

2018 Housing Forum Report



Prepared by: Shannon Coulter-Low
December 2018

Table of contents

Acknowledgements.....	2
Introduction.....	3
Preparation.....	5
Housing Forum Participants.....	8
Summary of Forum Activities.....	9
Analysis.....	14
Conclusion.....	14
Next Steps.....	16
Appendices.....	17
Appendix A. Facilitator's Guide.....	17
Appendix B. Housing Quiz.....	20
Appendix C. Persona Activity.....	21
Appendix D. Summary of evaluation form feedback.....	25
Appendix E. Participants.....	27
Appendix F. Photos.....	29

Acknowledgements

We wish to thank the following organizations for their financial support: Centraide du Grand Montréal, the SHQ and CMHC. Thank you to the Canada Summer Jobs program which allowed us to hire students to prepare for the event during the summer, and to the City of Pointe-Claire for providing us with the Arthur Seguin Chalet. Also thank you to GerontoLogis and to David's Tea for their generous support.

Thank you to the organizing committee for their hard work and dedication, as well as to all the volunteers who helped on the day of the event.



Gouvernement
du Canada



Introduction

About the TQSOL

The Table de Quartier Sud de l'Ouest de l'île (TQSOL) is a non-profit organization that unites citizens, community organizations and elected officials with the objective of promoting social development and improving the quality of life of residents in the southern West Island. The TQSOL serves the municipalities of Dorval, Kirkland, Pointe-Claire, Beaconsfield, Baie-d'Urfé, Sainte-Anne-de-Bellevue and Senneville.

Context

In November 2015 at the TQSOL's Buffet Priori, the community identified the 5 priority needs within the southern West Island. The lack of affordable and social housing was one of these priority needs and a Housing Committee was established to address the issue. Since then, the Committee and the TQSOL team have focused on the research and writing of analytical and policy documents and needs assessments. They have also created communications and awareness raising materials. The goal of these efforts was to build a better understanding of the housing situation among southern West Island citizens, politicians and the wider community. The Housing Forum was the first housing-themed event hosted by the TQSOL and the first event of this kind in the West Island. The Forum brought together local residents, community organizations and elected officials as well as public and private sector housing professionals, to discuss the lack of affordable housing in the area. Communications efforts focused on reaching those within the TQSOL territory, although residents from the entirety of the West Island were welcomed.

Housing Forum Objectives

The objectives of the event were twofold; to mobilize elected officials, community organizations and citizens of the southern West-Island towards collective action, as well as to collect perspectives from Forum participants on tangible solutions that can be deployed to improve the housing situation.

What is affordable housing?

Housing is considered affordable if a household spends less than 30% of their income on housing costs. According to Statistics Canada, 1 in 5 households (owned and rented) in the southern West Island fall into this group. In particular, 2 in 5 tenant households spend 30% or more of their income on housing costs. Only 4% of tenants live in subsidized housing. In the TQSOI territory, there are 665 social and community housing units¹ however none of these are for people below 60 years of age. The median price of a two-storey home in the West Island is more than \$570,000 and rising quickly. With 8,000 people living on low income, the cost of housing does not reflect the reality of southern West Island residents.

Affordable housing is important for many reasons. The demographic and social mix created from a wide variety of housing prices leads to a more diverse and vibrant community; seniors can afford to stay in the neighbourhood after they sell their homes, young families can afford to buy their first home and in general people on low and moderate income (for example: single-parent families or immigrants) can afford to rent or buy close to where they work. As housing costs rise and our West Island demographics shift, there is an urgent need for housing that accommodates a diversity of needs.

Affordable housing can take various forms. In the private sector, Municipalities can contribute to providing affordable market-rate housing by ensuring a diversity of dwelling types that are affordable by design, such as duplexes, multiplexes or secondary suites. In the public sector, affordable housing could be social housing (Habitation à loyer modique) or community housing, managed by a co-operative or a non-profit entity. For more information about affordable housing, visit: <https://tqsoi.org/housing/>

In this report

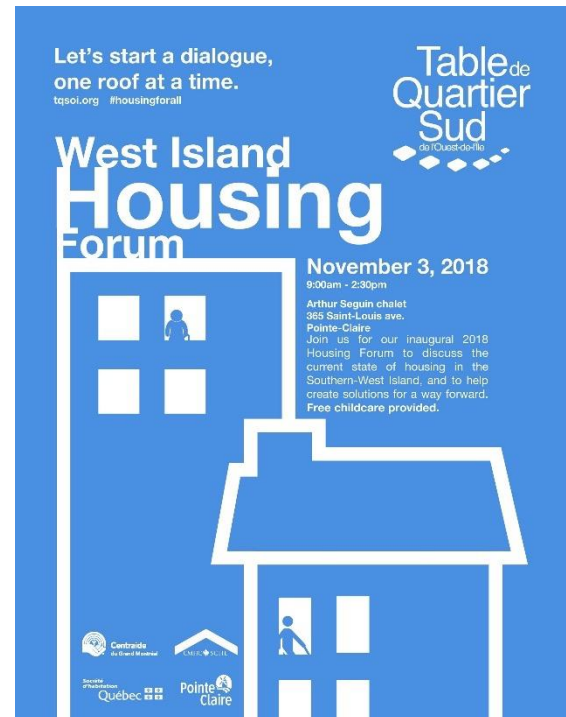
This report includes an overview of the preparatory steps taken before the Housing Forum. There is a summary of the event, as well as an analysis of the event's results. The next steps to be taken are identified. In the appendix is the Facilitator's Guide, a summary of the Persona exercise, the evaluation form feedback, a list of participants as well as some photos.

¹ *Vivre ensemble dans l'Ouest de l'île*, 2014

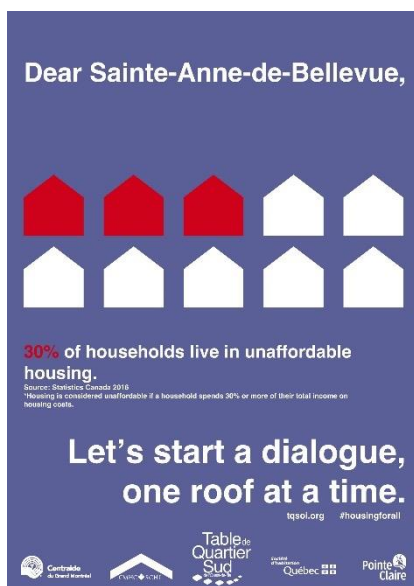
Preparation

Communications

Planning for the event began in the summer of 2018 when the TQSOL's Housing Forum committee created a communications plan. Invitations in the form of postcards were printed and distributed to community partners who then relayed them to their clients. We sent 3,000 invitations out by mail using the Canada Post mail-drop service. This targeted mailing was based on a map created using data from Statistics Canada. It reached low-income households who also contributed 30% or more of their income to housing costs. The TQSOL team also distributed about 100 invitations door-to-door in vulnerable areas identified by this same map.



Materials created for this plan also included the "Housing Dictionary" and "Dear Cities" poster series which were posted to the TQSOL Facebook page and displayed in public locations in the southern West Island. The "Dear Cities" posters in particular were very popular; one Facebook posting of a Sainte-Anne-de-Bellevue poster reached 2.6K people. Posters advertising for the event were also displayed.



Information about the event was also spread through website, our newsletter, the membership meeting and a press release. The Housing Forum communications efforts resulted in media attention from The Montreal Gazette (1 article), The Suburban (2 articles) and Global TV.

In an effort to hear from as many voices as possible, we held two “Community Conversations” with citizens in October. The goal was to hear from those who were less likely to attend or speak out at large gatherings, and to encourage those individuals to share their situation and opinions. One conversation was hosted at Chefs en Vedette and another at Résidence Edwin-Crawford. While the Chefs en Vedette conversation was attended by two citizens, the second conversation was attended by approximately 20 people. The TQSOI facilitated an enthusiastic conversation about the need for more affordable housing options in the West Island. Multiple tenants in the building remarked that they were happy to be living in their current residence (an HLM), but had had difficulties with housing costs in the past and knew others who were having difficulties.

Avez-vous une instabilité du logement?

Les logements inabordables dans l'Ouest de l'Île sont-ils un problème que vous souhaiteriez voir résolu?

Venez partager votre point de vue en petits groupes autour d'un café gratuit!

Jeudi 4 octobre, 2018
10h - 11h30

Chefs en Vedette
123 avenue Donegani
Pointe-Claire

RSVP
info@tqsoi.org
438-938-7764

Débutons le dialogue, un toit à la fois.
tqsoi.org #housingforall

Let's start a dialogue, one roof at a time.
tqsoi.org #housingforall

Do you experience housing instability?

Is unaffordable housing in the West Island an issue that you would like to see addressed?

We would like to hear from you in a group discussion over a free coffee!

Table de Quartier Sud
de l'Ouest-de-l'Île

Survey of Housing Forum Attendees

A pre-forum survey was distributed online using our newsletter and website, in order to better understand the profiles of Forum participants. There were 31 responses.

- About half of the respondents live in Pointe-Claire, with the rest distributed evenly throughout the other municipalities.
- Most respondents are between 45 - 69 and most live with their spouse and/or children, with only 4 living alone.
- 83% of people are homeowners and 17% are renters.
- 9 people said they spend 30% or more on housing costs, and 19 spend less than that.
- 5 people said they are dissatisfied or very dissatisfied with their housing situation, 5 were neutral and 21 are satisfied or very satisfied.
- Out of 27 respondents, 18 said they are planning or considering moving in the next 5-10 years. Common reasons cited for moving were:

- Moving in order to downsize
- Moving because of lack of autonomy or a disability
- Hoping to buy a home.

"We are currently sharing our house with our son, daughter-in-law and 2 grandchildren, but when we can no longer do the stairs, or if the kids can get their own place, we will 'downsize', possibly to a seniors' residence"

- When asked to describe their ideal housing situation, only 2 out of 25 expressed that they did not want or need their housing situation to change. 8 people said they would like to rent and 13 people said they would like to own their ideal home.

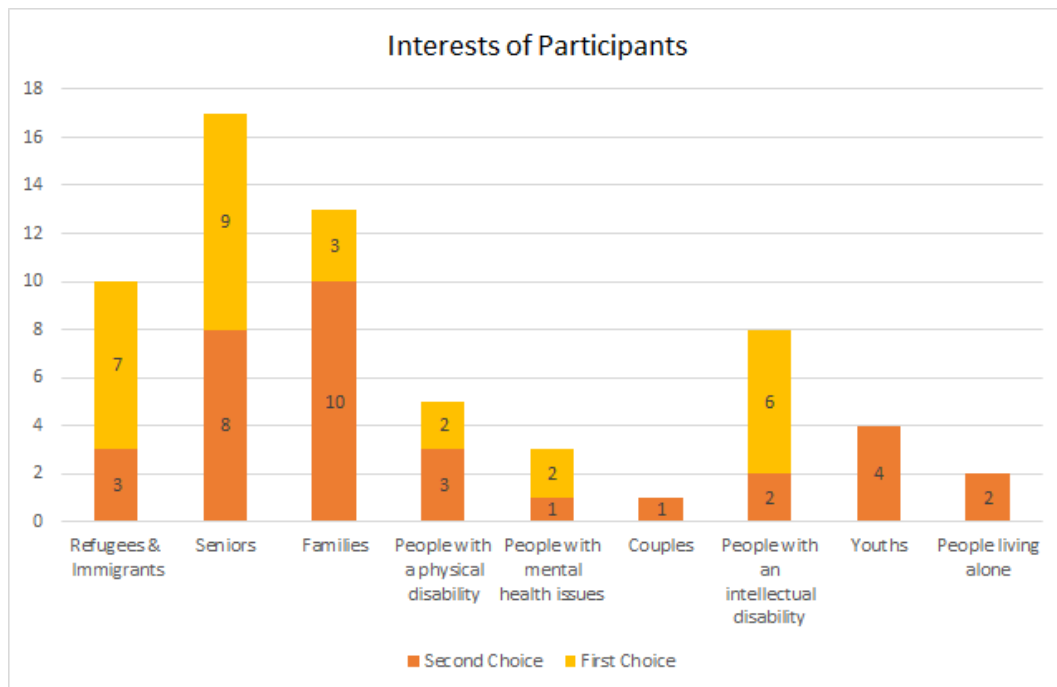
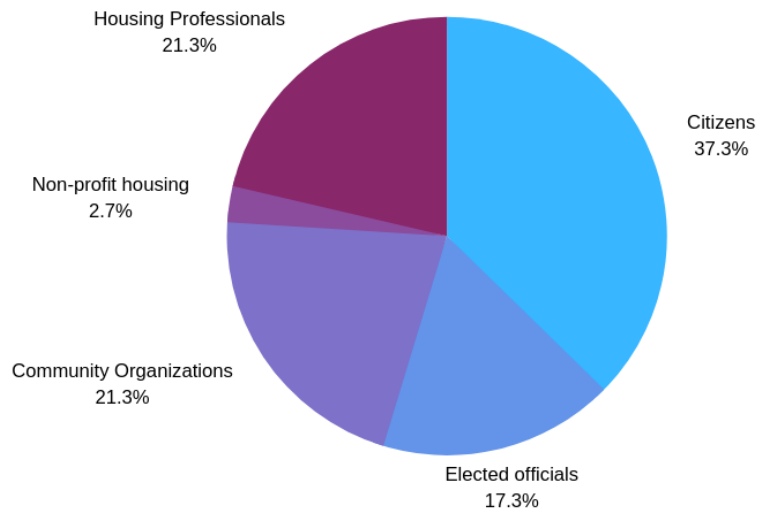
- When asked why they were interested in attending the West Island Housing Forum, 8 people wanted to learn about what the community is doing/saying. Others had specific interests, such as tiny houses, housing for special needs, adaptable apartments, foreign buyers and difficulties for young families and young adults.

"We want to own in Dorval or Pointe-Claire but can't afford it. We want a yard so we can garden and have dogs. We want more privacy and a quiet neighbourhood."

Housing Forum Participants

Event composition

There were 85 people present at the Housing Forum from various backgrounds. They were divided into 11 tables. For the complete list of attendees, see Appendix E.



During the registration process, participants were asked to indicate the group they were most interested in representing. The following charts shows the primary and secondary interests of the registrants who represented specific groups.

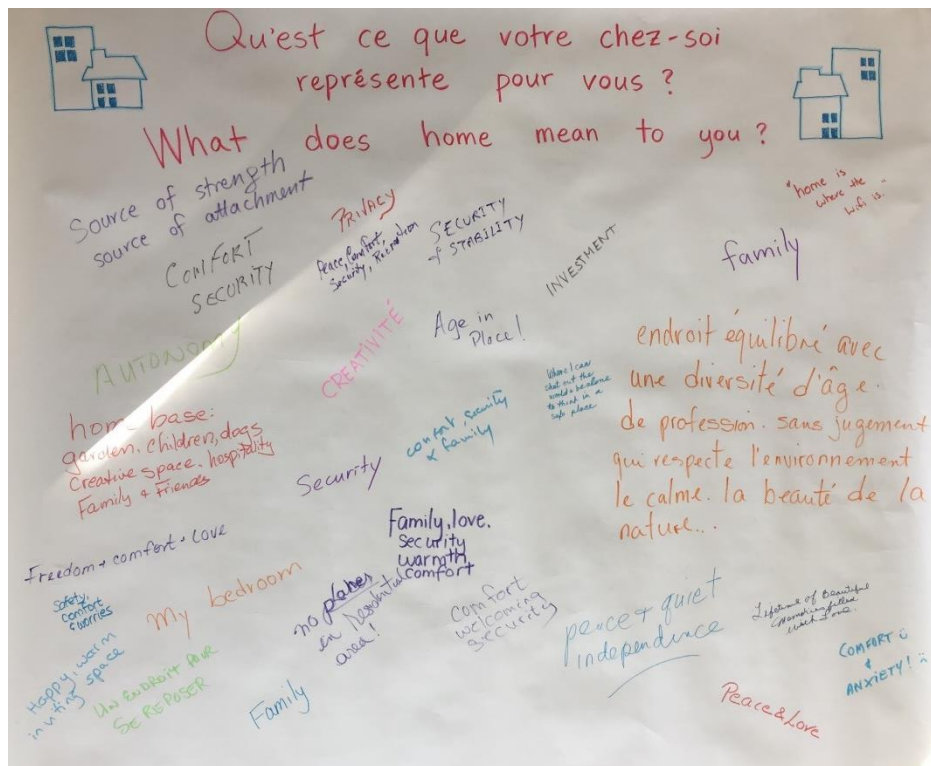
Summary of Forum Activities

The Housing Forum opened with three activities to encourage participants to begin thinking about the housing issue. The day was then organized into phases: Inspiration, Identification of commonalities and Ideation.

Opening Activities

1. "What does home mean to you?"

This activity was designed to encourage participants to think about how their homes are meaningful. As the responses suggest, a home is more than a place to sleep. It signifies family, love, security, peace and much more.



2. Housing Quiz: Which one is affordable housing?

What does affordable housing actually look like?

Today, most social and community housing is designed to fit architecturally into its surroundings.

We have come a long way from the concrete apartment buildings that many associate with HLMs. At the same time, the single-family homes that used to be affordable to young families are more and more costly in the West Island. This quiz was designed to encourage people to second-guess their perceptions of what is affordable today.



3. Tear-Off Activity

This activity was attached to the infographic distributed to each participant. The paper squares were posted on the wall and divided between the homeowners and renters. The purpose was to collect data about Forum attendees, and it gave an opportunity for others to learn about the situations of other anonymous participants. 52 people participated, of which 39 were homeowners and 13 were renters.

14 homeowners marked that they had no mortgage or that it was paid off. Housing costs for homeowners ranged from \$450 to \$2,800 per month. Most homeowners had lived in their home for 10 years or more, suggesting a stable living situation. However, the survey results suggest that many Forum participants were also seniors looking to downsize in the future.



The average rent per month was \$865 with costs ranging from \$600 to \$1,200. More than half of renters lived outside of the TQSOI territory, so these prices are not reflective of the area's rental costs. However, the ratio of renters to homeowners is similar to the housing stock in the southern West Island.

Persona activity

Each table was tasked with the creation of a Persona, based on the category assigned to their table (senior, single-parent family, etc.). The Persona is an imaginary individual or a family, inspired by real-life profiles. This empathetic exercise is designed to bring to life the trials of residents in unstable or unaffordable housing situations. During the activity participants learned and/or taught others about the characteristics and experiences of a vulnerable West Island person. For the full summary of personas, see Appendix C. Some examples of Personas that were created include:



Janice: A retired Real Estate agent and Meals on Wheels volunteer who lives alone in her house on small pension. She will need to downsize to a wheelchair-accessible home. She fears losing her driver's license. Her dreams are to travel, have an apartment with an adapted kitchen and be around people.



Matthew: A student working towards a DEP in cooking. He currently lives in a rooming house because he was forced to leave his parents' house when they divorced. He is having trouble finding a job or finding resources to support him. His dream is to pursue a healthy relationship and to have a meaningful career.



Carl: A Pointe-Claire resident who works at the John Abbott recycling program. He has Down Syndrome and is concerned about moving out from his parent's house and finding an affordable home. His dream is to be autonomous, have a family and a space to call home. However, social assistance is not enough for him to do this.

Identification of commonalities

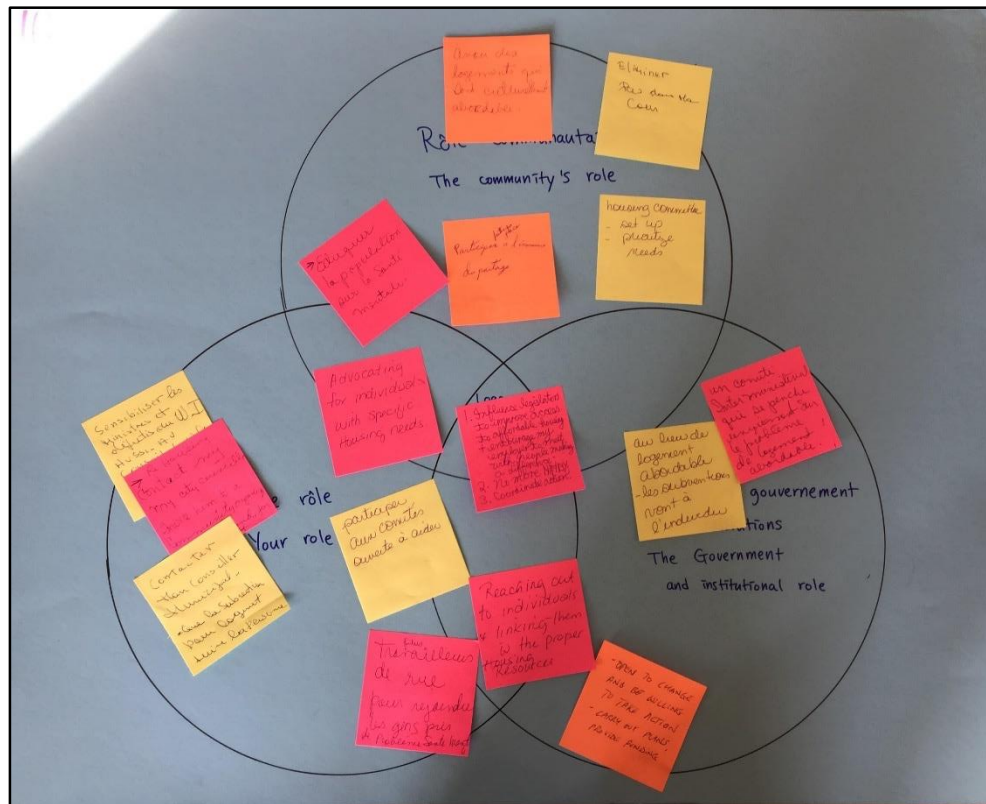
After each persona was presented to the room, the groups gathered information about the personas to identify the common difficulties faced by each. They grouped similar difficulties into categories. The most common difficulties identified by the groups were:

- No access to affordable housing in their area.
- No access to housing that responds to their needs. This could be adapted housing, housing with services and care, housing which allows pets, housing for families or young people, housing with support for people living with intellectual disabilities, etc.
- No access to general social services as well as housing services.
- No access to housing in proximity to services, including transportation.
- Not feeling safe in current housing situation.
- Not having access to a clean home.
- Not being able to maintain their current lifestyle.
- Being isolated and not having access to or fitting into their community.
- Dealing with mental health issues.
- Not having a job or job security.
- Living on a low income.

Ideation activity

Participants were asked three questions to prompt the generation of solutions phase.

1. What do you think is your role in improving the housing situation?
2. What can we do as a community to improve the housing situation?
3. What can we do at the government and institutional level to improve the housing situation?



Each idea was placed in the corresponding circle of the Venn diagram. The groups chose their top 3 solutions collectively. After presenting to the room, participants voted on the ideas they liked best ("dot-mocracy").

Analysis

The housing committee analyzed the data from the final activity by grouping common ideas into categories. These categories and their totalled votes are listed below:

- #1 Create policies for more affordable housing (61)**
- #2 Work together to create solutions (34)**
- #3 Create models for a more inclusive housing stock (33)**
- #4 Raise awareness about the issue (11)**
- #5 Be involved at the individual level (8)**

Creating policies for more affordable housing was by far the most popular topic, demonstrating that there is a need for change at the government level. Popular proposed solutions within this category included: zoning for intergenerational homes, bylaws to encourage co-housing, gentle densification for suburban setting and policies that require developers to build a certain percentage of affordable housing in new residential projects.

Some of the more popular suggestions for working together to create solutions were: partnerships between citizens, community groups and government, mobilizing the community and creating a housing resource.

Creating models for more inclusive housing could include policy change, but in general participant's statements referred to systemic changes such as creating a supportive and self-sustaining housing model that meets the needs of the community.

Conclusion

The Housing Forum successfully brought together 82 diverse stakeholders to discuss the housing issue. Attendees participated in vibrant discussions in which they shared their concerns and developed potential solutions.

The need for affordable housing is evident not only in the statistical data, but also by the enthusiasm that participants brought to the table. The Persona exercise helped to visualize the

particular needs of West Island residents, such as living on a low income, a lack of resources and particular housing needs that are not being met by the current housing stock.

The solutions recommended by participants suggest that there is a need in the community for policy changes, housing strategies and housing models. There is also a clear interest in collaboration among community members to create more concrete solutions. Raising awareness and educating the population about the housing issues is a crucial component to avoiding NIMBY-ism (“not-in-my-backyard”), as this and policy barriers are some of the main challenges to building affordable housing. Being involved at an individual level was another priority, if less popular. As Forum participants, each individual has already begun to contribute to this priority, and can continue to do so by carrying on the discussion with elected officials and other community members.

Finally, the lack of housing resources was a common issue raised during the identification of barriers exercise. A suggestion to create such a resource was very popular during the “dot-mocracy” exercise.

The overall feedback from the Forum was very positive, as was its mobilization effect, with many participants expressing interest in participating in and organizing future projects and events. As the first event of its kind in the West Island, the Housing Forum was an important start to the conversation about the affordable housing issue.

Next Steps

Based on the needs identified during the Housing Forum, the TQSOI will prioritize the following:

- Encourage the creation of housing models and policies for more affordable housing by:
 - Meeting with elected officials within the TQSOI territory to present to them our policy suggestions, as well as the results of the Housing Forum. In particular, promote policies that encourage developers to contribute to the affordable housing stock.
 - Continuing to research housing policies and strategies and to share this information with the Community.
- Explore opportunities for creating partnerships and collaborating within/between communities and levels of government, including follow-up workshops on specific housing topics.
- Explore the creation of a housing resource dedicated to West Island housing.
- Continue to sensitize key stakeholders in the Community about the housing need through communications materials, presentations, social media and word of mouth.

Appendix

Appendix A. Facilitator's Guide

FACILITATOR'S GUIDE

TQSOI's West Island Housing Forum



Facilitator's Roles

- Ensure that the participants respect the instructions and the schedule.
- Ensure that conversations are conducted with respect and that all those who wish to participate can do so.
- Take notes on your general observation and all relevant comments/conversations.

Objective of the day:

- To mobilize elected officials and other decision-makers, organisations, and citizens of the southern West Island towards collective action in terms of housing
- Collect ideas for solutions

Summary of the day's activities:

Part 1. Development of the persona

Part 2. Identification of commonalities/differences between personas

Part 3. Generation of solutions

Icebreaker (15 minutes)

Ask participants to complete the activity that is on the agenda hand-out. They must fill in the **first** blank by choosing a word from the list of nouns below, then complete the sentence.

If I were a free I would be _____ because _____.

Book tree flower house animal famous person bus
art piece public space entrepreneur musical instrument

Part 1. Development of the persona (35 minutes)

Who are the people in need?

A persona is a fictional person or persons that you will create based on a synthesis of participant's knowledge and experiences. This empathetic exercise is designed to bring to life the trials of imaginary people who are inspired by real-life profiles.

Create your persona or personas by answering the questions on the large template in the middle of the table. Participant's can consider the questions by looking at their own sheet, then can contribute to the group by writing on the large sheet.

Choose one person from your table (not yourself!) to make a brief 3 minute presentation of your persona(s) to the room. Your job is to write down the various difficulties/barriers faced by the other group's personas on post-its. This includes your own persona's barriers!

Part 2. Identification of commonalities between personas (20 minutes)

What are their needs?

Distribute the barriers/difficulties you recorded on post-its to participants. Each participant should have 1-2 post-its. Help them to group together the common barriers and categorize them by grouping the small post-its on to larger post-its. For example...

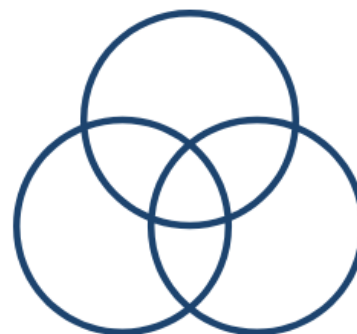


Part 3. Generation of solutions (55 minutes)

How can their needs be met?

a. Based on the barriers and needs identified before lunch, ask three questions to prompt the discussion. Participants can take 2 minutes to think privately, before sharing their responses with the table. They can write their ideas on post-its and add them to the Venn diagram (see image below) in the middle of the table. You may spend about 15 minutes on each question.

1. What do you think is your role in improving the housing situation?
2. What can we do as a community to improve the housing situation?
3. What can we do at the government and institutional level to improve the housing situation?



b. When all the ideas have been shared, chose the top 3 ideas and write each on a large post-it (10 minutes) *Note that the ideas can come from the same question.

Some questions to help participants prioritize the 3 ideas:

- Are the ideas similar or complementary?
- Which ideas seem the most realistic? The most mobilizing?
- Which ideas have already been tested? With or without success?

Chose a presenter to present your top 3 ideas/solutions to the room (3 min / group).

Questions? Raise your hand for help from Shannon or Samir!

Appendix B. Housing Quiz Activity



Appendix C: Persona Activity

Group no. 1: Seniors

Name: Janice (75)

Janice is a retired Real Estate agent who volunteers with Meels on Wheels. Her pension is \$15,000 a month. She is a smoker who lives alone since her spouse died, in a house that is too big for her. She uses a walker and has trouble going up and down stairs. The house needs work but she finds it hard to find help she can trust. She has one adult child who lives in BC.

She would like to downsize but she needs a home that is wheelchair accessible with a ceiling lift. It is also hard to find a place that accepts dogs. She fears losing her licences and is looking for a purpose in life.

Her dream is to travel, have an apartment with an adapted kitchen and to be around people.

Quote: "Aspire to inspire before you expire!"

Group no. 2: Seniors

Name: Nadia (67) and Marc (71)

Nadia and Marc are a retired couple who have been living in their home for 38 years. They both have health issues and a loss of autonomy and are therefore not able to do physical work. After their retirement, their fixed incomes limit the housing options available. However, they will need to sell their house and find somewhere to live for about the next 20 years. They are also worried about their own ageing parents and grandchildren.

Their dream is to travel, spend time with family and friends and to occupy themselves with hobbies.

Quote: "We would love to live a peaceful and secure life"

Group no. 3: People with a physical disability

Name: Ascenze (60+)

Ascenze lives alone in a rented apartment. She receives a small pension and has a physical disability, which comes with some accessibility issues. She is isolated and also has trouble taking care of herself. Her dream is to have a pleasant place to live (with a garden) that is safe. She wants to be autonomous with no worries and all her needs fulfilled, including a close tie with the community.

Quote: "God give me courage" and "I advocate for others, but who takes care of me?"

Group no. 4: Adults

Name: John (45)

John used to work in a warehouse, but he needed to retrain when he lost his job. He has been out of the workforce for 2 years and is having difficulty finding affordable housing. He is the caregiver for his partner who developed chronic illness. His concerns are job security, medical expenses (because he has no health insurance), caregiving and basic short and long term needs.

His dream is to have a happy, healthy family life.

Quote: "I want a good job"

Group no. 5: People with an intellectual disability

Name: Carl (19)

Carl works at the John Abbott recycling program and has a part-time job as a cleaner. He lives with his parents in Pointe-Claire and commutes to school. He is hard-working and intelligent. He also has Down Syndrome.

He is concerned about moving out from his parent's house and finding an affordable home. He wants to find a job to support himself and be a member of the community. He is lonely because he loves people, but they don't always understand him. Social assistance is not enough for him and there is not much support available for his family. There are no housing options that meet his needs.

His dream is to be autonomous, have a family and a space to call home. He wants peace, independence and safety, and for people to understand and value him.

Quote: "I can do it, I just need a little help", "Safe and happy home", "If only I had a place to live"

Group no. 6: Families

Name: Malcolm and Katie Point (38)

Malcolm, Katie and their children currently live in their dream home in Valois. Katie has been at home for 5 years, and was previously a teacher. The couple is in the middle of a divorce and are concerned about their finances and about keeping the kids in their environment. They will need to find two residences in the area that are suitable for the children, at an affordable price.

Katie's dream is stability for her children and continuing to have a loving home despite the disruption. She will need to go back to work and she is hoping to find a perfect job that provides her a good work/family balance. Malcolm's dream is to maintain involvement in the kid's lives as their hockey coach and to be there for their activities.

Quote: "How am I going to make this work, and not show my worry?"

Group no. 7: Families

Name: Unspecified

This family is made up of a father, mother, two daughters (12 and 1) and a son (15). The family lives in Pointe-Claire and the combined household income is \$60,000. The two oldest children would like their own bedrooms, but this will be very expensive. They are concerned about the lack of access to housing, proximity to services and finding affordable housing within their area.

Their dream is to buy a house with a small yard. They also hope to win the lottery.

Quote: "Élever ma famille dans un endroit saine et sécuritaire"

Group no. 8:

Information unavailable

Group no. 9: Youth

Name: Matthew (18)

Matthew is studying to obtain a DEP in cooking. He is looking for an apartment or room to rent because he is currently living in a "maison de chambre." He was forced to leave his parent's house when they divorced and left the West Island. He still has a toxic relationship with them. He experiences social isolation and is having difficulty finding a job and affordable housing in the West Island. Living outside of the West Island would mean he would have difficulty taking public transport to/from the area for school. There are no resources to help him out, such as job support, social/psychological support services, financing or available rental units.

His dream is to pursue a healthy relationship and to have a meaningful and profitable job.

Quote: "Fast cash"

Group no. 10: People with mental health issues

Name: Arthur (55)

Arthur is unemployed and was evicted from low rent housing. He has been living in his car for 2 years. His wife left him 10 years ago due to his problems. He lost his job due to absenteeism and also has a gambling problem.

He is concerned about his financial state (no money), safety and hygiene. He also worries about where to park his car. He experiences hopelessness.

His dream is that someone will rescue him and he will have a clean bed to sleep in.

Quote: "I'm drowning"

Group no. 11: People living alone

Name: Siri (71)

Siri is a retired, widowed woman who lives alone in Beaconsfield. Her children have all moved out of province and she deals with depression/mental health issues. She is concerned about her current lifestyle and food, her future and the maintenance of her home. She lives on a low income, so finding affordable housing and the correct resources for her will be difficult in the future.

Her dream is to stay in her home or a comfortable place in her neighborhood. She would like to maintain her lifestyle.

Quote: "I'm anxious about my future and the unknown"

Appendix D. Summary of evaluation form feedback

40 people completed the evaluation forms. The overall comments were positive.

1. What motivated you to attend the Housing Forum?
 - 15% (6) people attended because they were looking specifically for solutions to their own housing needs.
 - Most were interested in contributing and hearing what the community has to say.
2. Did the event allow you to express your thoughts and concerns?
 - Only 2 people commented that the event did not completely allow them to express their thoughts.
3. Has this meeting raised your level of awareness? (Y/N)
 - 1% of people (4) said the event did not raise their level of awareness. 2 of those said they did not learn anything more than what they already knew.
4. Rate the event from 1 (poor) to 4 (excellent). Most items were given a 4.
 - Location of event: 3.6
 - Meal served at event: 3.8
 - Organization of event: 3.8
 - Overall event: 3.6
5. Getting involved.
 - Become a member of the TQSOL: 13
 - Attend future events: 26
 - Receive newsletters: 23
 - Be part of a working committee: 11
6. Where did you hear about the event?
 - Mailed invitation: 6 (this could be posted mail or email)
 - Facebook: 6
 - Door-to-door: 0
 - Friend: 5
 - Website: 2
 - Other: 17 (most commonly: emailed invitation or through work)
7. General comments:
 - Thanks a million!
 - Il faudrait organiser un forum similaire sur le transport - qui est étroitement lié au logement. C'est aussi un enjeu extrêmement important dans le West Island / Merci.
 - Thanks to all of the members of TQSOL.
 - J'ai aimé ma journée faite avec le groupe.
 - Please have a similar forum about public transportation! I'll help organize.
 - Having attended the initial meeting in Baie d'Urfé where we identified the 5 priorities - it is wonderful to see the growth since then. Very rewarding. Thanks Alena + to all.
 - I would have liked to see council members participate for the whole event.
 - Very well organized - a vital issue in our community.
 - Great forum. Thank you!

- Thank you (x4)
- Nice water bottle too! Thank you.
- Excellent overall. Use of an effective process. Rich material, food for thought and action.
- Would have liked more info on available housing programs.
- Good work keeping on schedule; I appreciated meeting new people.
- Facebook live stream. Q&A lunch + learn with guest speakers.
- I appreciate the hard work gone into event. I appreciate opportunity to share. I was hoping for more concrete strategies (but I think that will come - this was a good start).
- Location good but large number of people in a large room makes it difficult to hear.
- Great event! I look forward to the next one.
- We need to bring these concerns forward. Make change in the community + get key players involved.
- Diversifying the groups to include a representative of each population to develop ideas that respond to all.
- Excellent!
- Great event, great people.
- Understand this is 1st time, but would love to have more info on practical solutions - what is availability.
- Bravo et bon courage.

Appendix E: Participants

- 82 people attended the Housing Forum. There were 26 citizens and 10 elected officials from Pointe-Claire, Beaconsfield and Pierrefonds-Roxboro as well as 3 government representatives.
- The following community organizations, institutions and professionals were represented:
 - Centre de Ressources Communautaires de l'Ouest-de-l'Île
 - Table de Quartier Nord-Ouest de l'île de Montréal
 - West Island Women's Centre
 - PCSM
 - AWISH
 - Grandir Ensemble
 - Literacy Unlimited
 - WIAIH
 - AJOI
 - West Island Network
 - CIUSSS ODIM
 - Assistance communautaire, Ville de Dorval
 - Villa St-Louis
 - GerontoLogis
 - Groupe CDH
 - Bâtir son quartier
 - CMHC
 - Mammone Holdings
 - Transport Schonfeld
 - RR Cabinet-Conseil
 - Vendirect

Facilitators

First Name	Last Name	Table	Theme
Kate	Coulter	1	Aînés / Seniors
Tessa	Trasler	2	Aînés / Seniors
Isabelle-Anne	Bisson	3	Handicap physique / physical disability
Shirley	Tran	4	Adultes / Adults
Luca	Brown	5	Déficiences intellectuelle / Intellectual disability
Anne-Marie	Angers-T.	6	Familles / Families
Philippe	Forte	7	Familles / Families
Sheila	Laursen	8	Immigration
Melanie	Safi	9	Jeunes/youth
Dianne	Carriere	10	Santé mentale /Mental Health
Cristina	Colt	11	Personnes vivant seule/ People living alone

Appendix F: Photos

