



**S.U.C.C.E.S.S.**

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FOR IMMEDIATE RELEASE

### **Statement #3 – Update on Solheim Place**

April 26, 2019 – Vancouver, BC – Representatives from S.U.C.C.E.S.S. and BC Housing met with tenants of Solheim Place on Wednesday, April 17, 2019. It was a fruitful discussion and addressed the following key issues.

#### **Addition of a full-time Tenant Relations Coordinator**

In response to tenants' feedback, a new full-time Tenant Relations Coordinator position has been created. The Tenant Relations Coordinator will be on-site at Solheim Place to work with tenants individually to address their specific needs, connect them to the appropriate supports, and assist with relocation for those who choose to do so.

#### **Bike room**

In light of the elevator breakdown and recognizing that many tenants use their bike as their mode of transportation, a bike room will be made available to tenants. A process will be put in place and communicated to tenants.

#### **Financial compensation**

S.U.C.C.E.S.S., with approval from BC Housing, is offering financial compensation to all tenants at Solheim Place, in recognition of the inconveniences caused by the elevator breakdown. S.U.C.C.E.S.S. is currently working with tenants to settle the compensation. Payments will be released once all details are sorted.

#### **Weekly communication**

To further improve communication with tenants, a bulletin board has been set up in the building to share information and updates on the elevator project on a regular basis.

#### **Timeline to fix and replace the building's elevators**

As soon as the long elevator at Solheim Place stopped working in September 2018, S.U.C.C.E.S.S. contacted the elevator service company to do the necessary repairs. BC Housing was also contacted and made aware of the situation. After completing a few fixes between October and December 2018 and continuing to troubleshoot in the New Year, the elevator service company deemed the building's long elevator to be unfixable in February 2019. Since then, BC Housing has hired an elevator consultant to undertake a complete rebuild and replacement of both elevators in the building. The replacement of the long elevator will take place first, followed by the short elevator. The timeline to replace both elevators is approximately 11 months. BC Housing is funding and managing the entire elevator modernization project.

In the meantime, S.U.C.C.E.S.S. and BC Housing are looking at all options to have the existing long elevator become operational again.



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**Relocation for tenants**

Tenants at Solheim Place were reminded that they have the option to relocate to either a unit on a lower floor or to a different building as vacancies become available. S.U.C.C.E.S.S. is working closely with BC Housing to find suitable units. Priority for relocation will be given to tenants living on the upper floors (floors 6 to 9) and to those most impacted by the elevator breakdown. All moving expenses will be paid by S.U.C.C.E.S.S. The units of tenants who relocate will be held for them during the relocation period at no charge. Once the elevators are repaired/replaced, tenants will have the option to return to their units at Solheim Place.

**Once again, S.U.C.C.E.S.S. is committed to following through and working with our tenants and BC Housing on the elevator issue at Solheim Place.**