy and an increasing population.

Evidence suggests that in spite of the high level of demand, market rents are below the levels required to generate a reasonable return on investment for new construction. On the other hand, investor-owned condominiums and secondary suites in new and existing homes provide opportunities for expanding the supply of available rental housing.

<sup>9</sup> Canada Mortgage and Housing Corporation's Rental Market Report — B.C. Highlights December 2007 Survey.

In October 2006, the Province introduced a new Rental Assistance Program to help improve affordability for low-income, working families already housed in the private rental market. The introduction of this program will also reduce demand for subsidized housing by those households whose only problem is affordability. Eligible households will receive direct financial assistance that can be applied toward rental accommodation that best suits their needs.

### **Objective 3.1: Low income households have access to affordable housing**

Rent assistance programs assist families and individuals who do not have enough income to find housing in the private market.

#### **Strategies**

Strategies to meet this objective include:

- Provincial funding for Shelter Aid For Elderly Renters, a rent assistance program targeted to low-income seniors;
- Shelter allowances for low-income households through the Rental Assistance Program, which helps eligible families bridge the gap between what a household can afford to pay and current market rents;
- The funding of 1,070 rent supplements to help the homeless access housing in the private market; and
- The funding of pre-development costs to ensure city-owned sites will be ready for the start of construction of new supportive housing. Pre-development costs include costs for third-party work, such as architectural, geotechnical and environmental plans and studies.

### **Performance Measure 3: Households assisted through rent assistance programs**

<b>Performance Measure</b>	<b>2006/07 Baseline</b>	<b>2007/08 Forecast</b>	<b>2008/09 Target</b>	<b>2009/10 Target</b>	<b>2010/11 Target</b>
Number of new households assisted through rent assistance programs (new units). <sup>1</sup>	New Measure 4,394	7,000	3,000	2,700	2,400

**Data Source:** BC Housing.

<sup>1</sup> Rent assistance programs represent an important element in the government's housing strategy. This measure reports on the number of new households assisted through the Shelter Aid for Elderly Renters Program, the Rental Assistance Program and targeted assistance for those who are homeless.

## **Discussion**

Rent assistance programs assist families, seniors and individuals who do not have enough income to find housing in the private market. Tracking the number of new households that are assisted through rent assistance programs provides a way to gauge the responsiveness of these programs to the need among British Columbia's households.

The target reflects the number of new households expected to apply for assistance based on historical take-up patterns. The 2007/08 target is substantially higher due to the introduction of the Rental Assistance Program in October 2006 which included an active communication and outreach strategy which continued into 2007.

## **Goal 4: Balanced landlord and tenant rights and responsibilities**

### **Objective 4.1: Landlord and tenant disputes are avoided or resolved in a timely manner**

An effective residential tenancy system provides landlords and tenants with timely information about their rights and responsibilities to help them resolve disputes on their own. It also provides access to alternate dispute resolution services and access to dispute resolution if needed.

With improved access to information, the parties are more likely to resolve disputes themselves, reducing demand on the dispute resolution system.

Demand for Residential Tenancy Branch services is tied strongly to the rental housing market. Since 2005, vacancy rates have been extremely low. Because fewer rental units are available, many tenants and landlords apply for dispute resolution services, rather than change tenancies. Supply pressures are met through the informal rental housing market, including rental condominiums and secondary suites in houses. Many of these landlords are unfamiliar with the regulatory framework for residential tenancies, resulting in high demand for information. Web-based information meets some of this demand, as demonstrated by 2.1 million visits to the Residential Tenancy Branch website in 2006.

## **Strategies**

Strategies to meet this objective include improving the quality of information materials; timely response to requests for information; full implementation of the case management system, implementing a desk order process for disputes related to non-payment of rent; and ongoing improvements to service delivery.

### Performance Measure 4: Timely residential tenancy dispute resolutions

Performance Measure	2003/04 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Percentage of residential tenancy dispute resolutions scheduled to take place within six weeks or less of filing.	90%	92%	93%	95%	95%

**Data Source:** Residential Tenancy Branch System.

#### Discussion

This measure reflects Government's decision to make residential tenancy dispute resolution more affordable and accessible than the courts. The more quickly disputes are resolved, the better the rental market can function.

# Resource Summary

## Resource Summary Table

Core Business Area	2007/08 Restated Estimates <sup>1</sup>	2008/09 Estimates	2009/10 Plan	2010/11 Plan
<b>Operating Expenses (\$000)</b>				
Housing .....	339,493	393,908	330,410	330,429
Building and Safety Policy .....	1,789	2,142	2,143	2,149
Residential Tenancy .....	6,653	8,268	8,315	8,384
<b>Total .....</b>	<b>347,935</b>	<b>404,318</b>	<b>340,868</b>	<b>340,962</b>
<b>Full-time Equivalents (Direct FTEs)</b>				
Housing .....	24	24	24	24
Building and Safety Policy .....	20	22	22	22
Residential Tenancy .....	80	100	100	100
<b>Total .....</b>	<b>124</b>	<b>144</b>	<b>144</b>	<b>144</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Ongoing Projects .....	281	402	402	402
<b>Total .....</b>	<b>281</b>	<b>402</b>	<b>402</b>	<b>402</b>

<sup>1</sup> Amounts have been restated, for comparative purposes only, to be consistent with Schedule A of the 2008/09 Estimates.

## Office Contact Information

### **British Columbia Office of Housing and Construction Standards**

For more information on the British Columbia Office of Housing and Construction Standards, visit our website at [www.housing.gov.bc.ca](http://www.housing.gov.bc.ca).

### **Residential Tenancy Branch**

Complete information about the Residential Tenancy Branch, its services, locations and answers to common questions can be found on the branch's website at [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca).

You can also speak to an Information Officer or listen to the recorded information line by calling:

Lower Mainland: 604 660-1020

Victoria: 250 387-1602

Elsewhere in B.C.: 1 800 665-8779

## Hyperlinks to Additional Information

### Forests and Range

The legislation which is administered by the Ministry of Forests and Range can be accessed at: [www.for.gov.bc.ca/tasb/legsregs/comptoc.htm](http://www.for.gov.bc.ca/tasb/legsregs/comptoc.htm)

More information on the Forest Investment Account can be accessed at: [www.for.gov.bc.ca/hcp/fia/](http://www.for.gov.bc.ca/hcp/fia/)

A glossary of forest and range terms: [www.for.gov.bc.ca/hfd/library/documents/glossary/](http://www.for.gov.bc.ca/hfd/library/documents/glossary/)

**Crowns, Agencies, Boards and Commissions associated with the Ministry of Forests and Range:**

**Crowns:**

Forestry Innovation Investment Ltd. and FII Consulting (Shanghai) Company Ltd. (subsidiary): [www.bcfii.ca/](http://www.bcfii.ca/)

**Major Commissions and Boards:**

Forest Appeals Commission: [www.fac.gov.bc.ca/](http://www.fac.gov.bc.ca/)

Forest Practices Board: [www.fpb.gov.bc.ca/](http://www.fpb.gov.bc.ca/)

### Office of Housing and Construction Standards

Information about BC building codes can be found at: [www.bccodes.ca](http://www.bccodes.ca)

**Crowns, Agencies, Boards and Commissions associated with the Office of Housing and Construction Standards:**

BC Housing Management Commission: [www.bchousing.org](http://www.bchousing.org)

Homeowner Protection Office: [www.hpo.bc.ca](http://www.hpo.bc.ca)

BC Safety Authority: [www.safetyauthority.ca](http://www.safetyauthority.ca)