

**Ministry of  
Municipal Affairs  
and Housing**

**2018/19 – 2020/21  
SERVICE PLAN**

**February 2018**



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## Minister Accountability Statement



The *Ministry of Municipal Affairs and Housing 2018/19 - 2020/21 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.

A handwritten signature in blue ink, appearing to read 'S. Robinson', written over a faint grid background.

Honourable Selina Robinson  
Minister of Municipal Affairs and Housing  
February 2, 2018

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## Purpose of the Ministry

In fiscal 2017/18, government consolidated key services and supports with the introduction of the [Ministry of Municipal Affairs and Housing](#). The Ministry helps make B.C. communities great places to live by:

- Taking leadership in supporting local governments, not-for-profit organizations and residents to build vibrant and healthy communities that are well governed, liveable, safe, economically resilient and socially and environmentally responsible.
- Providing British Columbians with access to more affordable, safe and functional housing through policy and programs, technical codes and standards and services for landlords and tenants.

The Ministry oversees the following Crown corporations, agencies, boards and commissions, which are integral to achieving the Ministry's mission: the [BC Assessment Authority](#), the [BC Housing Management Commission](#), the [Board of Examiners](#) and the [Islands Trust Fund](#). The Ministry also oversees the [University Endowment Lands](#), administers the annual [Property Assessment Review Panel](#) process and supports the [Audit Council](#) for the [Auditor General for Local Government](#). The Ministry partners with Technical Safety BC, and the Building Officials Association of BC as delegated authorities to deliver services for British Columbians. The Ministry is also responsible for [TransLink](#) policy and governance.

The Ministry's stakeholders are the citizens of B.C., local governments, the Union of British Columbia Municipalities (UBCM), housing providers, First Nations, community groups, non-profit societies, service organizations, the private sector and professional, environmental and industry associations. The key to the success of the Ministry is its ability to maintain strong, collaborative relationships with all levels of government (Federal, Provincial, Local and First Nations) as well as other key stakeholders.

The effective delivery of the Ministry's mandate relies on key legislation, including: the *Assessment Act* and *Assessment Authority Act*, the *Auditor General for Local Government Act*, the *Community Charter*, *Vancouver Charter and Local Government Act*, the *Commercial tenancies Act*, the *Ministry of Lands, Parks and Housing Act*, the *Municipal Aid Act*, the *Municipal Finance Authority Act*, part six of the *Gaming Control Act*, the *Islands Trust Act*, the *South Coast British Columbia Transportation Authority Act*, the *Strata Property Act*, the *Assistance to Shelter Act*, the *Manufactured Home Tax Act*, *Manufactured Home Park Tenancy Act*, the *Residential Tenancy Act*, the *Building Act*, the *Building Officials' Association Act*, the *Homeowner Protection Act*, *Safety Authority Act* and the *Safety Standards Act*.

## Strategic Direction and Alignment with Government Priorities

The Minister of Municipal Affairs and Housing [Mandate Letter](#) outlines key expectations for the Ministry including, but not limited to:

- Through partnerships with local governments, the federal government, First Nations, and the private and not-for-profit sectors, begin to build 114,000 units of affordable market rental, non-profit, co-op, supported social housing and owner-purchase housing;

- Create new student housing by removing unnecessary rules that prevent universities and colleges from building affordable student housing (shared mandate commitment with the Ministry of Advanced Education, Skills and Training);
- Amend the *Residential Tenancy Act* to provide stronger protections for renters, and provide additional resources to the Residential Tenancy Branch;
- Work in partnership to develop a homelessness action plan to reduce the homeless population through permanent housing and services (delivered in partnership with the Ministry of Mental Health and Addictions). As part of the plan, conduct a province-wide homelessness count (shared mandate commitment with the Ministry of Social Development and Poverty Reduction);
- Work with the Minister of Finance to address speculation, tax fraud and money laundering in the housing market (shared mandate commitment); and
- As the Minister responsible for TransLink, support the Mayors’ Council 10-Year Vision for Metro Vancouver Transportation by funding 40 per cent of the capital costs of every phase of the plan, in partnership with all levels of government.

The letter also directs the Minister to move forward on the Calls to Action of the Truth and Reconciliation Commission and reviewing policies, programs and legislation to determine how to bring the principles of the United Nations Declaration on the Rights of Indigenous Peoples into action in British Columbia.

The Ministry is aligned with the Government’s key priorities:

Government Priorities	Ministry of Municipal Affairs and Housing Aligns with These Priorities By:
Making life more affordable	<ul style="list-style-type: none"> <li>• Ensuring British Columbians have access to a residential tenancy framework that is fair for all (Goal 4)</li> <li>• Working to ensure that British Columbians can obtain safe, affordable and functional housing, transit-oriented where appropriate, that supports communities (Goal 3)Increasing affordable housing options through effective, coordinated provincial programs (Objective 3.2)</li> <li>•</li> </ul>
Delivering the services people count on	<ul style="list-style-type: none"> <li>• Continuing to transform Residential Tenancy Branch processes to enhance services and meet growing and evolving demand (Objective 4.1)</li> <li>• Working with the Ministry of Social Development and Poverty Reduction to develop a homelessness action plan to reduce the homeless population through permanent housing and services, with a province-wide homeless count as the first step (Objective 3.3)Ensuring a sound governance system that balances local government and provincial interests and builds strong relationships for the benefit of citizens (Objective 1.1)</li> <li>• Working with local governments to implement strategies to improve community sustainability and affordability (Objective 2.3)</li> <li>• Ensuring eligible not-for-profit organizations across the province are effectively supported through community gaming grants in order to provide programs that improve the lives of British Columbians (Objective 2.2)</li> <li>• Communities having effective water and waste management (Objective 2.4)</li> </ul>

<p>A strong, sustainable economy</p>	<ul style="list-style-type: none"> <li>• Using demand and supply side action in creating new and preserving existing supply of market rental, non-profit and co-operative housing that is aligned with local incomes and meets the needs of local residents and employers (Objective 3.1)</li> <li>• Promoting performance-based standards that remove barriers to innovative materials and construction practices, including engineered wood products and other off-site construction (Objective 5.2)</li> <li>• Ensuring local governments are financially sustainable and can meet the service needs of their residents (Objective 1.2)</li> <li>• Supporting local governments to create a positive environment for social and economic development (Objective 2.1)</li> </ul>
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## Strategic Context

The Economic Forecast Council (EFC) expects B.C.’s real GDP to grow by 2.5 per cent in 2018 and another 2.2 per cent in 2019. Meanwhile for Canada, the EFC projects national real GDP growth of 2.2 per cent in 2018 and 1.8 per cent in 2019. As such, B.C.’s economic growth is expected to outperform Canada’s in the coming years. Potential risks to B.C.’s economic outlook include US trade policy uncertainty and ongoing economic challenges in Asia and Europe.

British Columbians work hard to build a better quality of life for themselves. Through partnerships with local governments, the federal government, First Nations and Indigenous organizations and the private and non-profit sectors we are able to strengthen social and community supports. Investing in our communities is an investment in the people of British Columbia which is why government continues to focus on priority programs, such as public transit, green infrastructure and affordable housing.

In Metro Vancouver, the Mayors’ Council on Regional Transportation has prepared a 10-year vision for the region’s transportation network, with the goals of reducing congestion and greenhouse gases, and of making the region more accessible through public transit, cycling and walking. The Ministry is working with TransLink and the Mayors’ Council on the funding and implementation of the vision, including a commitment to cover 40 per cent of the capital costs of the plan.

Recognized as a leader in the fight against climate change, British Columbia remains committed to working with industry, communities and First Nations to lower greenhouse gas emissions while creating a strong, sustainable and innovative economy with good paying jobs for British Columbians.

The strength of the economy and the attractiveness of B.C. to immigrants and investors have led to pressures on the housing market. For too many areas, the housing supply is not meeting the needs of all local citizens, which includes not just the growing number of homeless, but increasingly the middle class. Despite near record levels of residential construction, home prices have continued to escalate strongly. The Ministry is committed to working towards preserving fair equal access to housing for British Columbians. We will work with local governments to finalize and implement a housing strategy.

While private rental construction has begun to rebound, insufficient supply and high demand has contributed to persistent low vacancy rates and high rents in B.C.'s population centres. Statistics Canada found 260,220 B.C. households were in core housing need<sup>1</sup> in 2016, most of them renters. Much of the existing purpose-built rental stock is aging and in need of repair, and rental stock is being lost to redevelopment, which intensifies the problem and leaves displaced tenants challenged to find a vacant unit they can afford. It is essential to provide an accessible and balanced residential tenancy system that promotes housing stability for renters and landlords.

B.C.'s housing needs are primarily served through the private market. In 2016, building construction accounted for over \$13.4 billion of provincial gross domestic product and is the top contributor among goods-producing industries, outranking mining, oil and gas extraction, agriculture and manufacturing industries. The application of consistent building requirements across B.C. improves building safety and performance.

## **Goals, Objectives, Strategies and Performance Measures**

This Service Plan outlines the Ministry's goals and objectives for the 2018/19 – 2020/21 fiscal years and identifies key strategies the Ministry intends to pursue to achieve them. Over the next three years, the Ministry will work towards achieving the following outcomes:

- Goal 1: Communities and regions are effectively governed and provide local and regional services citizens can count on
- Goal 2: Communities and regions are strong, sustainable and have innovative economies that work for British Columbians
- Goal 3: British Columbians can obtain safe, affordable and functional housing, transit-oriented where appropriate, that supports communities
- Goal 4: British Columbians have access to a residential tenancy framework that is fair for all
- Goal 5: Improved health, safety, accessibility and energy efficiency outcomes for building and technical systems

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<sup>1</sup> Canada Mortgage and Housing Corporation considers a Household in *Core Housing Need* if:

- i. its housing does not meet one or more of the adequacy, suitability or affordability standards, and
- ii. it would have to spend 30% or more of its before-tax income to access acceptable local housing.



**Goal 1: Communities and regions are effectively governed and provide local and regional services citizens can count on**

**Objective 1.1: A sound governance system that balances local government and provincial interests and builds strong relationships for the benefit of citizens**

**Key Strategies:**

- Review, monitor and adjust the policy, legislative and regulatory framework where needed to assist local governments to govern effectively and meet citizens’ needs. This includes education and outreach activities.
- Support implementation of campaign expense limits and campaign contribution limits/prohibitions for the October 2018 local government elections.
- Support local government decision-making that engages with citizens and communities, by providing advice, resolving problems and providing targeted support on governance, finance, land use and other matters of interest, both directly and in partnership with others. This includes education and policy work to implement recommendations of the Working Group on Responsible Conduct and supporting communities in understanding, assessing and potentially changing their local and regional governance.
- Support local governments in building respectful relationships and reconciling with First Nations. This includes contributing funding to the Community to Community Forum program which enables local governments and their First Nations neighbours to come together locally to build mutual understanding as part of overall reconciliation.
- Work to ensure that the annual Union of British Columbia Municipalities (UBCM) convention provides a comprehensive exchange of ideas between the provincial government and its municipal partners.

Performance Measure	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
1.1 Actively engage with UBCM and Local Governments with ongoing meetings between elected officials and staff including:				
<ul style="list-style-type: none"> <li>• a number of formal meetings held annually between UBCM Executives and the Minister of Municipal Affairs and Housing<sup>1</sup></li> </ul>	N/A	4	4+	4+
<ul style="list-style-type: none"> <li>• a number of meetings held annually between the Ministry, UBCM and Local Governments during UBCM Convention and throughout the year.<sup>1</sup></li> </ul>	N/A	100	100	100

<sup>1</sup> Data source is meeting schedules (calendar meeting invites) and agendas for meetings.

### **Linking Performance Measures to Objectives:**

1.1 The number of formal interactions between the Minister and UBCM Executive is an important indicator that the relationship between local governments and the provincial government is being actively sustained.

### **Discussion:**

Ensuring a sound and balanced governance system requires active communication between the provincial government and local governments, as well as with the Union of British Columbia Municipalities on varied issues and initiatives. While such interactions occur informally at many levels between the two organizations and with individual local governments, quarterly formal meetings provide an important forum to identify priority topics and engage respecting provincial and local government perspectives. This offers the right balance between local government autonomy and provincial responsibilities on specific issues and initiatives.

### **Objective 1.2: Local governments are financially sustainable and can meet the service needs of their residents**

#### **Key Strategies:**

- The legislative framework for the local government system is built on an independent, autonomous decision making model enabling locally elected officials and staff to be accountable stewards of their local government's financial sustainability. This includes powers to earn revenues and accumulate funds to plan for and manage the provision of services in their communities. Local governments are required to follow strong financial management practices to ensure their fiscal viability.
- Deliver stable, predictable and timely grant funding for professional administration to smaller and rural local governments throughout B.C., and provide targeted funding to municipalities with over 5,000 people for community safety initiatives. Programs include the Small Community Grants, Regional District Grants and the Traffic Fine Revenue Sharing Program.
- Work with the federal government to participate in new infrastructure programs and funding for B.C. communities, while implementing existing infrastructure grants to enable local governments to provide critical services to residents and create the conditions needed for economic growth.
- Partner with local governments, federal government and First Nations to pursue a community capital infrastructure fund to upgrade and build sports facilities, playgrounds, local community centres and arts and culture spaces.
- Support local governments to make effective, integrated and collaborative service provision choices. This is accomplished through problem solving, guidance and program support for delivery of local and regional services such as water, recreation and economic development.
- Encourage strong fiscal and asset management practices to encourage the development of sustainable infrastructure and amenities to accelerate economic development for communities.

Performance Measure	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
1.2 Municipal Finance Authority's Credit Rating.	AAA	AAA	AAA	AAA

Data Source: [Municipal Finance Authority](#). Ratings provided by the Moody's, Standard & Poor's and Fitch rating agencies.

### Linking Performance Measures to Objectives:

1.2 A strong credit rating of the Municipal Finance Authority reflects the financial sustainability of the local government financial system. This strong credit rating gives local governments the freedom to engage in capital projects that touch the lives of British Columbians every day.

### Discussion:

The cost of borrowing is a critical concern for local governments when planning capital projects. The Municipal Finance Authority of British Columbia (MFA) was created in 1970 to act as a collective borrowing agency for local governments to provide access to low-cost financing.

The Ministry supports the MFA in obtaining a high credit rating and low rates for borrowing through:

- the administration of the *Municipal Finance Authority Act*;
- setting local government borrowing limits;
- reviewing and approving loan authorization bylaws; setting financial reporting requirements; and
- ensuring local government financial data is available to the MFA and the financial community.

## Goal 2: Communities and regions are strong, sustainable and have innovative economies that work for British Columbians

### Objective 2.1: Local governments are supported to create a positive environment for social and economic development

#### Key Strategies:

- Partner with other ministries and other levels of government to support opportunities for local governments that improve their social and economic development. This could include urban/rural economic development, First Nations' relationships, emergency preparedness, viable transit options and reducing homelessness, as well as addressing mental health and addictions, childcare and poverty reduction.
- Facilitate partnerships and work with local governments and others in the housing sector to support the development of affordable housing.
- Assist local governments to develop partnerships with the not-for profit and business sector that create economic prosperity and social well-being for citizens.

**Objective 2.2: Eligible not-for-profit organizations across the province are effectively supported through community gaming grants in order to provide programs that improve the lives of British Columbians**

**Key Strategies:**

- Annually review community gaming grants eligibility criteria to ensure that not-for-profit organizations can access funding to assist in the delivery of community based programs.
- Deliver information workshops for not-for-profit organizations in all regions of the province.
- Develop effective partnerships with provincial organizations such as the BC Association for Charitable Gaming and the BC Association of Aboriginal Friendship Centers, enabling them to support other not-for-profit organizations.

**Discussion:**

The program annually distributes \$140 million in gaming grants to over 5,000 eligible not-for-profit agencies. Building on the recommendations of a recent Auditor General program review, the program will continue to implement service improvements in order to efficiently, fairly and transparently administer the grant review process.

Work is underway to support a deeper policy review of the program and the development of an appropriate performance framework to enable the Ministry to better assess the benefits of the program on an ongoing basis.

**Objective 2.3: Local governments are implementing strategies to improve community sustainability and affordability**

**Key Strategies:**

- Continue to leverage ministry infrastructure funding programs to encourage local governments to innovate, and to prioritize projects that deliver environmental, economic and/or social benefits.
- In collaboration with the Union of British Columbia Municipalities, provide guidance and tools to help local governments meet their commitments and enhance actions under the *British Columbia Climate Action Charter*.
- Support and work with local governments to advance integrated and sustainable land use, infrastructure and transportation planning.
- In partnership with the federal government and the Union of British Columbia Municipalities, continue to implement the Federal Gas Tax Transfer Fund that came into effect on April 1, 2014.
- Promote the effective development, adoption and implementation of Regional Growth Strategies.

- In partnership with the Ministry of Transportation and Infrastructure, collaborate with the federal government on the development of new infrastructure programs that will assist communities in implementing priority infrastructure projects that support sustainable service.
- Support successful local government implementation of the Energy Step Code.

## **Objective 2.4: Communities have effective water and waste management**

### **Key Strategies:**

- Implement funding for local governments to help them achieve provincial water and waste management objectives (for example, the Clean Water and Wastewater Fund, a joint federal/provincial program, helps communities to fund essential infrastructure).
- Monitor approved projects and advise on strategies to ensure project completion.
- Provide tools and resources to local governments to assist them in conserving and protecting water resources.
- Encourage local governments to use liquid and solid waste as a resource and maximize the recovery value.
- Promote the use of effective life-cycle cost approaches to support local government land use and infrastructure planning.

<b>Performance Measure</b>	<b>2017/18 Forecast</b>	<b>2018/19 Target</b>	<b>2019/20 Target</b>	<b>2020/21 Target</b>
2.4 The percentage of projects reaching completion under the Clean Water and Wastewater Fund. <sup>1</sup>	40%	75%	95%	100%

<sup>1</sup>The Clean Water and Wastewater Fund is a four (4) year program that was launched in 2017 with a targeted completion date of March 31 2020.

### **Linking Performance Measures to Objectives:**

2.4 The sustainable delivery of drinking water, wastewater and storm water systems are key services that contribute to resilient and affordable communities. The Clean Water and Wastewater Fund, a joint federal/provincial program, supported local governments in accessing up to 83 per cent senior government funding toward approved projects. This significantly offsets the cost of project implementation at the local level. This results in improvements to systems to increase efficiencies and/or to meet regulatory requirements while allowing local governments to plan for the continuous delivery of these key services.

### **Discussion:**

The Ministry is working with the proponents of the 180 approved projects to support them in reaching completion within the timeframe of the program.

## **Objective 2.5: Support the advancement of the Mayors' Council's Ten Year Vision for Transportation in Metro Vancouver**

**Key Strategies:**

- Support TransLink to deliver transit projects funded through Phase One of the Public Transit Infrastructure Fund.
- Work with the Ministry of Transportation and Infrastructure and TransLink to secure funding agreements for Phase Two of the Public Transit Infrastructure Fund to deliver on the government’s commitment to fund 40 per cent of the capital costs of all phases of the Mayors’ Council’s Ten Year Vision.
- Support and work with the Mayors’ Council and TransLink to develop sustainable funding sources for the region’s share of Phase Two of the Mayors’ Council’s Ten Year Vision.
- Partner with TransLink and Metro Vancouver communities to encourage residential development and affordable housing along major transit corridors to support existing and planned transit investments.

**Goal 3: British Columbians can obtain safe, affordable and functional housing, transit-oriented where appropriate, that supports communities**

**Objective 3.1: Create new supply of market rental, non-profit and co-operative housing that is aligned with local incomes and meets the needs of local residents and employers**

**Key Strategies:**

- Work with BC Housing to support affordability through government-funded investments in new housing units.
- Facilitate new community partnerships to address housing affordability.
- Negotiate National Housing Strategy funding allocations and agreements with the federal government.
- With the Ministry of Advanced Education, Skills and Training, partner to remove barriers and facilitate the development of new housing for university and college students.
- With the Ministry of Finance, address negative financial effects such as speculation and tax fraud in the housing market that may contribute to the affordability challenge.

Performance Measure	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
3.1 Number of new government-funded affordable housing units created (direct investment) <sup>1</sup>	3,421	3,538	N/A	N/A

<sup>1</sup> Data source: BC Housing, to be confirmed as funding is approved and deployed. Fluctuations related to funding levels, units under development and anticipated completions.

**Linking Performance Measure to Objectives:**

3.1. The affordable housing supply will be expanded through an increase in the number of government-funded new housing units. Due to the length of the development process, these units

were initiated in previous years. Since the current measure tracks the completion of housing units, which typically takes three or four years from project initiation, it will be discontinued in future years and replaced by a newly developed measure that will track units initiated during the fiscal plan period, a more meaningful measure of the ministry’s current performance.

**Discussion:**

This Objective and its linked performance measure directly reflect and expand on government’s commitments to increase the supply of affordable housing. New government-funded and facilitated affordable housing units will serve the full range of housing needs, from the “missing middle” (middle-income families and individuals who can’t find affordable housing near work or school) to low-income people.

**Objective 3.2: Increase affordable housing options through effective, coordinated provincial programs**

**Key Strategies:**

- Work with BC Housing to support affordability in the rental market through rental assistance programs.
- Work with BC Housing to support affordability through government-funded investments in new housing units.

Performance Measure	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
3.2 Number of households that benefit from provincial housing programs <sup>1</sup>	106,500	111,638	116,176	121,923

<sup>1</sup> Data source: BC Housing total households served

**Linking Performance Measure to Objectives:**

3.2. The provincial programs tracked by this performance measure increased affordable housing options for recipient households either through direct cash subsidies, loans, or through subsidized housing or housing support-related programs.

**Discussion:**

Provincial programs increase affordable housing options and/or decrease costs for recipient households through direct cash subsidies, loans, or through subsidized housing or housing support-related programs.

**Objective 3.3: Create housing for people with distinct needs**

**Key Strategies:**

- Improve service integration across ministries and build partnerships between sectors to improve housing outcomes for people with distinct needs.

- With the Ministry of Social Development and Poverty Reduction, develop a homelessness action plan to reduce the homeless population through permanent housing and services, with a province-wide homeless count as the first step.

Performance Measure	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
3.3 Implementation of an inaugural province-wide homeless count <sup>1</sup>	N/A	Completed	TBD	TBD

<sup>1</sup> Data source: Ministry staff will coordinate this work and report on its completion. Final report to be published in October 2018 to incorporate findings from the count.

### Linking Performance Measure to Objectives:

3.3. An inaugural province-wide homeless count will establish the necessary baseline to assess the effectiveness of future actions, such as creation of new housing units for homeless people.

### Discussion:

This objective and performance measure directly reflects and expands on government’s commitments to increase the supply of affordable housing and to address homelessness. New investments in affordable housing will consider and strive to meet the distinct needs of specific groups, including seniors, families, youth, homeless people, Indigenous Peoples, women and children fleeing abusive situations and students. This performance measure is an inaugural homeless count that will help to assess the effectiveness of subsequent homelessness reduction actions.

## Goal 4: British Columbians have access to a residential tenancy framework that is fair for all

### Objective 4.1: Modern, affordable and accessible services that promote housing stability and fairness for renters and landlords

The Residential Tenancy Branch (RTB) promotes successful tenancies by providing tenants and landlords with information on their rights and responsibilities. The RTB also plays a significant administrative justice role by resolving tenancy disputes in an accessible, neutral and fair manner.

The Budget 2017/18 Update resulted in additional resources for the RTB to hire 30 new staff across the branch which is expected to have a significant impact on hearing wait times, increase access to information and dispute resolution support and increase capacity to promote compliance with the legislation. The RTB is undertaking significant business transformation to provide citizens with more online access to information/education and dispute resolution services, which will enable the RTB to use its resources more efficiently as it responds to growing and evolving demand.

### Key Strategies:

- Amend the *Residential Tenancy Act* to provide strong and fair protections for renters and landlords.



- Continue to transform Residential Tenancy Branch processes to enhance services and meet growing and evolving demand.
- Review the *Manufactured Home Park Tenancies Act* to ensure fairness to tenants when parks are closed.
- Take a stronger enforcement role and make greater use of its authority to investigate and levy administrative penalties.
- Continue to provide information and education to both landlords and tenants to help them understand their rights and responsibilities under B.C.'s tenancy legislation.

Performance Measure	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
4.1a Wait time for dispute resolution hearings (proportion falling within stated service standards). <sup>1</sup>	25%	50%	75%	90%
4.1b Percentage of applications that are submitted through the online Service Portal <sup>2</sup>	60%	70%	80%	90%

<sup>1</sup>Data Source: BMC Remedy Case Management System

<sup>2</sup>Data Source: Online Service Portal

### Linking Performance Measure to Objectives:

4.1a Reducing hearing wait times will promote housing stability for landlords and tenants by ensuring tenancy disputes are resolved in a timely, efficient manner, and will boost public confidence in the dispute resolution process.

Service standards include:

- 4 weeks to hear emergency disputes
- 6 weeks to hear urgent disputes
- 12 weeks to hear monetary disputes

4.1b An increasing number of online applications will indicate that online services promoting fairness for renters and landlords are readily accessible to the public.

### Discussion:

Landlords and tenants currently face long wait times for information and dispute resolution services. A reduction in wait times for hearings will be a clear indicator that citizens are receiving more timely access to administrative justice with respect to tenancy issues. Swift and efficient service from the RTB allows earlier resolution of disputes and greater housing stability. The 2017/18 fiscal year will serve as the baseline year against which the effects of improved staffing and resource levels are compared. Targets include consideration of the minimum time required to ensure administrative fairness for both participants in the hearing. This measure is an improvement over the previous performance measure (the number of dispute resolution applications made to the RTB), which was not reflective of the RTB's actual service delivery standards.

A new online application process introduced in September 2017 was a first major step in the process to transform Residential Tenancy Branch processes to enhance services and meet growing and

evolving demand. Online applications submitted through a system that is easier to navigate allows improved access and availability for citizens.

**Goal 5: Improved health, safety, accessibility and energy efficiency outcomes for buildings and technical systems**

**Objective 5.1: Effective building and safety governance frameworks**

**Key Strategies:**

- Support an effective governance framework for the building regulatory system through continued implementation of British Columbia’s *Building Act*.
- Review the *Safety Standards Act* to provide a continued effective governance framework for technical systems and equipment.
- Foster public safety and confidence in the building regulatory system while supporting innovative construction, including increased use of value-added engineered wood products.
- Explore new ways to use existing governance frameworks to enhance standards of health, safety, accessibility and energy efficiency of existing buildings during renovations and building improvements.
- Support successful local government implementation of the Energy Step Code through the Energy Step Code Council (also supporting Objective 2.3).

Performance Measure	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
5.1 Number of local governments referencing the Energy Step Code in bylaws and policies <sup>1</sup>	5	20	40	60

<sup>1</sup>Data source: Data collected by the Ministry in cooperation with the Energy Step Code Council and member local governments representing the Union of BC Municipalities and the Planning Institute of British Columbia.

**Linking Performance Measures to Objectives:**

5.1 Local government adoption of the Energy Step Code supports Objective 2.3 of community affordability and sustainability by lowering energy costs and greenhouse gas emissions of new construction within those communities; while also supporting Objective 5.1 in providing consistency in technical standards across the province, while enabling local government leadership.

**Discussion:**

The *Pan Canadian Framework on Clean Growth and Climate Change* commits the model National Building Code, which serves as the foundation for the British Columbia Building Code, to significant improvements in energy efficiency for all new buildings by 2030. British Columbia’s Energy Step Code provides a proactive roadmap for local governments and industry to voluntarily build capacity for anticipated changes in the Building Code. By supporting and tracking local government implementation of the Energy Step Code, the Province is establishing key benchmark indicators of capacity for energy efficient construction throughout the province. This performance measure will

ensure that the Province has the necessary data to inform future decisions related to energy efficiency in buildings.

**Objective 5.2: Consistent and evidence-based building and safety standards**

**Key Strategies:**

- Pursue development of the next edition of the BC Building, Plumbing and Fire Codes.
- Maintain technical safety regulations governing boilers, pressure vessels, refrigeration equipment, elevating devices, electrical and gas systems, including updates to adopted codes and standards.
- Provide support for consistent interpretation of the BC Codes through interpretations, bulletins and other communications.
- Promote performance-based standards that remove barriers to innovative materials and construction practices, including engineered wood products and other off-site construction.
- Support the effective implementation of the Energy Step Code through training, working with energy utilities to support incentives and other support measures and continued development of guidelines and supporting technical standards.
- Develop and implement standards to improve the performance of the existing building stock in areas such as safety, fire and structural protection, accessibility and energy efficiency.

## Resource Summary

Core Business Area	2017/18 Restated Estimates <sup>1</sup>	2018/19 Estimates	2019/20 Plan	2020/21 Plan
<b>Operating Expenses (\$000)</b>				
<b>Local Government</b> <sup>2</sup>	234,740	186,970	186,629	310,629
<b>Community and Legislative Services</b> <sup>3</sup>	3,030	3,062	3,083	3,083
<b>Executive and Support Services</b>	6,769	6,878	6,916	6,916
<b>Housing</b>	422,098	453,988	478,435	494,835
<b>Housing Endowment Fund</b>	12,884	12,884	12,884	12,884
<b>University Endowment Lands Administration Account</b>	10,442	10,442	10,442	10,442
<b>Total</b>	<b>689,963</b>	<b>674,224</b>	<b>698,389</b>	<b>838,789</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
<b>Executive and Support Services</b>	452	945	2	2
<b>Total</b>	<b>452</b>	<b>945</b>	<b>2</b>	<b>2</b>
<b>Capital Plan (\$000)</b>				
<b>Housing</b>	173,213	227,687	151,073	403,654
<b>Total</b>	<b>173,213</b>	<b>227,687</b>	<b>151,073</b>	<b>403,654</b>

<sup>1</sup> For comparative purposes, amounts shown for 2017/18 have been restated to be consistent with the presentation of the 2018/19 Estimates.

<sup>2</sup> Local Government includes University Endowment Lands (UEL)

<sup>3</sup> Community and Legislative Services includes Assessment Services, Assessment Policy and Support and Community Gaming Grants.

\* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

## **Appendix A: Ministry Contact Information**

### **Hon. Selina Robinson**

Minister  
Ministry of Municipal Affairs and Housing  
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Victoria, B.C. V8V 1X4  
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### **Jacqueline Dawes**

Deputy Minister  
Ministry of Municipal Affairs and Housing  
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### **University Endowment Lands**

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Further information on the various programs and services provided by the Ministry of Municipal Affairs and Housing can be found at [www.gov.bc.ca/mah](http://www.gov.bc.ca/mah).

To contact a specific person or program in the Ministry of Municipal Affairs and Housing, please refer to the [B.C. Government Directory](#).