



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

FOR IMMEDIATE RELEASE

Statement from S.U.C.C.E.S.S. regarding elevator at Solheim Place

April 13, 2019 – Vancouver, BC – S.U.C.C.E.S.S. is the owner and operator of 86 affordable housing units at Solheim Place, a nine-storey building in Vancouver under an operating agreement with BC Housing.

Since September 26, 2018, one of two elevators at the building has stopped working due to old age and wear. This elevator travelled all the way to the building's ninth floor, whereas the other remaining elevator travels up to the fifth floor.

S.U.C.C.E.S.S. recognizes and is deeply sympathetic to the impact the elevator breakdown has had on our tenants in the past few months, particularly since many are seniors and/or individuals with disabilities. Unfortunately, the modernization of any elevator is often a complicated and lengthy process. We hear our tenants' concerns, and share their wish to have the elevator repaired as quickly as possible. We are also working with elevator service companies to try to fix the elevator before the modernization takes place.

Since the elevator breakdown, S.U.C.C.E.S.S. has taken active steps and involved the relevant stakeholders to resolve the issue. Regular tenant meetings have been held to invite feedback and provide tenants with progress updates. As well, interim measures have been implemented at the building to help provide tenants with relief and support. Some of these steps include extending staff's working hours to until 11 pm daily to assist tenants with carrying items up and down stairs; placing chairs on each floor; working with BC Housing to find units in other buildings for tenants; and offering first priority to tenants living on upper floors with other units as they become available.

S.U.C.C.E.S.S. has also received approval from BC Housing to provide monetary compensation to all tenants and informed tenants of such on April 12. Details of the compensation will be discussed with tenants at a meeting the week of April 15.

S.U.C.C.E.S.S. cares about the well-being of all tenants and we remain committed to working with all relevant parties to repair the elevator at Solheim Place in the timeliest manner possible. We appreciate the tenants' continued understanding and their voicing of opinions with us, and we look forward to resolving the issue to everyone's satisfaction as soon as possible.