

APPENDIX A: BACKGROUND RESEARCH & MARKET ANALYSIS REFERENCES

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APPENDIX B: SURVEY

Introduction

Richmond Not-For-Profit Space Needs Review

We invite not-for-profit organizations (NPOs) based in Richmond and/or serving Richmond residents with social services to complete the Richmond NPO Space Needs Survey!

Richmond is home to many NPOs that deliver essential social services to residents. NPOs depend on access to quality spaces that are affordable, located in appropriate neighbourhoods and secure.

The Richmond Community Services Advisory Committee, an advisory body to Richmond City Council on social, health and community matters, has launched a Richmond NPO Space Needs Review to understand the real estate needs and challenges affecting not-for-profits operating social services in Richmond and to guide planning and action for the future.

We need your help to understand your community, office, retail, and industrial space needs, challenges and opportunities so that we can build a clearer picture of social purpose real estate in Richmond. Social purpose real estate is any space/facility owned, rented and/or operated by non-profit/charitable organizations and social enterprises for the purpose of community benefit. Survey results will help the Committee provide advice regarding future policy development and make the case for supporting social purpose real estate in Richmond. Please help us by completing this survey and you will be entered to win a \$100 VISA card!

Please complete the survey by March 30, 2018.

Section 1: About Your Organization

To start, we would like to learn about your organization and the populations you serve in Richmond to get a snapshot of current and future demand for your programs and services.

1. My organization's name is: _____
2. In case we need to verify or clarify any information, please provide your name and contact information:
 - Contact person: _____
 - Role/title: _____
 - Email address: _____
3. My organization is a: Check all that apply.
 - Registered not-for-profit
 - Registered charity
 - For-profit entity
 - For-profit social enterprise
 - Not sure
 - Other: _____
4. My organization primarily serves the following population(s) in Richmond: Check all that apply.

| | | |
|--|--|--|
| <ul style="list-style-type: none"><input type="radio"/> Children<input type="radio"/> Youth<input type="radio"/> Families<input type="radio"/> Seniors<input type="radio"/> Immigrants/Refugees<input type="radio"/> Individuals experiencing homelessness<input type="radio"/> Individuals experiencing housing challenges<input type="radio"/> Indigenous communities | <ul style="list-style-type: none"><input type="radio"/> Linguistic oriented group<input type="radio"/> Multicultural individuals<input type="radio"/> LGBTQ2 communities<input type="radio"/> Individuals with disabilities<input type="radio"/> Individuals with mental health concerns<input type="radio"/> Individuals with physical health concerns | <ul style="list-style-type: none"><input type="radio"/> Individuals with substance use/misuse or addictions<input type="radio"/> Individuals and families with low income<input type="radio"/> Survivors of abuse<input type="radio"/> People who are unemployed or precariously employed<input type="radio"/> General population<input type="radio"/> Other: _____ |
|--|--|--|
5. My organization primarily serves the following age range(s) of people in Richmond: Check all that apply.
 - Under 12 years old
 - 12-17 years old
 - 18-24 years old
 - 25-34 years old
 - 35-44 years old
 - 45-54 years old
 - 55-64 years old
 - 65-74 years old
 - 75 years or older
6. The majority of my organizations clients / users come from:
 - Specific neighbourhood(s) in Richmond (check all that apply on the map)

| | | |
|--|--|--|
| <ul style="list-style-type: none"><input type="radio"/> Blundell<input type="radio"/> Bridgeport<input type="radio"/> Broadmoor<input type="radio"/> Sea Island | <ul style="list-style-type: none"><input type="radio"/> City Centre<input type="radio"/> East Cambie<input type="radio"/> East Richmond<input type="radio"/> Hamilton | <ul style="list-style-type: none"><input type="radio"/> Shellmont<input type="radio"/> Steveston<input type="radio"/> Thompson<input type="radio"/> West Cambie |
|--|--|--|
 - Richmond city-wide
 - Metro Vancouver

- Province-wide
- Canada-wide
- Not sure

7. My organization's main area(s) of focus in 2018 is:

- | | |
|---|--|
| <input type="radio"/> Advocacy | <input type="radio"/> Environment |
| <input type="radio"/> Arts and culture | <input type="radio"/> Food Security |
| <input type="radio"/> Child care | <input type="radio"/> Health |
| <input type="radio"/> Youth | <input type="radio"/> Mental health/Addictions |
| <input type="radio"/> Women | <input type="radio"/> Housing |
| <input type="radio"/> Seniors | <input type="radio"/> Homelessness |
| <input type="radio"/> Families | <input type="radio"/> Poverty reduction |
| <input type="radio"/> Community development | <input type="radio"/> Human rights |
| <input type="radio"/> Settlement services | <input type="radio"/> Legal services |
| <input type="radio"/> Education | <input type="radio"/> Religion/Faith |
| <input type="radio"/> Employment | <input type="radio"/> Recreation/Sport |
| <input type="radio"/> Training | <input type="radio"/> Transportation/Mobility |
| <input type="radio"/> Animal rights | <input type="radio"/> Waste management |
| <input type="radio"/> Energy | <input type="radio"/> Other: ____ |

8. This fiscal year (April 1, 2017 to March 31, 2018), my organization will:

- Add programs or services (please explain why)
- Expand programs or services (please explain why)
- Remove programs or services (please explain why)
- Reduce programs or services (please explain why)
- Maintain programs or services (please explain why)
- I don't know

9. This fiscal year (April 1, 2017 through to March 31, 2018), my organization will serve the following estimated number of clients or users in Richmond:

- 0 – 50
- 51 – 100
- 101 – 250
- 251 – 500
- 501 – 750
- 751 – 999
- 1,000 – 4,999
- 5,000+

10. How important is it that my organization remains in Richmond?

- Very important
- Somewhat important
- Not very important
- Not important at all
- Not sure
- Other (please explain)

Section 2: Human Resources

Next, we want to understand your needs for personnel who serve Richmond (even if they also serve other areas), and how this impacts your space needs.

11. How many people work in all of my organization's community, office, retail and industrial spaces in an average week?

| | NA | 1-2 | 3-5 | 6-10 | 11-20 | 21-50 | 51-100 | Other |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------|
| Full-time employees | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ___ |
| Part-time employees (less than 30 hours/week) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ___ |
| Contract workers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ___ |
| Volunteers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ___ |

12. What percentage of full time and part time employees work in an average week:

- a. On site?
 - 0 – 25%
 - 26 – 50%
 - 51 – 75%
 - 76 – 100%
- b. From home because there is no room on site and not out of choice?
 - 0 – 25%
 - 26 – 50%
 - 51 – 75%
 - 76 – 100%

13. Number of employees and volunteers who may be working with my organization over the next 5 - 10 years will:

- Increase
- Decrease
- Stay the same
- Not sure

Section 3: Space Needs

Next, we want to understand your organization's current space needs in Richmond. This will help us compile an inventory of NPO space demands in Richmond.

14. My organization operates the following number of sites (properties/units) in Richmond?

15. (If you answered none to the previous question), my organization wants to operate sites out of Richmond in the next 5 – 10 years?
- Yes. How many: _____
 - No
 - Maybe
 - I don't know
16. My organizations current or future Richmond premises are or will be our:
- Sole location(s)
 - Primary space or head office
 - Branch/satellite office(s)
17. Do you currently share space with another organization in Richmond?
- Yes
 - No
18. Please fill in the following information for each space your organization occupies in Richmond (including any shared community space that you use and excluding housing sites and child care facilities).

| | Site # |
|---|---|
| Address: | |
| Size: What is the approximate size in total square footage of this space (excluding parking, housing sites and child care facilities)? | |
| Space type: My organization would describe this space as: | <ul style="list-style-type: none"> <input type="radio"/> Office building <input type="radio"/> Commercial/retail <input type="radio"/> Religious building (e.g., church, mosque, temple) <input type="radio"/> Public/community facility <input type="radio"/> Institutional building (e.g., school, college, hospital) <input type="radio"/> Light industrial/warehouse <input type="radio"/> Heavy industrial / production <input type="radio"/> Multi-use building <input type="radio"/> Co-work/shared space <input type="radio"/> Home office <input type="radio"/> Do not have dedicated space <input type="radio"/> Other: _____ |
| Satisfaction: How much does this space meet my organizational needs? | <ul style="list-style-type: none"> <input type="radio"/> Very satisfactory <input type="radio"/> Somewhat satisfactory <input type="radio"/> Neutral <input type="radio"/> Not very satisfactory <input type="radio"/> Not at all satisfactory |
| Tenure: What type of tenure does my organization have? | <ul style="list-style-type: none"> <input type="radio"/> Owns <input type="radio"/> Rents from government <input type="radio"/> Rents from the private sector <input type="radio"/> Leases from government <input type="radio"/> Leases from the private sector <input type="radio"/> Sub-leases from another organization <input type="radio"/> Pays below-market rates <input type="radio"/> Uses space that is subsidized |

| | |
|---|--|
| | <ul style="list-style-type: none"> <input type="radio"/> Uses space that is donated at no cost <input type="radio"/> Other: _____ |
| Security: How secure is my organizations space for the next 5 - 10 years (i.e. confidence in ability to renew lease or maintain space)? | <ul style="list-style-type: none"> <input type="radio"/> Very secure <input type="radio"/> Somewhat secure <input type="radio"/> Not very secure <input type="radio"/> Not secure at all <input type="radio"/> Not sure |
| Security: Does my organization need to move in the coming years? | <ul style="list-style-type: none"> <input type="radio"/> Yes, within the next 2 years <input type="radio"/> Yes, within the next 5 years <input type="radio"/> Yes, within the next 10 years <input type="radio"/> Yes, in over 10 years <input type="radio"/> No, we will not need to move <input type="radio"/> Not sure |
| Security: If yes, why will my organization need to move in the coming years? | <ul style="list-style-type: none"> <input type="radio"/> Adding/expanding/growing programs and services <input type="radio"/> Reducing/removing programs or services <input type="radio"/> Changing location and needs of clients/users <input type="radio"/> Rental/lease expiration <input type="radio"/> Financing <input type="radio"/> Other _____ |
| If lease/rent, my organizations average total monthly total costs are: | <ul style="list-style-type: none"> <input type="radio"/> Can provide total only: ____ <input type="radio"/> Can provide breakout: <ul style="list-style-type: none"> <input type="radio"/> Base rent or lease payment: ____ <input type="radio"/> Utilities (excluding phone, cable, security, cleaning): _____ <input type="radio"/> Maintenance: ____ <input type="radio"/> Taxes: ____ <input type="radio"/> Facility reserve funds: ____ <input type="radio"/> All-in rent: _____ |
| If lease/rent, the term/length of my organizations lease/rental agreement is: | <ul style="list-style-type: none"> <input type="radio"/> No written rental agreement <input type="radio"/> Month-to-month <input type="radio"/> Less than a year <input type="radio"/> Between 1 and up to 2 years <input type="radio"/> Between 2 and 5 years <input type="radio"/> Between 5 and 10 years <input type="radio"/> More than 10 years <input type="radio"/> Not applicable <input type="radio"/> Other: _____ |
| If lease/rent, my organizations agreement terms or restrictions are: (such as a redevelopment clause, limited operating hours, demolition clause etc.)? (Optional) | |
| If own, my organizations monthly expenses (including mortgage payment) are on average: | <ul style="list-style-type: none"> <input type="radio"/> Can provide total only: ____ <input type="radio"/> Can provide breakout: <ul style="list-style-type: none"> <input type="radio"/> Mortgage payment: ____ <input type="radio"/> Utilities (excluding phone, cable, security, cleaning): _____ <input type="radio"/> Maintenance: ____ <input type="radio"/> Taxes: ____ <input type="radio"/> Facility reserve funds: ____ <input type="radio"/> Total monthly costs: ____ |

19. My organizations current space (or lack of space) has limited or inhibited our ability to offer programs and services:
- Yes. _____ (please explain)
 - No

20. If owning, my organization would consider redeveloping any of our sites to better meet our needs?
- Yes
 - No
 - Maybe
21. Within the next 5 - 10 years, my organization's space will need to:
- Decrease
 - Stay the same
 - Expand (increase space)
 - Add (an additional location in Richmond)
 - Relocate to same sized premise
 - Relocate to larger premises (it is not possible to expand at current site)
22. If my organization has plans to grow its space in the next 5 - 10 years, why and how much additional space is needed (provide estimated number of sites and square footage per site)?
23. If relocating or opening another premise is necessary in the future, my organization will need the following number of sites:
- Dedicated space: _____
 - Shared space: _____
 - Not applicable
24. In a future move or expansion, my organization would consider:
- Buying a single building space for your own organization
 - Buying a space within a multi-tenant building
 - Renting / leasing a single building space for your own organization
 - Renting / leasing a space within a multi-tenant building
 - Co-locating with other organizations
 - Co-working / community spaces
 - Locating in a community hub
 - None of these
25. If relocating or opening another premise is necessary in the future, my organization would want to be in:
- | | |
|-------------------------------------|---|
| <input type="radio"/> Blundell | <input type="radio"/> Shellmont |
| <input type="radio"/> Bridgeport | <input type="radio"/> Steveston |
| <input type="radio"/> Broadmoor | <input type="radio"/> Thompson |
| <input type="radio"/> City Centre | <input type="radio"/> West Cambie |
| <input type="radio"/> East Cambie | <input type="radio"/> Outside Richmond |
| <input type="radio"/> East Richmond | <input type="radio"/> Outside Metro Vancouver |
| <input type="radio"/> Hamilton | <input type="radio"/> None of these |
26. The type(s) of space my organization will need in the future are:
- | | |
|---|---|
| <input type="radio"/> Waiting room/reception | <input type="radio"/> Meeting rooms |
| <input type="radio"/> Open offices | <input type="radio"/> Staff/lunch rooms |
| <input type="radio"/> Private offices | <input type="radio"/> Kitchen |
| <input type="radio"/> Space to store confidential files | <input type="radio"/> Program space |
| <input type="radio"/> Space for printing/photocopying | <input type="radio"/> Gallery / exhibition space |
| <input type="radio"/> Mail room | <input type="radio"/> On-site daycare |
| <input type="radio"/> Purchasing room | <input type="radio"/> Technical support space |
| <input type="radio"/> Board rooms | <input type="radio"/> Outdoor space (e.g., play area, park) |
| <input type="radio"/> Multi-purpose / activity rooms | <input type="radio"/> Warehouses |
| <input type="radio"/> Workshop / training rooms | |

- Storage rooms
- Car parking
- Bike parking
- Pick-up / drop-off space
- Other: _____

27. Please rank the most important factors my organization considers when choosing space.

| Consideration | Not considered | Not very important | Neutral | Important | Very important |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Location | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proximity to clients/users | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proximity to related organizations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proximity to personnel | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Signage/ branding potential | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Features of space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Parking | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proximity to transit | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cycling access and facilities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accessibility | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ground floor access and space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Secure or long-term leasing agreement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Landlord flexibility | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Rent rates | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to vacate / exit | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Exclusive use of premise | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to share premises with other organizations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Adequate size of space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Child friendly space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 24 hour access to premises | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Length of commitment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability for purchase | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability for lease | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Dedicated outdoor space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Kitchen / food space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

28. The major building components, features or amenities that are important to my organization that we do not currently have access to are: (max. 200 characters) _____

Section 4: Finances

Next, we want to learn about your organization's financial situation to understand your ability to sustain your current space needs, and to consider expanding into new spaces.

29. This fiscal year (April 1, 2017 to March 31, 2018), my organization has to work with the following approximate budget:
- Less than \$250K
 - \$250K - \$500K
 - \$500K - \$750K
 - \$750K - \$1M
 - \$1M - \$2.5M
 - \$2.5M - \$5M
 - \$5M - \$7.5M
 - \$7.5M+
30. This fiscal year (April 1, 2017 to March 31, 2018), my organizations total annual expenses/operating costs are: _____
31. The approximate per cent of my organization's annual expenses/operating costs go towards the following (fill in what you can):
- Mortgage _____
 - Rent / Lease _____
 - Building Maintenance _____
 - Building Renovations _____
 - Property Taxes _____
 - Capital Expenditures _____
32. My organization is currently paying more / less or the right amount for space relative to what we can afford?
- More
 - Less
 - Right amount
33. My organizations maximum monthly cost that we can afford and could spend on space-related costs is: (this could be triple-net rent, all-in rent or total costs including mortgage payment, utilities, maintenance, and taxes) _____

Section 5: Challenges & Opportunities

Lastly, we want your help identifying key challenges and opportunities to the delivery of affordable, appropriate, accessible and secure space for social service NPO's in Richmond.

34. The main challenges my organization faces in securing affordable and suitable space are: (max. 200 characters) _____
35. The strategies or approaches my organization is planning to undertake in the next 5-10 years to respond to space challenges are: (max. 200 characters) _____
36. The opportunities my organization is interested in exploring associated with securing or maintaining space in the next 5 - 10 years are: (check all that apply)
- Strategic planning within my organization
 - Planning to co-locate with other organizations
 - Networking with planners, potential funders, potential space providers, developers, other NPO's and so on.
 - Researching social purpose real estate
 - Building knowledge, resources and capacity to secure space (such as with site selections, capital investment plans, due diligence, management approaches, decisions about tenure, and maintenance schedules). (please explain)
 - Advising regarding policy development (such as land use policies and regulations, social development infrastructure plans, municipal community amenity contribution zoning and density bonus policies, tax structures, set-asides for not-for-profits in commercial developments, not-for-profit enterprise zones etc.). (please explain)
 - Seeking financing and funding (such as grants, property tax exemptions, low-interest loans and assistance on raising funds and purchasing space). (please explain)
 - Generating more revenue for space (such as through finding new donors, fundraising, and improving capital campaigning). (please explain)
 - Increasing the number of public facilities, institutional spaces and community-owned assets and shared spaces in Richmond. (please explain)
 - None of the above
 - Other: _____
37. The main suggestions my organization has for funders, advocacy groups and/or governments to assist us in achieving affordable, suitable and secure space are: (max. 200 characters and optional) _____

APPENDIX C: SURVEY SUMMARY TABLES

| My organization is a .. (check all that apply) | | |
|--|----|-----|
| Registered Not-for-profit | 32 | 82% |
| Registered Charity | 28 | 72% |
| Other | 1 | 3% |

| My organization primarily serves the following population(s) in Richmond (check all that apply) | | |
|---|----|-----|
| Linguistic oriented group | 4 | 10% |
| Other | 4 | 10% |
| Individuals experiencing housing challenges | 10 | 26% |
| Survivors of Abuse | 10 | 26% |
| Individuals experiencing homelessness | 11 | 28% |
| Individuals with substance use/misuse or addiction | 11 | 28% |
| Indigenous communities | 12 | 31% |
| LGBTBQ2 communities | 12 | 31% |
| Individuals and families with low income | 12 | 31% |
| Individuals with physical health concerns | 13 | 33% |
| People who are unemployed or precariously employed | 13 | 33% |
| Immigrant Refugees | 15 | 38% |
| Multicultural individuals | 15 | 38% |
| General population | 17 | 44% |
| Seniors | 18 | 46% |
| Individuals with disabilities | 18 | 46% |
| Individuals with mental health concerns | 18 | 46% |
| Youth | 19 | 49% |
| Children | 23 | 59% |
| Families | 25 | 64% |

| My organization primarily serves the following age range(s) of people in Richmond (check all that apply) | | |
|---|----|-----|
| 10 and under | 23 | 59% |
| 11-19 | 29 | 74% |
| 20-29 | 32 | 82% |
| 30-39 | 33 | 85% |
| 40-49 | 33 | 85% |
| 50-59 | 33 | 85% |
| 60-69 | 32 | 82% |
| 70+ | 27 | 69% |
| All | 14 | 36% |

| Most of my organizations clients/users geographically live/commute from | | |
|--|----|-----|
| Richmond citywide | 33 | 85% |
| Metro Vancouver | 10 | 26% |
| Specific Neighbourhoods in Richmond | 3 | 8% |
| Province-wide | 2 | 5% |
| Canada-wide | 2 | 5% |
| I dont know | 1 | 3% |

| Check all that apply | |
|-----------------------------|---|
| Blundell | 2 |
| Bridgeport | 2 |
| Broadmoore | 2 |
| Sea Island | 2 |
| City Centre | 2 |
| East Cambie | 3 |
| East Richmond | 2 |
| Hamilton | 2 |
| Shellmont | 2 |
| Steveston | 2 |
| Thompson | 2 |
| West Cambie | 2 |

| My organization's main area(s) of focus in 2018 are (check all that apply) | | |
|---|----|-----|
| Transportation & Mobility | 1 | 3% |
| Religion/Faith | 1 | 3% |
| Legal services | 3 | 8% |
| Arts and culture | 3 | 8% |
| Human rights | 4 | 10% |
| Settlement services | 5 | 13% |
| Recreation/Sport | 5 | 13% |
| Poverty reduction | 5 | 13% |
| Food security | 5 | 13% |
| Child care | 6 | 15% |
| Education | 7 | 18% |
| Other | 8 | 21% |
| Housing | 8 | 21% |
| Homelessness | 8 | 21% |
| Women | 10 | 26% |
| Training | 10 | 26% |
| Employment | 10 | 26% |
| Community development | 10 | 26% |
| Advocacy | 10 | 26% |
| Mental health & Addictions | 11 | 28% |
| Seniors | 12 | 31% |
| Health | 12 | 31% |
| Youth | 14 | 36% |
| Families | 19 | 49% |

| This fiscal year (April 1, 2017 to March 31, 2018) my organization has/will: | | |
|---|----|-----|
| Add programs or services | 9 | 23% |
| Expand programs or services | 10 | 26% |
| Maintain programs or services | 19 | 49% |
| I dont know | 1 | 3% |

| This fiscal year (April 1, 2017 through to March 31, 2018), my organization has / will serve the following estimated number of clients or users in Richmond | | |
|--|---------------|----------------------|
| # Clients / Users | Org. # | % Respondents |
| 0-50 | 1 | 3% |
| 51-100 | 5 | 13% |
| 101-250 | 4 | 10% |
| 251-500 | 8 | 21% |
| 751-999 | 1 | 3% |
| 1000-4999 | 11 | 28% |
| 5000+ | 8 | 21% |
| I dont know | 1 | 3% |

| How important is it that my organization remains in Richmond | |
|---|----|
| Very important | 35 |
| Somewhat important | 3 |
| Other | 1 |

The approximate percentage of my organization's annual expenses and operating costs go towards the following (check all that apply and then fill out amounts in the fields that appear below):

| | |
|----------------------|-----|
| Rent or Lease | 24% |
| Building Maintenance | 10% |
| I don't know | 8% |
| Building Renovations | 5% |
| Mortgage | 3% |
| Property Taxes | 4% |
| Capital Expenditures | 4% |

My organization is currently paying more / less or the right amount for space relative to what we can afford?

| | |
|--------------|----|
| Right amount | 28 |
| More | 7 |
| I don't know | 3 |
| Less | 1 |

This fiscal year (April 1, 2017 to March 31, 2018), my organization has / will work with the following approximate budget:

| | |
|----------------|----|
| Less than 250K | 10 |
| 250K - 500K | 3 |
| 500K - 750K | 4 |
| 750K - 1M | 3 |
| 1M - 2.5M | 9 |
| 2.5M- 5M | 2 |
| 7.5M + | 5 |
| I don't know | 2 |

| The opportunities my organization is interested in exploring associated with securing or maintaining space in the next 5 to 10 years are (check all that apply): | | |
|---|----|-----|
| Other | 1 | 3% |
| I don't know | 5 | 13% |
| Increasing the number of public facilities, institutional spaces and community owned assets and shared spaces in Richmond | 11 | 28% |
| Building knowledge resources and capacity to secure space | 12 | 31% |
| Advising regarding policy development such as land use policies, community amenity contribution zoning and density bonus policies tax structures set aside for NPOs | 12 | 31% |
| Researching social purpose real estate | 13 | 33% |
| Strategic planning within my organization | 17 | 44% |
| Planning to co-locate with other organizations | 18 | 46% |
| Seeking financing and funding such as grants, property tax exemptions, low interest loans and assistance on raising funds and purchasing space | 18 | 46% |
| Generating more revenue for space such as through finding new donors, fundraising and improving capital campaigning | 20 | 51% |
| Networking with planners, potential funders, potential space providers, developers and other NPOs | 25 | 64% |

| *If you answered none to the previous question. My organization wants to operate sites in Richmond in the next 5 to 10 years | | |
|---|---|-----|
| Yes | 6 | 55% |
| No | 2 | 18% |
| Maybe | 2 | 18% |
| I don't know | 1 | 9% |

| Number of sites in Richmond | | |
|------------------------------------|----|-----|
| 0 sites | 5 | 13% |
| 1 site | 18 | 46% |
| 2 sites | 9 | 23% |
| 3 to 10 sites | 7 | 18% |

| My organization currently shares space with another organization in Richmond | | |
|---|----|-----|
| Yes | 18 | 47% |
| No | 20 | 53% |

| My organization's current or future Richmond premises are or will be our: | | |
|--|----|-----|
| Sole locations | 15 | 39% |
| Primary space or head office | 12 | 32% |
| Branch/satellite offices | 8 | 21% |
| I don't know | 1 | 3% |
| Other | 2 | 5% |

| Space type: My organization would describe this space as: | | |
|--|----|-----|
| Other | 3 | 8% |
| Home office | 1 | 3% |
| Commercial building | 2 | 5% |
| Institutional building | 2 | 5% |
| Co-work or shared space | 2 | 5% |
| Do not have dedicated space | 2 | 5% |
| Religious building | 3 | 8% |
| Public or community facility | 17 | 44% |
| Multiuse building | 11 | 28% |
| Office building | 13 | 33% |
| Light industrial or warehouse | 1 | 3% |

| Satisfaction: How much does this space meet my organization's needs? | | |
|---|----|-----|
| Very satisfied | 8 | 22% |
| Somewhat satisfied | 18 | 50% |
| Neutral | 1 | 3% |
| Not very satisfied | 9 | 25% |

| Tenure: What type of tenure does my organization have? | | |
|---|---|-----|
| Uses space that is subsidized | 1 | 3% |
| Rents from government | 2 | 5% |
| Leases from government | 2 | 5% |
| Other | 2 | 5% |
| Rents from the private sector | 3 | 8% |
| Subleases from another organization | 3 | 8% |
| Pays below market rates | 3 | 8% |
| Owns | 4 | 10% |
| Leases from the private sector | 7 | 18% |
| Uses space that is donated at no cost | 9 | 23% |

| Security: How secure is my organization's space for the next 5 to 10 years (i.e. confidence in ability to renew lease or maintain space)? | | |
|--|----|-----|
| Very secure | 13 | 35% |
| Somewhat secure | 13 | 35% |
| Not very secure | 3 | 8% |
| Not secure at all | 4 | 11% |
| I dont know | 4 | 11% |

| Security: Does my organization need to move in the coming years? | | |
|---|----|-----|
| Within the next 2 years | 6 | 16% |
| Within the next 5 years | 2 | 5% |
| Within the next 10 years | 1 | 3% |
| We will not need to move | 15 | 41% |
| I dont know | 13 | 35% |

| Security: If yes, why will my organization need to move in the coming years? | | |
|---|---|-----|
| Adding/expanding/growing programs and services | 5 | 26% |
| Reducing/removing programs or services | 1 | 5% |
| Changing location and needs of clients and users | 1 | 5% |
| Rental/lease expiration | 5 | 26% |
| Financing | 1 | 5% |
| I don't know | 1 | 5% |
| Other | 5 | 26% |

If Leasing/Renting: The term/length of my organization's lease/rental agreement is:

| | | |
|-----------------------------|---|-----|
| Other | 2 | 7% |
| Less than a year | 2 | 7% |
| Between 5 and 10 years | 2 | 7% |
| More than 10 years | 2 | 7% |
| Not applicable | 2 | 7% |
| Month to month | 2 | 7% |
| Between 2 and 5 years | 6 | 22% |
| Between 1 and up to 2 years | 9 | 33% |

My organization's current space (or lack of space) has limited or inhibited our ability to offer programs and services:

| | | |
|-----|----|-----|
| Yes | 24 | 62% |
| No | 15 | 38% |

If owning, my organization would consider redeveloping any of our sites to better meet our needs?

| | | |
|--------------|---|-----|
| Yes | 7 | 39% |
| No | 4 | 22% |
| Possibly | 3 | 17% |
| I don't know | 3 | 17% |
| Other | 1 | 6% |

| Total ownership costs | | |
|------------------------------|---|-----|
| \$10,000.00 - \$19,999.00 | 1 | 20% |
| \$20,000.00 - \$29,999.00 | 2 | 40% |
| 30,000.00 + | 2 | 40% |

| Total monthly lease/rental costs | | |
|---|---|-----|
| \$0 - \$999.00 | 5 | 18% |
| \$1000.00 - 1999.00 | 6 | 21% |
| \$2,000.00 - \$4,999.00 | 5 | 18% |
| \$5,000.00 - \$9,999.00 | 6 | 21% |
| \$10,000 + | 6 | 21% |

| Approximate Size of Organizations Space | | |
|--|----|-----|
| 0 - 999 sq ft | 20 | 34% |
| 1000 - 1999 sq ft | 5 | 9% |
| 2000 - 2999 sq ft | 12 | 21% |
| 3000 - 3999 sq ft | 4 | 7% |
| 4000 - 4999 sq ft | 6 | 10% |
| 5000 - 9999 sq ft | 6 | 10% |
| 10,000 + sq ft | 5 | 9% |

| Within the next 5 to 10 years, my organization's space will need to: | | |
|---|----|-----|
| Expand/increase space | 11 | 28% |
| Stay the same | 11 | 28% |
| I don't know | 6 | 15% |
| Add an additional location in Richmond | 5 | 13% |
| Relocate to larger premises it is not possible to expand at current site | 4 | 10% |
| Relocate to same size | 2 | 5% |

| In a future move or expansion, my organization would consider: | | |
|---|---|-----|
| Renting or leasing a space within a multitenant building | 6 | 15% |
| Co-locating with other organizations | 6 | 15% |
| Locating in a community hub | 6 | 15% |
| I don't know | 6 | 15% |
| None of these | 4 | 10% |
| Buying a single building space for my own organization | 3 | 8% |
| Coworking community spaces | 3 | 8% |
| Other | 3 | 8% |

| If relocating or opening another premise is necessary in the future, my organization would ideally be located in (check all that apply): | | |
|--|----|-----|
| Other | 1 | 3% |
| Outside Richmond | 1 | 3% |
| None of these | 1 | 3% |
| Hamilton | 1 | 3% |
| Outside Metro Vancouver | 2 | 5% |
| Broadmoor | 4 | 10% |
| East Cambie | 4 | 10% |
| East Richmond | 4 | 10% |
| Shellmont | 4 | 10% |
| Thompson | 5 | 13% |
| Blundell | 6 | 15% |
| West Cambie | 6 | 15% |
| Steveston | 7 | 18% |
| I don't know | 7 | 18% |
| Bridgeport | 8 | 21% |
| City Centre | 27 | 69% |

| The type(s) of space my organization will need in the future is / are (check all that apply): | | |
|--|----|-----|
| Warehouses | 2 | 5% |
| Onsite daycare | 3 | 8% |
| I don't know | 3 | 8% |
| Other | 4 | 10% |
| Gallery/exhibition space | 4 | 10% |
| Mail room | 4 | 10% |
| Technical support space | 6 | 15% |
| Pickup/drop-off space | 9 | 23% |
| Outdoor space (e.g. play area park) | 11 | 28% |
| Bike parking | 14 | 36% |
| Waiting room/reception | 16 | 41% |
| Boardrooms | 16 | 41% |
| Storage rooms | 16 | 41% |
| Open offices | 17 | 44% |
| Kitchen | 17 | 44% |
| Staff/lunch rooms | 19 | 49% |
| Meeting rooms | 21 | 54% |
| Space to store confidential files | 23 | 59% |
| Program space | 23 | 59% |
| Car parking | 24 | 62% |
| Private offices | 25 | 64% |
| Space for printing/photocopying | 25 | 64% |
| Workshop/training rooms | 26 | 67% |
| Multi-purpose activity rooms | 29 | 74% |

| The most important factors my organization considers when choosing space are (please rank): | | | | |
|--|----------|----------------------------|------------------------------------|------------------------|
| | Location | Proximity to clients/users | Proximity to related organizations | Proximity to personnel |
| I don't know | 1 | 1 | 1 | 1 |
| Not considered | 0 | 0 | 0 | 2 |
| Very important | 28 | 28 | 12 | 4 |
| Important | 9 | 5 | 13 | 13 |
| Neutral | 0 | 3 | 10 | 13 |
| Not important | 0 | 2 | 2 | 3 |
| Not very important | 0 | 0 | 1 | 2 |

| The most important factors my organization considers when choosing space are (please rank): | | | | | | |
|--|----------------------------|-------------------|---------|----------------------|-------------------------------|---------------|
| | Signage/branding potential | Features of space | Parking | Proximity to transit | Cycling access and facilities | Accessibility |
| I don't know | 1 | 2 | 1 | 1 | 1 | 1 |
| Not considered | 2 | 0 | 0 | 0 | 1 | 0 |
| Very important | 6 | 21 | 18 | 28 | 5 | 28 |
| Important | 10 | 15 | 16 | 9 | 13 | 8 |
| Neutral | 11 | 1 | 2 | 1 | 14 | 1 |
| Not important | 5 | 0 | 2 | 0 | 4 | 1 |
| Not very important | 3 | 0 | 0 | 0 | 0 | 0 |

| The most important factors my organization considers when choosing space are (please rank): | | | | | |
|--|-------------------------------|------------------------------------|----------------------|------------|------------------------|
| | Ground floor access and space | Secure/long-term leasing agreement | Landlord flexibility | Rent rates | Ability to vacate/exit |
| I don't know | 1 | 1 | 1 | 1 | 1 |
| Not considered | 0 | 3 | 4 | 3 | 3 |
| Very important | 15 | 19 | 13 | 26 | 8 |
| Important | 11 | 13 | 15 | 6 | 12 |
| Neutral | 10 | 2 | 5 | 3 | 12 |
| Not important | 2 | 0 | 0 | 0 | 2 |
| Not very important | 0 | 1 | 1 | 0 | 1 |

| The most important factors my organization considers when choosing space are (please rank): | | | | | |
|--|--|------------------------|----------------------|----------------------------|----------------------|
| | Ability to share premises with other organizations | Adequate size of space | Child friendly space | 24 hour access to premises | Length of commitment |
| I don't know | 1 | 1 | 1 | 1 | 1 |
| Not considered | 1 | 1 | 4 | 1 | 1 |
| Very important | 3 | 24 | 11 | 6 | 13 |
| Important | 15 | 13 | 13 | 13 | 20 |
| Neutral | 13 | 0 | 6 | 10 | 4 |
| Not important | 4 | 0 | 2 | 4 | 0 |
| Not very important | 2 | 0 | 2 | 4 | 0 |

| The most important factors my organization considers when choosing space are (please rank): | | | | |
|--|---------------------------|------------------------|-------------------------|--------------------|
| | Availability for purchase | Availability for lease | Dedicated outdoor space | Kitchen/food space |
| I don't know | 1 | 1 | 1 | 1 |
| Not considered | 7 | 4 | 2 | 1 |
| Very important | 5 | 10 | 6 | 13 |
| Important | 6 | 14 | 9 | 15 |
| Neutral | 10 | 9 | 13 | 7 |
| Not important | 7 | 0 | 4 | 0 |
| Not very important | 3 | 1 | 4 | 2 |